



# National Committee for Quality Assurance (NCQA) Workgroup

February 21, 2020



# Agenda

- |               |  |
|---------------|--|
| 10:00 – 10:05 | Welcome and Introductions  |
| 10:05 – 10:45 | Review NCQA Workgroup Comments and Feedback                                    |
| 10:45 – 11:00 | DHCS Introduction of Accreditation of Delegated Entities                       |
| 11:00 – 11:45 | Overview of Delegation in California   |
| 11:45 – 12:30 | Lunch  |
| 12:30 – 1:05  | Discussion on Accreditation of Delegated Entities                              |
| 1:05 – 1:45   | Overview of Deeming Crosswalk followed by Workgroup Discussion                 |
| 1:45 – 2:30   | Review NCQA Accreditation Proposal and Timeline – Open Discussion and Comments |
| 2:30 – 2:45   | Public Comment   |
| 2:45 – 3:00   | Closing and Next Steps   |



# Welcome and Introductions





# NCQA Workgroup #1 Recap

- Overview of NCQA accreditation process
  - Timeline
- Potential requirement of the Medicaid (MED) module and LTSS distinction survey on top of routine NCQA Health Plan Accreditation
  - Timeline
- Overview of ‘deeming’ elements or categories of the annual medical compliance audit by Audits and Investigations based on NCQA accreditation results



# NCQA Breakdown of Deemable Elements

Federal Medicaid Requirements (Eligible Areas of Deeming)	2019 Total Equivalence	HPA Standalone	MED Standalone	LTSS Standalone	HPA/MED Combined
<b>Access to Care</b> (438.206, 207, 208, 210)	<b>92%</b>	31%	39%	7%	15%
<b>Structure and Operations</b> (438.214, 224, 228, 230)	<b>75%</b>	62%	13%	---	---
<b>Quality Measurement and Improvement</b> (438.236, 242, 330)	<b>62%</b>	33%	19%	5%	5%
<b>Grievances</b> (438.400, 438.228)	<b>93%</b>	30%	30%	---	33%
<b>Information Requirements</b> (438.10, 438.218)	<b>91%</b>	24%	5%	---	62%



# NCQA Comments

THANK YOU for submitting thoughtful and detailed comments regarding NCQA Accreditation.

- 3 letters and documents received
  - All from MCPs
- DHCS has reviewed and considered every comment and will determine needed changes as appropriate



# Review of Comment Themes

Health Plan Accreditation Timeline

Deeming

Annual Medical Audits

Accreditation of delegated entities



# Comment Theme: Timeline

NCQA accreditation by 2025

LTSS distinction survey and MED Module by 2025

Accreditation of delegated entities by 2025





# Comment Theme: Deeming

How much could be deemed via health plan accreditation vs MED module

Stakeholder review of the final deeming crosswalk



# Comment Theme: Corrective Action

Keep NCQA corrective action process separate from DHCS; don't duplicate CAP processes

Engage in discussion with stakeholders about direction of DHCS annual medical audits



# Comment Theme: Delegated Entities

IPAs and medical groups would need advance notice (at least 3-5 years) to become accredited

Many delegated entities do not have the resources or financial ability to undergo NCQA accreditation



# Other Workgroup Comments

Phase in LTSS survey requirement

Learn and incorporate best practices for  
implanting NCQA accreditation from other  
states



