



Introduction to Accreditation: A Quality Improvement Primer – Agenda

Tuesday November 19, 2019

7:45 a.m. – 8:30 a.m. **Registration & Continental Breakfast**

8:30 a.m. – 8:35 a.m.

Welcome/Introductions

Tina King
Program Manager, Education
NCQA

Faculty

Ann Carson, MPH
Director, Training & Performance Consistency
NCQA

Clint Koenig, MD, MA, MSPH
Medical Director for Students
The Ohio State University

Shelly Smith, RN, MN, CPHQ
Consultant

Nichole Sutton, MS, CHES
Assistant Director, Surveyor Management
Accreditation and Recognition Operations
NCQA

8:35 a.m. – 9:35 a.m.

Introduction to Health Plan Accreditation

Objectives:

- Explain eligibility for accreditation
- Review the structure of accreditation, including how HEDIS fits into Accreditation
- Discuss must pass elements, critical factors, data source and look-back periods

Ann Carson

9:35 a.m. – 10:35 a.m.

Member Experience Standards

Objective:

- Review how NCQA evaluates health plan processes that are designed to enhance and evaluate member experience

Shelly Smith

10:35 a.m. – 10:50 a.m.

BREAK

10:50 a.m. – 11:20 a.m.

Member Experience Standards

Objective:

- Review how NCQA evaluates health plan processes that are designed to enhance and evaluate member experience

Shelly Smith



11:20 a.m. – 12:20 p.m.	Quality Improvement Standards <u>Objective:</u> <ul style="list-style-type: none">• Explain the intent of the QI Standards Clint Koenig
12:20 p.m. – 1:20 p.m.	LUNCH
1:20 p.m. – 1:50 p.m.	Quality Improvement Standards <u>Objective:</u> <ul style="list-style-type: none">• Explain the intent of the QI Standards Clint Koenig
1:50 p.m. – 3:05 p.m.	Credentialing Standards <u>Objectives:</u> <ul style="list-style-type: none">• Discuss how NCQA evaluates an organization’s process to verify information about practitioners and providers• Describe the processes for verification and evaluation of credentials that meet NCQA standards• Discuss ways in which the credentialing process assists with continuous monitoring and identification of sanctions Ann Carson
3:05 p.m. – 3:20 p.m.	BREAK
3:20 p.m. – 4:10 p.m.	Credentialing Activity-File Review <u>Objective:</u> <ul style="list-style-type: none">• Apply the credential requirements to sample credentialing files Ann Carson; Shelly Smith
4:10 p.m. – 4:25 p.m.	General Q & A
<hr/> Wednesday, November 20, 2019 <hr/>	
7:45 a.m. – 8:30 a.m.	Continental Breakfast
8:30 a.m. – 10:00 a.m.	Utilization Management Standards <u>Objective:</u> <ul style="list-style-type: none">• Discuss how to ensure appropriate processes are in place to protect members and to address consumer concern Clint Koenig
10:00 a.m. – 10:15 a.m.	BREAK



10:15 a.m. – 11:25 a.m.	Utilization Management Standards <u>Objective:</u> <ul style="list-style-type: none">• Discuss how to ensure appropriate processes are in place to protect members and to address consumer concerns Clint Koenig
11:25 a.m. – 12:15 p.m.	UM Exercise <u>Objective:</u> <ul style="list-style-type: none">• Review Utilization Management standards using real life scenarios Clint Koenig; Shelly Smith
12:15 p.m. – 1:15 p.m.	LUNCH
1:15 p.m. – 2:15 p.m.	Network Management Standards <u>Objectives:</u> <ul style="list-style-type: none">• Discuss the intent of the Network Management standards to assess network adequacy• Review example of NET 3 Shelly Smith
2:15 p.m. – 2:30 p.m.	BREAK
2:30 p.m. – 3:15 p.m.	Network Management Standards <u>Objectives:</u> <ul style="list-style-type: none">• Discuss the intent of the Network Management standards to assess network adequacy• Review example of NET 3 Shelly Smith
3:15 p.m. – 4:15 p.m.	Introduction to Survey Process with Interactive Review Tool (IRT) <u>Objectives:</u> <ul style="list-style-type: none">• Discuss the steps in the survey process• Describe the role of the Accreditation Survey Coordinator• Explain the Interactive Review Tool (IRT) and how it is used Nichole Sutton
4:15 p.m. – 4:30 p.m.	General Q & A

Thursday, November 21, 2019

7:45 a.m. – 8:30 a.m. **Continental Breakfast**

8:30 a.m. – 10:00 a.m. **Population Health Management**

Objectives:

- Describe the intent of and requirements in the Population Health Management Standards
- Explain expectations for Complex Case Management policies and files
- Identify measures required to evaluate PHM impact

Ann Carson; Clint Koenig

10:00 a.m. – 10:15 a.m. **BREAK**

10:15 a.m. – 11:15 a.m. **Population Health Management**

Objectives:

- Describe the intent of and requirements in the Population Health Management Standards
- Explain expectations for Complex Case Management policies and files
- Identify measures required to evaluate PHM impact

Ann Carson; Clint Koenig

11:15 a.m. – 12:15 p.m. **Complex Case Management Exercise**

Objective:

- Apply CCM initial assessment requirements to real-life scenarios

Ann Carson; Clint Koenig

12:15 p.m. – 1:15 p.m. **LUNCH**

1:15 p.m. – 2:30 p.m. **Delegation Standards**

Objective:

- Explain NCQA's philosophy for delegation, how it's evaluated, common pitfalls and impact on file review

Shelly Smith

2:30 p.m. – 2:45 p.m. **BREAK**

2:45 p.m. – 3:45 p.m. **Preparing for a Successful Survey/Documentation Preparation**

Objective:

- Outline tips for preparing for a survey

Shelly Smith

3:45 p.m.– 4:00 p.m. **Question and Answer/Wrap-up**

Objective:

- Respond to Health Plan Accreditation content discussed throughout the training
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**Schedule subject to change without notice*