



CASE STUDY



More Providers, Greater Value: Enhancing Value for Health Plans With Validated Data



Manifest MedEx (MX), the largest nonprofit Health Information Exchange (HIE) in California, securely exchanges health data for 38 million individuals and provides clinical data to health plans. Many of the state's health plans rely on MX's expansive provider network to accelerate time-to-value for members, improve care coordination and fuel quality improvement.

The Challenge

To comply with HEDIS® requirements, health plans (including those in the MX network) perform primary source verification (PSV) by contacting providers to ensure that sources of patient data match the output used for reporting. With a strategic focus on growing its health plan footprint across California, MX sought opportunities to deliver greater value and ease the manual work of PSV for health plans by moving it upstream.

The Solution

NCQA launched the Data Aggregator Validation program for organizations like MX to demonstrate the integrity of the data they exchange—from ingestion sites, such as electronic health records from a doctor's visit, to end users, such as health plans. As part of the program, participating organizations conduct PSV up front, eliminating the need for health plans to repeat the validation process for HEDIS reporting.

As one of the program's early adopters, undertaking the task of PSV as a validated entity was a learning curve for MX. Historically, HIEs are not responsible for validating the data they transfer. This required several new resources, with a strong expertise in coding, to work with providers and perform PSV.

Additionally, validating data from smaller, hard-to-reach provider practices can be especially difficult because they often lack the advanced technological capabilities and staffing to fully support health plan reporting during HEDIS, a challenge for many plans. MX curated a provider-centric onboarding process that increased the speed of validation activities and enabled rapid expansion of the volume of validated data streams.



It was eye-opening for us to learn the requirements and methodology of PSV. We developed a first-hand understanding of the labor we could save our health plans by doing this ourselves. It paid off—we've reduced hours spent on validation activities by 75%, despite growing the number of records exchanged nearly 300%.

JASON BUCKNER
CHIEF INFORMATION OFFICER,
MANIFEST MEDEX



HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

PROVIDER FOOTPRINT GROWS NEARLY 300%

The value delivered to health plans by moving PSV upstream has been recognized by MX’s roster of health plans. They support the organization’s participation in Data Aggregator Validation and encourage their provider networks to partner with MX on PSV.

When meeting with prospective health plans, decision makers are impressed by MX’s strong relationships with providers, and its access to validated data, delivering additional value and greater efficiencies and setting MX apart from its peers.

Manifest MedEx attributes their tremendous growth, in part, to their provider engagement due to participation in the Data Aggregator Validation program.



PLANS



HOSPITALS



PROVIDERS



INDIVIDUALS



CCDAS EXCHANGED

2021

10

126

815

30M

25M

2024

17

140+

3,000

38M

71M+



We build relationships with our providers and are regularly engaged with them; health plans choose us for that reason—they know Manifest MedEx will get results when we pick up the phone and make a call to a provider for verification.

ADAM HARRISON
CHIEF GROWTH
OFFICER, MANIFEST
MEDEX



ABOUT MANIFEST MEDEX

As the largest nonprofit health data network in California, Manifest MedEx (MX) is an integral part of the state’s health data infrastructure, combining and delivering crucial health information for more than 38 million Californians across 140+ hospitals, 3,000 providers and 17 health plans, with 12 using validated data.

ABOUT NCQA

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations, and recognizes clinicians and practices in key areas of performance. NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS) is the most widely used performance measurement tool in health care.



Visit ncqa.org/dav to learn more about NCQA’s Data Aggregator Validation program and how to apply.