



QUALITY PORTAL
Frequently Asked Questions

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Question 1. What are the plan acronyms?

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| a. C-SNP – Chronic Special Needs Plan |
| b. D-SNP – Dual Special Needs Plan (Eligible for both Medicare and Medicaid) |
| c. MAPD – Medicare Advantage Plan with Part D Benefits |
| d. MA – Medicare Advantage Plan (without Part D Benefits) |

Question 2. How are members made compliant?

For both Part C and Part D compliance guidelines, please refer to the 5-STAR Guide. The Guide contains different criteria for compliance by measure.

For any additional questions, please contact:

GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

Question 3. I have been working with a member to make them compliant. The next week, when I log into access the member's information, they are no longer listed as non-compliant. Why is this?

GlobalHealth periodically receives and processes HEDIS data from its vendor(s).

- Part C: Part C measure files are generated by vendor monthly, with bi-weekly files provided in some instances. GlobalHealth loads and updates the Quality Portal when the files are received and processed.
- Part D: Part D measure calculations are performed by GlobalHealth weekly using vendor claims data. The Quality Portal is updated on a weekly basis based on the completed calculations.

As a result of these data refresh cycles, a member's information may be updated with new or corrected data that changes the member's compliance status. When a member becomes compliant, the member is removed from the applicable non-compliant data points and/or reports after the updated data is processed and loaded into the Quality Portal.

Question 4. I have been working with a member to make them compliant. The next Monday, when I log in to access the member's information, they are still showing as non-compliant. Why is this?

GlobalHealth periodically receives and processes HEDIS data from our HEDIS vendor(s).

- Part C data is provided by Cotiviti monthly, with bi-weekly files provided in some instances. GlobalHealth loads and updates the Quality Portal when the files are received and processed.
- Part D data is calculated by GlobalHealth weekly using vendor claims data. The Quality Portal is updated on a weekly basis based on the completed calculations.

It is possible that the data has not yet been received, processed, or loaded into the Quality Portal.

We recommend waiting one to two business weeks for the applicable data refresh and portal update before reaching out to the GlobalHealth Quality department. If, after that time, the member is still showing as non-compliant, please contact GlobalHealth Quality.

Quality/STARS Team at StarsLeadership@GlobalHealth.com

Question 5. I have a member in my panel that has been part of one measure during the measurement year. Suddenly, they are non-compliant for a Part C measure. Why is this?

GlobalHealth periodically receives and processes data from our HEDIS vendor(s).

Part C data is generated by vendor monthly, with bi-weekly files provided in some instances.

GlobalHealth loads and updates the Quality Portal when the files are received and processed.

As data is refreshed and updated during the measurement year, additional diagnoses, conditions, or other data points may be identified by the vendor that could cause a member to become non-compliant.

If you feel that a member has been made non-compliant in error, please contact:

GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

Question 6. I have a member in my panel that has been part of one measure during the measurement year. Suddenly, they are non-compliant for a Part D measure. Why is this?

GlobalHealth periodically receives and processes data from our HEDIS vendor(s).

Part D data is calculated by GlobalHealth weekly using vendor claims data. The Quality Portal is updated on a weekly basis based on the completed calculations.

As data is refreshed and updated during the measurement year, additional claims or other data points may be identified and may cause a member to become non-compliant.

If you feel that a member has been made non-compliant in error, please contact:

GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

Question 7. Why does Part C data refresh at a different time than Part D data?

GlobalHealth refreshes the Quality Portal on a weekly basis for both Part C and Part D data.

Part C: Part C measure files are generated by Cotiviti monthly, with bi-weekly files provided in some instances. The Part C data is loaded into the Quality Portal when the applicable files are received and processed.

Part D: Part D measure calculations are performed by GlobalHealth weekly using vendor claims data.

The resulting Part D data is loaded into the Quality Portal as part of the weekly data refresh.

GlobalHealth has established a weekly refresh cycle for both Part C and Part D data, regardless of whether a new Part C file has been received or new Part D data is available for that particular refresh cycle. When new data is not available, the existing data remains unchanged until the next applicable data is received and processed.

Question 8. Where do I find the refresh date for Part C data?

There are date stamps in the Part C Score Card to identify the refresh date.

Question 9. Where do I find the refresh date for Part D data?

There is a date stamp below the star scores metrics table of the Part D Score Card to identify the refresh date.

Question 10. Why are members included in either Part C or Part D measures, but are not included in the roster?

Quality Portal is updated to show only active members' data across the application. Hence, the member present in either Part C or Part D universe, will also appear in Member Roster.

Question 11. I am a provider who has recently switched between Provider Groups. I am seeing the data from a previous Provider Group, but need to see data from the new Provider Group.

Provider data is refreshed in the Quality Portal weekly, along with the Part C and Part D data refresh processes.

Part C measure files are generated by Cotiviti monthly, with bi-weekly files provided in some instances. Part D measure calculations are performed by GlobalHealth weekly using vendor claims data. The Quality Portal is refreshed weekly based on the data available and processed at the time of the refresh.

There may be a gap in the data displayed in the Quality Portal after you switch to a new provider group.

Data for the new provider group will be reflected in the Quality Portal during the next applicable weekly data refresh after the provider-group change is processed.

The GlobalHealth Provider Relations Department can be reached at provider.relations@globalhealth.com.