

Inter-Bureau Cooperation
Bureau of Managed Care & Bureau of Quality Management
Policy / Procedures

Direction to Managed Care Organizations

HEDIS/CAHPS Questions

When MCOs have questions regarding Quality Assurance, including Healthcare Effectiveness Data and Information Set (HEDIS) performance measures or Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys, they should contact the Chief, HFS Bureau of Quality Management by sending an email to HFS.BQM@illinois.gov. The Bureau Chief will respond directly to the MCO and copy the HFS Account Manager on all responses.

Policy History

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Date	Action	Policy Originator
April 2018	Direction to MCOs	Laura Ray
July 2020	Approval/Posting	Laura Ray

Policy Revisions	Revision Approved
[revision date]	[name of person who approved revision]