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TO: Interested Organizations and Individuals

FROM: Product, Accreditation Operations, and Accreditation Policy Teams

DATE: February 17, 2025

RE: **New Guidance: Modifications to Scoring for NCQA Accreditation Surveys**

We know that many organizations are determining how recent executive orders regarding gender identity, diversity, equity and inclusion apply to their ongoing work, and are wondering how best to navigate their obligations to federal and state partners and to their members and patients.

As a federal contractor, NCQA is evaluating how the executive orders impact NCQA and our programs. We also know that many of our customers and quality partners are considering the impact of the executive orders. Our goal with this guidance is to clarify NCQA's scoring during this rapidly evolving health policy environment. We are therefore implementing scoring modifications to certain standards, factors and elements for surveys starting on or after February 12, 2025, for the programs listed below.

- Health Plan Accreditation.
- Health Equity Accreditation.
- MBHO Accreditation.
- Accreditation in Case Management for LTSS programs.
- Accreditation and Certification in Wellness and Health Promotion.

Modifications to how NCQA scores surveys can be viewed [here](#).

This guidance will remain in effect until April 30, 2025, or until NCQA issues further guidance.

NCQA remains committed to driving health care quality improvement and giving patients and members access to high-quality, appropriate care that meets their unique needs.

Please submit questions via [My.NCQA](#).

Thank you for your continued partnership as we work together to improve health care quality for all.

Better health care. Better choices. Better health.