Centers for Medicare & Medicaid Services

Healthcare Effectiveness Data and Information Set (HEDIS®)

Measurement Year (MY) 2024 Patient-Level Detail (PLD) Data File Submission Instructions

Version 1.2

11/15/2024

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1.   General Information

1.1   Introduction

This document provides Medicare Advantage Organizations (MAOs), Cost Plans, Demonstration Plans, and their Third-Party Vendors with instructions for the annual submission of Healthcare Effectiveness Data and Information Set (HEDIS®[1]) Patient Level Detail (PLD) quality of care measures to the Centers for Medicare & Medicaid Services (CMS).

CMS requires the participating Plans to report HEDIS Measurement Year (MY) 2024 data and to provide the PLD data that is used to calculate the summary data for each submission. The PLD data files should be submitted between **8:00 AM ET on May 21, 2025, and no later than 9:00 PM ET on June 13, 2025,** to meet CMS requirements.

1.2   What is HEDIS PLD

The Centers for Medicare & Medicaid Services (CMS) is committed to collecting health care quality data and using it to improve care in the Medicare Advantage (MA) program. Under 1862(e) of the Social Security Act, MA organizations are required to collect, analyze, and report data that permits the measurement of health outcomes and other indices of quality. Since 1998, CMS has been requiring health plans to collect and report quality of care performance measures from the Healthcare Effectiveness Data and Information Set (HEDIS®). The HEDIS is a widely used set of quality measures in the managed care industry, which the National Committee for Quality Assurance (NCQA) developed and continually audits and maintains for providers.

1.3   Why CMS Collects Patient-Level Data

The PLD data files contain beneficiary identifiers such as the Medicare Beneficiary Identifier (MBI) which allow CMS to match HEDIS PLD data to other PLD data from CMS enrollment systems. This data source is significant as CMS uses this data to examine the impact of socio-economic status (SES) and disability status on the HEDIS PLD measures. The PLD data with MBIs are necessary for determining the Categorical Adjustment Index (CAI) values for the Part C Star Ratings. The PLD data with the MBIs are also used in analyses to assess whether certain groups (e.g., ethnic, racial, gender, geographic) receive fewer or more services than others.

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[1] *HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)*

2. PLD Submission Timeline

2.1 Annual Dry Run

The Annual Dry Run starts **April 1, 2025, at 9:00 AM ET and ends April 21, 2025, at 5:00 PM ET**. The purpose of the HEDIS MY 2024 PLD Annual dry run is to verify the EFT connectivity and to identify any programming or logic errors prior to the official HEDIS MY 2024 PLD file submissions to CMS. CMS highly recommends that all Plans participate in the HEDIS PLD Annual dry run in April 2025 to ensure that their connectivity is in place and that their files are formatted correctly. The purpose of the Annual dry run is to verify that the users have correct mailboxes setup and the submitters have access to submit the PLD files to EFT.

2.2 Annual Data Submission

The Annual Data Submission starts **May 21, 2025, at 8:00 AM ET and ends June 13, 2025, at 9:00 PM ET**. The plans can submit the PLD files without the NCQA audit lock to verify any EFT connectivity issues in the Annual Data Submission and can resubmit the PLD files as many times as they like.

Table 1: Submission Timeline

HEDIS PLD MY 2024 Submission Phases	Timeline
HEDIS PLD Portal Availability	March 1, 2025 – June 16, 2025
Annual Dry Run	April 1, 2025 – April 21, 2025
Annual Data Submission	May 21, 2025 – June 13, 2025

3. Prerequisite

- Verify the EFT connection such as MFT Internet, Connect:Direct, Gentran
- Verify the Mailbox Access

  If users are experiencing difficulties accessing the CMS HPMS, submit requests and questions to: hpms_access@cms.hhs.gov.

  To sign up for Gentran, MFT Internet, or Connect:Direct or if users are experiencing difficulties accessing these systems, users should contact the MAPD Help Desk:

  > Phone: 1-800-927-8069
  > Email: mapdhelp@cms.hhs.gov
  > Hours of Operation: M-F 8:00 AM to 6:00 PM ET

- IDM account

  The user will have to register for an IDM account using the register button located at the top of https://hedispld.cms.gov/login HEDIS PLD portal login page to access the HEDIS PLD Web-portal.

