


# Quality Rating System (QRS) and Qualified Health Plan (QHP) Enrollee Survey: Changes for the 2021 Plan Year

**August 12, 2020**



Center for Consumer Information and  
Insurance Oversight (CCIIO)

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# Agenda

- Session Guidelines
- Announcements
- QRS and Qualified Health Plan QHP  
Enrollee Survey: Changes for the 2021 Plan Year
- Live Q&A Session
- Closing Remarks

# Intended Audience

- Please be advised that the intended audience for this webinar is state regulators in Federally Facilitated Exchange (FFE) states performing plan management activities. This is not an open press call.
- Members of the press or a media outlet should disconnect the call at this time and contact the Centers for Medicare & Medicaid Services (CMS) Press Office for further information.

# Session Guidelines

- This is a 45-minute webinar session.
- Throughout the webinar, you may submit questions via the Q&A Panel.
- We will address questions during the Q&A session at the end of the presentation.
- For questions regarding content or logistics, contact the Registration for Technical Assistance Portal (REGTAP) Registrar at [registrar@regtap.info](mailto:registrar@regtap.info) or (800) 257-9520.

# WebEx Audio Issues

If you are listening to the webinar through WebEx and experience audio issues, please dial into 1-866-487-7844 and enter your six (6) digit PIN for phone access.

# Upcoming Plan Year (PY) 2020 Key Dates for QHP Certification

Date	Category	Activity
Prior to August 16, 2020	Plan Data Refresh	PY 2020 QHP Application data changes that are made by July 17, 2020 and approved by CMS are refreshed on HealthCare.gov

# Upcoming Plan Year (PY) 2021 Key Dates for QHP Certification

Date	Category	Activity
June 18 – August 12, 2020	QHP Certification	CMS reviews QHP Application data and releases results in the Plan Management (PM) Community
Tuesday, August 11, 2020 at 6:00p.m. ET	QHP Certification	PY 2021 Service Area Data Change Request Deadline
August 12 – August 26, 2020 at 6:00p.m. ET	QHP Certification	Issuers complete final Plan Confirmation and submit final Plan ID Crosswalk Templates in the PM Community
Wednesday, August 26, 2020 at 1:00 p.m. ET	QHP Certification	PY21 Final Transparency in Coverage Data Submission Deadline
Wednesday, August 26, 2020 at 1:00 p.m. ET	QHP Certification	PY21 Final QHP Application Submission Deadline
August 27 – September 16, 2020	QHP Certification	CMS reviews QHP Application data and releases results in the PM Community

# Announcements



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# Learning Goals

- Provide an update on the QRS
- Provide information regarding accessing the 2019 QRS results and QHP Survey Quality Improvement (QI) Reports
- Address questions from webinar participants

# QRS and QHP Enrollee Survey- Suspension of Data Collection

- Given the challenges healthcare providers are facing responding to the COVID-19 virus, CMS announced flexibility for QHP issuers eligible to report for the QRS and the QHP Enrollee Survey programs for PY 2021 QHP Certification Period, to suspend activities related to the collection and reporting of data for the QRS and QHP Enrollee Survey.\*
- CMS exercised enforcement discretion to adopt a temporary policy of relaxed enforcement and directed all eligible QHP issuers to discontinue the collection and reporting of clinical quality measure data and survey measure data that would normally be submitted to CMS between May and June 2020.
- Additionally, in light of the suspension of the collection and reporting of data for calculating 2020 ratings, CMS will not release new QRS Preview Reports, QI reports and Proof Sheets for the 2020 ratings year.
  - Preview reports from 2019 will remain available in the Marketplace Quality Module (MQM).

