

How-to tips from talkingquality.gov

To Get	Do This
HEDIS measures	Purchase results from the National Committee for Quality Assurance (NCQA). Web site: www.ncqa.org OR Ask plans to report their HEDIS measures directly to you.
Measures of members' experience and satisfaction	Conduct a survey of your audience. The Consumer Assessment of Health Plans (CAHPS) survey (www.ahrq.gov/qual/cahpfact.htm) is a standardized tool for doing this. To get comparative data, you may want to participate in the National CAHPS Benchmarking Database (NCBD). Even if you don't participate, you can get National benchmarks and averages from the NCBD's annual report. OR If your plans report HEDIS, ask NCQA or the plans themselves for the results of their CAHPS surveys. HEDIS includes an expanded version of the CAHPS survey. OR Conduct a survey of patients with chronic conditions, in order to assess the quality of chronic care. The FACCTONE survey can help you gather this kind of information (www.facct.org/measures/FACCTONE.htm).
Other information, such as disenrollment rates and grievances	Ask your state's insurance commissioner for information such as complaint or grievance rates, licensure data, and financial information, which can tell you something about the stability of the plan. OR Ask the Centers for Medicare & Medicaid Services (CMS), formerly the Health Care Financing Administration (HCFA), for quality information (including HEDIS results) for the health plans serving Medicare beneficiaries. (Go to CMS's data at www.medicare.gov .) OR Request the information directly from the plans from which you purchase services, possibly as a stipulation in the contract.