- Access to the HEDIS PLD Portal to view the status of submitted PLD files and to download any error logs.

4. Submitting PLD files

Participating Plans need to create PLD files conforming to the specifications in this document and upload files to CMS via CMS' Enterprise File Transfer (EFT) infrastructure using an existing Gentran, Managed File Transfer (MFT) Internet or Connect:Direct account. It is imperative that each organization confirm their ability to use the CMS EFT infrastructure prior to attempting an upload. Alternately, Participating Plans may use a third-party vendor for data file submissions. In either case, Gentran, MFT Internet, or Connect:Direct is the approved method for PLD file submissions. The plans cannot submit PLD files through the HEDIS PLD Portal.

4.1 Types of Files

There are two types of data files which are File 1 and File 2, and the plans use two different naming conventions for File 1 and File 2 to submit the PLD files.

4.2 File 1

This file includes information for the HEDIS measure and is required to be submitted by all participating Plans that submit the HEDIS summary data.

4.3 File 1 Naming Conventions

The PLD files should be named as per the following CMS policies and procedures noted below.

Note: File name variables are shown in lowercase, italic letters (e.g. "*guid*"); all other file name components should be coded exactly as shown below. If Gentran transitions to IDM, then users should use their IDM user ID in lieu of their IDM User ID.

4.3.1 Gentran/MFT Internet Server Files

4.3.1.1 Gentran/MFT Internet File Name for File 1

*guid.*NONE.HEDIS.Y.*ccccc.*FUTURE.*s*

Table 2: Gentran/MFT Internet Server File Name Key for File 1

File Name Component	Key
guid.	IDM User ID **OR** System ID
NONE.HEDIS.Y.	Should be coded exactly as shown
ccccc.	The contract number
FUTURE.	Should be coded exactly as shown
s	Enter a "P" or "T", where "P" is for Annual Data Submission and "T" is for Annual Dry Run

Annual Dry Run File Name Example for File 1 using IDM User ID:
　　　　UHCDDMV.NONE.HEDIS.Y.H*xxxx*.FUTURE.T

Annual Data Submission File Name Example for File 1 using IDM User ID:
　　　　UHCDDMV.NONE.HEDIS.Y.H*xxxx*.FUTURE.P

Annual Dry Run File Name Example for File 1 using System ID:
　　　　AAAAAAA.NONE.HEDIS.Y.H*xxxx*.FUTURE.T

Annual Data Submission File Name Example for File 1 using System ID:
    AAAAAAA.NONE.HEDIS.Y.H*xxxx*.FUTURE.P

NOTE: "AAAAAAA" = System ID

4.3.2   Connect:Direct

4.3.2.1   Connect:Direct File Name for File 1:

s#EFT.ON.HEDIS.*ccccc*.DYYMMDD.THHMMSST

Table 3: Connect:Direct File Name Key for File 1

File Name Component	Key
s	Enter a "P" or "T", where "P" is for Annual Data Submission and "T" is for Annual Dry Run
#EFT.ON.HEDIS.	Should be coded exactly as shown
ccccc.	The contract number
DYYMMDD.THHMMSST	Should be coded exactly as shown

Annual Dry Run File Name Example for File 1:
    T#EFT.ON.HEDIS.H*xxxx*.DYYMMDD.THHMMSST

Annual Data Submission File Name Example for File 1:
    P#EFT.ON.HEDIS.H*xxxx*.DYYMMDD.THHMMSST

4.4   File 2

This file includes information for the HEDIS measure "Plan All-Cause Readmissions (PCR)" only and is required to be submitted by all participating Plans that submit the HEDIS summary data.

4.5   File 2 Naming Conventions

The PLD files should be named as per the following CMS policies and procedures noted below.

Note: File name variables are shown in lowercase, italic letters (e.g. "*guid*"); all other file name components should be coded exactly as shown below. If Gentran transitions to IDM, then users should use their IDM user ID in lieu of their IDM User ID.