\* COVID-19 and Suspension of Certain Activities Related to the Health Insurance Exchange Quality Rating System and QHP Enrollee Experience Survey (QHP Enrollee Survey)

<https://www.cms.gov/files/document/covid-grs-and-marketplace-quality-initiatives-memo-final.pdf>

# QRS Plan Year 2021 Display Update

- CMS began requiring nationwide display of quality ratings by all Exchanges beginning during Open Enrollment (OE) for PY 2020.
- In light of the decision to discontinue data collection and reporting for the 2020 QRS and QHP Enrollee Survey, CMS will issue further guidance on the display of quality rating information prior to the beginning of OE 2021.
  - This will include guidance for State-based Exchanges and Direct Enrollment entities regarding the display of QHP quality rating information beginning during the OE for PY 2021.
- CMS anticipates that many QRS and QHP Enrollee Survey measures will be impacted by the COVID-19 pandemic and is working to determine an approach for the display of quality ratings for PY 2021.

# Accessing QRS and QHP Survey QI Report Results

- QHP issuers and Exchange administrators may access QRS and QHP Enrollee Survey results for their respective QHP issuers' reporting units via the Health Insurance Oversight System Marketplace Quality Module (HIOS-MQM).
- Instructions for accessing QRS results:
  - Log in to the HIOS-MQM website.
    - Users new to HIOS need to request access to HIOS and the MQM through the CMS Enterprise Portal (<https://portal.cms.gov/>).
    - Existing HIOS users who are new to the MQM need to request a new role: Ratings/Reports Viewer or Exchange Operator. These roles authorize the user to perform predetermined functions and access certain data sets.
    - Detailed instructions for registering for access to HIOS and the MQM can be found in the HIOS-MQM Quick Reference Guide located on CMS' Marketplace Quality Initiatives (MQI) website (<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>).

## Health Insurance Oversight System

### Marketplace Quality Module

Thursday, June 18, 2020

[HIOS MAIN PAGE](#)

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### Marketplace Quality Module - Home

[Download QRS QHP List](#)

[Preview Ratings and Survey Results](#)

[Download State Survey Results and Ratings](#)

#### Marketplace Quality Module Announcements:

**5/7/2020:** The 2020 Quality Rating System (QRS) Qualified Health Plan (QHP) List is available for download. The QRS QHP List includes QHP issuers and their respective reporting units that CMS previously identified as eligible for the 2020 QRS for the 2021 Plan Year (PY) based on the 2020 QRS participation requirements. **As a reminder, in response to the COVID-19 pandemic, CMS announced the suspension of reporting requirements for the QRS and QHP Enrollee Survey for Plan Year 2021.** CMS is releasing the QRS QHP List for reference and review only.

Feedback regarding the accuracy of the QRS QHP List will support CMS in determining QHP issuer eligibility to participate in the QRS in future years. CMS requests that you review your QHP information, and report discrepancies by Friday, May 29, 2020 to the Marketplace Service Desk (MSD) via email at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov), or by phone at 1-855-CMS-1515 (1-855-267-1515). When submitting inquiries via email, please include "MQI-QRS QHP List" and your HIOS Issuer ID in the subject line or body of the email.

**4/24/2020:** CMS released the COVID-19 Marketplace Quality Initiatives Memo, available on the [Marketplace Quality Initiatives \(MQI\) website](#), to announce that CMS is suspending activities related to the collection and reporting of clinical quality



# Accessing QRS and QHP Survey QI Report Results (continued)

Navigate to the Preview Ratings and Survey Results webpage and search for the corresponding QHP issuer(s) to review the QRS and QHP Enrollee Survey results.

Download QRS QHP List   **Preview Ratings and Survey Results**   Download State Survey Results and Ratings

### Preview Ratings and Survey Results

#### Exchange Quality Ratings System

(\*) Indicates required fields.

Current Ratings Year: 2020  
Current Preview Period: 08/17/2020 to 08/28/2020  
\* Ratings Year to Preview: 2019

ISSUER NAME	REPORTING UNIT	GLOBAL RATING	PREVIEW REPORT (ONLINE)	PREVIEW DETAILS DOWNLOAD
Reporting unit A	12345-ST-PPO	☆☆☆☆☆	<a href="#">View</a>	<a href="#">Download (ZIP, 1 MB)</a>
Reporting unit B	12345-ST-HMO	☆☆☆☆☆	<a href="#">View</a>	<a href="#">Download (ZIP, 1 MB)</a>
Reporting unit C	12345-ST-POS	N/A	N/A	N/A

State Exchange administrators can click the **Download** button to receive a ZIP file, or bundle, including the QRS and QHP Enrollee Survey results for the QHP issuer(s) operating in their respective State. Additionally, user guides for interpreting the results are available on the Preview Ratings and Survey Results webpage.

