

# Year Three

April 30, 2025

Data Reporting and Monitoring Webinar Series

# Introduction

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Managed Care Data Support Section

# 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

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# 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
<b>DHCS</b> finalizes QMED 2.0 APL and attached documentation via internal review and <b>plans</b> participate in public comment	*	*	*	*	*				
<b>DHCS</b> implements QMED 2.0 and <b>plans</b> receive their first QMED 2.0 Report Card						*	*	*	*
<b>DHCS</b> 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](mailto:MCDSS@dhcs.ca.gov)