# Conversations with Other States re: NCQA accreditation



- Deeming



- Timelines



- Added value of NCQA accreditation



# Committee Discussion





# Overview of Delegation in California



# The Delegation Environment in California

Sacramento

February 21, 2020



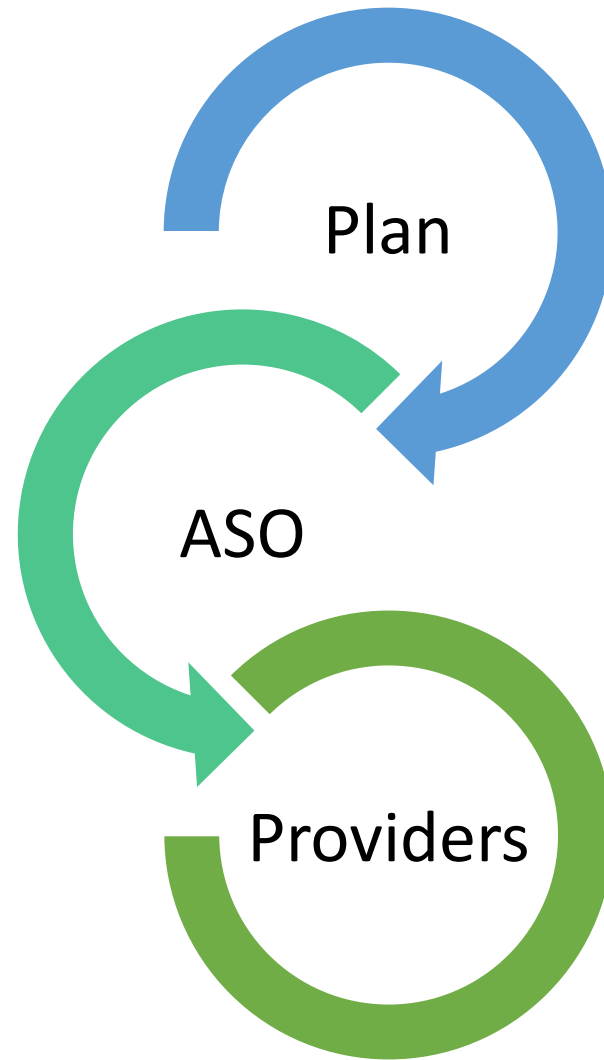
# Common Elements

- Delegation by a plan to a provider organization or an administrative services organization can include either or both:
  - Plan administrative functions – provider credentialing, utilization management, care coordination, network management, grievance and appeals, etc.
  - Financial responsibility for health care services – such as specific financial risk for types of services, specific drugs and downstream claims payment
- Further sub-delegation of administrative functions by a capitated provider organization (group, clinic or hospital) can occur to an administrative services organization

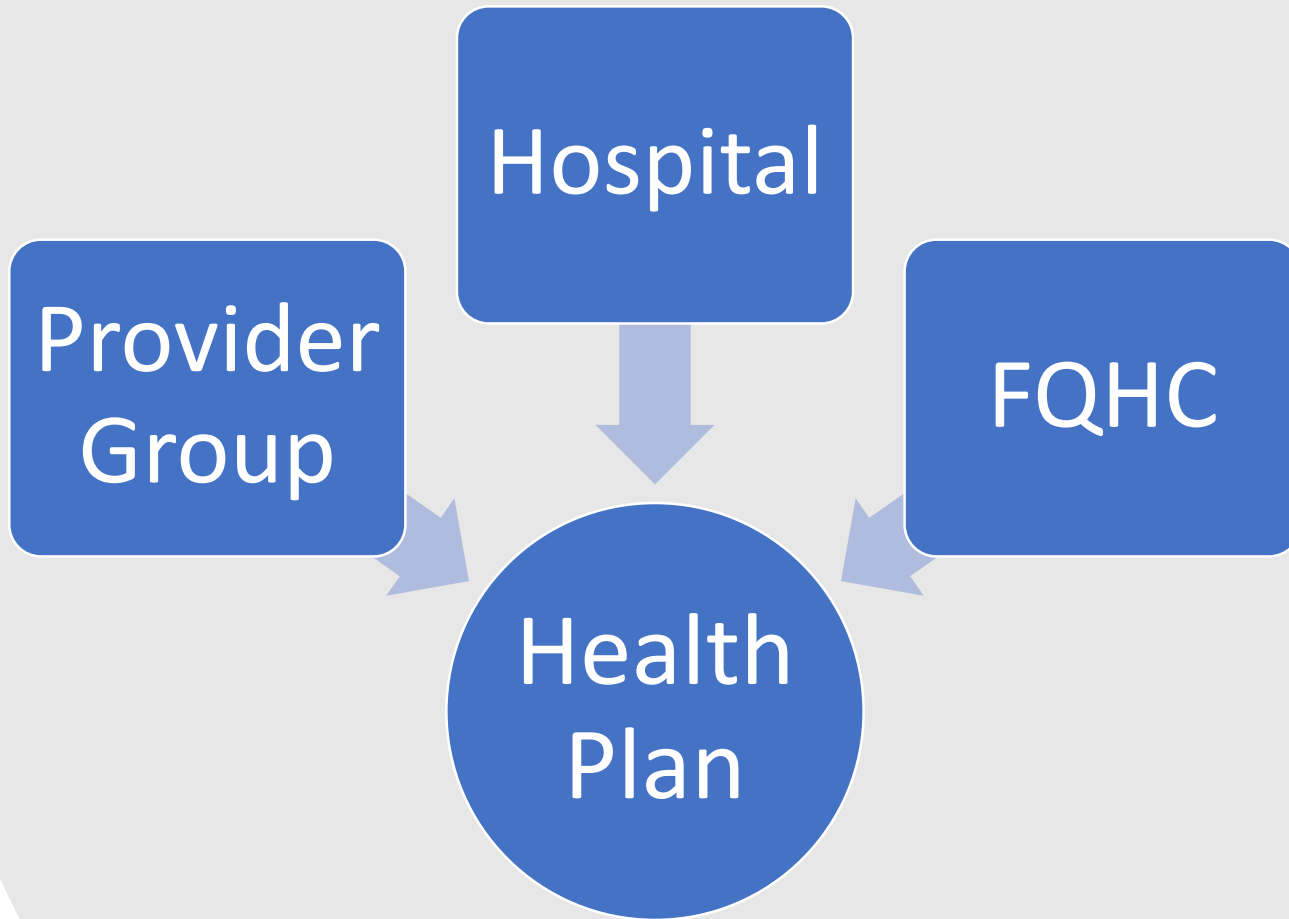
# Who Delegates in California?

