



To: Interested Organizations and Individuals

From: Patrick Dahill, Assistant Vice President—Accreditation & Measures Policy

Date: June 17, 2016 (Updated on March 27, 2017)

RE: Changes to NCQA Accreditation and Certification Standards for 2016 and 2017

NCQA eliminated the following requirements for the 2017 standards year and will score them NA for Accreditation and Certification Surveys that begin on or after July 1, 2016, for the products listed.

Eliminated Requirements

- QI 2, Element B, factor 2: Informing practitioners. (HP, MBHO)
- QI 7, Elements A, B, factor 3: Distributing the guidelines to appropriate practitioners. (HP)
- QI 10, Element A, factor 3: Distributing the guidelines to appropriate practitioners. (MBHO)
- UM 11: Emergency Services. (HP, MBHO, UM-CR)
- CR 5: Practitioner Office Site Visits. (HP, MBHO, UM-CR)
- CR 7, Elements B, C: Notification to Authorities and Practitioner Appeal Rights. (HP, MBHO, UM-CR)
- RR 4: Privacy and Confidentiality. (HP)¹
- RR 5: Privacy and Confidentiality. (MBHO)¹
- UMC 3 Elements A, B: Privacy and Confidentiality. (UM-CR)¹
- WHP 3, Elements A, C: Privacy and Confidentiality. (WHP)¹
- OP 7: Privacy, Security and Confidentiality Procedures. (DM)¹
- CM 9: Privacy, Security and Confidentiality Procedures. (CM)¹
- MEM 7: Health Information Line. (HP)
- MEM 8, Element C: Encouraging Member Health. (HP)
- HIP 3, Element C: Encouraging Member Health. (HIP)

¹Although NCQA does not independently assess compliance with HIPAA requirements, privacy and security protections are fundamental features that NCQA expects plans to have in place. NCQA reserves the right to determine what impact HIPAA noncompliance may have on the organization's Accreditation status.

HPA 2016 and 2017 Medicaid Surveys That Include MED Standards

Organizations that are surveyed under the 2016 standards and elect to be surveyed on the Medicaid Benefits and Services (MED) requirements will continue to be assessed against the following requirements that were otherwise eliminated.

- QI 7, Element A, factor 3: Distribution of practice guidelines.
- UM 11: Emergency Services.
- CR 5: Practitioner Office Site Quality.
- RR 4, Element A: Adopting Written Policies.
- RR 4, Element D: Authorization.
- RR 4, Element E: Communication of PHI Use and Disclosure.

The requirements above will be assessed as either “met” or “not met” with no points. For elements with more than two factors, the organization must meet 75 percent of the factors in order to be assessed as “met.” The results will be noted in the “Support/Text Notes” box of the ISS.

For the 2017 standards year, these requirements will be added to the voluntary MED standard category.

Abbreviations

HP:	Health Plan Accreditation	WHP:	Wellness and Health Promotion
MBHO:	Managed Behavioral Healthcare Organization Accreditation	DM:	Disease Management
UM-CR:	Utilization Management and Credentialing Certification	CM:	Case Management
HIP:	Health Information Products	ISS:	Interactive Survey System