

Year Three

April 30, 2025

Data Reporting and Monitoring Webinar Series

Introduction

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Agenda

- » Year Three of Webinar Series
 - Looking Forward
- » Data Quality – Encounter Data
 - Encounter Data Quality Improvement
 - Encounter Data Improvement Program (EDIP)
- » Next Webinar - Date

DHCS Staff

» Speakers

- Jenny Ong, Managed Care Program Data Support Branch, Chief
- Debra Dixon, Data Quality Branch, Chief

» Support

- Alvin Bautista, RDSII
- Felicia Oropeza, MA; RDSII
- Mei Shan Ng, RDSI
- Abiy Gebereselassie, MEcon; RDSI
- Xiaoyan Ma PhD; RDSI

Questions & Answers

- » For **GENERAL** questions, please submit your question to the WebEx chat and please ensure that your questions are visible to all participants, because the host is not monitoring private chat to the host.
- » For **SPECIFIC** questions, please reach out to the appropriate Data Mailbox as will be instructed closer to the end of this presentation.

Before we move on

- » Today's webinar is being recorded for documentation purposes.
- » The recorded video, script, and presentation materials will be uploaded to [Data Reporting and Monitoring Webinar Series](#).
- » The glossary and FAQs are also updated regularly every month.

Welcome to Year Three of this Webinar Series

Jenny Ong, Chief
Managed Care Program Data Support Branch

Year Three Looking Forward...

Thank you for everyone's attendance and support in our ongoing data quality webinar series.

» **Managed Care Data Support Branch**

- Dashboards - [DHCS Dashboard Initiative](#)
- Webinar Series - [Data Quality and Monitoring](#)
 - Behavioral Health Transformation

» **Data Quality Branch**

- Ongoing Partnership
- Coordination, Communication, Collaboration

Questions ?

Data Quality – Encounter Data

Debra Dixon

Chief, Data Quality Branch

Encounter Data Quality Improvement



Importance of High-Quality Encounter Data

The submission of complete, accurate, and timely encounter data is critical for maintaining program integrity and to comply with federal requirements.

- » **Medi-Cal Managed Care Plans are contractually obligated to submit complete, accurate, reasonable, and timely encounter data for services provided to Medi-Cal members**
 - DHCS' reporting standards align with national standard file formats to meet state and federal Medicaid, and HIPAA reporting requirements
- » **In addition to meeting federal reporting requirements, DHCS uses encounter data to support multiple business and analytic functions, including:**
 - Population health management
 - Audits and investigations
 - Quality reporting
 - Capitated rate development

Encounter Data Quality Improvement Efforts

Enterprise Data & Information Management (EDIM) is taking several actions to improve encounter data quality to increase data utility in analyses and reporting.

- » To drive improvements in encounter data quality, the Data Quality Branch in the Health Information Management Division (HIMD) is:
 - **Developing an encounter data improvement program** that will seek to address persistent encounter data quality issues
 - **Refreshing the Quality Measures for Encounter Data (QMED)** to reflect DHCS' current encounter data improvement priorities and to improve data assessment efficiency and reporting accessibility

QMED Background & Refresh (1/2)

An update of Quality Measures for Encounter Data (QMED) is necessary to reflect DHCS program and operational priorities, and new federal reporting requirements.

QMED Background & Refresh (2/2)

QMED Current State

- » DHCS sends MCPs a QMED Report Card summarizing the quality of post-adjudicated encounter data submitted by MCPs to DHCS.
- » The current report card outlines eight threshold measures used to compute Health Care Plan (HCP) grades, and 20 informational measures used for monitoring
- » QMED measures have not been updated and DHCS does not enforce quality expectations

QMED Updates

- » DHCS is making the following key updates to QMED:
 - » Updating the QMED measure set to reflect federal reporting requirements and new DHCS program requirements
 - » Simplifying the scoring methodology
 - » Introducing a rules-based enforcement of data quality expectations to drive improvements in data quality
 - » Streamlining the quarterly QMED report card

QMED 2.0 Measure Topic Areas

Proposed QMED 2.0 measures are aligned with DHCS priority areas including MCP contract requirements, federal reporting requirements, and business needs.

- » Proposed QMED 2.0 Measure Domains:
 - Timeliness of encounter data submissions
 - Duplicate encounters
 - Duplicate encounter service lines
 - Use of appropriate NPI
 - Denied encounters
 - Denied encounters turnaround time
 - Denied encounters successfully resubmitted
- » DHCS is expecting to release additional details around measure specifications for public comment summer 2025

Tentative QMED 2.0 Timeline (1/2)

- » DHCS will request public comment on a QMED 2.0 All-Plan Letter (APL) over the summer; plans should expect to receive their first QMED 2.0 Report Card in the fall.
- » Draft timeline subject to change.

Tentative QMED 2.0 Timeline (2/2)

Activity	2025								
	April	May	June	July	Aug	Sept	Oct	Nov	Dec
DHCS finalizes QMED 2.0 APL and attached documentation via internal review and plans participate in public comment	*	*	*	*	*				
DHCS implements QMED 2.0 and plans receive their first QMED 2.0 Report Card						*	*	*	*
DHCS provides technical assistance to plans, as needed						*	*	*	*

*Indicates months when the activity is scheduled or expected to occur.

Questions ?

Next Webinar Preview

- » **For May 2025, we will focus on Medi-Cal Connect.**
- » Meeting Information
 - Date: May 28, 2025
 - Time: 10 a.m. to 11 a.m.

Thank you!

Please send any questions and comments about the webinar series or this event to MCDSS@dhcs.ca.gov