# QRS and QHP Survey QI Report Results

- QHP issuers and States will continue to have access to the 2019 QRS and QHP Enrollee Survey results for issuer's respective reporting units via the HIOS-MQM. Each State has access to the following for each eligible reporting unit operating in the State:
  - QRS Preview Report including the QRS ratings
  - QRS Proof Sheet (PDF)
  - QRS Proof Sheet (CSV)
  - QHP Survey QI Report (survey results)
- The QRS Proof Sheet provides additional detail behind the ratings shown in the QRS Preview Report.

# QHP Survey QI Reports for Preview

- States can access one (1) QHP Enrollee Survey QI Report for each reporting unit.
  - Each report includes survey results for all questions and composites included in the QHP Enrollee Survey\*.
- States also have access to the *2019 Qualified Health Plan Enrollee Survey Quality Improvement Reports Methodology Guide* on the Preview Ratings and Survey Results webpage, which details the methodology used to calculate the QHP Enrollee Survey results.

\*The QHP Enrollee Survey includes several measures that are not part of the QRS.



# Example QHP Survey QI Report

## Scoring Questions

Scoring Question	Question	Your Score				Reliability		Response Break-down by Response Types n (%)				
		Unadjusted Score	Adjusted Score	National Average Score	How You Compare	Unit Specific Reliability	National Reliability	Never or Sometimes	Usually	Always	Non Response	Total Responses
Overall: Rating of Health Plan	50	70.71	73.43	73.17	Average	0.87	0.92	N/A	N/A	N/A	--	140 (97.22%)
Overall: Rating of All Health Care	8	77.75	79.39	82.27	Average	0.59	0.73	N/A	N/A	N/A	40 (27.78%)	104 (72.22%)
Overall: Rating of Personal Doctor	24	85.52	86.63	88.69	Average	0.52	0.64	--	N/A	N/A	71 (49.31%)	73 (50.69%)
Overall: Rating of Specialist	33	84.93	86.23	87.44	Average	0.29	0.46	--	N/A	N/A	82 (56.94%)	62 (43.06%)
Composite: Getting Care Quickly		77.79	79.76	77.76	Average	0.56	0.77	24 (16.78%)	17 (11.88%)	63 (43.56%)	40 (27.78%)	104 (72.22%)
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	4	81.70	83.07	80.22	Average	0.37	0.60	--	--	29 (20.14%)	101 (70.14%)	43 (29.86%)
In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	6	73.87	76.43	75.27	Average	0.61	0.77	24 (16.67%)	20 (13.89%)	50 (34.72%)	50 (34.72%)	94 (65.28%)
Composite: Getting Needed Care		76.60	79.47	78.95	Average	0.71	0.82	21 (14.25%)	29 (20.07%)	57 (39.29%)	38 (26.39%)	106 (73.61%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	9	78.43	81.09	80.08	Average	0.70	0.82	17 (11.81%)	30 (20.83%)	56 (38.89%)	41 (28.47%)	103 (71.53%)



# State Ratings and QHP Survey QI Report

- Typically, States can navigate to the State Ratings and Survey Results webpage and download the State Ratings Report and State Ratings Data File, containing quality rating information for all issuers operating in their respective States.
- States can also download the State-level QI Report, containing survey results for all issuers operating in their respective States.
- Users may also access the *QRS Proof Sheet User Guide*, *QHP Enrollee Survey QI Reports Methodology Guide* and *QRS State Ratings User Guide*, which provide instructions for interpreting the QRS and QHP Enrollee Survey results on the State Ratings and Survey Results webpage.
- **To receive the State Ratings Report, State Ratings Data File, and State-level QI Report with the 2019 results, States should contact the Marketplace Service Desk (MSD) Help Desk via email at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov). Please reference “MQI-QRS” in the subject line.**

# Frequently Asked Questions: 2021 QRS

CMS appreciates that many QRS and QHP Enrollee survey measures will likely be impacted by the COVID-19 pandemic and is working to determine an approach for the 2021 QRS.

