Joint Venture Hospital Laboratories

HEDIS / Result Reporting Companion Guide

Version 2.4
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Result Request

JVHL member labs are required to supply discreet result data for selected CPTs billed as specified by each health plan. The result data is used by the health plan in the ongoing accreditation and scoring procedures used by the National Committee for Quality Assurance (NCQA). This organization assesses the quality of care that is delivered by managed care organizations.

The NCQA program that addresses laboratory result data is the Healthcare Effectiveness Data and Information Set (HEDIS). This program encompasses a set of standardized measures that allow for comparison between health plans. Additionally, health plans may choose to establish their own disease management programs, which may involve use of other laboratory result data.

JVHL maintains the current list of reportable events by health plan and generates a list of required results. To help each member lab identify these patients and the tests performed, the demographic data received on the claim transaction will be supplied to each lab location. The remaining fields identify values that are to be provided to JVHL, and are noted as '*lab must provide'* in this document.

On Friday of each week new result request files are generated for claims received and accepted since the previous Friday. The request files are delivered to the member lab electronically via our secure website, PLMWeb.org. The requests will reflect claim lines that were accepted in the previous week. The file naming convention is used is shown below.

> Example: FFF_XX_20080101-02281123HEDIS.txt
> > FFF= Folder files are grouped in
> > XX = JVHL assigned Lab location code sent with original claim
> > 20080101-02281123 = Date time request file was created

Following is a listing of each of the demographic elements that are included with each result request. A description of each element is provided, as well as the flag that indicates if that element is Required, Optional or Conditional. Please pay specific attention to the elements identified as *Lab must Provide.*

Field Name	Description	Required / Optional / Conditional
Source of Payment Code	Coded entry as follows: Example: J8 = OmniCare, J9 = BCN	R
Billing (Lab) Location Code	The two-digit code assigned to the performing facility by the JVHL.	R
JVHL Claim Number	Unique number assigned by JVHL per each claim line. Must be returned with result.	R
Request Date	Date this file was created by JVHL. CCYYMMDD.	R
Date of Service	Service date. Format of date is CCYYMMDD.	R
Contract Number	Patient contract identification number for the insurance plan. Value should be not modified.	R
Patient Last Name	Last name of the patient. Note: For patient confidentiality concerns, you may blank or clear the cell content. Do not delete the column.	O
Patient First Name	First name of the patient. Note: For patient confidentiality concerns, you may blank or clear cell content. Do not delete the column.	O
Patient Sex	Sex of the patient. Value should be not modified.	R
Patient DOB	Date of birth of the patient. Value should be not modified.	R
Physician State License	Requesting Physician Michigan state license.	O
Physician Last Name	Requesting Physician last name.	O
Physician First Name	Requesting Physician first name.	O
Procedure Code	CPT code associated with the charge. Note: For tests with no CPT, e.g. Protein Urine, the LOINC code will be used to identify the test.	R
Procedure Code Modifier	CPT Code modifier submitted by member lab when claim was billed.	C
Provider Reference Number (Billing)	Number submitted by member lab when claim was billed.	R
Provider Reference Number (Lab)	Laboratory identification number (accession number) submitted on the claim.	O
Diagnosis Code 1	ICD-10 code supplied on the claim.	R
Diagnosis Code 2	ICD-10 code supplied. If no diagnosis was submitted this will be blank.	C
Diagnosis Code 3	ICD-10 code supplied. If no diagnosis was submitted this will be blank.	C
Diagnosis Code 4	ICD-10 code supplied. If no diagnosis was submitted this will be blank.	C
Test Name	Description that is associated with the CPT in the JVHL Database. May be overwritten by lab, if desired.	O
Result	Returned by lab. 'NA / Not Available' values will not be accepted and will be returned as an error. If result is not on file at lab, leave the result value blank and the result line will be skipped. For all tests, provide the result that was originally reported to the ordering physician.	R *Lab must provide*

