HEDIS® 101
Social Need Screening and Intervention (SNS-E)

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1. NCQA & HEDIS 101

2. Social Need Screening and Intervention Measure Overview

3. Discussion
National Committee for Quality Assurance (NCQA)

NCQA Mission and Vision

Mission
To improve the quality of health care

Vision
To transform health care through quality measurement, transparency, and accountability

Commitment
Cannot have quality without equity.

NCQA is a nonprofit organization dedicated to improving health care quality through the administration of evidence-based standards, measures, programs, and accreditation.
NCQA’s Work

Quality, equity and accountability at multiple levels of the healthcare system

Clinician Recognition

Quality Solutions

Data & Information Technology

Health Plan Quality Measurement

Health Plan Accreditation

HEDIS®
HEDIS® 101
Healthcare Effectiveness Data and Information Set

A measurement set used by more than 90 percent of America’s health plans. Allows for comparison of health plans across important dimensions of care and service.

- Receive preventive services
- Manage chronic conditions
- Address behavioral health
- Coordinate Care
- Overuse/Appropriateness

Advance health equity across all domains
Anatomy of a Measure

What is a HEDIS measure?

HEDIS measures are metrics that calculate the extent to which guideline-recommended, evidence-based care is being provided to a health plan’s membership, and are generally composed of the following:

- **Initial Patient Population**
  Defines the population of interest to a measure.

- **Exclusions**
  Individuals who are in the initial population but who are not eligible for the outcome for a specific reason.

- **Denominator**
  Describes the population evaluated by the individual measure, which may not be the same as the initial population.

- **Numerator**
  Describes the process, condition, event, or outcome that satisfies the measure focus or intent.
How Measures are Used for Transparency, Accountability

Public Reporting

Health Plan Ratings

Accreditation

Recognition and Certification Programs

Broad use in public programs

- CMS Quality Payment Program
- CMS Quality Rating System
- CMS Part C STAR Ratings
- Medicaid Child/Adult Core Sets
What Should We Expect From Accountable Entities?

- Accountable for equitable care and services provided to members
- Data exchange to support quality
- Increase desired outcomes consistent with current evidence
- Infrastructure to deliver high quality & coordinated care

Improved quality, equity and value
Equity in HEDIS

Social Needs Quality Measurement

SARAH PALIANI, SENIOR RESEARCH ASSOCIATE
Addressing Health Equity with HEDIS

**Goals**

- **Bring transparency** to inequities in health care quality.
- **Promote inclusive approaches** to measurement and accountability.
- **Address social needs** to improve health outcomes.
- **Incentivize equity** with benchmarks and performance scoring.
Why Address Social Needs?

Social factors drive health outcomes

What Goes Into Your Health?

Socioeconomic Factors
- Education
- Job Status
- Family/Social Support
- Income
- Community Safety

Physical Environment

Health Behaviors
- Tobacco Use
- Diet & Exercise
- Alcohol Use
- Sexual Activity

Health Care
- Access to Care
- Quality of Care

Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)
HEDIS Measure Development Process

- Selection
- Development
- Public Comment
- Public Reporting
- Evaluation
- Ongoing Use
- Retirement
- First Year

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Social Need Domains

Three domains of focus

SNS-E Social Need Domains

- **Food Insecurity**: Uncertain, limited, or unstable access to food that is: adequate in quantity and in nutritional quality; culturally acceptable; safe and acquired in socially acceptable ways.

- **Housing Insecurity**:
  - **Housing Instability or homelessness**: Behind on rent or mortgage, cost burden, risk of eviction, in temporary housing due to financial difficulty or living in environment not meant for human habitation.
  - **Inadequate Housing**: Housing does not meet habitability standards

- **Transportation Insecurity**: Uncertain, limited, or no access to safe, reliable, accessible, affordable, and socially acceptable transportation infrastructure and modalities necessary for maintaining one’s health, well-being, or livelihood.
Measure Specification

Social Need Screening and Intervention (SNS-E)

Measure Description
The percentage of members who, during the measurement period, were screened at least once for unmet food, housing and transportation needs using a pre-specified screening instrument and, if screened positive, received a corresponding intervention.

