



# Digital Content Services Handbook

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## Eligibility Requirements

NCQA's Digital Content Services is designed for forward-thinking, innovative organizations that want to use Digital Quality Measures to improve quality. To successfully implement these measures, organizations that use NCQA's Digital Content services must meet technical and resource requirements.

This handbook provides a high-level overview of requirements to guide resource needs and decision making. Remember that you can always contact your NCQA Account Executive with any questions!

### **FHIR® Data Requirements**

NCQA's Digital Content Services uses FHIR data only. Your organization must be able to produce FHIR data that maps to the HEDIS® Core FHIR Implementation Guide (IG). NCQA will provide you access to the IG upon written request.

Your organization must:

- Adhere to NCQA's HEDIS Core FHIR IG that uses FHIR v4.0.1, and to any updates, for data compliance.
- Source FHIR data resources in patient/member bundles.
- Store data in cloud storage buckets (see below for more information).

### **Readiness Assessment**

NCQA encourages you to demonstrate your organization's ability to produce results in:

- Inferno for USCore/USCDI.
- Inferno for CarinBB.

HealthIT.gov offers an open-source tool for running select FHIR conformance tests. Visit <https://inferno.healthit.gov/> to test your system. Inferno is not for use with sensitive data or Protected Health Information (PHI).

## Resources for a Successful Implementation

### **Cloud Resources**

Digital Content Services currently supports AWS and Azure. Your organization must be able to provide the following resources in these cloud environments:

- DNS services to manage domains/subdomains.
- Private networking and security-related services.



- Object storage used for FHIR bundles.
- PostgreSQL database for system configuration and execution caching.
- Docker Container Orchestration Services.

NCQA will provide installation support, via infrastructure-as-code for AWS and Azure that includes the following resources.

- AWS RDS with Postgres, Azure Postgres Services.
- Docker application images via NCQA container registries.
  - No other containerization services (e.g., Podman) are currently maintained.
- Container orchestration via AWS Elastic Container Service or Azure Container Apps.
- The ability to provision cloud resources with write-level permissions to the resources above, to install the product via Terraform scripts.

## Identity Management

Your organization must have the ability to integrate its identity management through OpenID (not SAML) connect. There are two parts to this requirement: Your organization must have logins through a provider *and* a client application as well:

- Cognito.
- Azure Active Directory.
- Google Authentication.
- Okta.

## Security

Software will be deployed in your organization's cloud environment. You are responsible for the security of the implementation. NCQA takes the following security precautions:

- Container screening.
- Manual pen testing.
- Dynamic Application Security Tool (DAST).

## Staff Resources

Effective software installation and implementation depends on appropriate resources. Your organization should staff an implementation team with:

- Cloud Administration.
- FHIR Data Mapping.
- Measure expertise, preferably HEDIS measures.
- Downstream JSON Results Integration.



## Installation and Support

### Installation

NCQA provides installation support for Digital Content Services through:

- Infrastructure-as-code scripts.
- Technical documentation, including the technical installation guide.
- One preinstallation implementation solutioning and training session.
- Up to three working sessions.
- One post-installation training session.

During project kick-off, you will receive the Technical Installation Guide, scripts and digital measures. NCQA's Customer Implementation Team will be available to support you throughout the process, and provide additional training for environment and application configuration during training sessions. Additional sessions may be provided at your request, within NCQA's sole discretion.

### Support

<b><i>For Questions About...</i></b>	
<b>HEDIS Core FHIR IG</b>	For clarification and troubleshooting, submit questions to Simplifier: <a href="https://simplifier.net/NCQA-HEDIS-Core/~issues">https://simplifier.net/NCQA-HEDIS-Core/~issues</a>
<b>Digital Content Services</b>	For questions about digital measures and the Digital Content Services application, submit technical questions to My NCQA: <a href="https://my.ncqa.org/">https://my.ncqa.org/</a>

Customers will receive an initial response in 2 business days. NCQA will not provide mapping guidance beyond the IG and other resources.

Find step-by-step instructions on creating support tickets in the *Digital Content Services Application User Guide*. Email your NCQA Account Executive for a copy.



## Digital Content Services Terms of Use

These terms of use apply to Licensee's use of Digital Content Services and the Measures in NCQA's Digital Content Services offerings. All capitalized terms are defined in the License Agreement for Digital Content Services.

1. Licensee may only use Digital Content Services for internal health care operations, including quality improvement, quality gap identification and quality gap closure, of Licensee and Licensee's Customers.
2. Licensee may not use Digital Content Services to publish or publicly report individual-level or aggregate data generated by the Product to third parties, including, but not limited to, regulatory authorities, states, value-based quality programs and the general public, unless Licensee achieves measure certification through an NCQA-approved measure certification program. Licensee may share data generated by the Product with their Customers for their Customers' internal use.
3. Licensee may not use the Measures available through Digital Content Services offerings with a third-party application outside Digital Content Services without first achieving measure certification through an NCQA-approved measure certification program.
4. At this time, the NCQA Measure Certification Program™<sup>1</sup> is NCQA's only NCQA-approved measure certification program. Find information about the program [here](#).
5. Licensee may only use the Clinical Quality Language logic to view the Measures.

## Notices and Disclaimers for Licensee's Products that Include Output from NCQA's Digital Content Services

Licensees of NCQA's Digital Content Services must follow the following instructions when displaying output from the Digital Content Services application in their products, and providing such output to customers.

### Notice and Disclaimers

These notices and disclaimers must be displayed once on a "Copyright Notices & Disclaimers," or similar page/tab, in each version (e.g., year, platform) of Licensee's products, or output provided to Licensee's Customers, that include results calculated using Digital Content Services.

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<sup>1</sup> NCQA Measure Certification Program™ is a trademark of the National Committee for Quality Assurance (NCQA).



### Disclaimer

Digital Content Services measure results were calculated using the National Committee for Quality Assurance's (NCQA's) Digital Content Services application. The Digital Content Services application allows a user to calculate a result based on Healthcare Effectiveness Data and Information Set (HEDIS®) measures. HEDIS is a registered trademark of NCQA.

These measure results may not be called HEDIS rates until they are audited and designated reportable by an NCQA-Certified HEDIS Compliance Auditor.

## Display of Digital Content Services Results

To ensure Customers can easily and accurately identify the HEDIS measure, whether the measure has been configured, year and type of measure result being calculated in Licensee's products, Licensee must:

- Clearly and conspicuously display the HEDIS measure name or abbreviation and HEDIS Measurement Year (e.g., HEDIS MY [Year] Breast Cancer Screening, HEDIS MY [Year] BCS) next to the Digital Content Services result on the page where the result is displayed, and any exports/reports generated by Licensee's product(s). If configurations were applied to generate a result, the measure title must be noted by the word "Configured" (e.g., HEDIS MY [Year] Breast Cancer Screening, Configured).
  - If using the measure abbreviation, include:
    - Pop-up or hover-over text that displays the full measure name, **or**
    - A "measure list" on the "Copyright Notices & Disclaimers" or other product page in each version (e.g., year, platform) of Licensee's product(s) that contains a table of full measure names tied to the measure abbreviations.
  - The full measure result name must be used once on each list of Digital Content Services results and each measure table - for example, in each export/report containing calculated results.

## Trademarks

The registered trademark symbol should be applied to the first reference to "HEDIS." At the bottom of the page where the registered trademark first appears, include a footnote with the following language, or, if in electronic format, where legal notices are displayed, as applicable:

HEDIS®

The Healthcare Effectiveness Data and Information Set (HEDIS®) is a registered trademark of NCQA.