

# New Hampshire Comprehensive Healthcare Information System Annual Healthcare Claim Processors Meeting

Tuesday, August 22<sup>nd</sup> 2023

1:00pm – 2:30pm EDT

# Agenda

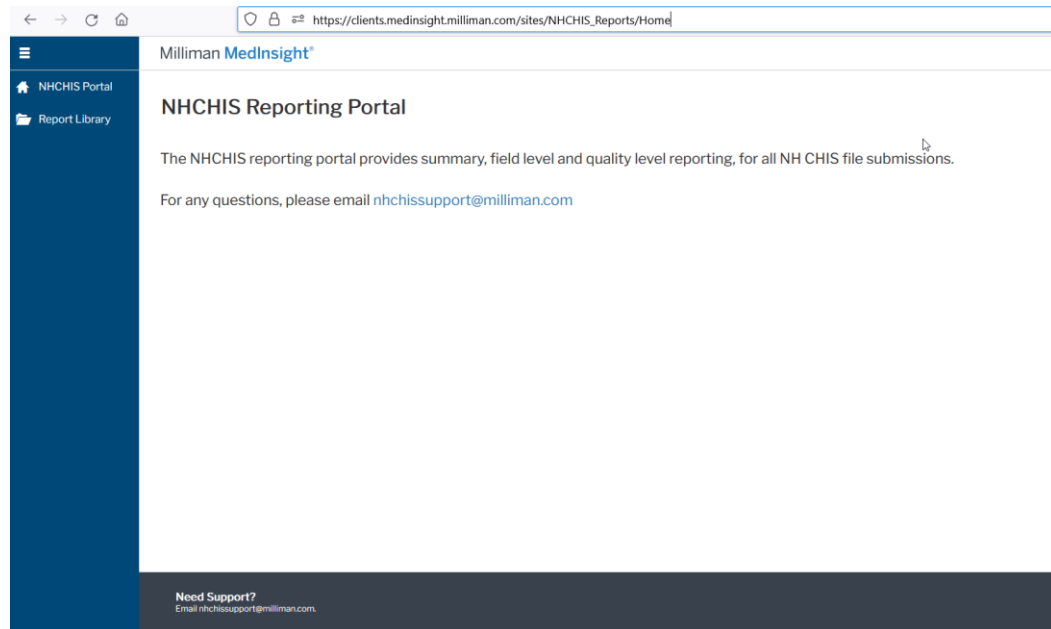
- Introduction
  - DHHS
  - NHID
  - Milliman
- NH Reporting Site
- Future file layout changes
- How is the CHIS data used
- Benefits of contributing to CHIS
- NH Exception Requests
- NH CHIS Registration
- Opt-In Attestation
- Questions

# NH Reporting Site

Presenter: Rose Hess (Milliman)

