



Lori A. Weaver
Commissioner

Meredith J. Telus
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PROGRAM QUALITY AND INTEGRITY
BUREAU OF PROGRAM QUALITY

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Fax: 603-271-8431 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 16, 2026

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Program Quality and Integrity, Bureau of Program Quality to make a **retroactive** payment for annual membership dues to the National Committee for Quality Assurance (NCQA), Washington, DC, Vendor # 220499, R001, in the amount of \$3,120 for the period July 1, 2026, through June 30, 2027, effective upon Governor and Council approval. 50% Federal Funds 50% General Funds.

05-95-95-9550010-66370000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: COMMISSIONER, QUALITY ASSURANCE & IMPROVEMENT, QAI OPERATIONS

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2027	026-500251	Organizational Dues	95500105	\$3,120

EXPLANATION

This request is **retroactive** due to the invoice being received prior to funds being available for State Fiscal Year 2027.

The NH DHHS uses clinical performance and consumer experience (HEDIS[®] and CAHPS[®]) NCQA standards to evaluate the performance of the three Managed Care Organizations (MCO) providing care to 171,000 Medicaid beneficiaries with an approximate collective \$1.3 billion annual contract. These measures are compared to national and regional performance of other plans and are utilized for the Withhold and Incentive program and other financial incentives and penalties to improve the quality of care provided by the MCOs. Along with the membership DHHS receives access to detailed technical manuals, updated sets of codes and technical assistance that is needed to effectively use the measure sets for performance evaluation of the MCOs and for the Medicaid program as a whole. Without this membership, we would not be able to evaluate New Hampshire Medicaid's MCOs on the performance of Quality Management and Improvement, Population Health Management, Network Management, Utilization Management, Credentialing and Recredentialing, Members' Rights and Responsibilities, Member Connections, and Medicaid Benefits and Services.

Listed below are answers to standard questions required by Governor and Council organization dues and membership approval submissions:

- 1) How long has this organization been in existence and how long has this agency been a member of this organization?

The National Committee for Quality Assurance (NCQA) has been in existence since 1990 and DHHS has been a member for approximately 10 years and has used NCQAs technical materials for more than 16 years.

- 2) Is there any other organization which provides the same or similar benefits which your agency belongs to?

No.

- 3) How many other state's belonging to this organization and is your agency the sole New Hampshire state agency that is a member?

The majority of states are members. DHHS is the only NH agency subscribing to the NCQA HEDIS (Healthcare Effectiveness Data and Information Set) User Group.

- 4) How is the dues structure established?

Standard fee with a 25% government discount.

- 5) What benefit does the state receive from participating in this membership?

The NCQA Healthcare Effectiveness Data and Information Set is a national health care performance improvement tool. The NH DHHS Medicaid Care Management Services contract requires all participating health plans (MCOs) to hold NCQA Health Plan Accreditation (Exhibit B, section 4.13.2) and submit their HEDIS data to the DHHS. In order for DHHS to adequately oversee the MCO program it needs access to measure specifications, training and collaboration that HEDIS User Group membership provides. NCQA accreditation and the HEDIS measure set are the primary methods used by DHHS to assure the clinical and programmatic quality of the MCOs. The user group and the materials that are provided with a membership are necessary for this oversight. Additionally, DHHS uses the HEDIS specifications to further analyze the data, for example by combining MCO data together and reanalyzing it by county or by calculating measures that include the fee-for-service population.

- 6) Are training or educational/ research materials included in the membership? If so, is the cost included? Explain in detail.

Yes. The HEDIS User Group (HUG) membership includes NCQA licensed electronic versions of documentation related to measures, surveys, value sets, and accreditation requirements including: 1) narrative on the science of health care quality measurement and descriptions of each performance measure with guidance on interpreting and using the HEDIS data; 2) technical specifications for each measure with guidelines for data collection and reporting, detailed instructions about how to perform the necessary calculations and guidelines for sampling; 3) technical specifications and protocols for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey; 4)

guidance materials on HEDIS compliance audit standards, policies and procedure used to evaluate a Medicaid Managed Care Organization's ability to comply with HEDIS specifications; and 5) access to NCQA webinars that cover changes made to measures each year. At least four live webinars focus on key HEDIS implementation issues, in which questions can be responded to in real time and states can learn from each other's questions. Through the membership, NCQA publishes any needed updates to the specifications.

