NCQA Supporting States: Custom Quality Solutions

PERFORMANCE MEASUREMENT

California (Safety Net/DSRIP)

Project: CA Safety Net Institute's Quality Incentive Program/PRIME design and implementation.

- Measure development
- Measure testing
- Measure guidance
- Policy clarifications
- Recommendations for P4R, P4P

Indiana (1115 Evaluation)

Project: Indiana Health Insurance Program (HIP) 2.0 1115 Demonstration Waiver Evaluation.

- Measurement guidance
- Measure selection for addressing health care access, utilization, and health outcomes

California (Align. Measure. Perform.)

Project: CA Integrated Healthcare Association's AMP program implementation (formally known as Value Based P4P).

- Measure development
- Measure selection/alignment
- Measure guidance
- Technical reports and project management

PUBLIC REPORTING & TRANSPARENCY

California (Report Cards)

Project: CA Office of Patient Advocate annual report cards for commercial HMOs, PPOs, medical groups.

- Methodology design
- Measure guidance
- Measurement selection
- Consumer testing
- Ad hoc analysis
- Technical reports and project management

Delaware (Scorecards)

Project: DE State Innovation Model Accelerated Payment Reform Project transparency strategies.

- Measure selection
- Measurement guidance
- Recommendations for P4R, P4P
- Ad hoc analysis

New York (Consumer Guides)

Project: NYS DFS consumer guides on health insurers, to help consumers in decision making.

- Consumer guide including clinical quality information, member satisfaction, complaints and appeals, accreditation data
- Ad hoc analysis
- Technical reports

PCMH CUSTOMIZATION

New York (Custom Label PCMH)

Project: NYS Department of Health private label version of PCMH design and implementation (NY PCMH).

- Custom reporting
- Implementation/transition plan
- Technical support/training
- Marketing

Tennessee (Custom Reporting)

Project: TN Division of Health Care Finance State Innovation Model PCMH program implementation.

- Custom reporting on practice progress and achievement of milestones
- Technical support/training
- Project management
- Conduct reviews

Massachusetts (New Module)

Project: MA Health Policy Commission PCMH certification design and implementation.

- Developed new module of 13 new behavioral health criteria
- Technical reports and guidance materials
- Technical support/training
- Conduct reviews

DATA COLLECTION & SURVEYS

Minnesota (Data Collection)

Project: MN DHHS HEDIS Data Collection for 39 plans (MCOs, commercial plans, SNPs, MA plans).

- HEDIS data collection

Texas (Data Collection)

Project: TX Center for Health Statistics HEDIS Data Collection for commercial HMO plans.

- HEDIS data collection

California (Survey Validation)

Project: APG (formally CAPG) Standards of Excellence (SOE) Survey design and implementation.

- Develop platform to support national SOE Survey
- Support survey implementation and custom reporting

To learn more, contact Jennifer Zutz, Quality Solutions Group, at Zutz@ncqa.org