Six Indicators:
1. Food Insecurity Screening
2. Food Insecurity Intervention
3. Housing Screening
4. Housing Intervention
5. Transportation Insecurity Screening
6. Transportation Insecurity Intervention

Product Lines
Commercial, Medicaid, Medicare

Reporting Method
Electronic Clinical Data Systems

Exclusions
Hospice
I-SNP
LTI

Age Stratification
• ≤17
• 18-64
• 65+
Different Reporting Methods for HEDIS

**Administrative Method:** Transaction Data
- Enrollment, Claims, Encounter

**Hybrid Method:** Administrative + Sample
- Manual Medical Record Review

**Survey Method**
- CAHPS®, Medicare Health Outcomes Survey

**Electronic Clinical Data Systems Method**
- Enrollment, Claims, Encounter, EHRs, Registries, Case Management
Electronic Clinical Data Systems (ECDS)  
Reporting standard for HEDIS

A **structured method** to collect and report **electronic clinical data** for 
HEDIS® quality **measurement** and for quality **improvement**

Organizations report each measure component **by source system**.

For more information on ECDS: [http://www.ncqa.org/ecds](http://www.ncqa.org/ecds)
A national public collaborative that develops consensus-based data standards involving social determinants of health (SDOH).

NCQA's Social Need Screening and Intervention measure aligns with current Gravity Project data elements.
Screening Indicators

3 Screening Indicators (Food, Housing, Transportation)

Numerator: Members with 1+ documented result on food/housing/transportation screening

Denominator: Members 0+ continuously enrolled during MY

Screening Instruments (Documented via LOINC):

- Accountable Health Communities
- AAFP Social Needs Screening Tool
- Health Leads Screening Panel®
- Hunger Vital Sign™
- PRAPARE
- Safe Environment for Every Kid (SEEK)
- We Care Survey
- WellRx Questionnaire
- Housing Stability Vital Signs™
- Comprehensive Universal Behavior Screen (CUBS)
- PROMIS
- USDA Food Security Survey
Intervention Indicators

3 Intervention Indicators (Food, Housing, Transportation)

Interventions defined by Gravity Project Intervention Categories

- Assessment
- Coordination
- Education
- Provision
- Assistance
- Counseling
- Evaluation of eligibility
- Referral

Members who received a corresponding intervention within 30 days of first positive screen

Members with at least 1 positive result for food, housing, transportation
### Examples of Interventions

*Defined in Gravity Project Value Sets*

<table>
<thead>
<tr>
<th>Intervention type</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance</td>
<td>Assistance with application to Homelessness Prevention program</td>
</tr>
<tr>
<td>Assessment</td>
<td>Assessment of barriers in inadequate housing care plan</td>
</tr>
<tr>
<td>Coordination</td>
<td>Coordination of care plan</td>
</tr>
<tr>
<td>Counseling</td>
<td>Counseling for readiness to implement food insecurity care plan</td>
</tr>
<tr>
<td>Education</td>
<td>Education about area agency on aging program</td>
</tr>
<tr>
<td>Evaluation</td>
<td>Evaluation of eligibility for a fuel voucher program</td>
</tr>
<tr>
<td>Referral</td>
<td>Referral to area agency on aging</td>
</tr>
<tr>
<td>Provision</td>
<td>Provision of home-delivered meals</td>
</tr>
</tbody>
</table>

Captured via CPT, SNOMED, HCPCS codes
Social Need Data Exchange for SNS-E

Where the data might come from

- Clinician Site
- EHRs
- Health Plan Survey / HRA
- Health Plan Electronic Data Systems
- CBO
- HIE
- SNS-E Measure Performance
- HEDIS Reporting
Findings from Testing

Screening and Intervention
Stakeholder Feedback

Challenges and Measurement Strategies

**Challenges**

- Variation in community resource availability
- Limited Data system integration between health system and community entities
- Ensuring standardization doesn’t come at expense of culturally and linguistically appropriate care

**Measurement Strategy**

- Apply broad definition of applicable intervention types
- Do not require closing of referral loop at this time
- Allow for linguistic and cultural adaptation of screening instruments
SNS-E Measure Timeline

**MY 2023 HEDIS Publication**

*Final SNS-E measure specification released for MY 2023.*

**Measurement Year 2023**

*The period of time during which health plans collect SNS-E data.*

**MY 2023 Data Reported**

*Plans submit SNS-E performance data from measurement year.*

Each year, the new HEDIS volume is released the August prior to the applicable measurement year.
Equity in HEDIS Measurement Moving Forward

Evolving work

HEDIS Equity Roadmap

<table>
<thead>
<tr>
<th>MY 2022</th>
<th>MY 2023</th>
<th>MY 2024</th>
<th>MY 2025+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race and Ethnicity Stratification</td>
<td>New Social Need Screening and Intervention Measure</td>
<td>Gender Inclusive Measurement</td>
<td>New Social Connection Measure</td>
</tr>
</tbody>
</table>
Thank you