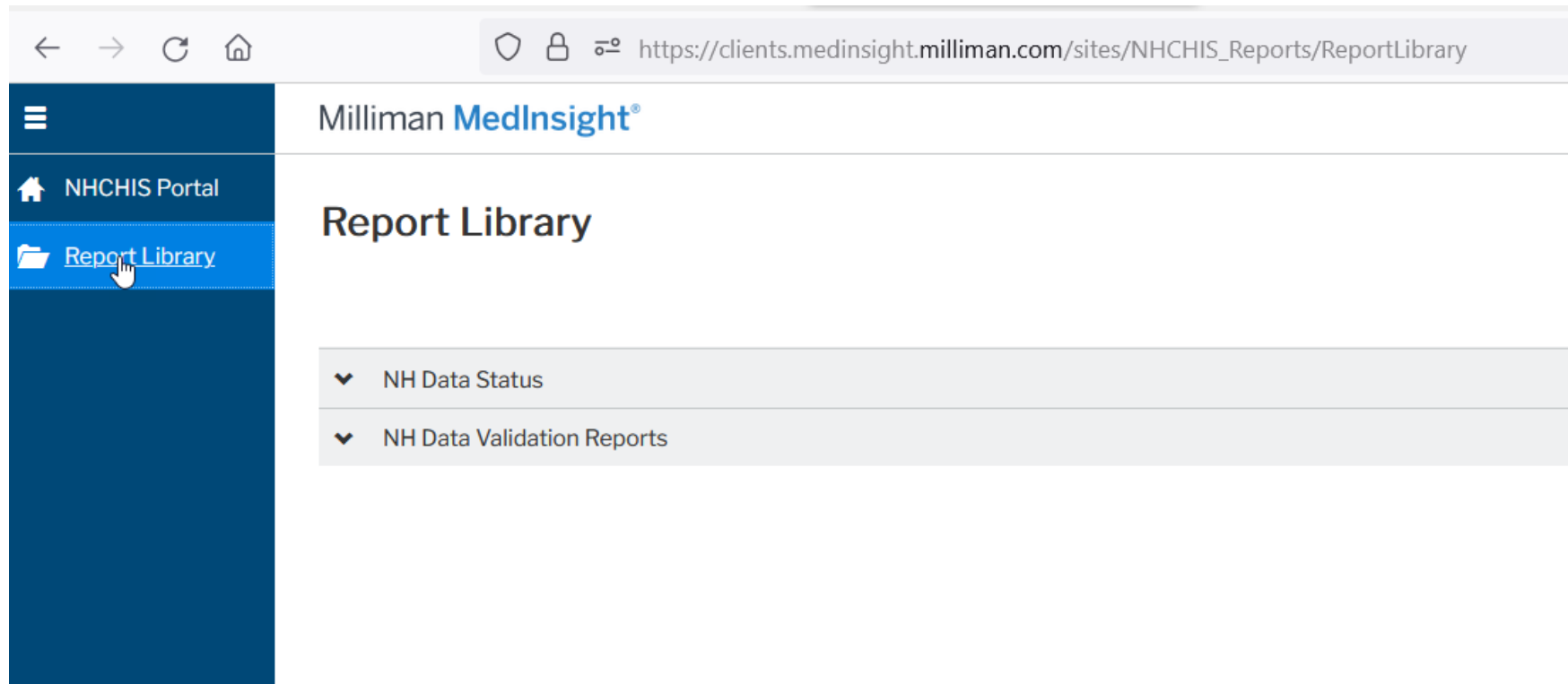
# NH Reporting Site

- *Where is the NH Reporting site found?*
  - [https://clients.medinsight.milliman.com/sites/NHCHIS\\_Reports/Home](https://clients.medinsight.milliman.com/sites/NHCHIS_Reports/Home)
- *Who has access?*
  - *Contacts who receive monthly file notifications – Contacts must be registered contacts on the company's NH CHIS Registration.*



# NH Reporting Site

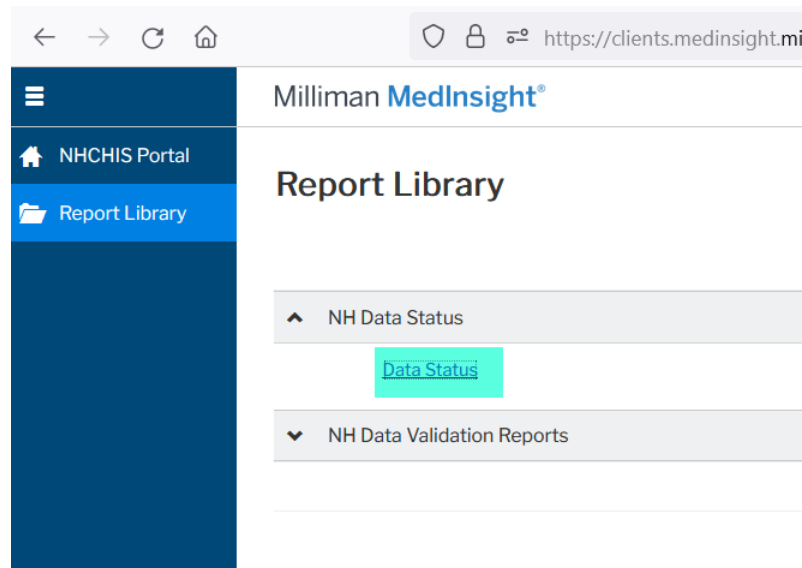
- *What reports are available?*
  - *Contacts who receive monthly file notifications – Contacts must be registered contacts on the company's NH CHIS Registration.*



