Encounter Data Governance Entity (EDGE)

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About Integrated Healthcare Association

Who we are

A non-profit business league funded by the healthcare industry to make the system work better for everyone

Our board of directors includes leaders from across the healthcare industry

What we do

We align healthcare around shared goals and new possibilities

We use data and insights to help everyone improve

We build what's needed to drive lasting change

IHA

Our programs

Performance Measurement

We're championing standard ways to measure healthcare performance.

Align. Measure. Perform.   **Atlas**   **EDGE**

Provider Directory Management

We're bringing the industry together to improve the quality of provider directory data.

Symphony Provider Directory

IHA

Encounter data quality: an industry-wide challenge

A holistic view of encounters shows multiple handoffs
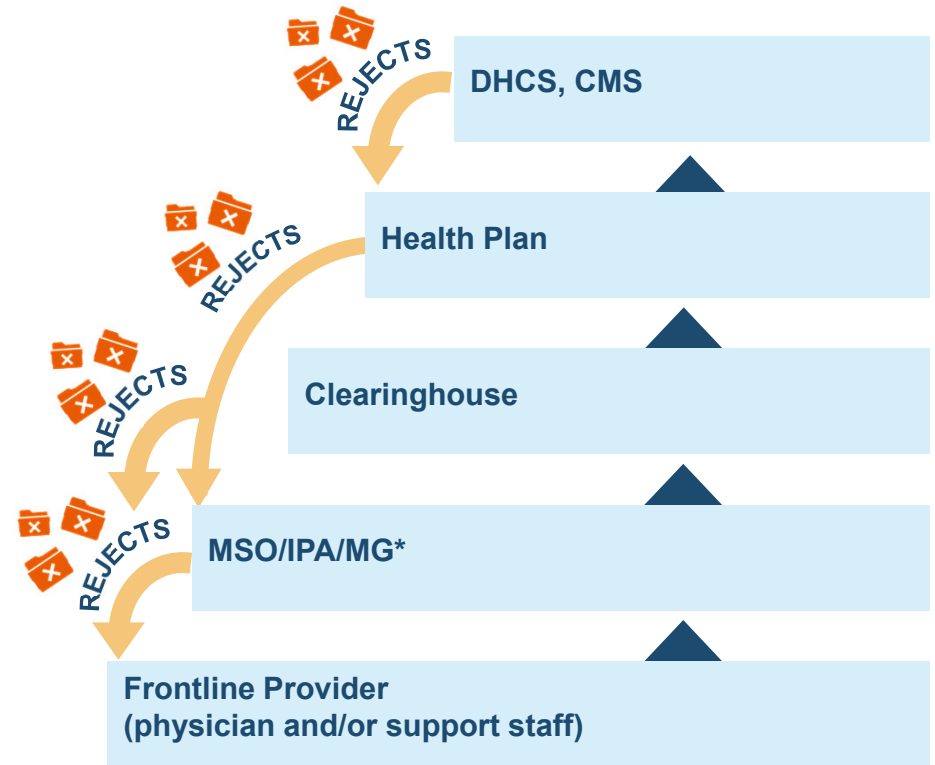
What are encounter data?

Detailed data about individual services provided by a capitated managed care entity. The level of detail about each service reported is similar to that of a standard claim form.[1]

Health plans and regulators use encounter data to track health care quality and costs and to adjust payment levels.

What's the problem?

Lack of standardization leads to data gaps, duplications, and lower reliability.

REJECTS — **DHCS, CMS**

REJECTS — **Health Plan**

REJECTS — **Clearinghouse**

REJECTS — **MSO/IPA/MG***

Frontline Provider (physician and/or support staff)

IHA

IHA's history in encounter data improvement

2007: Collected and reported encounter data volume by service types (ENRST) across all lines of business (commercial HMO, commercial ACO, Medicare Advantage, Medi-Cal Managed Care)

2015: Convened a multi-stakeholder work group to create a single industry interpretation of the most challenging and non-standard data elements in the 837 encounter forms.

2019: With funding from Aetna, developed additional encounter data quality metrics including encounter data timeliness and completeness measures.

