

NCQA Corrections, Clarifications and Policy Changes to the 2020 WHP Standards and Guidelines

March 28, 2022

This document includes the corrections, clarifications and policy changes to the 2020 WHP standards and guidelines. NCQA has identified the appropriate page number in the printed publication and the standard and head—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.

An organization undergoing a survey under the 2020 WHP 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
38	Policies and Procedures—Section 5	Mergers and Acquisitions	Revise the email address in the second paragraph to read: SIG@ncqa.org	CO	3/28/22
143	WHP 13, Element E	Exceptions	Add the following as an exception: This element is NA if the organization has no opportunities to improve performance. NCQA evaluates whether this conclusion is reasonable, given assessment results.	CL	3/28/22
4-1	Appendix 4—Delegation and Automatic Credit Guidelines	Definitions	Add the following as a new definition: Previously unidentified delegate A contracted delegate identified during a survey that was not initially reported by the organization in the NCQA delegation worksheet.	CL	3/28/22
4-4	Appendix 4—Delegation and Automatic Credit Guidelines	How NCQA Evaluates Delegation—Delegation oversight—De facto delegation	Revise the following subhead and first paragraph to read: Previously unidentified delegates and de facto delegation If NCQA identifies previously unidentified delegates or de facto delegation at any point after selecting the delegates (including during the offsite survey), NCQA reserves the right to review oversight of the previously unidentified delegates or de facto delegates by selecting them at random to include up to two delegates in addition to the four originally selected.	CL	3/28/22

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22	Policies and Procedures— Section 2: Accreditation, Scoring and Status Requirements	Corrective action	<p>Replace the text with the following:</p> <p>In certain circumstances, NCQA may require corrective action and submission of a corrective action plan (CAP) by the organization.</p> <p>Corrective actions are steps taken to improve performance when an organization does not meet specific NCQA Accreditation requirements. Failure to timely comply with requested corrective action may result in a lower score or reduction or loss of Accreditation or Certification status.</p> <p>A CAP is considered complete when NCQA notifies the organization that all identified deficiencies are resolved and corrective actions have been implemented. If the CAP is not completed within the agreed-on time frame, the organization must notify NCQA of the reason.</p> <p>The ROC determines completion of the CAP. If the CAP is considered incomplete, the ROC may extend the CAP, reduce the organization's status or issue a Denied Accreditation or Certification status as specified below.</p> <table><tr><th>If the Organization...</th><th>The ROC May...</th></tr><tr><td>Formulates a satisfactory CAP but fails to adequately implement it within the time frame specified in the CAP.</td><td>Extend the CAP or reduce the organization's status from Accredited or Certified to Denied.</td></tr><tr><td>Does not complete the CAP after an extension, or Is unwilling or unable to formulate a satisfactory CAP within the required time frame, or Makes no attempt to complete an agreed-on CAP.</td><td>Issue a Denied Accreditation or Certification status.</td></tr></table>	If the Organization...	The ROC May...	Formulates a satisfactory CAP but fails to adequately implement it within the time frame specified in the CAP.	Extend the CAP or reduce the organization's status from Accredited or Certified to Denied.	Does not complete the CAP after an extension, or Is unwilling or unable to formulate a satisfactory CAP within the required time frame, or Makes no attempt to complete an agreed-on CAP.	Issue a Denied Accreditation or Certification status.	CL	11/23/20
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25	Policies and Procedures—Section 2: Accreditation, Scoring and Status Requirements	Must-Pass Elements	Revise the text in the paragraph under the table to read: Organizations coming through for NCQA Certification must also achieve at least 50% for each element in the following standards, as applicable: <ul style="list-style-type: none"> • WHP 5, Health Appraisals. • WHP 7, Self-Management Tools. • WHP 8, Health Coaching. 	CL	11/23/20
25	Policies and Procedures—Section 2: Accreditation, Scoring and Status Requirements	Must-Pass Elements	Add the following language under the bullets in the second paragraph that reads: For example, for organizations seeking WHP Certification for Health Appraisals, all elements in WHP 5 are considered must-pass; the organization must achieve at least 50% for each element.	CL	7/26/21
55	WHP 1, Element G	Explanation—Factor 1: Measure results	Revise the second bullet to read: NCQA WHP Performance Measures results.	CL	11/22/21
135	WHP 12, Element A	Summary of Changes	Revise the first bullet under “Clarifications” in the Summary of Changes section to read: <ul style="list-style-type: none"> • Added “annually” to the element stem to clarify that organizations must annually measure WHP Performance Measures and submit results to NCQA at the time of survey. 	CL	7/26/21
136	WHP 12, Element A	Explanation	Revise the first sentence in the second paragraph of the Explanation to read: NCQA assesses whether the organization annually measures the WHP Performance Measures and calculates the results.	CL	11/23/20
136	WHP 12, Element A	Explanation	Revise the second paragraph in the Explanation to read: The organization annually measures the WHP Performance Measures and documents information about its performance on the measures. NCQA reviews the WHP Performance Measures Reporting Tool submitted by the organization during the survey process which contains the most recent and previous year’s annual measurements, as applicable. Annual measurements are not required to be submitted to NCQA outside the survey process. The Performance measure results are not required to be audited. Documentation of annual measurements should be attached to Element A.	CL	7/26/21

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136	WHP 12, Element A	Explanation	Remove the following language under the Explanation: Annual resubmission The organization submits measure results annually, at the time of its survey.	CL	7/26/21
146, 148, 149	WHP 14, Elements B–D	Summary of Changes	Revise the second bullet under <i>Clarifications</i> in the <i>Summary of Changes</i> to read: <ul style="list-style-type: none"> • Relettered elements in WHP 14 to account for the 2019 retirement of WHP 14, Element B, “Provisions for PHI.” 	CL	11/23/20