# NH Reporting Site

- *NH Data Status report:*

- *The Data Status report is available to all payers. This report is also available to the general public on the NHCHIS.com website.*
- *Reports all files, by file type and year-month that have been loaded to the NH CHIS data warehouse. Data is loaded quarterly and does **not** show current submission status of files.*



clients.medinsight.milliman.com/ReportServices/ViewReport.aspx?Report=%2F451d828e-23a9-e9b5-f182-5f7b029e0

Parent Payer Code: NHC0010 - Aetna Life Insurance C

Payer Code: NHC0010A,NHC0010B,NHC0010D

Start Date: 202105

End Date: 202204

File Type: DC,MC,ME,MP,PC

Data Warehouse Status: MISSING,FAILED,AWAITING STAGII

Data Warehouse Load Date: N/A,04/01/2013,04/15/2013,08/23

(Select All)  
☒ MISSING  
☒ FAILED  
☒ AWAITING STAGING  
☒ LOADED TO STAGING

Find | Next

New Hampshire CHIS comprehensive health care information system

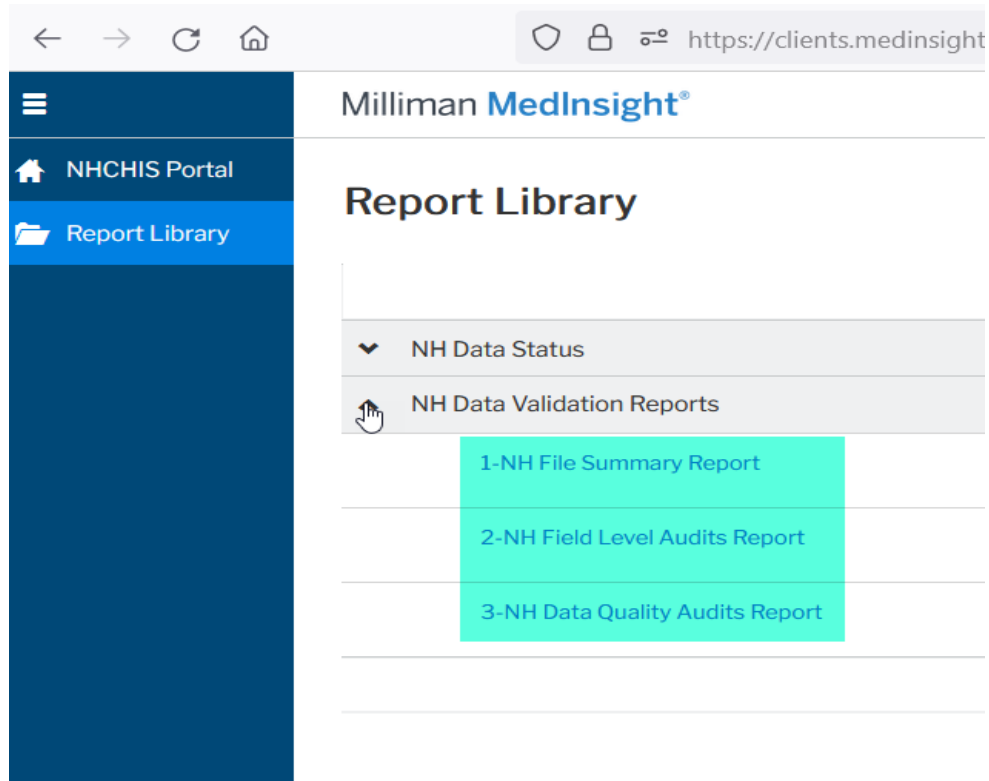
### NH CHIS Data Status Report

RESET

Company Name	Parent Payer Code	Payer Code	File Type	File Year and Month	Data Rows	Data Warehouse Status	File FTP_KEY	Data Warehouse Load Date
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202105	2,211	LOADED TO STAGING	97100	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202106	2,352	LOADED TO STAGING	97102	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202107	1,950	LOADED TO STAGING	97104	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202108	2,032	LOADED TO STAGING	97106	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202109	2,051	LOADED TO STAGING	97108	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202110	2,188	LOADED TO STAGING	97110	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202111	2,359	LOADED TO STAGING	97112	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202112	2,356	LOADED TO STAGING	97114	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202201	2,019	LOADED TO STAGING	94311	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202202	2,079	LOADED TO STAGING	95325	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202203	2,888	LOADED TO STAGING	96653	05/19/2022
Aetna Life Insurance Company	NHC0010	NHC0010A	DC	202204		MISSING		N/A

# NH Reporting Site

- *NH Data Validation reports:*
  - Status of current monthly submissions only available to payers and the contacts listed in the NH CHIS registration.
  - Payers can **only** see their own company submissions.
  - Reports are available at a summary, field level and quality check level.
  - The NH Reporting Site shows real-time results for files that are processed.



# Future File Layout Changes

Presenter: Mary Fields (NH DHHS) & Jason Aziz (NHID)



# Future File Layout Changes

- Layout changes are being planned for January 2025
  - Possible CDL layout changes and/or valid value updates