4.5.1   Gentran/MFT Internet Server Files

4.5.1.1   Gentran/MFT Internet File Name for File 2

*guid.*NONE.HEDIS.Y.*ccccc*.PCR.*s*

Table 4: Gentran/MFT Internet File Name Key for File 2

File Name Component	Key
guid.	IDM User ID **OR** System ID
NONE.HEDIS.Y.	Should be coded exactly as shown
ccccc.	The contract number
PCR.	Should be coded exactly as shown
s	Enter a "P" or "T", where "P" is for Annual Data Submission and "T" is for Annual Dry Run

Annual Dry Run File Name Example for File 2 using IDM User ID:

UHCDDMV.NONE.HEDIS.Y.H*xxxx*.PCR.T

Annual Data Submission File Name Example for File 2 using IDM User ID:
UHCDDMV.NONE.HEDIS.Y.H*xxxx*.PCR.P

Annual Dry Run File Name Example for File 2 using System ID:
AAAAAAA.NONE.HEDIS.Y.H*xxxx*.PCR.T

Annual Data Submission File Name Example for File 2 using System ID:
AAAAAAA.NONE.HEDIS.Y.H*xxxx*.PCR.P

NOTE: "AAAAAAA" = System ID

4.5.1.2   Connect:Direct File Name for File 2:

s#EFT.ON.HEDIS.*ccccc*.PCR.DYYMMDD.THHMMSST

Table 5: Connect:Direct File Name Key for File 2

File Name Component	Key
s	Enter a "P" or "T", where "P" is for Annual Data Submission and "T" is for Annual Dry Run
#EFT.ON.HEDIS.	Should be coded exactly as shown
ccccc.	The contract number
PCR.DYYMMDD.THHMMSST	Should be coded exactly as shown

Annual Dry Run File Name Example for File 2:
T#EFT.ON.HEDIS.H*xxxx*.PCR.DYYMMDD.THHMMSST

Annual Data Submission File Name Example for File 2:
P#EFT.ON.HEDIS.H*xxxx*.PCR.DYYMMDD.THHMMSST

4.6   Validation of Patient-Level Data Files

An automated tool will be used to perform validation checks on all PLD files received during the Annual Dry Run and Annual Data Submission. This check ensures that the structure and contents of a data file adhere to the file specifications. Data files that do not comply with the file specification will be rejected and an email notification along with an error log will be sent to the designated HEDIS PLD POC or designee. Refer to the section 4.9 titled "The Error Report Log" for information on the types of validations performed and the details of the error log.

The HEDIS PLD Help Desk will coordinate with the HEDIS PLD POC or designee to resolve data file validation problems and errors. Participating Plans may have to resubmit their data files multiple times to resolve all validation errors. For questions regarding data file validation errors, the participating Plans may contact the HEDIS PLD Help Desk. Refer to Section 4.13 for the HEDIS PLD Help Desk contact information.

All files submitted are subjected to a two-tiered validation process. Tier 1 consists of validating the PLD file naming convention. Tier 2 consists of a character-level validation of the contents of the PLD file.

4.6.1 Tier 1 Validation

The CMS EFT will verify that the file is named in accordance with the Gentran, MFT Internet or Connect:Direct file naming conventions. Files that fail this initial check will not get processed at CMS. In those instances, the CMS EFT will notify the user via a failure email message confirming that their HEDIS PLD file was not processed. If an email of this nature is received, the user will need to correct any naming convention errors and resubmit the file. All the HEDIS PLD file submissions that pass the Tier 1 verification conforming to the correct naming convention will receive a success email message from CMS EFT.

4.6.2 Tier 2 Validation

Files that conform to the Tier 1 validation will be further validated to ensure that they are in the correct format and layout. Processes are run to ensure that the files conform to the validation rules outlined in Section 4.7 of this document.

4.6.2.1 HEDIS PLD File Passes Tier 2 Validation

When a PLD file passes the Tier 2 validation requirements, two things happen:

1. The HEDIS PLD Web-Portal will be automatically updated with the status of the processed file as "Passed". Refer to Section 4.10 titled "Accessing the HEDIS PLD Web-Portal" for more information on the HEDIS PLD Web-Portal.

