



NCQA's COVID-19 Response

April 1, 2020

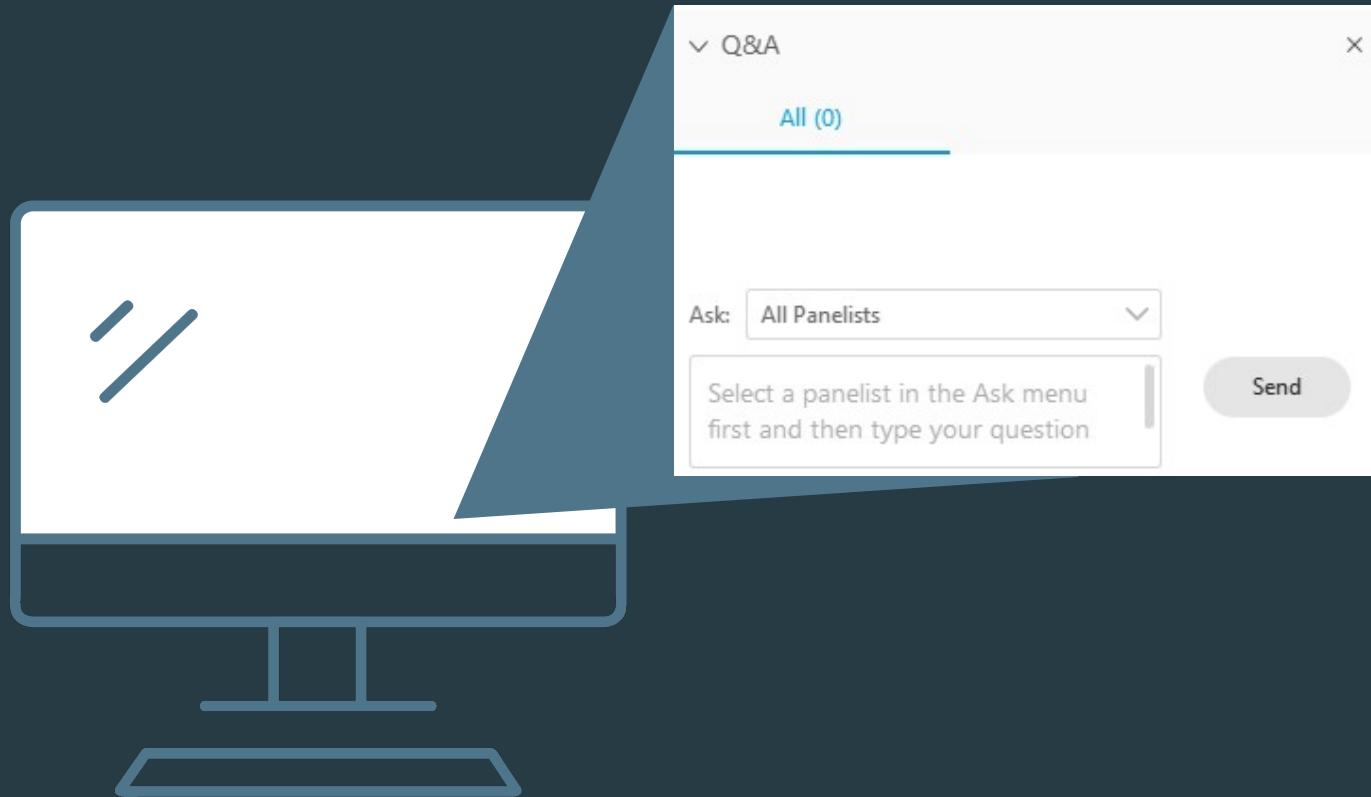
A Briefing & Discussion with States



Agenda

- **HEDIS® Policy & Guidance**
- **CAHPS Survey Guidance**
- **Accreditation/Recognition Policy & Guidance**
- **Accreditation Survey Operations**
- **Q & A**

Use the Q&A chat window to ask a question throughout the webinar



HEDIS 2020 Policy

Guidance to commercial and Medicaid plans

- For **commercial** and **Medicaid** plans reporting to NCQA, for measures reported using the hybrid methodology only, we will allow plans to report their audited HEDIS 2019 hybrid rate if it is better than their HEDIS 2020 hybrid rate.
- **Recommendation to States:** Follow the NCQA policy to allow plans the option to report audited 2019 hybrid rates vs. 2020 hybrid rates

CAHPS® 2020 Surveys

Guidance to commercial and Medicaid plans

- Survey vendors working with health plan clients to adjust CAHPS data collection plans
- Mail only and/or reduced number of mailings and phone attempts
 - Add a 3rd mailing instead of phone
 - Reduce number of mailings
 - Reduced to fewer than 3 telephone attempts (usually 3-6)
- Telephone Scripts – Added Language:

At (HEALTH PLAN) your health and safety are a priority. Amid the ongoing coronavirus pandemic, [HEALTH PLAN] continues to be committed to seeking ways to improve the services we provide to our members. For the purpose of this study, please reflect on your experience with the plan in the last 6 months.

- Existing guidance to not permit home-based telephone interviewing stands.

Accreditation/Recognition Survey Policies

In effect for 2020

- For activities where challenges to timeliness may occur, NCQA is making the following changes, effective immediately:
 - Extending the grace period 2 months to allow 16 months for annual requirements such as analysis, member communications and delegation oversight.
 - Removing files from the March–September 2020 time frame from credentialing, UM denial/appeal and complex case management file reviews. Organizations should remove these files from the universe and document the disaster management plans that were implemented from March–September for credentialing, utilization management and case management.
- After this time period when credentialing activities resume in accordance with NCQA requirements, the organization may extend:
 - The practitioner and provider recredentialing cycle 2 months, to 38 months.
 - Provisional credentialing status from 60 days to 180 days.

Survey Completion

Accreditation and Certification Programs Guidance

- NCQA is continuing to support accreditation reviews in 2020 via virtual review
- Surveyors use technology to conduct file reviews and engage with organization personnel.
- NCQA is communicating with organizations which have an upcoming survey or evaluation in 2020 to determine if additional accommodations (e.g., longer extensions, virtual surveys, shorter look-back periods) are necessary on a case-by-case basis.

Resource Page: ncqa.org/covid

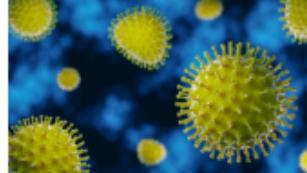
A summary of our coronavirus response

Coronavirus and NCQA

Updated: March 27, 2020. Based on ongoing updates from the [CDC](#) and other authorities, we have enacted these policies for NCQA staff, contractors and events.

NCQA:

- Is prepared to conduct all business activities virtually, if necessary.
- Will continue to deliver all systems, surveys, support services, contract and grant-related services.
- Is assessing large meetings, events and conferences with the goal of converting them to virtual events.



Check back on this page for updates. We will update policies as new information about COVID-19 becomes available.

HEDIS

[EXPAND ALL](#) 

[HEDIS Data Collection & Reporting \(March-June\)](#) 

ACCREDITATION AND RECOGNITION

[EXPAND ALL](#) 

[Accreditation Requirements \(March-September\)](#) 

[Recognition Requirements \(March-September\)](#) 

NCQA EVENTS

[EXPAND ALL](#) 

[NCQA 30th Anniversary Gala \(April 27\)](#) 

[Quality Talks \(April 28\)](#) 

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Questions