  - Possible new fields
    - Date Claim Received
    - PBM Name
    - TPA Name
    - Claim Type/Claim Source [i.e., paper vs. electronic]
    - Rebate/manufacturer coupon or program
- All layout changes would require an update to the NH CHIS Preprocessor.
- NH and Milliman will provide at least 6 month's notice will be provided to all payers.

# How CHIS data is used

Presenter: Mary Fields (DHHS), Jason Aziz (NHID)

# How is CHS data used?

- Public Use Extracts
- Limited Use Extracts
- NH HealthCost Website – Rx drug dashboards
- Market Conduct Examinations/Reviews
- Whitepapers
- UNH/IHPP Research and Publications
- NH Prescription Drug Affordability Board (NH PDAB)
- NHID Initiatives
  - Insurance Mandate Cost Reviews
  - Inform NH legislature
  - Insurance Fraud Investigations

# How is CHS data used?

## Public Use Extracts

- Available to any requester.
- Only Commercial claims data is available from 2012 through 2023-03.
- There is no member identifiable data present in the Public Use extracts.
- Some provider data is also blinded in the Public Use extracts.
- Requesters submit a request form: [Public Use Request Form](#).
- There is no charge for the Public Use Extracts.
- Provider and reference table data is also provided.
- Past Public Use Extract requests are found at [Public Use Data Requests](#).

# How is CHS data used? (Continued)

## Limited Use Extracts

- May contain Medical, Dental and or Pharmacy claims as well as member eligibility.
  - Limited Use Extracts are only approved for true research.
  - Requesters can apply for Limited Use Extracts through a formal request and approval process. That process includes a formal committee made up of various stakeholders to include:
    - One member representing insurance carriers;
    - One member representing health care facilities;
    - One member representing health care practitioners;
    - One member representing the general public;
    - One member representing purchasers of health insurance;
    - One member representing health care researchers; and
    - Two members of the department.
- Applications are carefully reviewed and data elements are strictly limited to those needed for the project.
- Limited Use Extracts are custom and are created using requested and approved fields from the requester's application.
- Limited Use Extracts can contain member and claim data.
  - Medicaid data can also be included in the extracts with approval from NH DHHS. Approval is rare and researcher must demonstrate benefits to NH Medicaid.
- Data usage can initially be approved for up to two years of use. An annual extension may be granted with formal request.
- Mary Fields from NH DHHS manages the requests and approvals of the extracts.
- Past approved Limited Use Extracts are found at [Limited Use Data Requests](#).