2. The system will automatically send the following email to the HEDIS PLD File POC and/or their designee from the no-reply_HEDISPLD@cms.hhs.gov email address.

If the POC does not receive an email communication within two business days of submitting the PLD files, the POC is suggested to check their spam inbox and verify whether their company's firewall is rejecting emails from no-reply_HEDISPLD@cms.hhs.gov.

Figure 1: Sample Email to Communicate Success

From: no-reply_HEDISPLD@cms.hhs.gov
[mailto:no-reply_HEDISPLD@cms.hhs.gov]
Sent: Friday, June 13, 2025 4:13 PM
To: Participating Plans POC

Subject: HEDIS Submission P.HEDIS.Hxxxx.D190604.T1052594 Successful

Congratulations! Your file submission on Friday, June 13, 2025 for file P.HEDIS.Hxxxx.DYYMMDD.THHMMSST was successfully processed without error. No further action is needed on your part regarding the aforementioned file. If you have any questions, please feel free to contact us via email or phone at HEDISPLD_Helpdesk@cms.hhs.gov or 1-833-760-2116.

4.6.2.2 HEDIS PLD File Fails Tier 2 Validation

When a HEDIS PLD file fails the Tier 2 validation requirements, two things happen:

1. The HEDIS PLD Web-Portal will be automatically updated with the status of the process file as "Failed". Refer to Section 4.10 titled "Accessing the HEDIS PLD Web-Portal" for more information on the HEDIS PLD Web-Portal.

2. The system will automatically send the following email and an error report to the HEDIS PLD File POC and/or their designee from the no-reply_HEDISPLD@cms.hhs.gov email address. The error report provides detailed information so that the POC can easily

identify the specific areas in the file that failed the validation process. All errors must be resolved and resubmitted to CMS to successfully process the file; therefore, the file may be resubmitted as often as necessary until all the errors have been resolved. Each resubmission should contain all the data records of the PLD file.

Figure 2: Sample Email to Communicate Failure

From: no-reply_HEDISPLD@cms.hhs.gov
[mailto:no-reply_HEDISPLD@cms.hhs.gov]
Sent: Friday, June 13, 2025 11:07 AM
To: Participating Plans POC

Subject: HEDIS Submission P.HEDIS.Hxxxx.D190604.T1052594 Error

Your file submission on Friday, June 13, 2025, for file P.HEDIS.Hxxxx.DYYMMDD.THHMMSST was processed, and one or more errors were discovered. Attached is a detailed error report describing the discrepancies. Please correct these errors and resubmit your data file. If you have any questions, please feel free to contact us via email or phone at HEDISPLD_Helpdesk@cms.hhs.gov or 1-833-760-2116.

4.7 File Validation Rules

Each record in the data set will be validated with these validation rules:

- Each row in the HEDIS MY 2024 Patient-Level Data File 1 will be validated to ensure that it matches the specifications noted in the HEDIS MY 2024 Patient-Level Data File Specifications File 1 of 2.
- Each row in the HEDIS MY 2024 PCR Patient-Level Data File 2 will be validated to ensure that it matches the specifications noted in the HEDIS MY 2024 Patient-Level Data File Specifications File 2 of 2.
- Numeric values (e.g., member months, denominators, and numerators) must be right-justified and blank-filled to the left of the value.
- Text fields (e.g., "Organization Name" in the Header record) must be left-justified and blank filled to the right of the value.
- The contract number in the file name and the corresponding Submission ID will be validated against the submission list.
- The participating Plans are expected to submit HEDIS PLD Files using their Medicare Advantage (MA) Submission IDs and not Plan Benefit Package (PBP) Submission IDs.
- Only required PLD files will be processed.
- The system will reject mismatched contract numbers in the file name and the header of the file. If the contract number in the file name does not match the contract number in the Header record, this file will not be processed and subsequently be rejected.

