



Introduction to NCQA's Credentialing Standards-Agenda

Tuesday, September 10, 2019

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| 7:45 a.m. – 8:30 a.m. | Registration & Continental Breakfast |
| 8:30 a.m. – 8:45 a.m. | Welcome/Seminar Goals <i>Natasha R. Reid, MA, PAHM</i> |
| 8:45 a.m. – 9:00 a.m. | Introduction to NCQA: Anatomy of a Standard <i>Veronica Locke, MHSA</i> <u>Objective</u> <ul style="list-style-type: none">• Provide an overview of NCQA. Explain how to read a standard |
| 9:00 a.m. – 9:30 a.m. | Review of NCQA's Survey Process <i>Veronica Locke</i> <u>Objective</u> <ul style="list-style-type: none">• Explain the new survey options; interim, renewal, first |
| 9:30 a.m. – 9:45 a.m. | BREAK |
| 9:45 a.m. – 11:15 a.m. | Credentialing Policy and Procedures <i>Cindy Allen-Fedor, RN, MPA, CPHQ, ACM, PCMH CCE</i> <u>Objective</u> <ul style="list-style-type: none">• Explain NCQA Credentialing Standards 1-6 |
| 11:15 a.m. – 12:15 p.m. | Small Group Activity # 1-Policy & Procedures <i>Faculty/Participants</i> <u>Objective</u> <ul style="list-style-type: none">• Apply knowledge of CR 1 to analyze credentialing requirements |
| 12:15 p.m. – 1:15 p.m. | LUNCH |
| 1:15 p.m. – 2:15 p.m. | Credentialing Committee and Verification Standards <i>Cindy Allen-Fedor</i> <u>Objective</u> <ul style="list-style-type: none">• Explain NCQA's Credentialing requirements for the Credentialing Committee and the Verification Standards |

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| 2:15 p.m. – 2:30 p.m. | Break |
| 2:30 p.m. – 3:30 p.m. | Credentialing and Recredentialing File Review Process and Small Group Activity # 2 – File Review <i>Faculty/Participants</i> <u>Objective</u> <ul style="list-style-type: none"> • Apply knowledge of credentialing file review, and analyze related credentialing requirements |
| 3:30 p.m. – 4:15 p.m. | The Fantastic Four: The Credentialing Breakdown <i>Veronica Locke</i> <u>Objective</u> <ul style="list-style-type: none"> • Discuss and identify the credentialing differences between Health Plan, Managed Behavioral Health Organizations, Credentialing Verification Office and Credentialing Accreditation. |
| 4:15 p.m. – 4:30 p.m. | Q&A/Wrap Up/Parking Lot <u>Objective</u> <ul style="list-style-type: none"> • The purpose of the Q&A session is to respond to credentialing content discussed throughout the day. |

Wednesday, September 11, 2019

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| 7:45 a.m. – 8:30 a.m. | Continental Breakfast |
| 8:30 a.m. – 9:00 a.m. | Parking Lot/Q&A |
| 9:00 a.m. – 9:15 a.m. | Ongoing Monitoring <i>Cindy Allen-Fedor</i> |
| | Objective <ul style="list-style-type: none">• Discuss Ongoing Monitoring• Explain retired Credentialing Standards• Discuss the new Accreditation Modules |
| 9:15 a.m. – 9:30 a.m. | BREAK |
| 9:30 a.m. – 10:45 a.m. | Credentialing Health Delivery Organizations, and Delegation <i>Veronica Locke</i> |
| | Objective <ul style="list-style-type: none">• Explain how health organizations are evaluated• Delegation Oversight requirements |
| 10:45 a.m. – 11:45 p.m. | Small Group Activity # 3 <i>Faculty/Participants</i> |
| | Objective <ul style="list-style-type: none">• Apply Knowledge of Ongoing Monitoring, Notification to Appropriate Authorities, Recredentialing Verification• Assessment of Providers |
| 11:45 p.m. – 12:30 p.m. | Q&A and Wrap Up <i>Faculty/Participants</i> |
| | The purpose of this Q&A is to respond to Credentialing content discussed |

**schedule is subject to change without notice*