Field Name	Description	Required / Optional / Conditional
Units	Returned by lab. If result is numeric, units field must be valued. If blank, request will be rejected and returned to lab. May be valued with 'NA', if appropriate (e.g. ABO group has no reporting units).	R *Lab must provide*
Result Interpretation Flag	Returned by lab. Use the following interpretation (normalcy status) of the result. If a value other than these is returned, request will be rejected and returned on an error report. Code　　　Description L　　　　Below low normal H　　　　 Above high normal I　　　　Indeterminate LL　　　Below lower panic limits HH　　　Above upper panic limits <　　　　Below absolute low – off instrument scale >　　　　Above absolute high – off instrument scale N　　　　Normal NA　　　 Not Applicable A　　　　Abnormal (applies to non-numeric results) AA　　　Very abnormal (applies to non-numeric units – analogous to panic limits for for numeric units) S　　　　Susceptible R　　　　Resistant MS　　　Moderately Susceptible VS　　　 Very Susceptible If a numeric result, reference low, and reference high values are sent then the following checks will be performed: 　If the result is not within the reference low and high range the interpretation flag cannot be set to 'N'. 　If the result is within the reference low and high range the interpretation flag cannot be anything other than N, I, or NA.	R *Lab must provide*
Reference Low	Returned by lab. This is the low reference value on file at lab. If result is numeric, value is required. 'NA' is a valid entry in this field. If a Reference Low value is reported, then a Reference High value is required. The Reference Low value cannot be greater than the Reference High value (if numeric low and high references are sent).	**C** *Lab must provide*
Reference High	Returned by lab. This is the high reference value on file at lab. If result is numeric, value is required. 'NA' is a valid entry in this field. If a Reference High value is reported, then a Reference Low value is required. The Reference High value cannot be less than the Reference Low value (if numeric low and high references are sent).	**C** *Lab must provide*

Field Name	Description	Required / Optional / Conditional
Reference Alpha	Returned by lab. This is the alpha or text reference value on file at lab. If result is alpha or text, value is required. 'NA' is a valid entry in this field.	**C** *Lab must provide*
LOINC	Returned by lab. Information on Logical Observation Identifiers Name and Codes (LOINC) may be obtained at http://www.regenstrief.org/loinc/loinc.htm. JVHL will insert a default LOINC code if one is not returned with the result. It is the performing laboratory's responsibility to verify that the default code used by JVHL is applicable to the testing that was performed. See the JVHL LOINC Table (HEDIS CPTs – LOINC.xls) for additional information.	R
Report Date	Returned by lab format as CCYYMMDD Optional field (possible future requirement)	O
Specimen Source	Returned by lab Optional field (future conditional if Microbiology result)	C
Body Site	Returned by lab Optional field (future conditional if Microbiology result)	C
Notes	Returned by lab, used to contain additional information	O

All fields are flagged as Required, Optional or Conditional. JVHL uses an automated program to load returned HEDIS files, so it is imperative that columns are not removed or ordered differently.

Required (R) = This field must be valued in order for the request to be considered complete.
Optional (O) = This field may be valued at the User's discretion.
Conditional (C) = This field is required if condition warrants. Example: Reference Low, High and Alpha are Conditional fields. Typically high and low reference ranges will apply to numeric results. If the condition of a numeric result exists, then the reference ranges for high and low become required fields. Conversely, an alpha or text expected result might apply to non-numeric results such as Chlamydia testing. In that case the condition for an alpha reference value exists, making it a required field.

Sample reference values:

Test	Reference Low	Reference High	Reference Alpha
Cholesterol	130	200	*Note: This cell will be left blank when submitting Reference Low and Reference High values.*
Chlamydia Antibody	*Note: This cell will be left blank when submitting a Reference Alpha value.*	*Note: This cell will be left blank when submitting a Reference Alpha value.*	Negative
HCG, Quantitative	*Note: This cell will be left blank when submitting a Reference Alpha value.*	*Note: This cell will be left blank when submitting a Reference Alpha value.*	Report the 'library' of interpretive information sent to the physician on the original report.
Blood Typing, ABO	NA	NA	NA

Note that 'NA' (Not Applicable) is a valid entry in any required field that is identified as '*lab must provide*' **EXCEPT** the RESULT field.

Result requests are based on the CPT(s) submitted on claim data. The CPT 82105, 'Alpha-fetoprotein; serum' generates a request for laboratory results. CPT 82105 is used to bill both maternal and tumor marker Alpha-Fetoprotein tests. **When JVHL makes a request for results on this CPT, there is no way of knowing which test was reported**. **Therefore, it is critical to adhere to the reporting format illustrated below. If any test or component requested on the spreadsheet does not have a result in your lab system, LEAVE IT BLANK on the spreadsheet.** In order to capture some additional information related to maternal AFP testing, all requests for AFP will require two values in addition to the request for the AFP. The HEDIS file will include requests for the Multiple of the Median (M.O.M.) and for the Down Syndrome Risk. These tests will be identified by their LOINC code, as there is not an applicable CPT code. Following are samples of completed HEDIS requests for 82105 'Alpha-fetoprotein; serum'.

MATERNAL AFP TEST – Sample Result

CPT	Test Name	Result	Units	Result Interp.	Ref. Low	Ref. High	Ref. Alpha	LOINC
82105	AFP	36.4	ng/mL	NA			NA	
	Multiple of the Median	1.00	NA	N			<2.50	23811-3
	Down's Risk	1:1650	NA	N			<1:270	21771-1

AFP TUMOR MARKER TEST – Sample Result

CPT	Test Name	Result	Units	Result Interp.	Ref. Low	Ref. High	Ref. Alpha	LOINC
82105	AFP	5	ng/mL	N			<15	
	Multiple of the Median							23811-3
	Down's Risk							21771-1

The data in every request and error file is presented in an ASCII TAB delimited format data file. Users may convert the file to Excel for working purposes, but data must be returned in an ASCII TAB delimited format. Follow these steps.

