



Introduction to NCQA Accreditation

Wednesday, November 18, 2009

7:45 a.m. – 8:30 a.m. **Registration & Continental Breakfast**

8:30 a.m. – 8:45 a.m. **Welcome/Seminar Goals & Logistics/Icebreaker**
Nichole Sutton

8:45 a.m. – 9:30 a.m. **Introduction to NCQA and Performance Based Accreditation**
Ann Carson, MPH

Session Objectives:

- Discuss NCQA's mission and primary products
- Understand the basics of accreditation

9:30 a.m. – 10:40 a.m. **Quality Improvement Standards Review**
Gary Mihalik, MD, MA, MBA, FAPA

Session Objectives:

- Explain the intent of the 2010 Healthplan Accreditation QI Standards

10:40 a.m. – 10:55 a.m. **Break**

10:55 a.m. – 12:15 p.m. **Quality Improvement Standards Review cont'd**
Gary Mihalik

Session Objective:

- Explain the intent of the 2010 Healthplan Accreditation QI Standards

12:15 p.m. – 1:15 p.m. **Lunch**

1:15 p.m. – 1:45 p.m. **Overview of HEDIS**
William Tulloch

Session objectives:

- Discuss what HEDIS is
- Explain how HEDIS fits into the Accreditation process

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1:45 p.m. – 3:00 p.m.

Credentialing Standards

Ann Carson

Session objective:

- Discuss ways to identify and retain quality practitioners and organizational providers

3:00 p.m. – 3:15 p.m.

Break

3:15 p.m. – 4:15 p.m.

Member Rights and Responsibilities

William Tulloch

Session objective:

- Discuss the intent of the member rights and responsibilities standards

4:15 p.m. – 4:30 p.m.

Q & A and Wrap Up

Session objective:

- Answer any outstanding questions regarding any of the day's content
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Thursday, November 19, 2009

7:45 a.m. – 8:30 a.m. **Continental Breakfast**

8:30 a.m. – 9:00 a.m. **Not So Pop Quiz**
All Faculty

Session objective:

- Review content from the prior day through a fun, interactive quiz

9:00 a.m. – 11:00 a.m. **Utilization Management**
Gary Mihalik

Session objective:

- Discuss how to ensure appropriate processes are in place to protect members and to address consumer concerns

11:00 a.m. – 11:15 a.m. **Break**

11:15 a.m. – 12:15 p.m. **Member Connections Standards**
Ann Carson

Session objective:

- Discuss the importance and relevance of the Member Connection standards

12:15 p.m. – 1:30 p.m. **Lunch**

12:15 p.m. – 1:30 p.m. **Concurrent Working Lunch Option 1: Managed Behavioral Health Organization Breakout Session**
Gary Mihalik

Session objective:

- Discuss accreditation requirements that are specific to MBHOs

12:15 p.m. – 1:30 p.m. **Concurrent Working Lunch Option 2: MA Deeming Breakout Session**
William Tulloch

Session objective:

- Recognize CMS requirements for NCQA Deeming

1:30 p.m. – 2:30 p.m. **Delegation Standards**
William Tulloch

Session objective:

- Explain NCQA's philosophy for delegation, how it's evaluated, common pitfalls and impact on file review

2:30 p.m. – 3:30 p.m. **Preparing for a Survey and Overview of the ISS**

All Faculty

3:30 p.m. – 3:45 p.m. **Break**

3:45 p.m. – 4:45 p.m. **Group Activity: "JEOPARDY" / Q & A/ Wrap Up**

Session objective:

- Use an interactive activity to perform a knowledge check and answer any outstanding questions regarding any of the day's content.
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