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AMERICAN IMMUNIZATION  
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# INFORMATION REQUEST

## Topic: HEDIS Reporting Service Charges

**Request Date:** September 25, 2024

**Information Requested:**

The Louisiana Department of Health is seeking information regarding HEDIS reporting service charges. They are currently charging 50 cents per record for their HEDIS reporting service. Because of the increasing cost in maintaining this effort, they are considering increasing the price to \$1 per record. Before making that decision, staff would like to know what other jurisdictions are charging for this service.

**Requesting Member:** Quan Le

**Responding Member(s):** Kim Gulliver (CO)

**Results:**

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**Colorado:**

Colorado does not charge per record for HEDIS requests. Prior to our migration to the Azure cloud, which occurred December 15, 2024, Colorado's process was very manual and required our team to run the payor file through our match process. Due to the size, the team had to monitor and turn this process on/off so that other batch files could process. Once the match was completed, they had to put the response files together and send the information to the health plan. This was a very lengthy process, and it would often take our team members three weeks to run the Medicaid file because of the volume of records in the file.

Post migration, the burden of this process is now on the health plans. Our IIS has a HEDIS match report process built into it, so the payor is required to submit a file (in a specified



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format) directly within the IIS. The file size is limited to 50,000 rows/file, so they often have to produce and submit multiple files. The system then has an overnight job that processes the file and produces an output file. The payor is then required to log on to the system to access and download the file. This new process requires very little involvement from our team. We need to ensure that proper agreements, including a data use agreement, are in place and set up the user profiles, but other than that, all of the work really falls on the payor.