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DATE: December 28, 2020

TO: Medicare Advantage Organizations, Cost Plans, and Demonstrations

FROM: Amy Larrick Chavez-Valdez, Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Healthcare Effectiveness Data and Information Set (HEDIS[®]) Measurement Year (MY) 2020 Patient-Level Detail (PLD) Data File Submission Information

Sections 422.152 and 422.516 of Volume 42 of the Code of Federal Regulations (CFR) state that contracts must submit quality performance measures as specified by the U.S. Department of Health & Human Services Secretary and the Centers for Medicare & Medicaid Services (CMS).

This memorandum describes the data file submission process for HEDIS Measurement Year (MY) 2020 Patient-Level Detail (PLD). This information supersedes the reporting requirements for HEDIS MY 2020 PLD data in the CMS Medicare Managed Care Manual (any volume) or other sources.

HEDIS MY 2020 PLD Data

As part of the HEDIS MY 2020 quality reporting requirements, health plans must submit their HEDIS PLD data to CMS by 11:59 p.m., Eastern Time, June 15, 2021.

All HEDIS MY 2020 PLD data must be audited and validated prior to submission to CMS by 11:59 p.m., Eastern Time, on Tuesday, June 15, 2021. There are no late submissions.

HEDIS MY 2020 PLD Resources

CMS has posted the HEDIS MY 2020 PLD data instructional documents at: <http://go.cms.gov/plandata> under the “Downloads” section, near the bottom of the page. It is labeled HEDIS Patient Level Data Submissions Instructions - 2021. These documents include directions for File 1 and File 2, submission instructions, and a crosswalk identifying the changes from MY 2019 to MY 2020.

The following documents are posted:

1. HEDIS MY 2020 PLD File Specifications, File 1
2. HEDIS MY 2020 PLD File Specifications, File 2
3. HEDIS MY 2020 PLD File 1
4. HEDIS MY 2020 PLD File 2

5. HEDIS MY 2019 to MY 2020 PLD File Specifications Crosswalk
6. HEDIS MY 2020 PLD File Submission Instructions

Please use the six posted documents to prepare File 1 and File 2.

Be sure to inform your NCQA-Certified HEDIS Compliance Auditor and any third-party vendor submitting these data on your behalf about the instructions on <http://go.cms.gov/plandata>.

HEDIS MY 2020 PLD File Submission

All plans submitting HEDIS PLD files should use either an existing Gentran, Managed File Transfer (MFT) Internet, or Connect:Direct type of account which is currently used to submit other beneficiary specific information to CMS. Submitters will use their existing EFT method and use the file naming conventions in the HEDIS MY 2020 PLD file submission instructions.

If you use the services of a third-party vendor for the EFT, you are responsible for notifying third-party vendors and companies about the HEDIS MY 2020 PLD file submission requirements so that they can successfully submit files on your behalf.

Dates for HEDIS MY 2020 PLD submission to CMS

All HEDIS PLD submitters can send their files to CMS for MY 2020 from 8:00 a.m., Eastern Time, on Monday May 24, 2021 through Tuesday, June 15, 2021 at 11:59 p.m., Eastern Time. If one or both of the files do not pass validation, you should immediately inform your vendor submitting files for you so that your vendor may successfully resubmit the corrected file or files by 11:59 p.m., Eastern Time, on Tuesday, June 15, 2021.

Scope Infotech, Inc., the CMS contractor for HEDIS PLD, will access your submitted files through the same secure system to complete the validation of the data files. CMS requires that your company designate a “Point of Contact” (POC). Your designated POC will register in the CMS Identity Management (IDM) System via the secure portal at <https://hedispld.cms.gov> to view the status of your HEDIS MY 2020 PLD data submissions during the submission period. We have attached the HEDIS PLD Web-Portal Instructions describing this process.

CMS recommends that your designated POC completely follow the steps in the HEDIS PLD File Submission Instructions to request secure portal access for another person in your MA organization to be a back-up POC to the designated POC. The Primary POC may request to add a back-up POC by contacting Scope Infotech at HEDISPLD_Helpdesk@cms.hhs.gov. Only the Primary POC may request to add a back-up POC to the HEDIS PLD Portal. The back-up POC will follow the same IDM registration process outlined in the attached HEDIS PLD Web-Portal Instructions document to obtain access to the HEDIS PLD Web-Portal.

Scope Infotech, Inc., is fully accountable for adhering to Federal laws and regulations regarding security and confidentiality of personally identifiable information and protected health information in their stated CMS contract.

For questions about the HEDIS PLD file specifications, data submission instructions, and other related matters, please email HEDISPLD_Helpdesk@cms.hhs.gov.

The Dry Run for HEDIS MY 2020 PLD

The purpose of the HEDIS MY 2020 PLD data dry run is to verify the EFT connectivity and to find programming or logic errors prior to the official HEDIS MY 2020 PLD file submissions to CMS. CMS highly recommends that everyone participate in the HEDIS PLD dry run in April 2021 to ensure that their connectivity is in place and that their files are formatted correctly. If you experience any issues regarding dry run participation, please send your inquiries to Scope Infotech, Inc. at HEDISPLD_Helpdesk@cms.hhs.gov.

Dry run participants will submit their respective HEDIS PLD data files from 9:00 a.m., Eastern Time, on Monday, April 5, 2021 through 5:00 p.m., Eastern Time, on Friday, April 23, 2021 through the EFT. Scope Infotech will send email reminders every Monday to remind HEDIS PLD submitters to participate in the dry run for one or more of the three weeks from April 5, 2021 through April 23, 2021.