- 7) Is the membership required to receive any federal grants or required in order to receive or participate in licensing or certification exams?

No

- 8) Is there any travel included with this membership fee?

No

- 9) Which state agency employees are directly involved with this organization? (Indicate if they are members, voting members, committee members, and/or officers of the organization.)

The DHHS Division of Program Quality and Integrity is the primary member of the DHHS HEDIS user group, with Andrea Stewart, Administrator of Health Care Quality Analytics, being the lead staff.

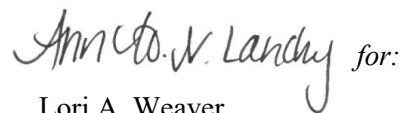
- 10) Explain in detail any negative impact to the State if the Agency did not belong to this organization.

The HEDIS User Group provides access to a set of standardized measures that specifies how organizations collect, audit and report performance information across the most pressing clinical areas, as well as important dimensions of customer satisfaction and patient experience utilized in the management of the NH DHHS Medicaid Care Management Services contracts. Without this membership, DHHS would have to pay higher rates for necessary healthcare effectiveness data documentation and would not have the benefit of educational and technical assistance webinars that provide important updates over the course of each membership year. This membership supports DHHS to measure and compare health care performance; thereby managing data-driven performance improvement by identifying areas to focus quality improvement initiatives.

Area Served: Statewide.

Source of Funds: 50% Federal funds, 50% General Funds.

Respectfully Submitted,

 for:

Lori A. Weaver
Commissioner



NCQA
 P.O. Box 424038
 Washington, DC 20042-4038
 FEIN: 52-1191985

SALES ORDER INVOICE

Reference Number: 100240556

Order Date: 5/27/2026

Due Date: 6/26/2026

Order Summary

Order Status: Outstanding

Bill To:

State of NH DHHS - Bureau of Program Quality
 129 Pleasant St
 Concord, NH 03301-3857

Ship To:

State of NH DHHS - Bureau of Program Quality
 Andrea
 Stewart(andrea.l.stewart@dhhs.nh.gov)
 129 Pleasant St
 Concord, NH 03301-3857

Product	Description	Quantity	Unit Price	Discount	Total Price
HEDIS Users Group 2026-2027 Membership Package 2-Electronic	HEDIS Users Group 2026-2027 Membership Package 2-Electronic	1	\$3,800.00	\$950.00	\$2,850.00
HEDIS MY 2027 Volume 2 (epub) (single user)	HEDIS MY 2027 Volume 2 (epub) (single user)	1	\$0.00	\$0.00	\$0.00
HEDIS MY 2026 Volume 3 (epub) (single user)	HEDIS MY 2026 Volume 3 (epub) (single user)	1	\$0.00	\$0.00	\$0.00
HEDIS MY 2026 Volume 5 (epub) (single user)	HEDIS MY 2026 Volume 5 (epub) (single user)	1	\$0.00	\$0.00	\$0.00
HEDIS MY 2026 Volume 6 (epub)	HEDIS MY 2026 Volume 6 (epub)	1	\$0.00	\$0.00	\$0.00
2027 HP Standards and Guidelines (epub) (single user)	2027 HP Standards and Guidelines (epub) (single user)	1	\$0.00	\$0.00	\$0.00
HEDIS Users Group Exclusive: HEDIS MY 2027, Vol. 2 Update (epub) (single user) 4/27	HEDIS Users Group Exclusive: HEDIS MY 2027, Vol. 2 Update (epub) (single user) 4/27	1	\$0.00	\$0.00	\$0.00

HEDIS Users Group 2026-2027 Membership Packet	HEDIS Users Group 2026-2027 Membership Packet	1	\$0.00	\$0.00	\$0.00
HEDIS MY 2027 Volume 2 (epub) (2-4 users)	HEDIS MY 2027 Volume 2 (epub) (2-4 users)	1	\$1,420.00	\$355.00	\$1,065.00
HEDIS Users Group 2026-2027 Membership Webinar Upgrade (One Additional User)	HEDIS Users Group 2026-2027 Membership Webinar Upgrade (One Additional User)	1	\$360.00	\$90.00	\$270.00

Total	\$4,185.00
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Balance Due	\$4,185.00
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