1. Open the Excel application
2. Open the Text file

3.   From the Text Import Wizard, Select 'Delimited' as file type and click 'Next'.
4.   For Delimiters click on 'TAB' and then click 'Next'.
5.   For Column Data Format, the default is 'General'. So that Excel doesn't suppress any leading zeroes, change the format to 'Text' for two columns: Contract Num (R) and Provider Ref1 (R). Do this by clicking on the Contract Num (R) column in the Data Preview box. Then click the radio button for 'Text'. Repeat for the Provider Ref1 (R) column. Then click 'Finish'.
6.   Work on the spreadsheet using the Excel application with these considerations:
    - Do not use a TAB in any cell
    - Do not rearrange the order of columns
    - Do not add or delete columns or rows
    - Rows can be resorted as needed
7.   Upon completion, select 'Save As' from the Excel 'File' menu
8.   Save as type = Text (Tab delimited) (*.txt)

Completed request files may be electronically submitted to JVHL via PLMWeb.org. For information on using this secure website for file transfer or to establish an account, contact Dave Moceri at support@jvhl.org or 248-594-0998 x204.

HEDIS files are processed Monday through Friday, and entries are edited prior to posting to the database. Any result entries that fail an edit are returned to the performing facility. The return file will have the same name, but will include the extension '.ERR'. The error file will contain all of the data as it was originally submitted to JVHL, and will include an additional column at the end of the file. This column will itemize the failed edits. The corrected file can then be returned to JVHL. The following contains information on the current error messages that may be returned and correction action that can be taken.

Error Message	Corrective Action
Our claim number is required.	Verify that the value that was sent in the JVHL Claim Number field in the request file is populated in the result file.
Value in Loinc Field must be a valid loinc or blank.	Verify that the value in the Loinc field is valid.
Could not find request to match result to.	Verify that the value that was sent in the JVHL Claim Number field in the request file is populated in the result file and is unchanged. If a CPT Code was sent in the Procedure Code field, make sure it is populated in the result file.
Lab Code doesn't match.	Verify that the value sent in the Billing (Lab) Location Code field in the request file is populated in the result file and is unchanged.
Date of Service doesn't match.	Verify that the value sent in the Date of Service field in the request file is populated in the result file and is unchanged.
Invalid Date of Service.	Enter a valid date in the Date of Service field.
Patient Demographics don't match.	The patient's contract number, gender, and birth date that was sent with the HEDIS request must match the values returned with the HEDIS result.
Units missing.	Enter the Units for this result.
Result Interpretation Flag missing.	Enter an Interpretation value in the Result Interpretation Flag field.
Result Interpretation Flag invalid.	Enter one of the following in the Result Interpretation Flag column. Code Description L Below low normal H Above high normal I Indeterminate LL Below lower panic limits HH Above upper panic limits < Below absolute low – off instrument scale

	> Above absolute high – off instrument scale N Normal NA Not Applicable A Abnormal (applies to non-numeric results) AA Very abnormal (applies to non-numeric units – Analogous to panic limits for numeric units) S Susceptible R Resistant MS Moderately Susceptible VS Very Susceptible
Low Reference cannot be greater than High Reference.	Enter the normal range low value so that is less than the normal range high value.
If result is within the low and high reference, the Interpretation flag must be 'N', 'NA', or 'I'. Please verify result information.	Review result value, normal range, and interpretation flag.
If result is not within the low and high reference, the Interpretation flag cannot be 'N'.	Review result value, normal range, and interpretation flag.
If Low Reference or High Reference is entered, then both are required.	Enter the missing low or high normal value.
Report Date is not a valid date.	Enter a valid date in the Report Date field.
CPT code not on file	Enter the CPT code that was sent with the original charge.
Result value in list of not allowed values. Send actual result value or leave blank if no result value is available.	Enter the actual result value for the test OR leave blank if the result value is not available. Please be sure to work with your billing department to reverse billing for tests not performed.

Questions regarding completion of these files may be directed to:

Dave Moceri
E-mail: support@jvhl.org
Phone: (248) 594-0998 x204

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Change Summary

This section describes the differences between the current guide and previous guide(s).

Date	Version	Description
11/5/2015	2.0	Reformatted the companion guide and also updated contact information
2/9/2016	2.1	Updated contact information
7/25/2016	2.2	Updated reference to ICD-9 - changed to ICD-10 dm
4/20/2017	2.3	Updated logo
3/26/2018	2.4	Updated Logo

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