

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

**March 25, 2024**

This document includes the corrections, clarifications and policy changes to the 2024 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 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
15	Policies and Procedures—Section 2: The Accreditation Process	Accreditation Survey Types—Resurvey <i>(applies to Initial and Renewal Evaluation Options)</i>	Replace “effective date” with “expiration date” in the second paragraph to read: The expiration date of the Accreditation status is the date specified in the Full Survey decision that precipitated the Resurvey.	CL	3/25/24
16	Policies and Procedures—Section 2: The Accreditation Process	Accreditation Survey Types—Introductory Survey	Replace “effective date” with “expiration date” in the last sentence of the third paragraph to read: The expiration date of the Accreditation status is the same date specified in the Introductory Initial Survey decision that precipitated the Follow-Up Survey.	CL	3/25/24
17	Policies and Procedures—Section 2: The Accreditation Process	Accreditation Survey Types—Add-On Survey	Replace “effective date” with “expiration date” in the first sentence of the fifth paragraph to read: The expiration date of the Accreditation status for the new product line through an Add-On Survey aligns with the current Accreditation earned during the most recent Full Survey.	CL	3/25/24
313	CR 8, Element A	Scope of review	Revise the second paragraph of the scope of review to read: All delegation agreements must address the delegate’s credentialing system controls, as noted in the Explanation for all factors.	CL	3/25/24

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381	LTSS 1, Element F	Explanation—Factor 5	Revise the first paragraph of the factor 5 Explanation to read: Emergency back-up plans account for short-term and long-term needs, and may address circumstances such as temporary replacements for personal care attendants and how to respond to power outages that affect equipment. Case management policies and procedures specify a process for developing an emergency back-up plan customized to the member.	CL	3/25/24
392	LTSS 2, Element A	Look-back period	Revise the look-back period for Renewal Surveys to read: <i>For Renewal Surveys:</i> At least once during the prior year.	CO	3/25/24
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