- Most health plans delegate certain functions or responsibilities to ASOs and/or Providers across Medicare, Medi-Cal and Commercial HMO & PPO
- There is no single source of information on who delegates or to whom or the extent of that delegation
- Some sources of partial information exist under the DMHC website and some health plans, such as Cal Optima, list their delegated providers and even some of their delegation standards

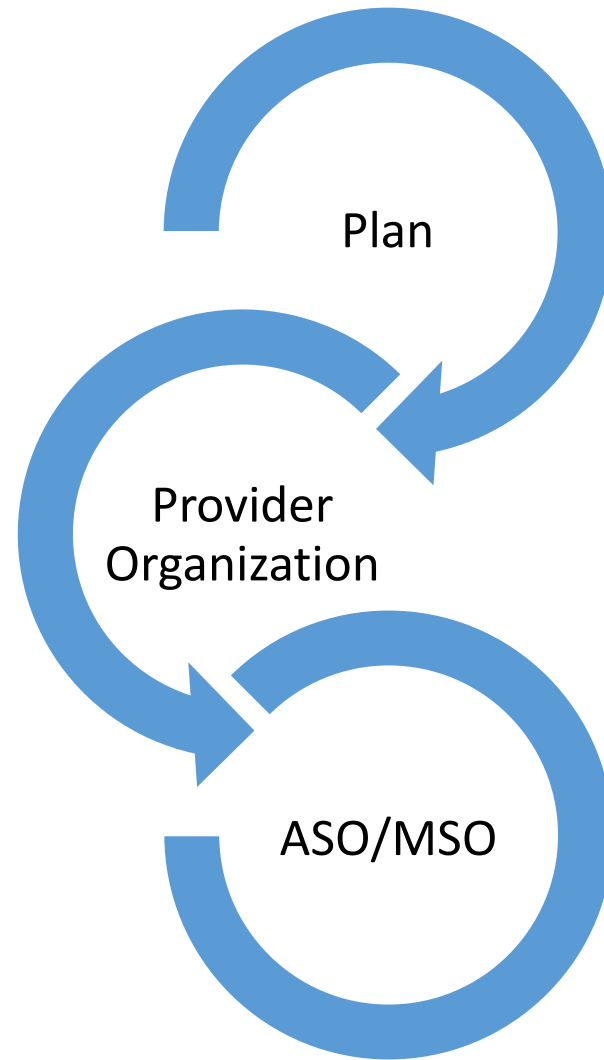
Health  
Plan to  
ASO

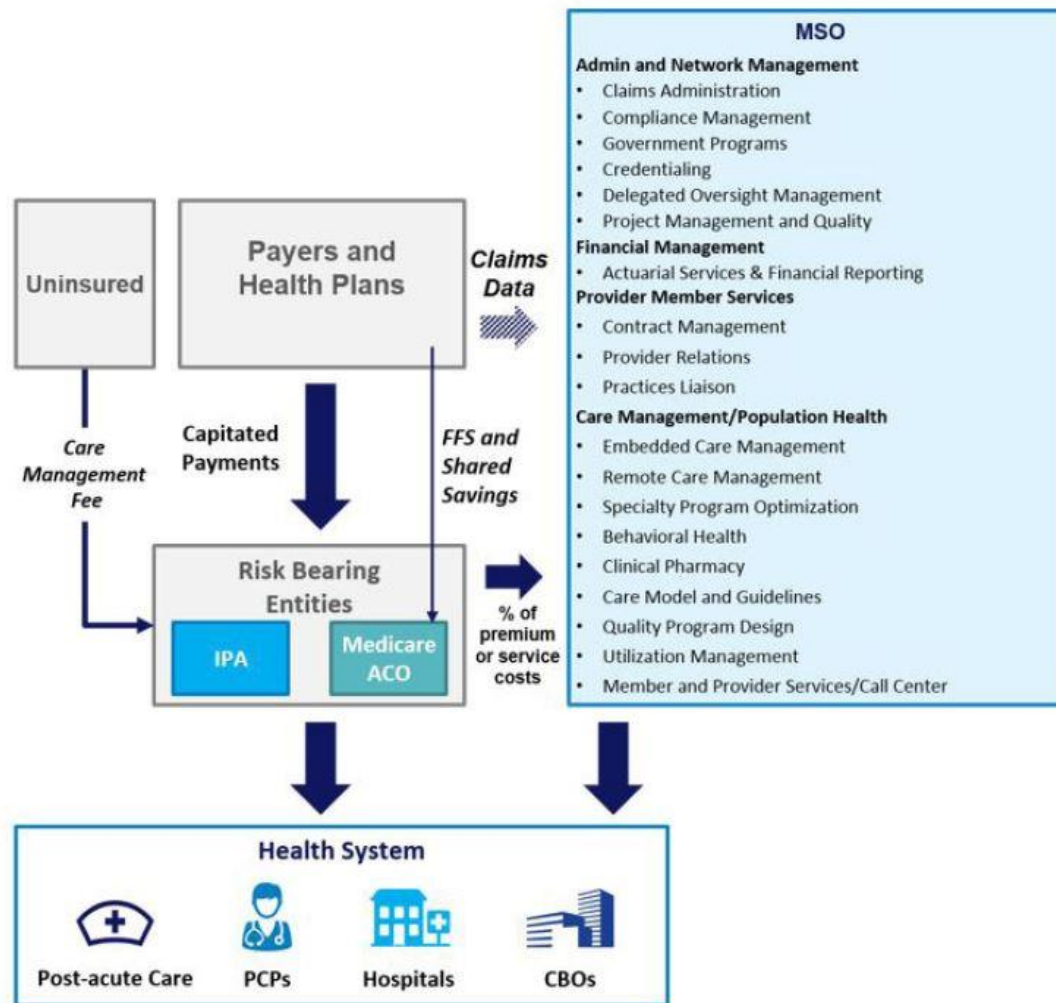


# Provider Parties to Plan Delegation



Provider  
to  
ASO/MSO



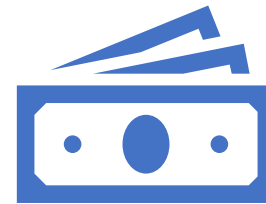


**Image 1.** Illustration of a Health System with an MSO (blue shaded box) providing essential administrative and management functions.

Contract  
Documents



Delegation Agreement



Division of Financial  
Responsibility

# Delegation Agreements



Agreements confer specific responsibilities from the plan to the provider organization



