



## Department of Health

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Commissioner

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Executive Deputy Commissioner

March 16, 2020

RE: COVID-19 and HEDIS 2020 Audit Requirements

Dear Colleague:

Many of you may have concerns regarding the Novel Coronavirus (COVID-19), efforts to contain it, and how these efforts will affect audit data collection and documentation requirements for HEDIS reporting.

It will be the policy of The Office of Quality and Patient Safety to follow new NCQA audit guidelines established in the wake of COVID-19. These new guidelines have been provided to All NCQA's industry partners involved in collecting and reporting HEDIS data.

**Changes to data collection:** NCQA is recommending using caution and limiting travel to ensure the safety of organizations involved in data collection and auditing. They are recommending organizations consider using alternative medical record review processes that do not require travel—virtual/online reviews, fax, and other methods. NCQA has informed HEDIS auditors that they may conduct site visits remotely, and they are recommending that auditors work with their clients to determine how best to conduct upcoming audits.

**Changes to plan reporting:** For Commercial and Medicaid plans reporting to NCQA, for measures reported using the hybrid methodology only, NCQA will allow plans to report their audited HEDIS 2019 hybrid rate if it is better than their HEDIS 2020 hybrid rate as a result of low chart retrieval. If a plan chooses to submit its HEDIS 2019 rate for a hybrid measure, it must work with its auditor to ensure that the rate is accurately reported in NCQA's IDSS. No exceptions are being made for administrative rates which should be reported following HEDIS 2020 reporting requirements.

The New York State Department of Health will allow the use of HEDIS 2019 rates if the plan has a low chart retrieval rate for 2020.

If you have any additional questions, please contact us at [nysgarr@health.state.ny.us](mailto:nysgarr@health.state.ny.us). OQPS staff will be out of the office beginning tomorrow for two weeks; however, we will respond to questions to the best of our ability. Thank you for your patience during this rapidly evolving situation.

Sincerely,

Lindsay Cogan  
Division Director  
Office of Quality and Patient Safety