

Policies and Procedures

Section 2: Accreditation, Scoring and Status Requirements

Determining Accreditation and Certification Status

Status and scoring

The scoring range associated with each status is shown in the table below. Accreditation/certification is based on NCQA's assessment of an organization's compliance with the standards and elements, ~~as well as on reporting of WHP performance measures.~~

NCQA assesses performance against standards and elements individually and assigns a performance level of 100%, 80%, 50%, 20% or 0%. Organizations earn a percentage of element points based on the awarded performance level. The total point value for a standard is the sum of the point values for each element. Accreditation/certification status is based on the overall standards score.

The ROC

NCQA's Review Oversight Committee (ROC), an independent review committee composed of physicians external to NCQA, makes the final accreditation or certification status decision. NCQA incorporates the decision, as well as any changes recommended by the ROC, to generate the final results for the organization. NCQA results are not final until the ROC evaluates them.

| Accreditation Status | Standards Score |
|---------------------------------|---|
| AWPR | <ul style="list-style-type: none"> • 85-100 points on accreditation standards. • At least 80% on must-pass elements. • At least 50% on WHP 12, Element A. |
| Accredited— <u>3 years</u> | <ul style="list-style-type: none"> • 90-100 80-100 points on accreditation standards. • At least 80% on must-pass elements. |
| Accredited— <u>2 years</u> | <ul style="list-style-type: none"> • <u>70-89.99...</u> • <u>At least 80% on must-pass elements.</u> |
| Denied | <ul style="list-style-type: none"> • <u>69.99 and below</u> 0-79.99... |
| Certification Status | Standards Score |
| Certified—Health Appraisal | <ul style="list-style-type: none"> • 75-100 points. • At least 50% on <i>WHP 5: Health Appraisal</i>. • At least 50% on must-pass elements. |
| Certified—Self-Management Tools | <ul style="list-style-type: none"> • 75-100 points. • At least 50% on <i>WHP 7: Self-Management Tools</i>. • At least 50% on must-pass elements. |
| Certified—Health Coaching | <ul style="list-style-type: none"> • 75-100 points. • At least 50% on <i>WHP 8: Health Coaching</i>. • At least 50% on must-pass elements. |
| Denied | <ul style="list-style-type: none"> • 0-74.99... |

WHP 12: Reporting WHP Performance

2 Points

The organization annually measures its performance using NCQA WHP Performance Measures and ~~submits measure results to NCQA.~~

Intent

The organization strives to improve the quality of its wellness and health services by measuring its performance using standardized measures.

Summary of Changes

- Changed this standard to no longer require organizations to submit measure results but require organizations to collect measure results annually and present them during the survey process.

Element A: Measures

The organization annually submits collects results data from the following NCQA WHP Performance Measures ~~to NCQA:~~

1. Health Appraisal Completion.
2. Health Promotion for the Population.
3. Staying Healthy.
4. Prevalence of Core Risks Identified on Health Appraisals.
5. Number of Core Risks Identified on Health Appraisals.
6. Participation.
7. Risk Reduction—Overall.
8. Risk Reduction—BMI Reduction and Maintenance.
9. Risk Reduction—Smoking or Tobacco Use Quit Rate.
10. Risk Reduction—Physical Activity Level.

| | 100% | 80% | 50% | 20% | 0% |
|---------|---|---|---|--|--|
| Scoring | The organization meets all 9-10 factors 6-10 measures were Reported and 0-4 measures were Small Denominator or Not Reported | The organization meets 6-8 factors 5 measures were Reported, 1-5 measures were Small Denominator and no more than 4 were Not Reported | The organization meets 5 factors 4 measures were Reported, 2-6 measures were Small Denominator and no more than 4 were Not Reported | The organization meets 2-4 factors 0-3 measures were Reported, 3-10 measures were Small Denominator and no more than 4 were Not Reported | The organization meets 0-1 factors 5-10 measures were Not Reported |

