

# NCQA Corrections, Clarifications and Policy Changes to the 2022 UM-CR-PN Standards and Guidelines

March 28, 2022

This document includes the corrections, clarifications and policy changes to the 2022 UM-CR-PN 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 2022 UM-CR-PN 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
123, 138	UM 7, Elements C, I	Exceptions	Revise the second bullet to read: <ul style="list-style-type: none"><li>• The organization does not communicate with members and practitioners (e.g., organization does not maintain a practitioner network, organization does not serve as a delegate to communicate with members or practitioners).</li></ul>	CL	3/28/22
130	UM 7, Element F	Exceptions	Revise the third bullet to read: <ul style="list-style-type: none"><li>• The organization does not communicate with members and practitioners (e.g., organization does not maintain a practitioner network, organization does not serve as a delegate to communicate with members or practitioners).</li></ul>	CL	3/28/22
224	CR 1, Element D	Element stem	Revise the element stem to read: At least annually, the organization demonstrates that it monitors compliance with its CR controls, as described in Element C, factor 6, by:	CO	3/28/22
3-1	Appendix 3—Delegation and Automatic Credit Guidelines	Definitions	Add the following as a new definition: <b>Previously unidentified delegate</b> A contracted delegate identified during a survey that was not initially reported by the organization in the NCQA delegation worksheet.	CL	3/28/22

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3-5	Appendix 3—Delegation and Automatic Credit Guidelines	How NCQA Evaluates Delegation—Delegation oversight—De facto delegation	<p>Revise the following subhead and first paragraph to read:</p> <p><b>Previously unidentified delegates and de facto delegation</b></p> <p>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.</p>	CL	3/28/22