

TO: Health Plan Accreditation (HPA) Single-Site Multiple Entity (SSME) Customers

FROM: NCQA Product & Customer Operations

DATE: June 6, 2025

RE: Accreditable Entity Review-Level Requirements (Appendix 7 – HPA SY25)

For Health Plans undergoing SSME surveys, NCQA would like to draw special attention to the new **Appendix 7** in the HPA Standards & Guidelines for Standards Year 2025. This Appendix details HPA requirements that are evaluated separately for each accreditable entity (generally each individual health plan) in scope of a SSME survey.

SSME surveys offer efficiency by allowing “regional” (shared) review of certain requirements when related activities are centralized for multiple health plans. For example, if all accreditable entities operate under the same Credentialing Policies & Procedures, evidence of compliance will only be reviewed once, with all entities receiving the same score.

For other requirements potentially impacted by variations in geography, provider networks, member populations, HEDIS/CAHPS reporting, or any other relevant area, NCQA evaluates performance at the accreditable entity level. Accreditable entity review is required for QI, PHM, NET, and ME analyses, as well as other standards. Related reports must break out data and analysis for each entity separately and will be scored independently, although one single report may address each entity’s performance. If data and analysis is not broken out by entity where required, the related element will be considered Not Met.

Understanding that every organization is unique, NCQA offers a process to consider reasonable exceptions to requirements for accreditable entity level review. NCQA reserves the right to make the final determination on exception requests.

Considerations when determining if an exception is warranted (not a comprehensive list):

- **Organizational structure.**
 - NCQA considers whether accreditation activities are supported by a centralized staff with uniform systems, committees, policies and procedures for all entities, and if quality improvement initiatives are conducted on a local, regional or national scale.
- **Shared HEDIS/CAHPS submissions.**
 - NCQA considers whether HEDIS and CAHPS submissions are shared between entities if one or more have a low membership.
- **Member populations.**
 - NCQA considers similarities and differences between member populations for each entity in terms of geography and other demographic characteristics.



1100 13th Street NW, Third Floor
Washington, DC 20005
phone 202.955.3500
fax 202.955.3599
www.ncqa.org

- **Provider networks.**

- o NCQA considers whether each entity has the same or different provider network and whether the network is contracted at a local, regional, or national level.

Please review Appendix 7 carefully to identify areas that must be reviewed separately for each accreditable entity. For questions or exception requests, contact your Accreditation Survey Coordinator (ASC) in advance of your survey for support. If an ASC has not yet been assigned to you, contact your Application and Scheduling Account Representative (ASAR) for assistance or submit a question using your MyNCQA account.

We hope this information assists you as you plan for your next survey.

Sincerely,

Sue Matthiesen

Vice President, Evaluation Programs