

NCQA Corrections, Clarifications and Policy Changes to the 2024 Health Equity and Health Equity Plus Standards and Guidelines

November 20, 2023

This document includes the corrections, clarifications and policy changes to the 2024 Health Equity and Health Equity Plus standards and guidelines. NCQA has identified the appropriate page number in the publication 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 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	HE 1, Element A	Scope of review	Revise the second bullet to read: • <i>For factors 2 and 3:</i> NCQA reviews materials or reports as evidence that the organization identified and acted on at least one opportunity to improve diversity, equity, inclusion or cultural humility during the prior 24 months. The organization may submit a plan to meet factor 3.	CO	11/20/23
45	HE 1, Element A	Look-back period	Revise the look-back period for Initial Surveys to read: <i>For Initial Surveys:</i> 6 months for factor 1; 24 months for factors 2 and 3.	CO	11/20/23
54	HE 2, Element B	Explanation	Revise the third paragraph of the factor 1 explanation to read: An individual's response of "Declined" (i.e., "Asked but no Answer") or "Other" is considered direct data because it is collected from the individual.	CL	11/20/23
58	HE 2, Element C	Look-back period	Revise the look-back period for Renewal Surveys to read: <i>For Renewal Surveys:</i> 24 months for factors 1 and 5; at least once during the prior 36 months for factors 2, 3 and 4.	CO	11/20/23
61	HE 2, Element D	Scope of review — Documentation	Revise the second bullet to read: <i>For factors 2–4:</i> NCQA reviews reports or materials for evidence that the organization's data collection methods follow its documented process.	CO	11/20/23

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79	HE 4, Element A	Summary of Change	Revise the second bullet to read: <ul style="list-style-type: none">Added a paragraph to the factor 5 explanation to clarify that the organization must indicate the languages a practice can offer.	CL	11/20/23
82	HE 4, Element B	Scope of review	Revise the third bullet to read: <ul style="list-style-type: none"><i>For factor 4:</i> NCQA reviews the organization's documented process, reports or materials as evidence of a plan or adjustments to the network to meet identified individuals' needs.	CL	11/20/23
85	HE 5, Element A	Explanation	Revise the second paragraph to read: The program description may be a single, comprehensive document, or a set of interconnected documents, that describes, in plain language, the CLAS program's governance, scope, goals, measurable objectives, structure and responsibilities. The description is organized and written so staff can understand the program's structure, purpose and commitment.	CO	11/20/23
39	HE Plus 3, Element C	Summary of changes	Revise the summary of changes to read: Deleted "explicitly" from the second paragraph of the Explanation.	CL	11/20/23
54	HE Plus 5, Element B	Scope of review	Revise the scope of review for Initial Surveys to read: <i>For Initial Surveys:</i> In lieu of materials, the organization may submit a detailed implementation plan for factors 3 and 4, including a timeline for communicating expectations with individuals.	CO	11/20/23