2020: Collected and reported encounter data quality suite of measures (volume, timeliness, completeness) for measurement year 2019.

2021: Selected by Health Net as the Encounter Data Governance Entity (EDGE) through a competitive bid process.

Encounter Data Governance Entity
(EDGE)

Highlights

- As the Governing Entity, IHA will implement and monitor encounter data improvement initiatives across California

- Builds on IHA's previous encounter data work and our cross industry/utility capabilities and partnerships

- Integrated into IHA's existing AMP operations and governance structures with appropriate modifications/builds

- Critical, but not exclusive, focus on Medi-Cal plans and providers

- Multi-pronged approach to address challenges at scale

- Will run through 2023 at least, based on meeting agreed upon milestones

Background

- Health Net's Encounter Data Improvement Program (EDIP) began in 2015 as part of the DMHC's undertaking related to the Health Net/Centene merger

- EDIP started as a grantmaking effort and then was restructured through a yearlong industry listening process

- The listening process resulted in the EDGE RFP with Health Net allocating $26M to the program

- EDGE is now the centerpiece of the larger EDIP initiative

The extended EDGE team

Direction and oversight as the Governing Entity

EDGE – defining our path forward

Vision

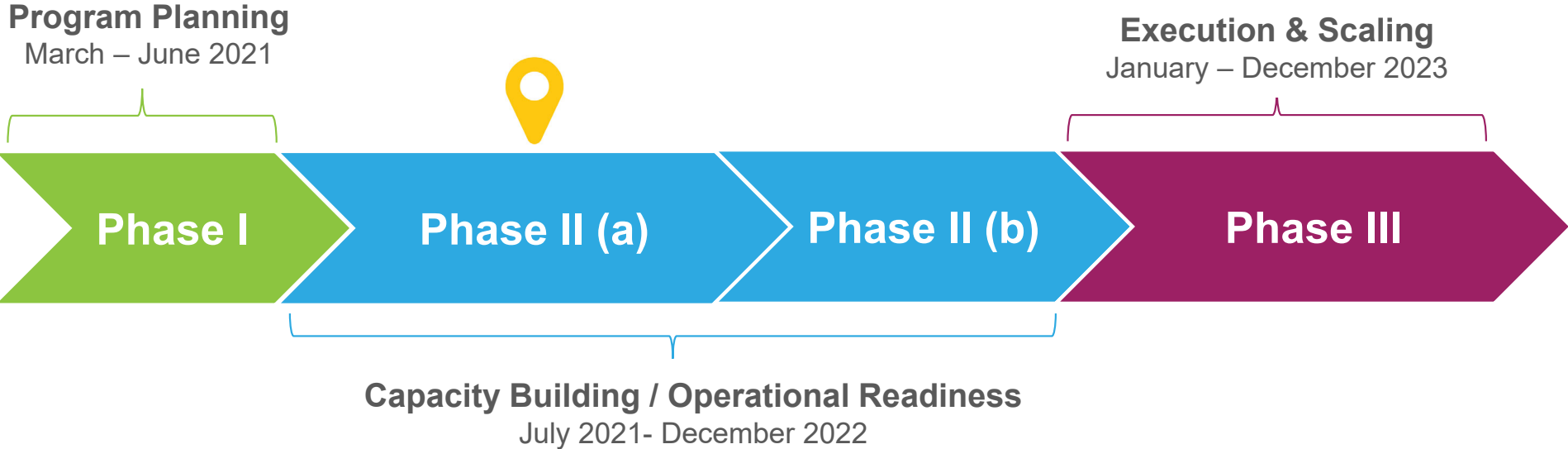Ensure that any reporting dependent on encounter data reflects actual performance

Approach

Prioritize improvements based on measurable impact and relative accessibility

Success factors

Measure performance against a common measure set

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EDGE planning and execution roadmap

Program Planning
March – June 2021

Execution & Scaling
January – December 2023

| Phase I | Phase II (a) | Phase II (b) | Phase III |

Capacity Building / Operational Readiness
July 2021- December 2022

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EDGE workstreams

Governance

Leveraging IHA's multi-stakeholder governance model, augmented with representatives from Medi-Cal focused organizations, to galvanize support, align efforts, and accelerate change.