Data source Reports, Materials

| | |
|------------------|---|
| Scope of review | <p><u>For Initial Surveys</u>, NCQA reviews the organization’s most recent annual data collection report.</p> <p><u>For Renewal Surveys</u>, NCQA reviews the organization’s most recent and the previous year’s annual data collection reports.</p> <p>NCQA evaluates whether each of the 10 NCQA WHP Performance Measures was Reported, Reported With a Small Denominator or Not Reported.</p> <ul style="list-style-type: none"> • Reported: The organization reported valid results according to the specifications. • Small Denominator: The organization followed the specifications, but the denominator was too small to report a valid rate. • Not Reported: The organization calculated the measure, but the rate was materially biased, or the organization chose not to report the measure. |
| Look-back period | <p><i>For Initial Surveys:</i> 6 months.</p> <p><i>For Renewal Surveys:</i> 24 months.</p> |
| Explanation | <p>This element may not be delegated.</p> <p>To achieve NCQA Accredited With Performance Reporting status, the organization submits audited performance measure results to NCQA and achieves a score of 50 percent or higher on this element.</p> <p>Factors 1–10: Measure description</p> <ol style="list-style-type: none"> 1. <i>Health Appraisal Completion:</i> The percentage of individuals 18 years and older who completed an HA during the program period. 2. <i>Health Promotion for the Population:</i> The percentage of individuals 18 years of age and older who had at least one interactive contact during the program period. 3. <i>Staying Healthy:</i> For individuals 18 years of age and older who reported having no core risks (i.e., obesity, smoking or tobacco use, physical inactivity) on the baseline HA, the percentage who reported no core risks on the follow-up HA. 4. <i>Prevalence of Core Risks Identified on Health Appraisals:</i> The percentage of individuals 18 years of age and older who reported any of the following core risks (a lower rate indicates fewer individuals with core risks): obesity; smoking or tobacco use; physical inactivity. 5. <i>Number of Core Risks Identified on Health Appraisals:</i> The number of core risks (obesity, smoking or tobacco use, physical inactivity) identified for individuals 18 years of age and older who completed an HA. 6. <i>Participation:</i> The percentage of individuals 18 years of age and older who have at least one of the three core risks (i.e., obesity, smoking or tobacco use, physical inactivity) and who have at least one interactive contact in a wellness and health promotion program during the program period. 7. <i>Risk Reduction—Overall:</i> The percentage of individuals 18 years of age and older who reported on the baseline HA that they had at least one of the three core risks (i.e., obesity, smoking or tobacco use, physical inactivity) and who reported on a follow-up HA that they reduced their overall risk. 8. <i>Risk Reduction—Body Mass Index Reduction and Maintenance:</i> The percentage of individuals 18 years of age and older who were obese (BMI ≥30), with at least one interactive contact specific to weight loss, who either reduced their BMI or maintained their BMI. |

9. *Risk Reduction—Smoking or Tobacco Use Quit Rate*: The percentage of individuals 18 years of age and older, identified as smokers or tobacco users, who quit using tobacco products, had at least one interactive contact specific to smoking or tobacco cessation and remained tobacco-free for 180 days (6 months) or 365 days (12 months).
10. *Risk Reduction—Physical Activity Level*: The percentage of individuals 18 years of age and older who were not getting the recommended amount of physical activity and who now have the recommended level of physical activity, with at least one interactive contact specific to physical activity.

Refer to Section 4 of the *Policies and Procedures* and to Appendix XX, the *WHP Technical Specifications* publication for the standardized measure descriptions and specifications required for this element.

Annual resubmission

~~To retain its status, the organization annually resubmits measure results by the April 15 submission date. The organization is required to meet this element again at annual resubmission.~~

Exceptions

~~None.~~

Related Information

Upgrade

~~An organization that is NCQA Accredited in Wellness and Health Promotion may upgrade its status to Accredited With Performance Reporting by submitting measure results on the next annual measure submission date following NCQA's accreditation decision.~~

Examples

~~None.~~