



For Public Comment
November 10, 2022–December 20, 2022
Comments due December 20
11:59 p.m. ET

Overview of Proposed Updates in 2024 Accreditation Programs

Health Plan Accreditation

***Managed Behavioral Healthcare Organization
Accreditation***

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A Guide to the 2024 Updates

Health Plan Accreditation

The corresponding sections in this document detail proposed updates, provide background and rationale and ask targeted questions for consideration.

Refer to [Appendix 1: Proposed Updates to Health Plan Accreditation 2024](#) for the updated standard language.

MBHO Accreditation

The corresponding sections in this document detail proposed updates for MBHO 2024, which align with updates to Health Plan Accreditation 2024.

Refer to [Appendix 2: Proposed Updates to MBHO Accreditation 2024](#) for the updated standard language.

Stakeholders Participating in Public Comment

Proposed updates to the 2024 standards and guidelines were informed by feedback from health plan organizations, NCQA surveyors and stakeholders such as consumers, states and CMS. Proposed updates include changes to the scoring thresholds of existing requirements.

NCQA shares these updates for public comment to generate thoughtful commentary and constructive suggestions from interested parties. Many comments lead to changes in our standards and policies, and the review process makes our standards stronger for all stakeholders.

NCQA asks respondents to consider whether the requirements are feasible as written and are clearly articulated, and to highlight areas that might need clarification.

Background

Proposed updates to the HPA 2024 and MBHO 2024 standards and guidelines were informed by feedback (e.g., via PCS) from health plan organizations, NCQA surveyors and stakeholders such as consumers, states and CMS. Proposed Updates include proposed changes to the factor language and scoring thresholds, retirements and reorganization of existing requirements.

Health Plan Accreditation 2024

Refer to [Appendix 1: Proposed Updates to Health Plan Accreditation 2024](#) to review the updates outlined below.

Scoring Updates

NCQA recommends raising the scoring bar for the following long-standing elements:

PHM 2, Element A: Data Integration.

Scoring	Met	Partially Met	Not Met
	The organization meets <u>3</u> 5-7 factors	The organization meets <u>2</u> -4 factors	The organization meets 0-1 factors

PHM 5, Element C: Case Management Process.

Scoring	Met	Partially Met	Not Met
	The organization meets <u>12</u> 14-17 factors	The organization meets <u>8</u> -14 <u>13</u> factors	The organization meets 0-7 factors

These updates are related to updates for QI 8, Element G: Case Management Process in MBHO Accreditation 2024.

ME 5, Element A: Pharmacy Benefit Information: Website.

Scoring	Met	Partially Met	Not Met
	The organization meets <u>4</u> 5-6 factors	The organization meets <u>2</u> - <u>3</u> 4 factors	The organization meets 0-1 factors

ME 5, Element B: Pharmacy Benefit Information: Telephone.

Scoring	Met	Partially Met	Not Met
	The organization meets <u>4</u> 5-6 factors	The organization meets <u>2</u> - <u>3</u> 4 factors	The organization meets 0-1 factors

ME 6, Element D: Email Response Evaluation.

Scoring	Met	Partially Met	Not Met
	The organization meets <u>4</u> 5-6 factors	The organization meets <u>2</u> - <u>3</u> 4 factors	The organization meets 0-1 factors

NCQA generally raises the scoring bar for elements that have a documented process as the data source, have more than five factors and have been long-standing requirements. Most organizations usually score “Met” on these elements and would not be adversely affected by these updates.

Targeted Questions

- Do you support the updated scoring thresholds for PHM 2, Element A: Data Integration?
- Do you support the updated scoring thresholds for PHM 5, Element C: Case Management Process?
- Do you support the updated scoring thresholds for ME 5, Element A: Pharmacy Benefit Information—Website?
- Do you support the updated scoring thresholds for ME 5, Element B: Pharmacy Benefit Information—Telephone?
- Do you support the updated scoring thresholds for ME 6, Element D: Email Response Evaluation?

MBHO Accreditation 2024

Refer to [Appendix 2: Proposed Updates to MBHO Accreditation 2024](#) to review the proposed updates for MBHO Accreditation 2024, as outlined below and aligned with proposed updates for HPA 2024.

Scoring Updates

NCQA recommends raising the bar for scoring the following long-standing element:

QI 8, Element G: Case Management Process

Scoring	100%	80%	50%	20%	0%
	The organization meets 4-16 16-17 factors	The organization meets 4-14 14-15 factors	The organization meets 7-8 8-13 factors	The organization meets 3-6 6-7 factors	The organization meets 0-2 factors

This proposed update is related to the proposed update for PHM 5, Element C: Case Management Process in HPA 2024.

NCQA generally raises the scoring bar for elements that have a documented process as the data source, have more than five factors and have been long-standing requirements. Most organizations usually score “Met” on these elements and would not be adversely affected by these updates.

Targeted Question

- Do you support the updated scoring thresholds for QI 8, Element G: Case Management Process?

Public Comment Instructions

Public Comment Questions

Public comment is integral to the development of all NCQA standards and measures. NCQA considers all suggestions. NCQA encourages reviewers to provide insights on global issues related to the proposed updates including:

1. Will the proposed updates assist your organization in meeting its objectives? If so, how? If not, why not?
2. Are there key expectations not addressed in the proposed requirements?

Documents

Find draft standards and explanations for updates in:

- [Appendix 1: Proposed Updates to Health Plan Accreditation 2024.](#)
- [Appendix 2: Proposed Updates to MBHO Accreditation 2024.](#)

How to Submit Comments

Respond to topic and element-specific questions for each product on NCQA's public comment website. NCQA does not accept comments by mail, email or fax.

1. Go to <http://my.ncqa.org> and enter your email address and password.
2. Once logged in, scroll down and click **Public Comments**.
3. Click **Add Comment** to open the comment box.
4. Select one or more of the following from the drop-down box:
 - a. **Proposed Standards Updates for HPA 2024.**
 - b. **Proposed Standards Updates for MBHO 2024.**
5. Click to select the **Topic** and **Element** (question) on which you would like to comment.
6. Click to select your support option (**Support, Do not support, Support with modifications**).
 - a. If you choose **Do not support**, include your rationale in the text box.
 - b. If you choose **Support with modifications**, enter the suggested modification in the text box.
7. Enter your comments in the **Comments** box.

***Note:** There is a 2,500-character limit for each comment. We suggest you develop your comments in Word to check your character limit; use the "cut and paste" function to copy your comment into the Comments box.*
8. Use the **Submit** button to submit more than one comment. Use the **Close** button to finish leaving comments; you can view all submitted comments in the **Public Comments** module.

All comments must be entered by Tuesday, December 20 at 11:59 p.m. ET

Next Steps

The final Standards and Guidelines for HPA 2024 and MBHO 2024 will be released in 2023, following approval by the NCQA Standards Committee and the Board of Directors.

Requirements for HPA 2024 and MBHO 2024 take effect July 1, 2024.