



**For Public Comment**  
February 25–March 25, 2025  
Comments due 11:59 p.m. ET  
March 25

# Artificial Intelligence Survey Questions

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## Artificial Intelligence Survey Questions

### NCQA's Mission: Improve the Quality of Health Care

NCQA is dedicated to improving health care quality.

For 35 years, NCQA has driven improvement throughout the health care system, helping to advance the issue of health care quality to the top of the national agenda. NCQA's programs and services reflect a straightforward formula for improvement: measurement, transparency, accountability.

This approach works, as evidenced by the dramatic improvements in clinical quality demonstrated by NCQA-Accredited health plans.

### Stakeholders Participating in Public Comment

NCQA shares prospective updates for public comment to generate thoughtful commentary and constructive suggestions from interested parties. Many comments lead to changes in our standards and policies, and the review process makes our standards stronger for all stakeholders. NCQA asks respondents to consider whether requirements are feasible as written and are clearly articulated, and to highlight areas that might need clarification.

### Background

NCQA recognizes that artificial intelligence (AI) is widely used in health care, and that many frameworks provide guidance on its safety and ethical use. But there is a gap in measuring and evaluating how organizations use AI—how they apply AI principles, if AI is used effectively and monitored responsibly—and whether the focus remains on quality improvement, outcomes and patient safety.

NCQA presents a set of AI questions in the following domains that represent critical principles in evaluating AI use:

- Auditing/Monitoring/Validation.
- Error Handling Incident Management in Production.
- Bias Mitigation.
- Transparency.

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## Artificial Intelligence: *Survey Questions*

### Global

1. How does your organization define AI solutions? Do you include deterministic models, or only large language models?
2. What are the AI use cases at your organization?
3. Who are the individuals that make up AI governance, and what do they oversee?

### Auditing/ Monitoring/ Validation

1. Should risk determination dictate the volume, method and frequency of monitoring?

### Error Handling/ Incident Management in Production

1. Should response protocols differ by severity of error (e.g., minor inaccuracies vs. severe failures)?

### Bias Mitigation

1. Should organizations evaluate data entered into the AI model and proactively detect, document and mitigate bias?
2. Should organizations document inherent bias in the data and describe how they limit risk of bias?

### Transparency

1. Should organizations be required to disclose use of AI to members?
2. Should AI errors be disclosed to patients based on categorization (e.g., minor inaccuracies vs. severe failures)?

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## Public Comment Instructions

### Public Comment Questions

Respond to topic and element-specific questions for each product on NCQA's public comment website. NCQA does not accept comments by mail, email or fax.

1. Go to <http://my.ncqa.org> and enter your email address and password.
2. Once logged in, scroll down and click **Public Comments**.
3. Click **Add Comment** to open the comment box.
4. Select one or more of the following from the drop-down box:
  - **Questions on Artificial Intelligence**
5. Click to select the **Topic** and **Element** (question) on which you would like to comment.
6. Click to select your support option (**Support, Do not support, Support with modifications**).
  - a. If you choose **Do not support**, include your rationale in the text box.
  - b. If you choose **Support with modifications**, enter the suggested modification in the text box.
7. Enter your comments in the **Comments** box.

***Note:** There is a 2,500-character limit for each comment. We suggest you develop your comments in Word to check your character limit; use the "cut and paste" function to copy your comment into the Comments box.*

8. Use the **Submit** button to submit more than one comment. Use the **Close** button to finish leaving comments; you can view all submitted comments in the **Public Comments** module.

**All comments must be entered by 11:59 ET on March 25**

You can find the public comment questions here [2025 Accreditation and Recognition Public Comment Questions](#).