It is typical to defer detail to a “provider manual” that is incorporated by reference and updated periodically



Provider manuals run several hundred pages in length and are very complex



Each plan has different formats and terminology



Plans vary the level of delegation from provider to provider



# Non-Coded (Old) DOFR

HEATH PLAN  
 MEDICAL GROUP/IPA SERVICES AGREEMENT  
 (PROFESSIONAL CAPITATION)  
 EXHIBIT 4  
 DIVISION OF FINANCIAL RESPONSIBILITY

Division of Financial Responsibility		
Service Description	Medical Group	Health Plan
AIDS - Facility		
AIDS - Professional		
ALL SERVICES - Facility		
ALL SERVICES - Professional		
ALLERGY SERUM		
ALLERGY TESTING		
ALLERGY TREATMENT		
ALPHA FETAL PROTEIN (AFP)		
AMBULANCE - In Area		
AMBULANCE - Out of Area		
BLOOD AUTOLOGOUS SERVICES		
AMNIOCENTESIS		
BIOFEEDBACK		
CHEMICAL DEPENDENCY - Facility		
CHEMICAL DEPENDENCY PROVIDER - Professional		
CHEMOTHERAPY/ANTINEOPLASTIC DRUGS - Office, Outpatient		
CHEMOTHERAPY - Professional		
COLOSTOMY/OSTOMY SUPPLIES - Inpatient		
CHIROPRACTIC (IF OFFERED AS SUPPLEMENT)		