# How is CHIS data used? (Continued)

## NH HealthCost website

### Cost Estimator tool for consumers/producers/regulators

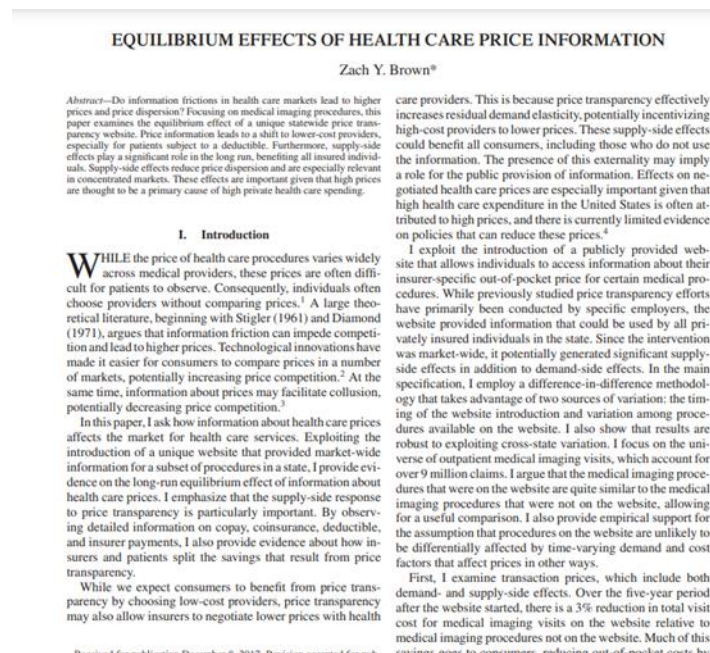
- <https://nhhealthcost.nh.gov>

## Market Conduct Examinations

- Payment Parity
- Prior Authorization Reviews
- Discriminatory Practices

## Whitepapers referencing CHIS data

- Brown, 2018  
RAND Corporation  
Harvard PORTAL Group



### Know The Care You Can Expect to Receive



# How is CHIS data used? (Other NHID Initiatives)

- An annual hearing on premium and total healthcare cost drivers for the previous year.
  - 2022 Report (using 2021 NH CHIS data):  
<https://www.nh.gov/insurance/reports/documents/2022-health-care-claim-cost-drivers.pdf>
  - A very useful report for State (and Federal) policymakers.
- An innovative network adequacy rule adopted in 2018 supports increased transparency and market competition
  - NHID reviews provider networks based on previous years claims activity for pre-specified services.
  - Provider NPI, zip code, and procedure code are tested against NH's time and distance standards [listed in NH INS-2700]
- Claims data are often used to determine the cost implications of mandate and market reform efforts
  - These analyses help to inform lawmakers of the potential impact of a particular piece of legislation on healthcare costs.

# How is CHIS data used? (Continued)

UNH Presentation



# How is CHS data used? (Continued)

## Pharmacy Drug Affordability Board (PDAB)

- Data is used to inform this legislative board about costs, payments, and cost sharing.
- The Board's authority and duties fall under RSA126-BB. It includes:
  - Rx Drug Price Transparency
  - Identifying Rx Drug spending targets among 'public payors'
    - Public Payor defined as any division of state, county, or municipal government that administers a health plan for its employees or an association of state, county, or municipal employers that administers a health plan for its employees.
  - Requesting drug specific pricing and rebate information from drug manufacturers, PBMs, and/or payors.

# Benefits of contributing to CHIS

Presenter: Jason Aziz (NHID)

# Benefits of contributing to CHS

- #1 reason: COST-CONTROL
  - This was the major driver for the creation of APCDs
  - Price transparency exerts downward pressures on procedure and Rx prices
- Fully de-identified data—protects your customers.
- Informs clinical, epidemiological, and Public Health policymakers.
- Help other states; and thus, Federal Government.
- Create and 'even playing field' for insurers.