4.8 Common Submission Errors

Table 6: Common Submission Errors

Error	Explanation
"The contract number in the file name does not match the contract number in the header of the file" "Invalid contract number in header for file name"	The contract number of the file name does not match the header line inside the file. Please name the file as per the following CMS policies and procedures below. Please note that the file name variables are shown in lowercase, italic letters (e.g., "*guid*"), however all

Error	Explanation
	other file name components should be coded exactly as shown. **Gentran File Name:** *guid*.NONE.HEDIS.Y.*ccccc*.FUTURE.*s* **Annual Data Submission File Name:** Example: UHCDDMV.NONE.HEDIS.Y.H*xxxx*.FUTURE.P **Annual Dry Run File Name:** Example: UHCDDMV.NONE.HEDIS.Y.H*xxxx*.FUTURE.T **MFT Internet Server File Name:** guid.NONE.HEDIS.Y.*ccccc*.FUTURE.*s* **Annual Data Submission File Name:** Example: AAAAAAA.NONE.HEDIS.Y.H*xxxx*.FUTURE.P NOTE: "AAAAAAA" = System ID **Annual Dry Run File Name:** Example: AAAAAAA.NONE.HEDIS.Y.H*xxxx*.FUTURE.T NOTE: "AAAAAAA" = System ID **Connect:Direct File Name:** *s*#EFT.ON.HEDIS.*ccccc*.DYYMMDD.THHMMSST **Annual Data Submission File Name:** Example: P#EFT.ON.HEDIS.H*xxxx*.DYYMMDD.THHMMSST **Annual Dry Run File Name:** Example: T#EFT.ON.HEDIS.H*xxxx*.DYYMMDD.THHMMSST
"[NAME OF MEASURE] **Column** [XXX-XXX] [NAME OF MEASURE] Row [XXX] has [1] column(s) with errors **Column** [X] [NAME OF MEASURE]"	There are incorrect characters, the incorrect number of characters, or data for that measure is missing. Each measure in the " HEDIS MY 2024 Patient Level Data File 1 of 2 and "HEDIS MY 2024 Patient Level Data File 2 of 2" documents are explained in the Detail Record section. For each measure, there is a criterion listed for the accepted values. This error could occur when the value submitted does not fit the criteria. For example, if the allowed values are "0," or "1," but the value submitted is "7." Numeric values (e.g., member months, denominators, and numerators) must be right-justified and blank-filled to the left of the value. For example, "X0" not "0X" with "X" representing the blank spaces. This error could occur if there are no characters in the submitted field when at least one character is required.

Error	Explanation
"Row data does not contain correct number of bytes."	One or more rows exceed or is shorter than the total characters required for that row. The " HEDIS MY 2024 Patient Level Data File 1 of 2" and "HEDIS MY 2024 Patient Level Data File 2 of 2" document details the number of characters for each row. If the number of characters exceeds the accepted limit, the file will not be accepted.
"The submission ID that you have submitted is incorrect. Please verify the submission ID and resubmit the file. If you have both MA and PBP Submission IDs, please submit the file using the MA submission ID. Refer to the File Specifications for more information."	The Submission ID is entered in column 67-71. The Submission ID has been validated against the submission list and it does not match. *Due to the addition of 5-digit submission IDs, follow the guidelines below: Submission IDs must be left justified and 4-digit submissions IDs should blank fill column 71. Examples: In column 67-71, a 5-digit ID would be entered as (12345). A 4-digit ID would be entered starting at column 67 as (1234) with "1" bring in column 67, leaving column 71 blank.
"The contract number in the file name does not match our records. Please verify the contract number and resubmit the file."	The contract number has been validated against the submission list and it does not match or exists.
"The File 1 or File 2 that you submitted is not required for submission and will not be processed. Contact the HEDIS PLD Help Desk at HEDISPLD_Helpdesk@cms.hhs.gov if you have any questions regarding this error message."	According to the submission list, the submitted contract is not required to be submitted and it will not be processed.
"A production file has been submitted during the Annual Dry Run period. The file will not be processed. Refer to the Submission Instructions for more information."	A production file was submitted during the Annual Dry Run period. The file will not be processed. Please refer to section 4.3 and 4.5 *for File Naming Conventions*.
"A test file has been submitted during the Annual Data Submission period. The file will not be processed. Refer to the Submission Instructions for more information."	A test file was submitted during the Annual Data Submission period. The file will not be processed. Please refer to section 4.3 and 4.5 *for File Naming Conventions*.

