



MAP Health Insurance Exchange Quality Rating System Task

Force Web Meeting

September 26, 2013 | 11:00 am – 01:00 pm ET

The National Quality Forum (NQF) convened a web meeting of the Measure Applications Partnership (MAP) Health Insurance Exchange (HIX) Quality Rating System (QRS) Task Force on Thursday, September 26, 2013. An online archive of the meeting is available by clicking [here](#).

Committee and Task Force Member Attendance

Elizabeth Mitchell, Task Force Chair	Aparna Higgins, America's Health Insurance Plans
George Andrews, Humana, Inc.	Emma Kopleff, National Partnership for Women and Families
Terry Adirim, Health Resources and Services Administration (HRSA)	Robert Krughoff, Consumers' CHECKBOOK
Andrew Baskin, Aetna	Samuel Lin, American Medical Group Association
Steve Brotman, The Advanced Medical Technology Association	Lois Nora, American Board of Medical Specialties
Colleen Bruce, National Business Coalition on Health	Ruth Perry, Medicaid ACO Subject Matter Expert
David Ferriss, CIGNA	Lance Roberts, Iowa Healthcare Collaborative
Elizabeth Flow-Delwiche, Centers for Medicare & Medicaid Services (CMS)	Debra Saliba, Measure Methodologist Subject Matter Expert
Rachel Grob, Center for Patient Partnerships	Thomas Von Sternberg, Health IT Subject Matter Expert

Welcome and Review of Meeting Objectives

Elizabeth Mitchell, Task Force Chair, welcomed the task force members and public to the web meeting and reviewed the meeting objectives:

- Review task force charge, role within MAP, and plan to complete tasks;
- Review health insurance exchanges/marketplaces and QRS background; and
- Consider health care quality information available to consumers, and define scope of MAP's input.

Ann Hammersmith, General Counsel, NQF, lead task force member introductions and disclosure of interests. Ms. Mitchell reviewed the task force charge and introduced Kate Goodrich, CMS, who provided additional remarks on the scope of the project. Aisha Pittman, Senior Director, NQF, provided an overview of the MAP structure, project's timeline, and draft report outline.

The task force discussed the scope of the charge and work ahead, noting that the Quality Rating System (QRS) should provide information that is:

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- Usable, accessible, and of interest to consumers;
- Interactive and customizable, allowing consumers to place emphasis on different performance information; and
- Enables consumer decision-making, including information on cost, experience, and outcomes.

Orientation to the Health Insurance Marketplace Quality Rating System

Megan Duevel Anderson, Project Analyst, NQF, provided background information on the Health Insurance Marketplaces, the QRS, and the population anticipated to participate in the Marketplaces.

Input on Quality Information Needed to Enable Consumer Decision-Making

Ms. Pittman provided an overview of previous recommendations on quality information needed to inform consumer decision-making in the Marketplaces. Ms. Duevel Anderson described existing health plan quality rating systems currently available to consumers.

Ms. Mitchell moderated a discussion on the information consumers need to enable decision-making. The Task Force concluded the following about the QRS structure:

- The QRS needs to expand beyond existing health plan quality measures (e.g., HEDIS, CAHPS).
 - The task force recognized the initial QRS set of measures will be limited to existing measures.
 - New measures that will enable consumer decision-making will enable the QRS to evolve over time.
- The QRS must align with other health plan quality reporting programs and be parsimonious;
 - The QRS alignment with existing health plan programs is critical to reduce burden of measurement.
 - The structure must include a limited number of categories of measures (e.g. roll-ups aligned with the National Quality Strategy) to enable consumer access to quality information.

Next Steps/Process Improvements

The task force will convene for a web meeting on October 18, 10am-12pm (Eastern), to identify high-leverage opportunities for measurement, review the MAP Measure Selection Criteria for use in the marketplace QRS decision-making framework, and consider the ideal hierarchy and measurement domains for consumer decision-making.