



Digital Content Services Customer Handbook

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Eligibility Requirements

Eligibility Requirements and Resources for a Successful Implementation

Thank you for your interest in NCQA's Digital Content Services. NCQA's Digital Content Services is designed for forward-thinking and innovative organizations who want to use digital quality measures to improve quality. To have a successful implementation, organizations that use NCQA's Digital Content services must be prepared and meet all technical and resource requirements. This document provides a high-level overview of the requirements you should be aware of to guide resource needs and decision-making. This list is not intended to be exhaustive; if you have any questions, please contact your NCQA Account Executive.

FHIR® Data Requirements

NCQA's Digital Content Services uses ONLY FHIR® data. To use this service, you must be able to produce FHIR data that maps to the HEDIS® Core FHIR Implementation Guide (IG), to which NCQA will provide you access upon written request. You are required to:

- Adhere to NCQA's HEDIS Core FHIR IG that uses FHIR v4.0.1 as well as any updates to it for data compliance.
- Source FHIR data resources in Patient/Member bundles.
- Store data in cloud storage buckets (see below for more information).

Readiness Assessment

It is highly encouraged for you to demonstrate the ability to produce results in:

- Inferno for USCore/USCDI.
- Inferno for CarinBB.
- Inferno for HEDIS Core IG.

Specific instructions for this process coming soon.

Cloud Resources

Digital Content Services currently supports AWS & Azure. You must be able to provide the following resources in these cloud environments:



- DNS services to manage domains / subdomains.
- Private networking & security related services.
- Object storage used for FHIR Bundles.
- Postgres SQL Database for system configuration & execution caching.
- Docker Container Orchestration Services.

NCQA will provide installation support via infrastructure as code for AWS & Azure that will include the following resources.

- AWS RDS with Postgres, Azure Postgres Services.
- Docker application images via NCQA container registries. No other containerization services (Podman, etc.) are currently maintained.
- Container orchestration via AWS Elastic Container Service or Azure Container Apps.
- Ability to provision cloud resources with write-level permissions to the above-mentioned resources to install the product via Terraform scripts.

Identity Management

You must have the ability to integrate your organization's identity management through OpenID (not SAML) connect. There are two parts to fulfill this requirement. The organization must have logins through a provider, but also a client application with it as well:

- Cognito.
- Azure Active Directory.
- Google Authentication.
- Okta.

Security

The software will be deployed in the customer's cloud environment and the customer is responsible for the security of its own implementation. NCQA will not knowingly introduce bugs or vulnerabilities in its software. NCQA takes the following security precautions:

- Container Screening.
- Manual Pen Testing.
- Dynamic Application Security Tool.

Staff Resources

Effective installation and implementation of this software is dependent on dedicating the appropriate resources for installation and implementation. It is important that you adequately staff an implementation team that consists of:



- Cloud Administration.
- FHIR Data Mapping.
- Measure expertise, preferably HEDIS measures.
- Downstream JSON Results Integration.



Installation and Support

Installation

NCQA provides installation support for Digital Content Services through:

- Infrastructure as code scripts.
- Technical documentation, including the technical installation guide.
- One pre-installation implementation solutioning and training session.
- Up to three working sessions.
- One post-installation training session.

You will receive the technical installation guide alongside the scripts and digital measures during the project kick-off. The customer implementation team will be available to support you throughout the process and provide additional training for environment and application configuration during the sessions listed above. Additional sessions, within NCQA's sole discretion, may be provided at a customer's request.

Support

HEDIS Core FHIR Implementation Guide (IG) Questions	To understand and troubleshoot requirements and resources submit HEDIS Core FHIR IG questions to Simplifier (https://simplifier.net/NCQA-HEDIS-Core/~issues).
Digital Content Services Questions	For questions about digital measures and the Digital Content Services application submit technical questions to PCS (https://my.ncqa.org/).

