NCQA Corrections, Clarifications and Policy Changes to the 2024 CM-LTSS Standards and Guidelines

November 20, 2023

This document includes the corrections, clarifications and policy changes to the 2024 CM-LTSS standards and guidelines. NCQA has identified the appropriate page number in the publication and the standard/element head and 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 2024 CM-LTSS 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
45	LTSS 1, Element A	Explanation—Factor 6	Revise the second paragraph to read: The organization's program description describes its commitment to improving health equity and describes a plan for at least one action for promoting health equity in their LTSS program. The plan includes a detailed description of action(s) the organization will take and a timeline for their implementation.	**CL**	**11/20/23**
59	LTSS 2, Element D	Scope of review	Revise the sentence to read: NCQA reviews the organization's policies and procedures for assessing individuals.	**CL**	**11/20/23**
64	LTSS 2, Element E	Scope of review	Revise the sentence to read: NCQA reviews the organization's policies and procedures for assessing resources.	**CL**	**11/20/23**
71	LTSS 2, Element G	Explanation	Replace "LTSS 1, Element B" with "LTSS 2, Element D" in the second paragraph.	**CO**	**11/20/23**
72	LTSS 3, Element A	Scope of review	Revise the sentence to read: NCQA reviews the organization's policies and procedures for completing person-centered assessments.	**CL**	**11/20/23**
75	LTSS 3, Element B	Scope of review	Revise the sentence to read: NCQA reviews the organization's policies and procedures for creating individualized, person-centered case management plans.	**CL**	**11/20/23**

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82	LTSS 4, Element A	Scope of review	Revise the sentence to read: NCQA reviews the organization's policies and procedures for managing planned and unplanned care transitions.	**CL**	**11/20/23**
83	LTSS 4, Element A	Explanation—Factor 1	Revise the first sentence to read: The organization's policies and procedures specify a process for identifying individuals who transition between settings.	**CL**	**11/20/23**
84	LTSS 4, Element A	Explanation—Factor 8	Replace "LTSS 2, Element C and Element D" with "LTSS 2, Element D and Element E" in the last sentence.	**CO**	**11/20/23**
110	LTSS 6, Element B	Explanation—Factor 2	Revise the second sentence to read: The organization's documented process indicates if no staff requires licensure.	**CL**	**11/20/23**
111	LTSS 6, Element C	Scope of review	Revise the first paragraph to read: *For All Survey Types:* NCQA reviews the organization's policies and procedures for factors 1-4. For factor 1, in addition to the policies and procedures, organizations may also submit materials for LTSS provider qualifications.	**CL**	**11/20/23**
114	LTSS 6, Element D	Explanation	Revise the factor 2 and 3 explanation text to read: *Factor 2:* **Interactions appropriate for nonclinical staff** The organization's documented process specifies the type of interactions that require nonclinical staff to contact the individual's practitioner. *Factor 3:* **Referring communication to clinicians** The organization's documented process specifies situations in which nonclinical staff should refer communication to clinicians.	**CL**	**11/20/23**
118	LTSS 6, Element F	Scope of review	Revise the sentence to read: NCQA reviews the organization's policies and procedures for monitoring performance, giving feedback and providing training programs that are designed to help staff meet or exceed expected performance levels.	**CL**	**11/20/23**
119	LTSS 7, Element A	Explanation	Replace "policies and procedures" with "processes" in the fourth paragraph.	**CL**	**11/20/23**
123	LTSS 7, Element C	Scope of review	Revise the first paragraph to read:	**CL**	**11/20/23**

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			For All Survey Types: NCQA reviews the organization's policies and procedures for distributing information to individuals.		
2-2	Appendix 2—Delegation and Automatic Credit Guidelines	About Delegation—Activities That May Not Be Delegated	Revise the section to read: Delegation is not permitted for the following standards and elements: • LTSS 1: Program Description. • LTSS 2: Assessment Process (Element G) • LTSS 4: Care Transitions (Element D). • LTSS 6: Staffing, Training and Verification (Elements A, B, D). • LTSS 7: Rights and Responsibilities. • LTSS 8: Delegation Oversight.	**CO**	**11/20/23**
4-5	Appendix 4—Glossary		Revise the definition of "policies and procedures" to read: A formal documented process adopted by the organization that describes the course of action the organization will follow and the methods that will be carried out to achieve the policy objectives. If the scope of review indicates that policies and procedures are reviewed, a formal policy and procedure document must be provided as evidence to demonstrate performance. Policies and procedures must include an effective date.	**CL**	**11/20/23**