Accreditation & HEDIS Update

We remain committed to meeting national and state regulatory and accreditation standards. We have already had many accreditation and regulatory compliance efforts in the first half of 2016, including three reviews – two surveys by accreditation bodies and one audit by the Agency for Healthcare Administration (AHCA).

1) The first survey supported a new relationship with BeHealthy Florida, Inc.¹ (Florida Blue Preferred Medicare) to meet requirements set by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC), a nationally recognized Health Plan accreditation entity. The AAAHC survey included the review of processes and reporting by the health plan and its programs within ten core standard chapters which included requirements in the areas of:

- Member rights, responsibilities, and protections;
- Network adequacy;
- Provider credentialing;
- Case management and care coordination;
- Health education and wellness;
- Quality improvement and management; and
- Our administration and governance; and
- Medical record file review (60 files).

The AAAHC accreditation survey took place in January and February with a 2-day onsite review. Based on the results, AAAHC has upheld the 3-year accreditation awarded to BeHealthy Florida, Inc.,¹ which will run through March 2018.

2) The second accreditation survey was conducted by the National Committee for Quality Assurance (NCQA) as an add-on survey for the Federal Employee Plan (FEP). The survey involved documentation and evidence related to quality improvement, disease management, utilization management, members’ rights and responsibilities, members’ connections, delegated arrangements, and reporting of FEP vendors. Results are in, and Florida Blue received perfect scores for both documentation review and virtual file review. We have maintained accredited status through May 2018 for our Commercial PPO.

3) Finally, BeHealthy Florida, Inc., was subject to a Risk Management Desk Review from the Agency for Healthcare Administration (AHCA) in January of this year, to determine compliance with the Internal Risk Management Program requirements set forth in Florida
Statute 641.55 and section 59A-12.012 of the Florida Administrative Code (Internal Risk Management Program). AHCA audited health plan procedures and reporting regarding the 15 requirements to maintain compliance with the above statute and found BeHealthy Florida, Inc., to be 100% in compliance.

HEDIS 2016 Update

With help from our vendor, Altegra, we recently completed the 2016 Healthcare Effectiveness Data and Information Set (HEDIS®) study which ran from March through May. HEDIS data is used for, but not limited to, Medicare Star Ratings, NCQA (National Committee for Quality Assurance) Health Insurance Plan Ratings, and health plan accreditation. It’s also used for the Quality Rating System for plans sold on the Federally Facilitated Marketplace (FFM) or “Exchange”.

Data exchanged between providers, health plans, and contracted health plan vendors, is covered under the HIPAA Privacy Rule for HEDIS as part of the “health care operations” or quality improvement activities. Commercial HEDIS results will be available in July 2016; our Medicare HEDIS results in September or October 2016.

Questions regarding HEDIS review or the HEDIS and Medicare Stars measures should be directed to Angela Hicks, Florida Blue HEDIS Manager, RN, BSN, MSN at (800) 555-8228, ext. 50818.

1 BeHealthy Florida, Inc. (formerly BeHealthy America, Inc.) was purchased by an affiliate of Florida Blue in 2015 and is now conducting business under the name Florida Blue Preferred HMO. As part of this transaction, Florida Blue Preferred HMO entered into a strategic arrangement with Alignment Healthcare for population health management. Florida Blue Preferred HMO offers a BlueMedicare Preferred HMO health plan for members who are over the age of 65.