Data Standards

Utilizing the Industry Collaboration Effort (ICE) as a facilitator for developing standardized encounter data improvement practices under the auspices of IHA's Data Governance Committee and in alignment with DHCS.

Core Operations & Program Management

Maintaining resourcing, financial management and reporting, monitoring, reporting and evaluation to ensure project transparency and accountability.
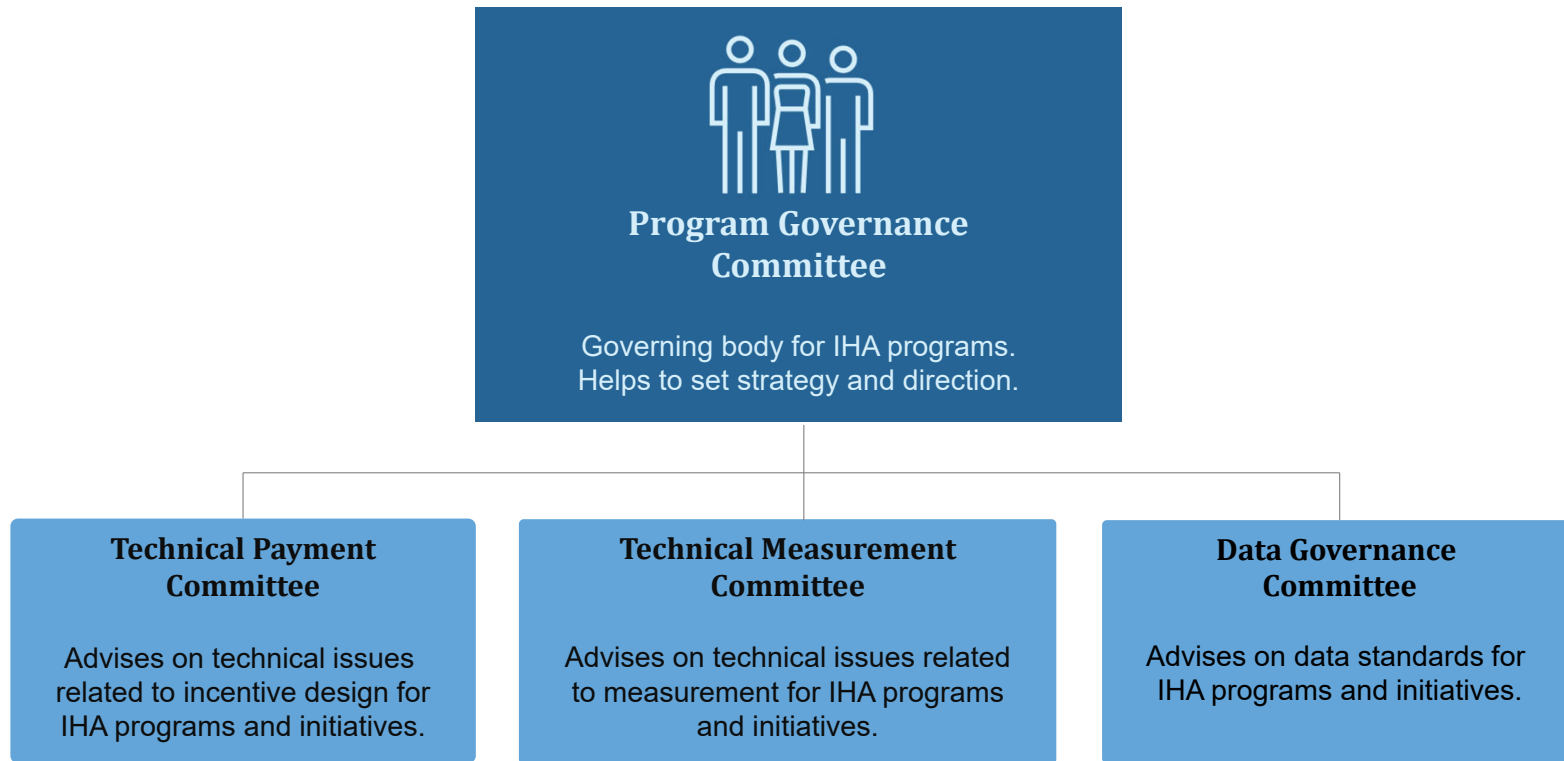
Performance Measurement & Reporting

Developing a common measure set strategy, a Medi-Cal dataset, and a data and technology infrastructure to measure encounter data performance.