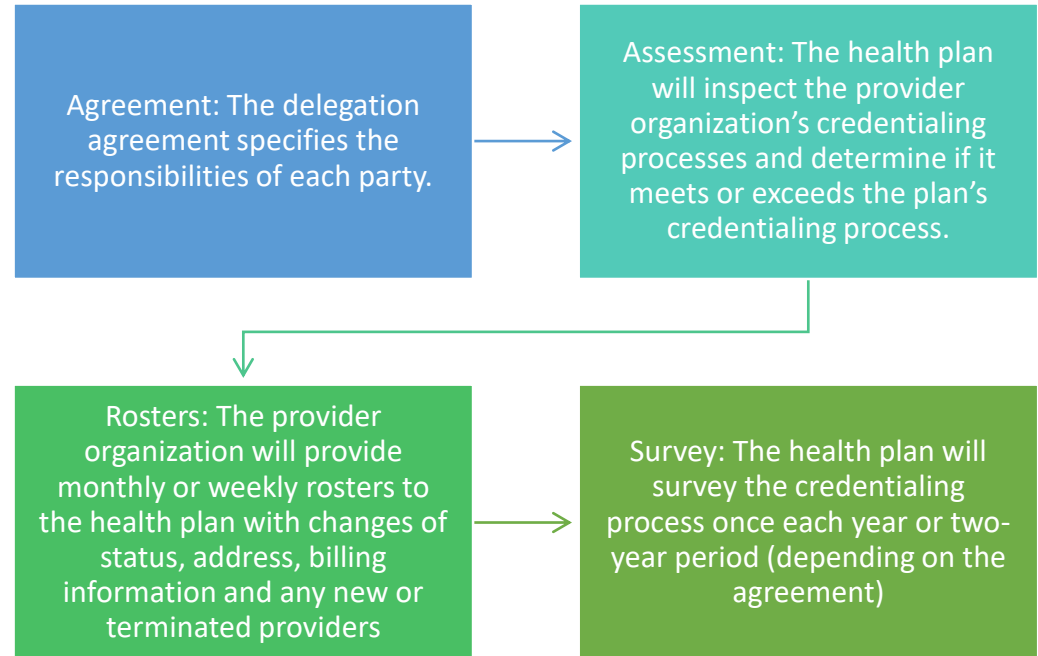
# Coding by Service Matrix

IHA DOFR™ RELEASE 5.2  
 CODED COMMERCIAL AND MEDICARE ADVANTAGE DOFR: CODING BY SERVICE - EXAMPLE

								FINANCIAL RESPONSIBILITY						
CODES								NON-FACILITY LOCATION OF SERVICE (PHYSICIAN OFFICE OR FREE-STANDING CENTER)			FACILITY LOCATION OF SERVICE			
Service Category	Service subcategory	Diagnosis	CPT® Codes (*duplicate codes) CPT is a registered trademark of the American Medical Association (AMA). All rights reserved. CPT codes, descriptions, and data are copyright 2014 American Medical Association	HCPCS (*duplicate codes)	Revenue (*duplicate codes)	Dental Codes	Other	Technical Services (Split Billing)	Professional Services (Split Billing)	Global Billing	Outpatient Professional Services	Outpatient Facility/ Technical Services	Inpatient Professional Services	Inpatient Facility/ Technical Services
Radiology (excluding Nuclear Medicine)	Radiology (excluding Nuclear Medicine): Therapeutic (excluding Stereotactic Radiosurgery (Cranial))		SEE RADIOLOGY THERAPEUTIC TAB	C1716, C1717, C1719, C2616, C2634, C2635, C2636, C2637, C2638, C2639, C2640, C2641, C2642, C2643, C2644, C2698, C2699, C9725, C9726, C9733, G0339*, G0340*, G6001, G6002, G6003, G6004, G6005, G6006, G6007, G6008, G6009, G6010, G6011, G6012, G6013, G6014, G6015, G6016, G6017,	330*, 331*, 332*, 333*, 335*, 339*, 400*, 409*		SEE GUIDELINE 10							
								<i>(for illustrative purposes only)</i>						
								Plan	Group		Group	Hosp	Group	Hosp



# Example: Delegation of Credentialing by Plan to a P.O.



# Example: Delegation of Utilization Management



“Delegate – For the purpose of this policy, this is defined as a medical group, IPA or any contracted organization delegated to provide utilization management services.” – *IEHP U.M. policy*



