

# NCQA Corrections, Clarifications and Policy Changes to the 2024 UM-CR-PN Standards and Guidelines

March 25, 2024

This document includes the corrections, clarifications and policy changes to the 2024 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.
- 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	Introductory Survey—Introductory Follow-Up 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 Introductory Follow-Up Survey.	CL	3/25/24
38	Policies and Procedures: Section 5—Additional Information	Notifying NCQA of Reportable Events	Add the following as a fourth bullet: <ul style="list-style-type: none"><li>• For organizations that delegate more than 50% of primary source verification, a delegate’s loss of CR Accreditation or CVO Certification status.</li></ul>	CL	3/25/24