# NH Exception Requests

Presenters: Jason Aziz (NHID), Mary Fields (DHHS), Rose Hess (Milliman)

# Exception Requests

## Pursuant to RSA: 4009.09 (b)

..."If a file is processed and rejected for failing to meet the field level or quality audit default thresholds, the healthcare claims processor can request an exemption to the default threshold through a standardized process. Exemptions or adjustments may be granted for data variances that cannot be corrected due to systematic issues."

Threshold exception requests should include data field OR data quality-specific reasoning to support the request. Failure to provide this may result in the exception request denial and/or complete file failure.

### Do:

- Submit your exception request within 10 days of a file failure notification. If an exception request is not received, your failed file will expire and a new file will need to be resubmitted.
- Submit threshold changes for failed field and quality checks.
- Provide reasoning why you aren't able to meet the threshold – reiterating the description of the quality check is not reasoning why you aren't able to meet the threshold.
- Request the exception request based on your annualized needs for threshold changes instead of monthly needs for a threshold change.
- Include overall comments about the file if the file size is impacted by significant events like the pandemic or the add/loss of a large client group



### Don't: These will cause your exception request to automatically be rejected.

- Submit files to be accepted as is with no threshold changes.
- Leave the Notes section empty.
- Reiterate the description of the quality check in the "Reason For Request".
- Assume the reviewer will remember the comments you included last year, if the same reason applies year to year please include details each time.



# Exception Request Example

## New Hampshire

Exception Request System

File Particulars	
Data Supplier Name	NHCHIS Data Submitter
File Name	MENHNHC0123202006_20200620318635.txt
Records	625
File Date	Jul 27 2020 10:12:28AM
File Checked	Jul 27 2020 8:33:33AM

The file listed above has issues that are keeping it from entering the system. These issues, however, are not fatal and deal only with potential data quality issues. Once you have verified that the data are being pulled appropriately and have determined that the data are of the highest attainable quality, you may either request that the thresholds be changed using the form "Threshold Exceptions thresholds" by using the form at the bottom of the page labelled "File Exception Request". (Click [here](#) to take you to the bottom of the page)

### Threshold Exceptions Request

Below is a list of all thresholds that were not met by the file. You may request that thresholds be changed for this and future files by completing the form.

- Check the box to indicate you're requesting a threshold change for that test
- Fill in the new threshold value(s)
- You may enter optional notes to help explain why this threshold change is needed.
- Click the submit button.
- Your request will be sent on and reviewed and the system will notify you of the final decision.

Please note that this system will allow you to request multiple threshold changes. New requests will always overwrite previous requests.

Field Level Failures							
Field Name (Position) <small>Click to view history</small>	Test Type	Current Threshold	Comparison Criteria	File Results	Request Exception	Threshold Requested	Exception Notes
<a href="#">ME032-Group Name (32)</a>	Minimum Length	100.0000	>=Percentage	0.000	<input type="checkbox"/>		

Quality Failures							
Name	Description	MIN Threshold	File Results	MAX Threshold	Request Exception	Thresholds Requested Minimum - Maximum	Exception Notes
<a href="#">DQE316</a>	(Ratio of distinct non-blank group names to distinct non-blank group numbers) - Number of records with distinct non-blank Group Names (ME032) divided by the total number of records with distinct non-blank Insured Group or Policy Number (ME006).24	0.25	0.00	1.00	<input type="checkbox"/>		

You may add notes in the following input box that will be presented to the reviewer. Use this space to make any suggestions as to why the file as a whole should be passed.

Request Threshold Changes

### File Exception Request

To request the file be passed without changing the thresholds, simply add notes explaining why and then click the "Request File Exception" button. The system will keep you up to date on the status of your request.

~~Request File Exception~~



# NH CHIS Registration Website

Presenter: Rose Hess (Milliman)

# NH CHIS Registration Website

- No updates to the NH CHIS Registration Website this year.
- Annual registration notices to be emailed to all payers, February 2024.
- Update Registration for your payer when:
  - Any Contacts have been added or are no longer with your organization.
  - Changes to your organization that affects your ability to report to NH CHIS.
- Adding or removing personnel to email file report notifications are only done after the NH CHIS registration website has been updated.



