
HEDIS Performance Measures

Healthcare Effectiveness Data and Information Set (HEDIS) Overview

BCBSAZ uses the HEDIS performance measures developed by the National Committee for Quality Assurance (NCQA) as a way to assess member health care quality. HEDIS is used by over 90 percent of health plans in the U.S. and includes more than 90 measures across six domains of care:

1. Effectiveness of care
2. Access and availability of care
3. Experience of care
4. Utilization and risk-adjusted utilization
5. Health plan descriptive information
6. Measures reported using electronic clinical data systems (ECDS)

HEDIS data collection

HEDIS data is gathered four ways:

1. **Administrative** – Information from claims, encounters, enrollment, and provider systems
2. **Hybrid** – Information from administrative and medical record data
3. **Survey** – Information from patient experience surveys
4. **ECDS** – Information from electronic databases

Expectations for providers

- Stay up to date with current HEDIS performance measures and data submission requirements (BCBSAZ often includes HEDIS articles in the [provider newsletter](#))
- Consistent use of clinical and operational protocols that support HEDIS standards of care, such as:
 - Encouraging patients to receive general preventive care and screenings
 - Encouraging patients to get annual flu shots
 - Talking to patients who smoke about tobacco cessation strategies
- Consistent and timely response to medical record requests
- Complete, accurate, and clinically appropriate coding on submitted claims to report member health status

Reference

For more about HEDIS, visit the NCQA website: [ncqa.org/HEDIS](https://www.ncqa.org/HEDIS)