Communication

Engaging stakeholders with transparent and proactive communications to build trust and accelerate adoption.

Training & Education

Piloting a provider training on encounter data quality fundamentals to equip community health centers and primary care practices with actionable guidance on submitting encounters.
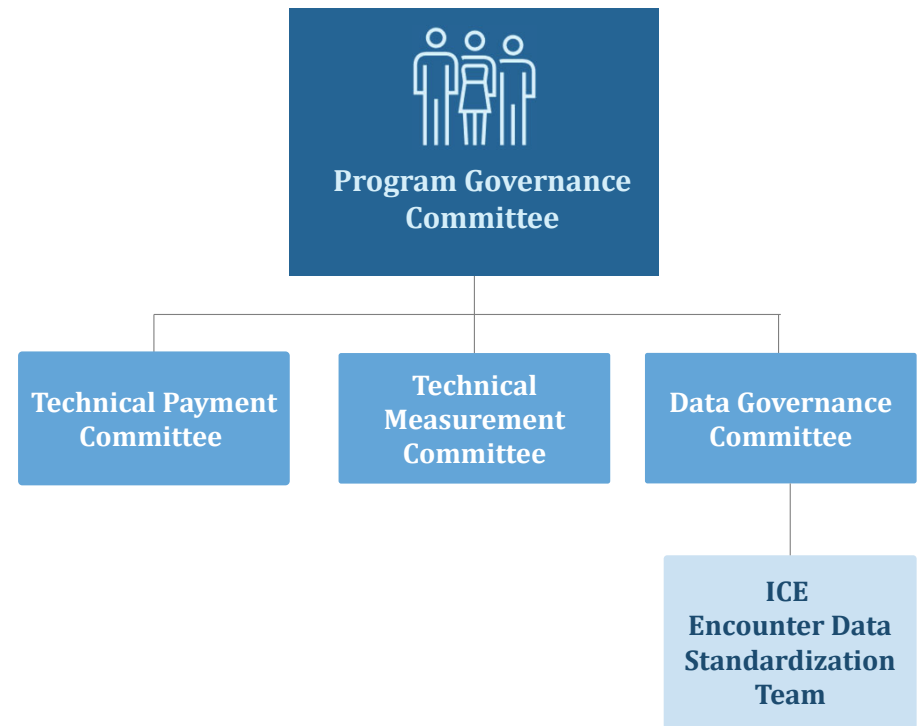
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IHA committee structure

Program Governance Committee

Governing body for IHA programs. Helps to set strategy and direction.

Technical Payment Committee

Advises on technical issues related to incentive design for IHA programs and initiatives.

Technical Measurement Committee

Advises on technical issues related to measurement for IHA programs and initiatives.

Data Governance Committee

Advises on data standards for IHA programs and initiatives.

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How ICE is partnering with IHA to support standardization

As a part of the data standards workstream,
Industry Collaboration Effort (ICE) will:

- Facilitate the Encounter Data Standardization Team to bring recommendations to the IHA Data Governance Committee

- Guide and drive consensus on standard encounter data improvement practices for implementation

- Collaborate with DHCS to align on standard definitions and requirements for encounter data

Program Governance Committee

Technical Payment Committee

Technical Measurement Committee

Data Governance Committee

ICE Encounter Data Standardization Team

IHA

Priority issues to improve encounter data integrity

Health Net Encounter Data Working Group - Data Standards recommendations

Use of Local Codes	**Visit-Encounter Reconciliation**
Newborn Identification	**Tracing Errors to their Sources**
Duplications	**Communicating Rejections & Remediation**

Download the detailed recommendations at https://encounterdataproject.com/summit2019/

IHA

Thank you