The URL for the dry run beginning April 5, 2021 and ending April 23, 2021 will be the same URL for the official file submission beginning May 24, 2021 and ending June 15, 2021: <https://hedispld.cms.gov/>.

For more information about providing a test file for the dry run, read the “Patient-Level Data Submission Process Overview” section of the Submission Instructions or email Scope Infotech at HEDISPLD_Helpdesk@cms.hhs.gov.

Your HEDIS MY 2020 PLD files should match your HEDIS MY 2020 Summary level files. Please contact your HEDIS account manager at NCQA if your summary-level and patient-level files are mismatched or if there are other issues with your files for HEDIS MY 2020.

For questions about this memorandum, please email HEDISquestions@cms.hhs.gov.

Attachment – HEDIS PLD Web-Portal Instructions

1. Accessing the HEDIS PLD Web-Portal

The HEDIS PLD Web-Portal has been integrated with CMS Identity Management (IDM) system. Users will have to use their IDM credentials to login to the HEDIS PLD Web-Portal.

1.1 New User Registration

The following are the step-by-step instructions to create an account in IDM and access the HEDIS PLD Web-Portal.

1. Enter the following HEDIS PLD Web-Portal URL in the browser:
<https://hedispld.cms.gov>
Please note the HEDIS PLD Web-Portal is operational from March 1, 2021 through June 30, 2021 for HEDIS MY 2020 PLD submission. You cannot complete this step until March 2021.
2. Select the Register button that is displayed on the top of the HEDIS PLD Web-Portal Login page.
3. You will be navigated to the IDM Registration page to register for an account. Complete the registration form by providing all the required information. The email address that is used to register in IDM should be the same email address that will be stored in the HEDIS PLD database from the Point of Contact (POC) list received from NCQA.
4. Select the Agree to our Terms and Conditions check box and select the Next button.
5. You will be navigated to the IDM Registration page: Create User ID, Password and Challenge Questions.
6. Please enter a User ID and password that satisfies the User ID requirements and password requirements that are displayed in the tool tip.
7. Choose a challenge question from the drop-down option and enter a response and select the Submit button.
8. You will receive a pop-up banner which will confirm that your account was successfully created. Select the Ok button and you will be navigated to the HEDIS PLD login page.

1.2 Existing IDM Users

If you have an existing IDM account, you do not have to create a new user account to access the HEDIS PLD Web Portal. You will need to send an email to the HEDIS PLD Help Desk at HEDISPLD_Helpdesk@cms.hhs.gov. Please include the following IDM account information in your email and request to add the HEDIS PLD Web-Portal access to your existing IDM account:

- First name
- Last name
- IDM User ID
- Email address registered in IDM

Please Note: It may take 24-48 hours to provide you the requested access.

1.3 Password Reset

Please follow the below steps to reset your IDM account password.

1. Select the Forgot your Password hyperlink that is displayed below the Sign In button on the HEDIS PLD login page.
2. Enter your registered email address or the IDM Username in the text field and click the Reset via Email button.
3. You will see a notification banner which will confirm that an email has been sent with instructions to reset your password to the email in your registered IDM account.
4. Follow the instructions in the email to reset your IDM account password.
5. Select the Reset Password button from your email. The Password Reset link will be active only for 4 hours. You can change your password only once every 24 hours.
6. You will be navigated to the IDM password reset page. You will be asked to enter the response to the challenge question that you had selected during your IDM account registration.
7. Please provide your response and select the Reset Password button.
8. You will be navigated to the Reset Your Password page where you can enter your new password.
9. Please enter a new password that meets all the password requirements provided by IDM and select the Reset Password button.
10. You will receive a password reset success banner in IDM. Please navigate to the HEDIS PLD Web-Portal login page, use your IDM Username and the new password to sign into the HEDIS PLD Web-Portal.

1.4 Change Password

The IDM application requires all users to reset their password once every 60 days. If a user tries to access the IDM application after 60 days, the user will automatically be navigated to the change password page. If your account has been deactivated, please contact the HEDIS PLD Help Desk at HEDISPLD_Helpdesk@cms.hhs.gov to activate your account.

1. Enter the following HEDIS PLD Web-Portal URL in the browser
<https://hedispld.cms.gov>
2. Enter your IDM Username and Password, select the Agree to Terms and Conditions checkbox and select the Sign In button.
3. You will automatically be navigated to the Change password page if your current password has expired.
4. Enter the Old Password and create a New Password for your IDM account and select the Change Password button.
5. You will automatically be logged into the application.

1.5 Unlock Account

When you use a combination of your IDM user ID and incorrect password to login to the HEDIS PLD Web-Portal, your account will be locked after 3 unsuccessful attempts. You will receive an email notification from IDM stating that your account has been locked.

You can follow the steps below to unlock your account manually.

1. Select the Unlock your account hyperlink below the Sign In button on the HEDIS PLD login page.
2. You will be navigated to the unlock account page.

3. Enter your registered email address or the IDM Username in the text field and select the Send Email button.
4. You will see a notification banner which will confirm that an email has been sent with instructions to unlock your account to the email address in your registered IDM account.
5. Please select Back to Sign In button to navigate back to the HEDIS PLD Login Page.
6. Please click the Unlock account button in the email to unlock your account.
7. You will be navigated to the IDM Account Unlock page. You will be asked to enter the response to the challenge question that you had selected during your IDM account registration.
8. Please provide your response and select the Unlock Account button.
9. You will receive an Account Unlocked success banner.
10. Please navigated back to the HEDIS PLD Web-Portal application, use your IDM Username and the Password to sign in.