

NCQA Corrections, Clarifications and Policy Changes to the 2023 UM-CR-PN Standards and Guidelines

March 27, 2023

This document includes the corrections, clarifications and policy changes to the 2023 Utilization Management-Credentialing-Provider Network standards and guidelines. NCQA has identified the appropriate page number in the 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.

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
20	Policies and Procedures—Section 2: The Accreditation Process	Corrective Action Requests (not specific to failed must-pass elements)	<p>Revise the first paragraph to read:</p> <p>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.</p> <p>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.</p> <p>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.</p>	CL	3/27/23
87 95 104	UM 5, Elements A-C	Related information—Extension conditions—Factor 1: Urgent concurrent requests for commercial and Exchange product lines	<p>Revise the first bullet to read:</p> <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