4.9   The Error Report Log

If a submitted data file fails the validation check, an email is sent along with an error log to the HEDIS PLD POC and their designees.

The Line Number field in the Error Report (Figure 3 and Figure 4) provides all the line numbers associated with each record where the error was discovered during file processing. The Line Number field will show the line number of the first record and the line number of the last record separated by a hyphen (-) when the line numbers are consecutive in nature. Common errors are discussed in section 4.8.

Figure 3: Sample Error Report for File 1 of 2

```
File: P.HEDIS.HXXXX.D200603.T1500057
Submitted On: 06/13/2025
Total Errors: 3
Field:          MBI_NUMBER (MBI Number)
Count:          24
Line Number(s): 2-11,13,15,17,19,21-30
Columns:        1 -11
Error Description:   must be a valid MBI. For more specification details for MBI, please refer to the File Specifications document.

Field:          STATE (State)
Count:          24
Line Number(s): 2-11,13,15,17,19,21-30
Columns:        73 -74
Error Description:   must be a valid postal code

Field:          GENDER (Gender)
Count:          24
Line Number(s): 2-11,13,15,17,19,21-30
Columns:        80 -80
Error Description:   can only be one of the following: m/M, f/F, or o/O
```

Figure 4: Sample Error Report for File 2 of 2

```
File: P.HEDIS.HXXXX.PCR.D200603.T1500057
Submitted On: 6/13/2025
Total Errors: 3
Field:          MBI_NUMBER (MBI Number)
Count:          24
Line Number(s): 2-10,12,14,16-17,19,21-30
Columns:        1 -11
Error Description:   must be a valid MBI. For more specification details for MBI, please refer to the File Specifications document.

Field:          STATE (State)
Count:          24
Line Number(s): 2-10,12,14,16-17,19,21-30
Columns:        73 -74
Error Description:   must be a valid postal code

Field:          GENDER (Gender)
Count:          24
Line Number(s): 2-10,12,14,16-17,19,21-30
Columns:        80 -80
Error Description:   can only be one of the following: m/M, f/F, or o/O
```

4.10   Accessing the HEDIS PLD Web-Portal

The HEDIS PLD Web-Portal is a public-facing website, however, only authorized users can log in to the HEDIS PLD Web-Portal. Refer to the HEDIS PLD Web-Portal User Manual on how to gain access to the HEDIS PLD Web-Portal.

HEDIS PLD Web-Portal URL: https://hedispld.cms.gov/

The HEDIS PLD Point-of-Contact (POC) is the primary person responsible for the submission of an organization's PLD files to CMS. Historically, this person has been the organization's Quality Contact, as identified in the CMS Health Plan Management System (HPMS) system. If the person listed as the Primary POC is unavailable or no longer works for the company, please

notify the HEDIS PLD Help Desk and a request will be sent to CMS and NCQA for approval to make the correct updates.

An email will be sent to the HEDIS PLD POCs that will include the availability of the HEDIS PLD application before the start of the Annual Dry Run and Annual Data Submission, respectively. The HEDIS PLD Web-Portal is intended for Participating Plan POCs, and POC designees. It is not necessarily intended for use by Medicare Advantage (MA) Contract Third-Party Vendors or HEDIS PLD Auditors, although the information available on the home page is accessible to them. From the home page, all participating Plans can:

- Download Submission Documentation.
- View Frequently Asked Questions (FAQs).
- Request a password reset link/Unlock the account.
- Log in to the HEDIS PLD Web-Portal.

The Primary POC may request to add a back-up POC by contacting the HEDISPLD Help Desk at HEDISPLD_Helpdesk@cms.hhs.gov. Only the Primary POC may request to add a back-up POC to the HEDIS PLD Portal.

