QUALITY PORTAL

Frequently Asked Questions

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Question 1. What are the plan acronyms?
a. C-SNP – Chronic Special Needs Plan
b. D-SNP – Dual Special Needs Plan (Eligible for both Medicare and Medicaid)
c. MAPD – Medicare Advantage Plan with Part D Benefits
d. MA – Medicare Advantage Plan (without Part D Benefits)

Question 2. How are members made compliant?
For both Part C and Part D compliance guidelines, please refer to the 5-STAR Guide. The Guide contains different criteria for compliance by measure. For any additional questions, please contact: GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

Question 3. I have been working with a member to make them compliant. The next week, when I log in to access the member's information, they are no longer listed as non-compliant. Why is this?
GlobalHealth periodically receives data from our HEDIS vendor(s). Part C data is refreshed by the vendor and GlobalHealth receives it approximately every two weeks. Part D data is refreshed by the vendor and GlobalHealth receives it approximately every month. During those data refresh cycles, a member's information could have been updated with data points that made the member compliant. They are then removed from any non-compliant data points and/or reports.

Question 4. I have been working with a member to make them compliant. The next Monday, when I log in to access the member's information, they are still showing as non-compliant. Why is this?
GlobalHealth periodically receives data from our HEDIS vendor(s). Part C data is refreshed by the vendor and GlobalHealth receives it approximately every two weeks. Part D data is refreshed by the vendor and GlobalHealth receives it approximately every month. It is possible that the data has not yet been refreshed by either vendor. We recommend waiting approximately one to two business weeks before reaching out to the GlobalHealth Quality department. If after that time, the member is still non-compliant, please contact: GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

Question 5. I have a member in my panel that has been part of one measure during the measurement year. Suddenly, they are non-compliant for a Part C measure. Why is this?
GlobalHealth periodically receives data from our HEDIS vendor(s). Part C data is refreshed by the vendor and GlobalHealth receives it approximately every two weeks. As data is refreshed during the measurement year, additional diagnoses or conditions may have been identified by the vendor to make a member non-compliant. If you feel that a member has been made non-compliant in error, please contact: GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

Question 6. I have a member in my panel that has been part of one measure during the measurement year. Suddenly, they are non-compliant for a Part D measure. Why is this?

GlobalHealth periodically receives data from our HEDIS vendor(s).
Part D data is refreshed by the vendor and GlobalHealth receives it approximately every month.

As data is refreshed during the measurement year, additional diagnoses or conditions may have been identified by the vendor to make a member non-compliant.
If you feel that a member has been made non-compliant in error, please contact:
GlobalHealth Quality/STARS Team at StarsLeadership@GlobalHealth.com

Question 7. Why does Part C data refresh at a different time than Part D data?

GlobalHealth can control the frequency at which data is sent to our Part C HEDIS vendor. GlobalHealth has chosen approximately every two weeks.
Acumen is an independent third-party partner. They have chosen to only send data out at the end of each month.
Because of this, there is a mismatch in how some data is refreshed within the Quality Portal.

Question 8. Where do I find the refresh date for Part C data?

There are date stamps in the Part C Score Card to identify the refresh date.

Question 9. Where do I find the refresh date for Part D data?

There is a date stamp in the footer of the Part D Score Card to identify the refresh date.

Question 10. Why are members included in either Part C or Part D measures, but are not included in the roster?

The roster only shows current, active membership with GlobalHealth that are assigned to your panel.

It is possible to have a member who meets eligibility criteria for a Part C measure during the measurement year, but who is no longer active with GlobalHealth. Therefore, the member would be displayed in the Portal, but not be in the roster.

It is possible to have a member who meets eligibility criteria for a Part D measure during the measurement year, but who is no longer active with GlobalHealth. Therefore, the member would be displayed in the Portal, but not be in the roster.

Question 11. I am a provider who has recently switched between Provider Groups. I am seeing the data from a previous Provider Group but need to see data from the new Provider Group.

Please call the GlobalHealth Provider Relations Department at **1-844-280-5555** and select the option for Providers