

NCQA ACCREDITATION

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/02/2025

The National Committee for Quality Assurance (NCQA) is an independent, not-for-profit organization focused on improving the quality of healthcare and case management through evidence-based standards, measures, and programs. For the past three years, the Division has been preparing for the Case Management for Long Term Services and Supports (CM-LTSS) survey that began on June 24, 2025. On August 21, 2025 the Division received confirmation from NCQA it was awarded the highest Accreditation status - 3 Years - for case management. This is a major accomplishment for the Division to improve the quality of our program to align with the NCQA CM-LTSS standards. These standards have helped the Division focus on improving its processes through evidence-based practices, and measures that will eventually lead to more positive outcomes for the individuals served by the Division.

The Division's Accreditation status is important to the vendor community because it provides clear standards to support a culture of quality improvement. Where the vendor community may have noticed the biggest change is what is being gathered during the planning meetings and ultimately documented in planning documents. The Division strengthened its needs assessment and planning processes. The person-centered needs assessment is now more comprehensive and analyzes all areas of a person's life such as discussing a person's and family's social needs, health beliefs and behaviors, and cultural preferences and how they may impact a person's care coordination, just to name a few.

In addition, a policy and procedure were created to help identify when and how a Support Coordinator should engage with clinical specialists to better support individuals, families, and providers to improve overall care coordination. A framework was put in place to ensure the appropriate communication and follow-up is completed with all members of the team. Another area of improvement focused on the Division's care transition processes to ensure the individual's needs are safely met upon discharge from a facility and their team is aware of any additional needs which may result in a change to their plan.

The CM-LTSS standards that are in place will increase accountability and monitoring through performance metrics, operational oversight, and risk mitigation. Preparing for accreditation helped the Division to streamline operations resulting in more efficient, accurate, and standardized processes while providing quality care. To maintain our Accreditation status, the Division is required to continually monitor its practices against the CM-LTSS standards to ensure continued compliance. In addition, NCQA releases revised standards that the Division must align with by NCQA's effective date to maintain its Accreditations status. This means the Division will consistently be reviewing its processes and the corresponding policies and procedures and current implementation practices to ensure all standards are being upheld.