WELLNESS & HEALTH PROMOTION AUDIT: HOW TO GET STARTED

LICENSURE AND CERTIFICATION DEPARTMENT
NCQA
NCQA WHP Accreditation is a nationally recognized evaluation that purchasers and consumers can use to assess wellness and health promotion programs. Accredited With Performance Reporting status is granted to organizations that have submitted results for NCQA’s WHP Performance Measures, in addition to meeting or exceeding NCQA’s WHP standards.

AUDIT REQUIREMENTS

Q: DOES EVERY WHP PERFORMANCE MEASURE SUBMISSION REQUIRE AN AUDIT?

A: YES.

Every WHP performance measure submission must undergo a HEDIS Compliance Audit™. WHP measure reporting is optional for organizations seeking accreditation, but if an organization wants to receive the distinction of Accredited with Performance Reporting, performance measures must be audited and submitted.

To learn more about the audit and get an estimate, contact an NCQA-Licensed Organization. You can find a list under Program Contact Information at http://www.ncqa.org/tabid/204/Default.aspx.
WHAT IS AUDITED?

PARTICIPANTS
Your auditor reviews who is eligible to participate in WHP programs and how their information is received, stored, and updated.

HEALTH APPRAISALS
Your auditor looks at your health appraisals and the systems used to capture participant-reported data.

WELLNESS AND HEALTH PROMOTION PROGRAMS
Your auditor evaluates your WHP programs, tools used for these programs, and how participation is managed and recorded.

DATA TRANSFER & MEASURE REPORTING
Your auditor assesses your data systems & how they are used to measure reporting.

STEPS IN THE AUDIT

STEP ONE
Contract with an NCQA-Licensed Organization and negotiate an audit timeline to fit your HA & WHP program year.

STEP TWO
Complete the WHP Roadmap and submit it to your auditor for review.

STEP THREE
Meet with your auditor during your 1- to 2-day site visit. During this visit your auditor observes the systems that are used to collect and produce WHP data.

STEP FOUR
Submit additional documents and implement corrective actions based on requests from your auditor during the site visit or in their follow-up documentation.

STEP FIVE
Complete your WHP measure reporting tool with the selected, auditor-approved WHP measures by April 15.