Questions are typically answered within two business days. Note that NCQA will not provide any mapping guidance beyond the IG and other resources that may be provided.

Detailed step-by-step instructions on creating support tickets can be found in the Digital Content Services Application User Guide. Request a copy by emailing your NCQA Account Executive.



Digital Content Services Terms of Use

The following Terms of Use apply to Licensee's use of Digital Content Services and the Measures available in NCQA's Digital Content Services offerings. All capitalized terms found are as defined in the License Agreement for Digital Content Services.

1. Licensee may only use Digital Content Services for the internal health care operations, including quality improvement, quality gap identification, and quality gap closure, of Licensee and Licensee's Customers.
2. Licensee may not use Digital Content Services to publish or publicly report individual-level or aggregate data generated by the Product to third parties, including but not limited to regulatory authorities, states, value-based quality programs, and the general public, unless Licensee achieves measure certification through an NCQA-approved measure certification program.
3. Licensee may not use the Measures made available through the Digital Content Services offerings with a third-party application outside of Digital Content Services without first achieving measure certification through an NCQA-approved measure certification program.
4. At this time, the NCQA Measure Certification Program™¹ is NCQA's only NCQA-approved measure certification program. More information about the NCQA Measure Certification Program is available at <https://www.ncqa.org/programs/data-and-information-technology/hit-and-data-certification/measure-certification/>.
5. Licensee may only use the Clinical Quality Language logic for the Measures for purposes of viewing the Measures.

¹ NCQA Measure Certification Program™ is a trademark of the National Committee for Quality Assurance (NCQA).



Notices and Disclaimers for Licensee's Products that Include Output from NCQA's Digital Content Services

Licensees of NCQA's Digital Content Services must follow the following instructions when displaying outputs from the Digital Content Services application in their products and providing such outputs to their customers.

Notice and Disclaimers

The below notices and disclaimers must be displayed once on a "Copyright Notices & Disclaimers" or similar page/tab in each version (e.g., year, platform) of Licensee's products or output provided to Licensee's Customers that include rates calculated using Digital Content Services.

Disclaimer

Digital Content Services measure rates were calculated using the National Committee for Quality Assurance's (NCQA's) Digital Content Services application. The Digital Content Services application allows a user to calculate a rate based on Healthcare Effectiveness Data and Information Set (HEDIS®) measures. HEDIS is a registered trademark of NCQA.

These measure rates cannot be called HEDIS rates until they are audited and designated reportable by an NCQA-Certified HEDIS Compliance Auditor.

Display of Digital Content Services Rates

To ensure Customers can easily and accurately identify the HEDIS measure, whether the measure has been configured, year and type of measure rate being calculated in Licensee's products, Licensee must:

- Clearly and conspicuously display the HEDIS measure specification name or acronym and HEDIS measure set year (i.e., HEDIS MY 2023 Breast Cancer Screening or HEDIS MY 2023 BCS) next to the Digital Content Services rate on the page on which the rate is displayed and any exports/reports generated by Licensee's product(s). If any configurations were applied to generate a rate, it must be noted by using the word "Configured" (e.g., HEDIS MY 2023 Breast Cancer Screening, Configured).
 - If using the measure acronym, include:
 - A pop-up or hover-over text that displays the full measure name; or



- A “measure list” on the “Copyright Notices & Disclaimers” or other product page in each version (e.g., year, platform) of Licensee’s product(s) that contains a table of full measure names tied to the measure acronyms.
- The full measure rate name must be used once – within a list of Digital Content Services rates or in a measure table, for example – in every export/report containing calculated rates.

Trademarks

The registered trademark symbol should be applied to the first reference of each term below. At the bottom of the page where the registered trademark first appears there should be a footnote, or if in electronic format, where legal notices are displayed, which includes the acknowledgement statement below, as applicable:

HEDIS®

The Healthcare Effectiveness Data and Information Set (HEDIS®) is a registered trademark of NCQA.