

Dear HEDIS Contact:

Thank you for your interest in submitting HEDIS data to NCQA. HEDIS is the nations most widely used set of health care performance measures. Every year, NCQA receives more than 3,000 HEDIS submissions from over 950 organizations. NCQA collects Medicare and Exchange data on behalf of the Centers for Medicare & Medicaid Services (CMS), collects Medicaid HEDIS data on behalf of state agencies and collects commercial data on behalf of states and the U.S. Office of Personnel Management. For more information about NCQA, visit our website at <https://www.ncqa.org/>.

NCQA's Health Plan Report Card, Quality Compass[®], Health Plan Ratings and a variety of state and local report cards inform patients, purchasers, providers and plans about the performance of our local and national health care systems. HEDIS data are used to calculate national performance statistics and benchmarks, and to set standards for measures included in NCQA's Accreditation program.

If your health plan is submitting HEDIS data for the first time, contact the NCQA Data Collection staff at <https://my.ncqa.org/>. All health plans submitting HEDIS data must complete the Health Organization Questionnaire (HOQ). Plans that submit the HOQ will have automatic access to the Interactive Data Submission System (IDSS) that NCQA uses to collect nonsurvey HEDIS data.

Visit the HEDIS Data Collection page on our website for the data submission timeline, FAQs and IDSS resources and materials: (<https://www.ncqa.org/hedis/data-submission/>).

Submitting Data to NCQA

Step 1. All plans submitting HEDIS/CAHPS data must have an NCQA certified auditor and/or vendor. For a complete list of these firms click [here](#), scroll down to IDSS Resources.

Step 2. Submit to our customer portal via <https://my.ncqa.org/> with the following information about your health plan:

- Legal name
- Address
- Phone number
- Website URL
- *Primary HEDIS contact:* First name, last name, title, email address and phone number.
- *Secondary HEDIS contact:* First name, last name, title, email address and phone number.

Step 3. Your HEDIS account manager (AM) will contact you when your plan is in our system.

- Your AM is available throughout the entire data submission process to answer your questions about the HOQ and the IDSS and for technical assistance.

Step 4. Complete the HOQ.

- The HOQ is released mid-December. You will receive an email notification with a link to the HOQ, instructions for retrieving your password and training information. The completed HOQ is due to NCQA on **Monday, February 5** by 8:00 pm ET.

Step 5. Complete the IDSS.

- The IDSS is released mid-March. You will receive an email notification with a link to the IDSS, instructions for retrieving your password and training information. The completed IDSS is due to NCQA on **Friday, June 14** by 9:00 pm ET.

Contact your AM via <https://my.ncqa.org/> with questions or requests for technical assistance.

IDSS Use Fee (*commercial product line only*)

Organizations that utilize IDSS and meet all five criteria listed below will be invoiced an IDSS Use Fee of **\$3,209 per applicable submission**. NCQA will send an electronic invoice to primary HEDIS contacts in September 2024, with payment due 30 days upon receipt of invoice. Plans are subject to a late fee of \$500 if payment is not received in full within the 30-day time frame.

The IDSS Use Fee applies only to submissions that meet all five criteria:

1. The submission product line is commercial.
2. The submission does not contribute to an organization's scheduled, in process or active commercial NCQA Health Plan Accreditation status.
3. The submission is not required by a federal project contracted with NCQA.
4. The submission is not required by a state's HEDIS Data Collection Project contracted with NCQA.
5. The submission includes HEDIS data (CAHPS-only submissions are not assessed a fee).

Commercial plans that want to submit to NCQA to meet state reporting requirements, but the state *is not* contracted with NCQA, are not required to use IDSS to submit their audited data. Plans that submit via IDSS for this purpose will be assessed the IDSS Use Fee. Contact your NCQA Certified Auditor for information on how to have your data audited outside IDSS to meet your state's requirement. Only audited data may be submitted through IDSS.

For questions about the HEDIS Volume 2 Specifications, the NCQA Licensure and Certification Program or NCQA Accreditation, contact the NCQA Policy Department at <https://my.ncqa.org>.

We look forward to working with you and we thank you for your commitment to improving health care quality.

Sincerely,



Garcene Duckett, MSIS
Director, Data Collection

NCQA