QUALITY PORTAL

Frequently Asked Questions

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Question 1. What are the plan acronyms?
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 data from our HEDIS vendor(s).   Part C data is refreshed by the vendor and GlobalHealth receives once monthly.   Part D data is refreshed by the vendor and GlobalHealth receives Biweekly.   During those data refresh cycles, a member's information could have been updated with data points that made the member compliant. They are then removed from any non-compliant data points and/or reports.

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 data from our HEDIS vendor(s).   Part C data is refreshed by the vendor and GlobalHealth receives once monthly.   Part D data is refreshed by the vendor and GlobalHealth receives Biweekly.   It is possible that the data has not yet been refreshed by either vendor.   We recommend waiting one to two business weeks before reaching out to the GlobalHealth Quality department. If after that time, the member is still non-compliant, please contact:GlobalHealth 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 data from our HEDIS vendor(s).   Part C data is refreshed by the vendor and GlobalHealth receives once monthly.   As data is refreshed during the measurement year, additional diagnoses or conditions may have been identified by the vendor to make a member 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 data from our HEDIS vendor(s).
Part D data is refreshed by the vendor and shared with GlobalHealth Biweekly.
As data is refreshed during the measurement year, additional diagnoses or conditions may have been identified by the vendor to make a member 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 can control the frequency at which data is sent to our Part C HEDIS vendor. GlobalHealth has chosen every week.
Part D vendor is an independent third-party partner. They have chosen to only send data whenever it is processed and available (Biweekly).
Started to refresh both Part C and Part D Data together every week irrespective of whether Part C is received, or Part D is received.

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 in the footer 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 weekly along with Part C and Part D files refresh (Part C files are received monthly once and Part D files are received biweekly).
There may be a gap in data refresh since you switched to the new group.
New group data is reflected once the next data refresh takes place after you switched to new group.

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