Question	Answer
Does CMS anticipate changes to the data collection and reporting requirements for the 2021 QRS and QHP Enrollee Survey?	CMS is assessing the impact of the COVID-19 pandemic on reporting requirements for the 2021 QRS and QHP Enrollee Survey. CMS is coordinating across its federal quality reporting programs to promote alignment to the extent possible. CMS anticipates issuing guidance regarding the data collection and reporting activities for the 2021 QRS and QHP Enrollee Survey (which normally occur in the 2021 calendar year) in fall 2020.
Does CMS anticipate changes to the 2021 QRS scoring methodology?	CMS may consider making refinements to the 2021 QRS scoring methodology, such as to limit shifts in reporting unit performance from prior years or to align with potential methodology changes in other CMS programs in recognition of the impact of COVID-19. CMS would propose any changes to the scoring methodology through the Annual QRS Call Letter process.
What will CMS display on HealthCare.gov for the 2021 QRS quality rating information for OE for PY 2022?	CMS is working to determine an approach for public display of quality rating information for OE for PY 2022 and will issue guidance regarding the public display requirements prior to the start of OE for PY 2022.

# QRS and QHP Enrollee Survey Timeline

Activity	Timeline	Purpose
CMS releases the PY 2021 Quality Rating Information Bulletin	Prior to the 2021 OE Period	Provide guidance on public display of quality rating information for the PY 2021 open enrollment period.
CMS releases QRS and QHP Enrollee Survey: Technical Guidance for 2021	Fall 2020 (September/October timeframe)	Provide updated guidance regarding the data collection and reporting requirements for the 2021 QRS and QHP Enrollee Survey.
CMS releases Draft 2021 Call Letter for the QRS and QHP Enrollee Survey	Winter/Spring 2021 (February/March timeframe)	Propose potential refinements to the QRS methodology for the 2021 ratings year and beyond, along with other potential modifications to QRS or QHP Enrollee Survey requirements.

# QRS and QHP Enrollee Survey Timeline (continued)

Activity	Timeline	Purpose
CMS releases Final 2021 Call Letter for the QRS and QHP Enrollee Survey	Summer 2021 (May/June timeframe)	Finalize any refinements to the QRS methodology for the 2021 ratings year and beyond, along with other applicable modifications to QRS or QHP Enrollee Survey requirements.
CMS releases the PY 2022 Quality Rating Information Bulletin	Prior to OE for PY 2022	Provide guidance on public display of quality rating information beginning with OE for PY 2022.

# Submitting Inquiries QRS and QHP Enrollee Survey

- Please submit questions to the Marketplace Service Desk (MSD) Help Desk via email at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or via phone at 1-855-CMS-1515 (1-855-267-1515). Please reference “MQI-QRS” in the subject line.

# Live Q&A



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# Questions

**Please help us provide an accurate response by identifying your State when asking a question.**

- To Submit or Withdraw Questions by Phone:
  - *If you are listening through your computer speakers and want to submit a question by phone, dial **1-866-487-7844** and enter your unique six-digit PIN, then dial “star(\*) pound(#)” on your phone’s keypad.*
  - *If you are already dialed in by phone and want to submit a question, then dial “star(\*) pound(#)” on your phone’s keypad.*
  - *If you would like to withdraw a question and you are dialed in by phone, then dial “star(\*) pound(#)” on your phone’s keypad.*
- To submit questions by webinar:
  - *Type your question in the text box under the “Q&A” tab and click “Send.”*

If you are not able to ask your question during today’s session, or if your question is best answered by subject matter experts (SMEs) outside Plan Management (PM), you may submit it via [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) with the subject line “State Question.”

# State Regulators Webinar Session Survey

- CMS welcomes your feedback regarding this webinar series and values any suggestions that will allow us to enhance this experience for you.
- Shortly after this call, we will send a link to you for a convenient way to submit any ideas or suggestions you wish to provide that you believe would be valuable during these sessions.
- Please take time to complete the survey and provide CMS with any feedback.





# Closing Remarks