

NCQA Corrections, Clarifications and Policy Changes to the 2023 MBHO Standards and Guidelines

March 25, 2024

This document includes the corrections, clarifications and policy changes to the 2023 MBHO standards and guidelines. NCQA has identified the appropriate page number in publication and the standard/element head and subhead for each update. Updates have been incorporated into the Interactive Review Tool (IRT). NCQA operational definitions for correction, clarification and policy changes are as follows:

- A **correction (CO)** is a change made to rectify an error in the standards and guidelines.
- A **clarification (CL)** is additional information that explains an existing requirement.
- A **policy change (PC)** is a modification of an existing requirement.
- A **regulatory change (RC)** is a new requirement or a modification of an existing requirement to align with federal regulations.

An organization undergoing a survey under the 2023 standards and guidelines must implement corrections and policy changes within 90 calendar days of the IRT release date, unless otherwise specified. The 90-calendar-day advance notice does not apply to clarifications or FAQs, because they are not changes to existing requirements.

Page	Standard/Element	Head/Subhead	Update	Type of Update	IRT Release Date
5-10	Appendix 5—Glossary		Revise the definition of “must-pass element” to read: An element for which an organization must achieve a score of at least 80% to earn Accreditation/Certification.	CO	3/25/24
PREVIOUSLY POSTED UPDATES					
23	Policies and Procedures—Section 2: Accreditation Scoring and Status Requirements	Corrective Action Requests (not specific to failed must-pass elements)	Revise the first paragraph to read: In certain circumstances, NCQA may require the organization to take corrective actions and submit a CAP. Corrective actions are steps taken to improve performance when specific NCQA Accreditation requirements are not met. Corrective action requests are not specific to failed must-pass elements, which are also addressed during the CAP Survey process. Specific to interrater reliability (IRR) issues during the survey process, if an organization is found to be noncompliant during its survey, and the issue was not identified during a previous survey where the same requirement was reviewed and evaluated with evidence provided by the organization that was the same as or similar to the evidence provided previously, NCQA may require the organization to submit a corrective action plan addressing the noncompliant requirement. In most cases, this will not adversely impact the organization's Accreditation status. Failure to timely comply with requested corrective action requests may result in a lower score, or reduction or loss of Accreditation status. Refer to <i>Interrater Reliability</i> in <i>Section 5: Additional Information</i> for the definition and information about interrater reliability.	CL	3/27/23

NCQA Corrections, Clarifications and Policy Changes to the 2023 MBHO Standards and Guidelines
March 25, 2024

PREVIOUSLY POSTED UPDATES

Page	Standard/Element	Head/Subhead	Update	Type of Update	IRT Release Date
100	QI 8, Element B	Explanation—Factors 1, 2: Complex case management activities and resources	Replace “QI 3, Element A” with “QI 8, Element A” under “Factors 1, 2: Complex case management activities and resources” to read: The organization uses assessment results to review and update its complex case management structure, strategy (including programs, services, activities) and resources to meet member needs. Updates are based on assessment of populations identified in QI 8, Element A. The organization describes the populations and needs it addresses.	CO	3/27/23
151	QI 11, Element B	Examples—Service QIAs	Replace “QI 12” with “QI 11” in the second paragraph under “Service QIAs” to read: $[(QIA\ 1\ score \times population\ percentage) + (QIA\ 2\ score \times population\ percentage) + (QIA\ 3\ score \times population\ percentage) + (QIA\ 4\ score \times population\ percentage)] = percentage\ represented\ the\ service\ QIAs = score\ of\ QI\ 11,\ Element\ B.$	CO	3/27/23
212	UM 5, Element A	Related information—Extension conditions—Factor 1: Urgent concurrent requests for commercial and Exchange product lines	Revise the first bullet to read: <ul style="list-style-type: none"> • The organization may extend the decision notification time frame if the request to extend urgent concurrent care was made less than 24 hours prior to, or any time after, the expiration of the previously approved period or number of treatments. The organization may treat the request to extend urgent concurrent care as urgent preservice and send a decision notification within 72 hours. 	CL	3/27/23
343	RR 3, Element B	Exception	Add the following as exceptions: This element is NA if: <ul style="list-style-type: none"> • The organization has NCQA-Accredited health plan business, indirect purchasers or nonemployer business brought forward for Accreditation. • The organization presents documentation that all clients for the line of business being brought forward for Accreditation explicitly prohibit communication with members. 	CO	3/27/23