

Accreditation of Case Management for Long-term Services and Supports

Standards Overview



NCQA's Accreditation of Case Management for Long-term Services and Supports (LTSS) evidence-based standards were specifically designed for organizations coordinating LTSS. The standards provide a framework for coordinating efficient, effective person-centered care that meets people's needs, helps keep people in their preferred setting and aligns with state and MCO requirements.

Accreditation Program Requirements



Program description.

Organizations use up-to-date evidence and professional standards to develop their case management programs, and regularly update programs with emerging findings and information.



Assessment process.

Organizations systematically assess the populations they serve and have a process for conducting comprehensive assessments.



Person-centered care planning and monitoring.

Organizations have a process for developing individualized care plans that incorporate personal preferences, prioritized goals and self-management plans, and monitor progress against those plans.



Care transitions.

Organizations have a process for managing transitions, identifying problems that could cause unplanned care transitions and, when possible, preventing unplanned transitions.



Measurement and quality improvement.

Organizations measure and work to improve participant experience, program effectiveness and active participation rates.



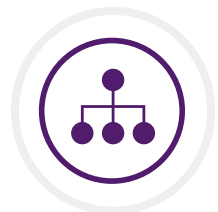
Staffing, training and verification.

Organizations define staffing needs, verify staff credentials, when applicable, and provide ongoing staff training and oversight.



Rights and responsibilities.

Organizations communicate the rights and responsibilities of participants in a case management program.



Delegation.

Organizations document and monitor functions performed for them by other organizations.



“ States and managed care organizations need assurance that their partners can coordinate care effectively across medical, behavioral and social services and help keep people in their preferred setting — often, their home and community. ”

Guiding Organizations That Help People Live Happier, Healthier Lives

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 can lead to 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.
- LTSS-only health plans that don't provide medical/behavioral health benefits.
- Other home and community-based organizations.
- 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.