Health Plan identifies the standards for determination, administrative capability and performance of the delegate



Delegate must meet the standards set by the plan and participate in periodic audit, monitoring, and process improvement reviews

# Delegated Providers

The payment of capitation is not delegation

However, it is common to delegate capitated providers (provider groups, fqhc's or hospitals)

Many, but not all capitated-delegated providers appear on the DMHC's risk-bearing organization (RBO) list

There are about 180 such providers across California

The DMHC information also includes the health plans that contract with each RBO – it is typical to contract with 6 or more health plans

# Delegated Providers in Medi-Cal

- The last comprehensive report available to APG was generated by Cattaneo & Stroud in August 2009
- The range of delegated provider entities included independent physician groups, county-organized physician groups, hospital-sponsored clinics, FQHC clinic systems, and other clinic models.
- The report showed 229 entities reporting and 58 entities “declined to report.” indicating a broad number of potential organizations relevant to this workgroup, if they still exist ten years later.

# Variation in Contract Standards:

Delegates typically contract  
with 6 or more health plans  
(x6)

Each plan typically has more  
than one standard for lines  
of business (x3)

Each plan has different  
policies, forms, reporting  
structure and levels of  
automation (x...)

Delegates can easily reach  
levels of complexity in  
which they are required to  
simultaneously process over  
200 different formats of  
N.O.A. letters, for example

This all changes annually,  
sometimes several times  
per year

# Current State

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Delegates are increasingly too small to afford the administrative infrastructure to keep up with the frequent rule expansion and changes in the Medi-Cal system

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The complexity of various non-standardized plan policies, procedures, and forms challenges compliance capability

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Many delegates turn to management services organizations for the needed infrastructure – but there is a shortage of capacity at this level as well



# Uniformity

- Health plans may not be able to contract directly with enough providers in a given geography to meet the network adequacy and other network standards under law
- Contracting with networks is therefore a necessity
- Uniformity, at least within regions, allows plans, providers, and regulators to understand the state of the managed care environment, monitor it more accurately and measure its outcomes more precisely

# Common Accreditation

- NCQA accreditation sets a common standard for the operation of managed care delivery at both the plan and provider level
- Further study of the delegate community is needed to assess the time it would take to implement an NCQA process and the cost impact on participants
- Elements:
  - Number of current delegates at regional & state levels
  - Variation in size, capability and performance
  - Cost assessment of infrastructure changes & accreditation process across the community

## Other Methodologies

- Outcome-based measurement also exists under the IHA Align-Measure-Perform system which is publicly reported on [OPA.ca.gov](http://OPA.ca.gov)
  - Ranks clinical quality and patient satisfaction
- But not all Medi-Cal delegates report into this system – it could be made mandatory
- California Regional Cost & Quality Atlas also measures outcome-based performance and incorporates total cost of care metrics
- Medicare Advantage 5-Star performance measurement system

APG  
Recommendations

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Uniform accreditation standards are needed to set a level of administrative competency and performance at the plan and provider levels

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Plans and delegates must work proactively to set new standards and delegation oversight processes that clearly define expectations and result in meaningful measurement & monitoring

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Regulators need to address standardization of rules across Knox Keene and Medi-Cal so that plans and providers understand expectations

- Adopt and implement the IHA automated “coded” DOFR across all MMC plans and delegates
  - Standardizes terminology to reduce ambiguity – decreasing time to authorization of services
  - Reduces the number of disputes and supports the ACA’s medical loss ratio requirements
  - Standardized format allows administrative efficiency with system configuration at plan and provider levels
  - Facilitates more precise audit oversight by DMHC and DHCS
  - A public document available online at no cost to plans and providers

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## APG Objectives

# AMERICA'S PHYSICIAN GROUPS

- Bill Barcellona  
Executive V.P.  
Sacramento Office  
(916) 443-4152  
[wbarcellona@apg.org](mailto:wbarcellona@apg.org)
- Amy Nguyen Howell, M.D.,  
MBA, FAAFP  
Chief Medical Officer  
Los Angeles Office  
(213) 239-5051  
[anguyen@apg.org](mailto:anguyen@apg.org)

Los Angeles  
Washington, DC  
Sacramento

Organizations with Current NCQA Accreditation, Certification and/or Distinction  
January 2020

