NCQA Case Management Accreditation

Coordinating Care.
Saving Lives.
NCQA’s Case Management Accreditation is designed to recognize the best programs in case management. For more than two decades, NCQA has driven quality improvement in the American health care system and has set the standard for case management through its health plan accreditation program.

Lessons learned from evaluating case management and care coordination in patient-centered primary care settings, health plans and population health care organizations honed our expertise. The result is a comprehensive, evidence-based accreditation program dedicated to quality improvement that can be used for case management programs in provider, payer or community-based organizations.

The NCQA Difference

- NCQA’s Case Management Accreditation is a powerful program that addresses how organizations deliver case management services—not just how they handle internal administrative processes.

- The core of NCQA’s Case Management Accreditation program is care coordination, patient-centeredness and quality of care: getting the right care to patients.

- NCQA’s Case Management Accreditation program is designed for a wide variety of organizations. It can be used to align goals and approaches to case management across payers and providers. It is appropriate for health plans, providers, population health management organizations and community-based case management organizations.

For organizations that already have NCQA Accreditation, Certification or Recognition, case management accreditation completes their commitment to the highest degree of quality improvement. Case management accreditation is a valuable addition to an accredited health care program.
plan’s quality improvement efforts. Additionally, the program also helps patient-centered medical homes, population health management organizations and accountable care organizations meet their goals by providing a consistent set of evidence-based requirements.

The NCQA Case Management Accreditation program evaluates not only traditional, in-house case management programs or programs outsourced to vendors, but also community care teams and community health teams. Current NCQA-Accredited health plans or accountable care organizations and NCQA-Recognized patient-centered medical homes are eligible for automatic credit, when they work with an NCQA-Accredited case management organization.

**Evidence-Based Standards**

NCQA’s standards focus on guiding organizations toward improving case management and care coordination processes by evaluating their ability to:

- Stay up to date on evidence and care management techniques.
- Quickly identify patients who need case management services.
- Develop personalized, patient-centered care plans.
- Monitor patients to ensure that care plan goals are reached and are adjusted as needed.
- Manage patients effectively as they move between care settings.
- Coordinate resources and share information across settings to ensure safe transitions.
- Work toward continuous improvement of patient outcomes and satisfaction.
- Give patients access to knowledgeable, well-qualified case management staff.
- Keep personal health information secure.

**Managing Care Transitions is Critical**

NCQA’s Case Management Accreditation is the only program that focuses on care transition.

Managing care transitions effectively can:

- Improve patient safety by reducing errors that could occur as patients transition between settings.
- Improve communication between caregivers and providers so changes in setting do not disrupt care.
- Ensure continuity of critical services as patients travel through the often fragmented system.
**Flexible Accreditation**

With two-year and three-year accreditation levels, the NCQA Case Management Accreditation program adjusts to meet the needs of organizations and to uphold the highest standards of excellence in the field.

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<th>Accreditation Level</th>
<th>Description</th>
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<tr>
<td>3-year accreditation</td>
<td>Accredited—3 Years status is awarded to organizations that demonstrate strong performance on the functions outlined in the standards for NCQA Case Management Accreditation.</td>
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<tr>
<td>2-year accreditation</td>
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**Hold Yourself to a Higher Standard**

NCQA Accreditation is the industry’s gold standard. Set your organization apart with the most comprehensive case management accreditation program available.

For information on how to become an NCQA-Accredited case management organization, visit us online at www.ncqa.org or contact NCQA Customer Support at 888-275-7585.

The National Committee for Quality Assurance is a private, 501(c)(3) not-for-profit organization dedicated to improving health care quality. Since its founding in 1990, NCQA has been a central figure in driving improvement throughout the health care system, helping to elevate the issue of health care quality to the top of the national agenda.

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