Managed behavioral healthcare emerged in the 1980s as an effort to control rising costs and meet the 
demand for behavioral healthcare services. It resulted from a need for greater accountability of the 
value—cost, quality and effectiveness—of behavioral healthcare services. The industry has grown 
rapidly.

Accreditation is a process demonstrating that an organization meets expectations for quality and 
consumer protection. NCQA has evolved its MBHO Accreditation program in ways that reflect the 
importance of providing whole-person care through integrated behavioral and physical health and 
targeted resources to high-needs individuals.

What Are Managed Behavioral Health Organizations?
Managed behavioral healthcare organizations (MBHO) can be independent organizations, can be part 
of a health plan or can be supported by health care providers. All have a common focus: deliver value. 
Key strategies for accomplishing this include network development, performance measurement, 
managing utilization, coordinating care and setting payment rates.

Why NCQA MBHO Accreditation?
As managed behavioral healthcare grows, so does the need to discern the value of behavioral 
healthcare organizations. NCQA MBHO Accreditation demonstrates to health plans, employers, 
regulators and consumers that an organization follows industry best-practices for providing high-quality 
care, access and consumer protections.

Competitiveness. NCQA Accreditation positions an MBHO to compete for more contracts. 
Increasingly, insurers expect accreditation from behavioral healthcare vendors. Having NCQA 
Accreditation encourages a streamlined client-vendor relationship.

Leadership. Accreditation establishes an organization as a leading MBHO provider through 
independent validation of clinical quality—and not from 
just any accreditor, but from the industry’s gold standard: 
NCQA.

Continuous Improvement. NCQA Accreditation creates a framework for internal quality improvement and a 
performance baseline from which organizations can 
grow. Organizations gain rigor and discipline preparing for and undergoing NCQA Accreditation Surveys.

The Autocredit Advantage
Earning NCQA MBHO Accreditation can make behavioral healthcare vendors valuable business 
partners of insurers seeking NCQA Health Plan 
Accreditation.
Plans that delegate MBHO services to an NCQA-Accredited behavioral healthcare vendor receive automatic credit (i.e., 100% compliance) on key elements of their own accreditation. The result is less paperwork, streamlined file and delegation oversight review and productive ties between high-performing organizations. Autocredit is particularly valuable to plans competing in Exchange marketplaces, because laws and regulations require them to be accredited.

**How Do MBHOs Earn NCQA Accreditation?**

Behavioral healthcare organizations earn NCQA Accreditation by proving their proficiency across five categories of standards:

<table>
<thead>
<tr>
<th>Accreditation Requirements</th>
<th>Summary Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Management and Improvement (QI)</td>
<td>The organization has processes designed to monitor, evaluate and improve the quality and safety of care provided to its members, including those with complex needs.</td>
</tr>
<tr>
<td>Care Coordination (CC)</td>
<td>The organization coordinates medical care and behavioral healthcare for its members.</td>
</tr>
<tr>
<td>Utilization Management (UM)</td>
<td>The plan notifies members and practitioners about coverage decisions within the required time frames.</td>
</tr>
<tr>
<td>Credentialing and Recredentialing (CR)</td>
<td>The plan verifies practitioner credentials.</td>
</tr>
<tr>
<td>Members’ Rights and Responsibilities (RR)</td>
<td>The plan has a written members’ rights and responsibilities policy.</td>
</tr>
</tbody>
</table>

**What’s New for 2014?**

The 2014 MBHO standards respond to current behavioral healthcare market needs—particularly for better coordination with physical health and accountability through measurement. In updating MBHO Accreditation, NCQA analyzed the latest evidence and conferred with stakeholders and the MBHO Advisory Committee (an expert panel of MBHOs, health plans, state agencies, consumer organizations and researchers skilled in the behavioral healthcare field). The NCQA Standards Committee and Board of Directors approved the standards and scoring.

The new requirements are:

- Complex case management
- Self-management tools
- Enhanced care coordination requirements
- Practitioner and provider directories

**Learn More About MBHO Program Requirements and Eligibility**

Visit [www.ncqa.org](http://www.ncqa.org) or contact NCQA Customer Support at 888-275-7585 for details about how your organization can become NCQA Accredited.