POCs are asked to verify their contact information at the beginning of the submission period, specifically their email IDs. Incorrect contact information can result in the POCs not receiving pertinent information regarding the status of their submitted HEDIS PLD files. The HEDIS PLD Primary POC can request to add a backup HEDIS PLD POC to specific CMS contract numbers for viewing the file processing status and receiving file processing status emails or error log information for those contracts.

CMS strongly recommends that the HEDIS PLD Primary POC set up at least one additional user with access to the HEDIS PLD Web-Portal. If the person assigned as the HEDIS PLD Primary POC changes during the submission cycle, it is the Participating Plans' responsibility to contact the HEDIS PLD Help Desk immediately. Contact information is provided in section 4.13.

4.11 Checking the Status of Submitted Patient-Level Data Files

To obtain the status of the processed PLD files, users can check the HEDIS PLD Web-Portal. When logged in, the system will automatically display the status of the processed HEDIS PLD files for contracts assigned to the users.

After a file is submitted to CMS EFT, it may take up to two business days to process the file and post the status to the HEDIS PLD Web-Portal. Users are therefore suggested not to contact the HEDIS PLD Help Desk prior to that two-day period regarding their data file status unless it is the last day of submission. Users may, however, check the status of their HEDIS PLD file at any time by logging into the HEDIS PLD Web-Portal.

4.12 References

- HEDIS MY 2024 Volume 2: Technical Specifications for Health Plans (Please visit https://store.ncqa.org/index.php/performance-measurement.html#vol2)
- HEDIS_MY_2024_Patient-Level_Data_File_Submission_Instructions
- HEDIS_MY_2024_Patient_Level_Data_File_Specifications_File_1_of_2
- HEDIS_MY_2024_Patient_Level_Data_File_Specifications_File_2_of_2
- HEDIS_MY_2024_Patient_Level_Data_File_1_of_2
- HEDIS_MY_2024_Patient_Level_Data_File_2_of_2
- HEDIS_MY_2023_to_2024_Patient-Level_Data_File_Specifications_Crosswalk

- To Download the MY 2024 Submission documents, visit the CMS.gov website, under the "Downloads" Section: https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/MCRAdvPartDEnrolData/index.html.
- By accessing the 'Documents' tab within the HEDIS PLD Web-Portal; users do not have to log into the HEDIS PLD Web-Portal to view the submission documents: https://hedispld.cms.gov/

4.13 Technical Support

4.13.1 HEDIS PLD Helpdesk Contact Information

If users are experiencing difficulties accessing the HEDIS PLD Web-Portal, need assistance troubleshooting problems with their HEDIS PLD file, or have other problems of a technical nature, they can contact the HEDIS PLD Help Desk at:

Email: HEDISPLD_Helpdesk@cms.hhs.gov
Phone: 1-833-760-2116

4.13.2 HEDIS PLD Helpdesk hours of Availability

HEDIS PLD Help Desk contact details are below:
- March 3, 2025 – May 20, 2025,
  M-F 9:00 AM to 5:00 PM ET
- May 21, 2025 – June 12, 2025,
  M-F 9:00 AM to 6:30 PM ET
- May 26, 2025 – Closed for the Memorial Day Holiday
- June 13, 2025, (Last Day of Submission)
  9:00 AM to 9:00 PM ET

Participating Plan users may also contact the HEDIS PLD Help Desk by signing into the HEDIS PLD web-portal and submitting a Technical Assistance Request (TAR).

Appendix A: Record of Changes

Table 7: Record of Changes

Version #	Date	Author/Owner	Description of Change
0.1	09/23/2024	Raghu Madduri, Scope Infotech, Inc.	Initial draft.
0.2	10/04/2024	Raghu Madduri, Scope Infotech, Inc.	Updated for peer review comments.
0.3	10/15/2024	Raghu Madduri, Scope Infotech, Inc.	Updated for PSO review comments.
1.0	10/15/2024	Raghu Madduri, Scope Infotech, Inc.	Approved for baseline.
1.1	11/08/2024	Raghu Madduri, Scope Infotech, Inc.	Updated for CMS and NCQA comments.
1.2	11/15/2024	Raghu Madduri, Scope Infotech, Inc.	Baselined for Release.