Organizaion Name	Accreditation Status	Accreditation Standards Year	Evaluation Product Name (Accreditation Product)	Line of Business (Population Specific)
Private Healthcare Systems, Inc. d/b/a PHCS Network	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
American Specialty Health Group, Inc.	Accredited - 3 years	2019	Accreditation in Credentialing	N/A
UCLA Medical Group	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Involve Vision Benefits, Inc.	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Heritage Provider Network, Inc.	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Sharp Rees - Stealy Medical Group	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Pacific Partners Management Services Inc.	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
American Specialty Health Plans of California, Inc.	Accredited - 3 years	2019	Accreditation in Credentialing	N/A
Conifer Value-Based Care, LLC.	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Mednax Services Inc.	Accredited - 3 years	2019	Accreditation in Credentialing	N/A
MDLIVE Provider Services, LLC	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Premier Eye Care of Florida, L.L.C.	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
MeMD, Inc.	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Online Care Network II P.C.	Accredited - 3 years	2019	Accreditation in Credentialing	N/A
Delta Dental Insurance Company	Accredited - 2 years	2018	Accreditation in Credentialing	N/A
University of California San Francisco	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
TruHearing, Inc.	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Tenet Physician Resources, LLC	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Signify Health	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
TractManager, Inc.	Accredited - 3 years	2019	Accreditation in Credentialing	N/A
NationsHearing, LLC	Accredited - 3 years	2019	Accreditation in Credentialing	N/A
VSP Vision Care	Accredited	2017	Accreditation in Credentialing	N/A
Davis Vision, Inc.	Accredited	2017	Accreditation in Credentialing	N/A
OptumHealth Care Solutions, LLC.	Accredited	2017	Accreditation in Credentialing	N/A
Community Care Health Network LLC dba Matrix Medical Network	Accredited	2017	Accreditation in Credentialing	N/A
Doctor On Demand Professionals, P.C.	Accredited	2017	Accreditation in Credentialing	N/A
SKYGEN USA	Accredited	2017	Accreditation in Credentialing	N/A
Drynachan, LLC dba Advance Health	Accredited	2017	Accreditation in Credentialing	N/A
EPIC Management, L.P.	Accredited - 3 years	2018	Accreditation in Credentialing	N/A
Involve Vision Benefits, Inc.	Accredited - 3 years	2018	Accreditation in Provider Network	N/A
American Imaging Management, Inc. (AIM) d/b/a AIM Specialty Health	Accredited - 3 years	2019	Accreditation in Utilization Management	N/A
American Specialty Health Group, Inc.	Accredited - 3 years	2019	Accreditation in Utilization Management	N/A
Involve Vision Benefits, Inc.	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
Heritage Provider Network, Inc.	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
American Specialty Health Plans of California, Inc.	Accredited - 3 years	2019	Accreditation in Utilization Management	N/A
HealthHelp, LLC	Accredited - 2 years	2018	Accreditation in Utilization Management	N/A
Cenpatico Behavioral Health, LLC	Accredited - 3 years	2019	Accreditation in Utilization Management	N/A
Conifer Value-Based Care, LLC.	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
AmeriHealth Administrators	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
Prime Therapeutics, LLC	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
OptumRx PBM of Illinois	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
MedImpact Healthcare Systems, Inc.	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
Care to Care, LLC	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
Cotiviti, Inc.	Accredited - 2 years	2018	Accreditation in Utilization Management	N/A
PA Logic Solutions, LLC.	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
BHM Healthcare Solutions, Inc.	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
Anthem UM Services Inc.	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
Magellan Rx Management, LLC	Accredited - 3 years	2019	Accreditation in Utilization Management	N/A
OptumRx, Inc	Accredited - 3 years	2019	Accreditation in Utilization Management	N/A
National Imaging Associates, Inc.	Accredited	2017	Accreditation in Utilization Management	N/A

