

NCQA Corrections, Clarifications and Policy Changes to the 2024 CVO Standards and Guidelines

March 25, 2024

This document includes the corrections, clarifications and policy changes to the 2024 Credentialing Verification Organization standards and guidelines. NCQA has identified the appropriate page number in the publication 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 2024 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
9	Policies and Procedures—Section 1: Eligibility and the Application Process	Eligibility for Certification	Revise the seventh bullet under “Organization must meet the following criteria:” to read: Operates without discrimination based on gender, sexual orientation, race, creed or national origin.	CL	3/25/24
15	Policies and Procedures—Section 2: The Certification Process	Certification Surveys—Introductory Follow-Up Survey	Replace “effective date” with “expiration date” in the third paragraph to read: The expiration date of the Certification status is the same date specified in the Introductory Initial Survey decision that precipitated the Follow-Up Survey.	CL	3/25/24