

Accreditation Process



NCQA's Accreditation of Case Management for Long-term Services and Supports allows you to demonstrate to partners and payers that your organization has the appropriate processes and procedures to coordinate efficient, effective person-centered care that meets people's needs and helps keep them in their preferred setting.

Obtaining accreditation usually takes between nine and twelve months, depending on your organization's readiness.

The process follows these steps:

**Purchase the Standards and Guidelines:**

The accreditation of Case Management for LTSS standards and guidelines detail program and documentation requirements.

**Download, Complete and Send NCQA the Application Packet:**

NCQA reviews the application, approves eligibility and schedules survey dates.

**Purchase the Survey Tool:**

Complete a readiness evaluation using the online survey tool.

**Submit the Completed Survey:**

Submit the completed survey and documentation on the date when the survey is scheduled to start. NCQA uses the survey tool to perform an offsite evaluation of non-file review elements.

**Onsite Survey and Preliminary Report:**

NCQA performs an onsite evaluation of file-review elements and creates a preliminary report. After the evaluation, **NCQA surveyors hold a closing presentation with organization staff** to discuss findings and overall strengths and opportunities.

**Review Preliminary Report:**

Organizations generally receive the preliminary report within two weeks of the onsite survey, and may provide comments to NCQA.

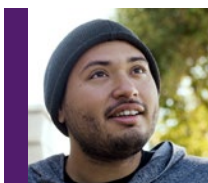
**Receive Decision:**

Organizations generally receive their final report and accreditation decision about a month after the closing presentation.

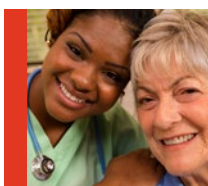
Earning NCQA Accreditation can help organizations:



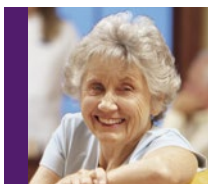
Become more efficient. A focus on coordinated care, training and measurement can help organizations reduce errors and duplicated services.



Integrate care better. Standards can help organizations improve communication between individuals, caregivers, providers, payers and other organizations coordinating care.



Provide person-centered care. Standards focus on person-centered services, which means better care planning and monitoring.



Support contracting needs. Standards align with the needs of states and MCOs. NCQA-Accredited organizations demonstrate that they're ready to be trusted partners in coordinating LTSS services.

Eligibility

Organizations that coordinate LTSS are eligible for accreditation; for example:

- Area agencies on aging.
- Aging and disability resource centers.
- Centers for independent living.
- Other home and community-based organizations.
- Health plans that coordinate LTSS.
- Case management organizations.
- Other organizations that coordinate LTSS.



For information on Accreditation of Case Management for Long-Term Services and Supports, visit us online at www.ncqa.org/cmltss or contact NCQA Customer Support at (888) 275-7585.

The National Committee for Quality Assurance is a private, 501(c)(3) not-for-profit organization dedicated to improving health care quality. Since its founding in 1990, NCQA has been a central figure in driving improvement throughout the health care system, helping to elevate the issue of health care quality to the top of the national agenda.

1100 13th St., NW Suite 1000 / Washington, D.C. 20005

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