

To: Interested Organizations and Individuals
From: Policy Accreditation Team
Date: July 9, 2019 (Updated July 19, 2019 to add additional eliminated requirements)
RE: Changes to NCQA Accreditation Standards for 2019 and 2020 Standards Years

NCQA will eliminate the following requirements for the 2020 standards year and will score them NA for Accreditation Surveys that begin on or after July 1, 2019, for the products listed.

Eliminated Requirements

For HPA:

- QI 2, Element B: Informing Members (This element is still applicable to organizations that come through the Medicaid Module Survey Process).
- QI 4, Element A: Member Services Telephone Access.
- QI 4, Element B: Behavioral Healthcare Telephone Access.
- QI 4, Element G: Assessing Experience with the UM Process.
- QI 5, Element D: Transition to Other Care, factor 2 (During transition from pediatric care to adult care).
- PHM 4, Element A: Health Appraisal Components.
- PHM 4, Element B: Health Appraisal Disclosure.
- PHM 4, Element C: Health Appraisal Scope.
- PHM 4, Element D: Health Appraisal Results.
- PHM 4, Element E: Health Appraisal Format.
- PHM 4, Element G: Health Appraisal Review and Update Process.
- PHM 4, Element I: Usability Testing of Self-Management Tools.
- PHM 4, Element J: Review and Update Process for Self-Management Tools.
- PHM 4, Element K: Self-Management Tools Format.
- PHM 5, Element F: Experience with Case Management.
- MEM 2, Element A: Pharmacy Benefit Information—Web Site, factor 6 (Determine potential drug-drug interactions) and factor 7 (Determine a drug's common side effects and significant risks).
- MEM 2, Element B: Pharmacy Benefit Information—Telephone, factor 6 (Determine potential drug-drug interactions) and factor 7 (Determine a drug's common side effects).
- MEM 3, Element A: Functionality—Website, factor 1 (Request or reorder ID cards).
- MEM 4, Element A: Supportive Technology.
- NET 4, Element A: Network Design Criteria for Practitioners.
- NET 4, Element B: Network Design Criteria for Hospitals.
- NET 6, Element E: Physician Information Transparency.
- NET 6, Element I: Hospital Information Transparency.
- NET 6, Element K: Usability Testing, factor 1 (Font size).
- UM 5, Element A: Timeliness of Nonbehavioral UM Decision Making.
- UM 5, Element C: Timeliness of Behavioral Healthcare UM Decision Making.
- UM 5, Element E: Timeliness of Pharmacy UM Decision Making.

For MBHO:

- QI 2, Element B: Informing Members.
- QI 5, Element B: Assessment Against Telephone Standards.
- QI 8, Element B: Usability Testing.
- QI 8, Element C: Review and Update Process.
- QI 8, Element D: Formats.
- QI 9, Element J: Experience With Case Management.
- CC 3, Element C: Care Transitions, factor 2 (During transition from pediatric to adult care).
- CC 4, Element A: Member Support.
- UM 5, Element A: Timeliness of UM Decision Making.
- UM 10, Element A: Assessing Experience.
- RR 4, Element C: Practitioner Information Validation.
- RR 4, Element G: Provider Information Validation.
- RR 4, Element I: Usability Testing, factor 1 (Font size).

For UM-CR-PN:

- UM 5, Element A: Timeliness of Nonbehavioral UM Decision Making.
- UM 5, Element C: Timeliness of Behavioral Healthcare UM Decision Making.
- UM 5, Element E: Timeliness of Pharmacy UM Decision Making.
- UM 12, Element A: Assessing Experience with the UM Process.
- NET 4, Element A: Network Design Criteria for Practitioners.
- NET 4, Element B: Network Design Criteria for Hospitals.
- NET 6, Element E: Physician Information Transparency.
- NET 6, Element I: Hospital Information Transparency.
- NET 6, Element K: Usability Testing, factor 1 (Font size).

HPA 2019 and 2020 Medicaid Surveys That Include MED Standards

Organizations that are surveyed under the 2019 standards and elect to be surveyed on the Medicaid Module requirements will continue to be assessed against QI 2, Element B: Informing Members, which is otherwise eliminated.

QI 2, Element B will be assessed as either “met” or “not met” with no points. The results will be noted in the “Support/Text Notes” box of the IRT.

For the 2020 standards year, this requirement will be added to the voluntary MED standard category.

Abbreviations

HPA Health Plan Accreditation

MBHO Managed Behavioral Healthcare Organization

UM-CR-PN Utilization Management, Credentialing and Provider Network