

Case Study:

National Health Plan Leverages LexisNexis® Data Solutions to Improve HEDIS Scores



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Overview

This case study features one of the top payers in the United States hereby referred to as “the plan.”

The Challenge

New regulations and reporting requirements are placing pressure on commercial payers to improve the quality of care they deliver to their members. Healthcare Effectiveness Data Information Set (HEDIS) is one of the most widely used set of performance measures in the managed care industry.

Developed and monitored by the National Committee for Quality Assurance (NCQA); HEDIS reporting is used by more than 90% of health plans to measure performance between plans on an “apples-to-apples” basis.

Reporting focuses on 75 measures across 8 “domains of care,” including:

- Member satisfaction
- Cost of care
- Effectiveness of care
- Access and availability of care
- Use of services
- Measures are added, deleted and revised on an annual basis.

The importance of HEDIS is clear. The results account for 33% of NCQA Accreditation scores; are a major component in the scoring mechanism states use to assign Medicaid managed care members to MCOs; are required by CMS in order for Medicare Advantage plans to be able to offer services to Medicare beneficiaries; and most importantly are posted by NCQA, making a health plan’s performance publicly available to consumers and employers alike.

Part of the process to improve HEDIS scores requires member outreach. This national health plan was focused on improving certain HEDIS scores and after reviewing claims and encounter data and medical records recognized that a variety of HEDIS measurements had not been met. Improving their HEDIS scores would require the company to reach out to its members, educate them about the recommended services and encourage them to receive care. To ensure the greatest level of success, the plan needed to ensure it had the correct contact information for its affected members.

Generally speaking, statistics have shown that:

- 5-10% of individual contact information provided by commercial carriers is incorrect.
- 15-20% of individual contact information provided by employers is incorrect.
- 25-30% of individual contact information provided by Medicare is incorrect.
- 40-50% of contact information provided by Medicaid is incorrect.

Clearly, if you don't have the right contact information you can't reach your members to educate them and your scores will not improve.

The Solution

The plan leveraged LexisNexis data hygiene solutions which maintain contact information for ~97% of the US population. The plan provided LexisNexis with the following information for approximately 1,000,000 members:

- Name
- Address
- Phone number
- Date of Birth
- Social Security Number

In turn, LexisNexis provided the plan with best known address and phone number and also:

- Confirmed address on file with the plan or provided a new one
- Returned date range public records that indicated if an individual had been at the address provided/confirmed
- Confirmed phone number on file with the plan or provided up to six alternative phone numbers, ranked by order of most likely to provide contact

The Results

LexisNexis was able to confirm or update addresses on 89.5% of files provided. We were also able to confirm that 44% of the addresses provided by the client were correct meaning the remaining 56% of addresses the plan had on file for their membership were either inaccurate or out of date. Finally, of the 56% that were inaccurate or outdated, LexisNexis was able to update 45% of the files with correct address information.

As with the addresses, LexisNexis also confirmed or updated phone information on 65% of the membership files provided. Our analysis confirmed that only 18% of the phone numbers provided by the client were correct. Additionally, we were able to update 47% of the remaining files with one or more correct phone numbers.

This corrected information is currently being leveraged for outreach efforts to those members affected by one or more HEDIS measure and in turn will assist the plan in improving their current scores.

For more information:

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About LexisNexis Risk Solutions

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LexisNexis Risk Solutions serves commercial organizations and government agencies and is comprised of several affiliated corporations, each offering premier customer-focused solutions. For more information, visit lexisnexis.com/risk.



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