

HEALTH MANAGEMENT ASSOCIATES



HEDIS and CAHPS

NCQA Accreditation: A More Effective Approach

HMA has a dedicated accreditation team with over 30 years of experience leading health plans across the country to successful accreditation. Our colleagues – former health plan executives and clinician leaders – are uniquely qualified to help health plans break the cycle of accreditation fire drills. By crafting a “Survey Ready Model,” plans equip employees across the organization to maintain a way of doing business that ensures the plan is survey ready year around.

Our team works side by side with clients, helping them create a Survey Ready Model tailored to their organizational needs. A strategic and proactive approach, this model helps health plans identify steps they can take on a daily basis to ensure quality is the responsibility of more than just one department — and that the organization is survey ready every day.



OUR SERVICES

Our team has helped clients with successful accreditation cycles and is trained in the newest NCQA standards. Our services include:

- + Creation of a Survey Ready Model tailored to your organization's needs
- + Rec accreditation
- + Annual Measures training
- + Review and scoring of file reviews for credentialing, utilization management, disease management, case management, grievance and appeal, and pharmacy
- + Addressing denied accreditation via development of a corrective action plan for NCQA

There are 100 possible points on the NCQA Accreditation Survey – 50 are based on HEDIS and CAHPS scores. As more HEDIS standards are tied to reimbursement and the HEDIS compliance audits become more rigorous, it's harder to become accredited. That's where HMA comes in.

HMA HEDIS project management and quality improvement consulting services are designed to enhance the ability of health plans to deliver and report the quality of care being provided. Our HEDIS experts have served on the front lines and in senior leadership with Medicare, Medicaid and commercial plans. They have extensive experience assessing and implementing projects to improve HEDIS and CAHPS rates and quality of care, operation metrics, health plan ratings, and overall plan performance. Our team can help health plans implement a proactive HEDIS and CAHPS model to enable survey-ready status throughout the year.

SERVICES

- + HEDIS Roadmap review
- + Implementation of proactive HEDIS model that is in process year-around
- + HEDIS performance improvement
- + Analysis of annual CAHPS results
- + Pro-active CAHPS survey model development to improve low scoring measures
- + Strategy development around overall CAHPS

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BE SURVEY READY AT THE READY

The HMA Survey Ready Model isn't just about being ready for accreditation when the time comes, it is a strategic and proactive approach to help health plans identify daily steps to ensure quality is the responsibility of more than just one department — and that the organization is survey ready every day.

We know big changes are coming to NCQA health plan accreditation — and the HMA team is ready to help. Our NCQA experts have assessed the new scoring methods and are uniquely poised to guide clients through these changes and on to successful accreditation.

Accreditation Services

**Diana Criss***Principal*dcriss@healthmanagement.com

A former health plan executive and compliance expert, Diana Criss has more than 30 years' experience with managed care and the NCQA accreditation process. She has led organizations through accreditation and worked to fine tune methods to improve and streamline the process.

**Margaret Williams BS, RN, CHCQM***Principal*mwilliams@healthmanagement.com

Margaret Williams has more than 20 years' experience overseeing day-to-day operations for various quality departments and is skilled at facilitating evaluation and maintenance of systems and strategies to support NCQA accreditation.

**Glenda Stepchinski, RN, BSN, CPHQ***Senior Consultant*gstepchinski@healthmanagement.com

With more than 20 years of experience developing, managing and implementing fiscal agent and managed care contracts, Glenda Stepchinski knows Medicaid programs, policies, NCQA requirements and information systems as well as the challenges states face in delivering quality healthcare services and systems.

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