

## Why Choose HealthcareData Company, LLC As Your Auditor?

As HEDIS auditing has matured and licensed firms have gained valuable experience, the audit process has become something of a standardized commodity. The primary way a licensed audit firm can create differentiation in this type of service delivery environment is through the provision of efficient, effective and considerate services that are designed to support the audit process. HealthcareData Company, LLC (HDC) has achieved and works very hard to maintain this service differentiation – we firmly believe that HDC “stands out” among its peers as the premier licensed audit firm. HDC is proud to state that our company has grown from being among the smallest of auditing firms to its current status as the second largest firm (as measured by the number of clients and the number of Final Audit Reports submitted to NCQA). As you will quickly realize, an audit is more than a commodity at HDC – it is, in fact, the embodiment of excellence in service to our clients.

We invite you, then, to consider the following points as you evaluate who should do your audit:

- HDC’s audit philosophy is to assist the health plan in whatever manner necessary, and always within the auditing guidelines, to insure that its HEDIS Report is submitted on time and, to the fullest extent possible, that all measures are reportable. HDC is your partner throughout the audit process – a process that is managed by two people, one with a Ph.D. in health care administration and one with a CPA/MBA. These two managers and your senior auditor will be assisted by HDC’s highly efficient, computerized, proprietary Audit Tool that contains the latest HEDIS information and necessary supporting resources.
- HDC uses only senior auditors, and they will expend whatever effort is necessary to insure that the HEDIS Report is submitted on time and that all outstanding issues are resolved. HDC has never added extra charges for any additional audit work that might be required to ensure that all measures are reportable and completed accurately.
- HDC believes in providing our clients with information and tools than can be used during the year to improve internal processes as well as evaluate performance. Check out the following which are provided at no additional cost to all of our clients:
  - Email notifications when policy updates are issued by NCQA to auditors
  - Immediate notification and interpretation of specification changes when issued by NCQA
  - Benchmarking Tool designed so that you can benchmark the eligible population identified for a hybrid measure before medical record review starts
  - Rate Checker Tool designed so you can evaluate all HEDIS rates against NCQA published benchmarks before you present these rates to your auditor for evaluation
- **HDC has never lost a client due to dissatisfaction with our auditing services.**

- HDC's senior auditors bring a wealth of health care experience and knowledge of the audit process to the organization. As such, they understand the issues at the plan and what needs to be accomplished. They are able to provide the organization (1) recommendations to improve and modify existing systems, (2) information on best practices along with points of contact and (3) assistance in resolving the various issues and problems that might surface during the audit. All of the HDC auditors are well respected by their peers and are leaders in the field.
- HDC always works with the organization to minimize the impact of the audit on the organization's operation by developing an audit schedule that makes the on-site visit the most efficient possible, while at the same time insuring all required areas are addressed. HDC auditors are also very flexible in developing the date for the on-site visit as well as the schedule of events so these meet the organization's requirements and staff availability.
- HDC has an 20-year history of working with managed care plans and the health care industry, and our involvement with HEDIS goes back to 1994 and HEDIS 2.0. We know what it takes to produce a HEDIS report, and we bring this understanding to the audit process. At the end of the process, HDC provides an Audit Report that contains a wealth of useful information about the audit, the status of internal processes and recommendations. Our reports are very readable and do not contain extra pages that are simply reprints of HEDIS specifications.
- HDC maintains a constant dialogue and consultation, via e-mail and telephone, with our clients throughout the entire year, not just during the audit season. In addition, HDC demands that our auditors maintain contact with their clients throughout the audit process and be readily available for questions or assistance, as required. At HDC, we believe it is absolutely essential for your auditor to work closely with you at all times. We do not "hand off" any audit responsibilities to less experienced staff after the on-site visit.
- HDC believes in giving the health plan as much feedback as possible on rate calculations and interim status reports. As such, HDC auditors can provide benchmarking of interim HEDIS results throughout the reporting process using the latest NCQA-provided data.
- HDC maintains constant oversight of the audit process and the performance of our auditors. We will not hesitate to impose sanctions on any auditor who fails to fully support the client or does not meet all NCQA and HDC audit standards. HDC's audit performance as well as the company's performance throughout our entire history has never been the subject of outside criticism or scrutiny and has always met the highest standards of integrity.