# Opt-In Attestation

Presenter: Jason Aziz (NHID)

# Opt-In Attestation

- In accordance with INS 4005.03, adopted 11/17/2016, each third-party administrator and carrier is required to provide the NHID Opt-In Form to any self-funded private employer within 60 days of the effective date of the rule.
- Pursuant to INS 4005.03 (d): “Each carrier and third-party administrator shall provide to the department annually on March 15 an attestation of compliance with this section with respect to all accounts to which this section was applicable during the prior year.”
- NHID is tracking compliance with the submission(s) of the Attestation of Compliance with the rules set forth in 4005.03 beginning in **March 2023**.

# Opt-In Attestation Form

- March 15th is the annual submission deadline for the Opt-in Attestation form.
- Ins-4005.03(b): The “NHID Opt-In Form” shall be presented at least once for each contractual period but need not be presented annually if the contractual period exceeds one year.
- E-mail: Karen.L.McCallister@ins.nh.gov with questions.



## The State of New Hampshire Insurance Department

21 South Fruit Street, Suite 14  
Concord, NH 03301  
(603) 271-2261 Fax (603) 271-1406  
TDD Access: Relay NH 1-800-735-2964

### NHID Opt-In Form

#### *All-Payer Claims Database Indication of Intent for Private Employers Offering Self-Funded Health Coverage in New Hampshire*

You are receiving this form under a 2016 New Hampshire law allowing a self-funded private employer to direct its claims administrator to include the health care claims data of its employees and covered dependents in the state's All-Payer Claims Database (APCD) (NH RSA 420-G:11, V).

- In response to rising health care costs, the New Hampshire Insurance Department has, since 2003, collected health care claims data from insurers and third-party administrators in an APCD. To protect privacy, under state law the database "shall not include or disclose any data that contains direct personal identifiers". (NH RSA 420-G:11-a, I)
- The APCD enhances transparency, providing employers, policymakers, payers, and health care providers with vital information about the factors contributing to rising health care costs in New Hampshire. In addition, the Insurance Department uses the database to provide health cost information to the public, including employers and their employees, through the NH HealthCost website: <http://nhhealthcost.nh.gov/>.
- New Hampshire's database has always included data from self-funded employers, because the accuracy of information derived from the database increases when more claims are included. In 2016, the U.S. Supreme Court ruled that Vermont could not require self-funded private employers to submit data to the state's APCD. To clarify New Hampshire law after that ruling, the legislature required the creation of this form to allow self-funded private employers to direct their claims administrators to include their data.

**If you elect to participate, please indicate your intent below by checking, signing, and providing the requested information; then return this form to your claims administrator.** If you have questions about New Hampshire's APCD or the department's efforts to improve health care cost transparency, contact the NH Insurance Department at 603.271.2261 or [requests@ins.nh.gov](mailto:requests@ins.nh.gov), or visit <http://www.nh.gov/insurance/>. Thank you.

 milliman

**MedInsight**

# Questions or Comments Regarding Policy?

Please direct any questions or comments to:

**Jason Aziz**

[Jason.J.Aziz@ins.nh.gov](mailto:Jason.J.Aziz@ins.nh.gov)

New Hampshire Insurance Department  
(603) 271-4191

**Mary Fields**

[Mary.fields@dhhs.nh.gov](mailto:Mary.fields@dhhs.nh.gov)

New Hampshire Department of Health and Human Services  
(603) 271-9358

# Questions or Comments?

Please direct any questions or comments to:

**NH Ticketing System**

[NHCHISSUPPORT@milliman.com](mailto:NHCHISSUPPORT@milliman.com)

You may copy

**Rose Hess**

[Rose.Hess@Milliman.com](mailto:Rose.Hess@Milliman.com)

206-504-5468

# Thank you