



DATE: June 12, 2020

Plan Letter 20-02

TO: All Covered California Qualified Health Plan (QHP) Issuers

FROM: James DeBenedetti, Director, Plan Management

SUBJECT: Quality Rating System Reporting for Measurement Year 2019 Due To COVID-19 – Data Submission Instructions

The purpose of this memo is to detail Covered California's data submission instructions for Measurement Year (MY) 2019 of the Quality Rating System (QRS).

HEDIS® Data Submission

After receiving suggestions from several Issuers to optimize the HEDIS submission process, Covered California proposes the following:

- Please submit a copy of your organization's NCQA-audited Excel workbook of HEDIS measures for Measurement Year 2019 by uploading it to your organization's Quality Rating System folder → Measurement Year 2019 on the [Plan Management Communications Extranet](#).
- The audited workbook should be generated by the same "Exchange MY 2019" templates used in the NCQA IDSS system.
- Submissions to Covered California should be completed by close of business Friday, June 26th, 2020.

As first proposed in [Plan Letter 20-01](#) ("Quality Rating System Reporting for Measurement Year 2019 Due To COVID-19"), Covered California will apply a "QHP Best of" MY 2018 or MY 2019 measure score that will be used for the Plan Year 2021 QRS Star Ratings.

CAHPS Policy & Data Submission

After reviewing Issuer feedback on MY 2019 CAHPS data, Covered California's plan for scoring the CAHPS component of the QRS Star Ratings is as follows:

- Covered California will apply a "QHP Best of" MY 2018 or MY 2019 CAHPS score that will be used for the PY 2021 QRS Star Ratings.
- Issuers have the option to have their CAHPS vendor conduct the QRS MY 2019 measures scoring and directly submit results to Covered California.
 - Issuers that submit MY 2019 scores are electing to allow Covered California to evaluate data quality based on survey data completeness and measures validity.

- Issuers who wish to report MY 2019 results must have their CAHPS vendor produce the QRS CAHPS measure scores using the CAHPS Macro (CAHPS Survey and Reporting Kit).
- Issuers who are interested in reporting their CAHPS MY 2019 results should contact Whitney Li at whitney.li@covered.ca.gov by close of business Friday, June 19th, 2020. We will follow-up with interested Issuers to discuss the CAHPS results validation and scores submissions.
- In lieu of using MY 2019 CAHPS, the MY 2018 CAHPS results, which were provided to Covered California last year by CMS, will be the default survey scores used to produce Covered California's PY 2021 QRS Star Ratings.

Please contact your Plan Manager if you have any questions regarding this communication.