Organizations with Current NCOA Accreditation, Certification and/or Distinction

January 2020

eviCore healthcare MSI, LLC d/b/a eviCore healthcare	Accredited	2017	Accreditation in Utilization Management	N/A
ExiService Technology Solutions, LLC	Accredited	2017	Accreditation in Utilization Management	N/A
CareCore National, LLC. d/b/a "eviCore healthcare"	Accredited	2017	Accreditation in Utilization Management	N/A
OptumHealth Care Solutions, LLC.	Accredited	2017	Accreditation in Utilization Management	N/A
College Health IPA	Accredited	2017	Accreditation in Utilization Management	N/A
PerformRx	Accredited	2017	Accreditation in Utilization Management	N/A
ProgenyHealth	Accredited	2017	Accreditation in Utilization Management	N/A
TurningPoint Healthcare Solutions, LLC	Accredited	2017	Accreditation in Utilization Management	N/A
Involve Pharmacy Solutions	Accredited	2017	Accreditation in Utilization Management	N/A
CareCentrix Inc.	Accredited	2017	Accreditation in Utilization Management	N/A
Concerto Health Services, Inc.	Accredited - 3 years	2018	Accreditation in Utilization Management	N/A
Partners in Care Foundation	Accredited - 3 years	2014	Case Management	N/A
Adventist Health Benefits Administration	Accredited - 3 years	2017	Case Management	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Application and Attestation Content	N/A
VerityCVO	CVO Certified	2016	Certification in Application and Attestation Content	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Application and Attestation Content	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Application and Attestation Content	N/A
Dentistat	CVO Certified	2016	Certification in Application and Attestation Content	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Application and Attestation Content	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Application and Attestation Processing	N/A
VerityCVO	CVO Certified	2016	Certification in Application and Attestation Processing	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Application and Attestation Processing	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Application and Attestation Processing	N/A
Dentistat	CVO Certified	2016	Certification in Application and Attestation Processing	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Application and Attestation Processing	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in DEA	N/A
VerityCVO	CVO Certified	2016	Certification in DEA	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in DEA	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in DEA	N/A
Dentistat	CVO Certified	2016	Certification in DEA	N/A
AMN ProCertify	CVO Certified	2016	Certification in DEA	N/A
SCM Associates, Inc.	CVO Certified	2016	Certification in DEA	N/A
Petaluma Health Center	CVO Certified	2016	Certification in DEA	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Education and Training	N/A
VerityCVO	CVO Certified	2016	Certification in Education and Training	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Education and Training	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Education and Training	N/A
Dentistat	CVO Certified	2016	Certification in Education and Training	N/A
AMN ProCertify	CVO Certified	2016	Certification in Education and Training	N/A
SCM Associates, Inc.	CVO Certified	2016	Certification in Education and Training	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Education and Training	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Malpractice Claims History	N/A
VerityCVO	CVO Certified	2016	Certification in Malpractice Claims History	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Malpractice Claims History	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Malpractice Claims History	N/A
Dentistat	CVO Certified	2016	Certification in Malpractice Claims History	N/A
AMN ProCertify	CVO Certified	2016	Certification in Malpractice Claims History	N/A
SCM Associates, Inc.	CVO Certified	2016	Certification in Malpractice Claims History	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Malpractice Claims History	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Medical Board Sanctions	N/A
VerityCVO	CVO Certified	2016	Certification in Medical Board Sanctions	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Medical Board Sanctions	N/A



Organizations with Current NCQA Accreditation, Certification and/or Distinction  
January 2020

Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Medical Board Sanctions	N/A
Dentistat	CVO Certified	2016	Certification in Medical Board Sanctions	N/A
AMN ProCertify	CVO Certified	2016	Certification in Medical Board Sanctions	N/A
SCM Associates, Inc.	CVO Certified	2016	Certification in Medical Board Sanctions	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Medical Board Sanctions	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Medicare/Medicaid Sanctions	N/A
VerityCVO	CVO Certified	2016	Certification in Medicare/Medicaid Sanctions	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Medicare/Medicaid Sanctions	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Medicare/Medicaid Sanctions	N/A
Dentistat	CVO Certified	2016	Certification in Medicare/Medicaid Sanctions	N/A
AMN ProCertify	CVO Certified	2016	Certification in Medicare/Medicaid Sanctions	N/A
SCM Associates, Inc.	CVO Certified	2016	Certification in Medicare/Medicaid Sanctions	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Medicare/Medicaid Sanctions	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Ongoing Monitoring of Sanctions	N/A
VerityCVO	CVO Certified	2016	Certification in Ongoing Monitoring of Sanctions	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Ongoing Monitoring of Sanctions	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Ongoing Monitoring of Sanctions	N/A
Dentistat	CVO Certified	2016	Certification in Ongoing Monitoring of Sanctions	N/A
AMN ProCertify	CVO Certified	2016	Certification in Ongoing Monitoring of Sanctions	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Ongoing Monitoring of Sanctions	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Verification of Board Certification Status	N/A
VerityCVO	CVO Certified	2016	Certification in Verification of Board Certification Status	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Verification of Board Certification Status	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Verification of Board Certification Status	N/A
Dentistat	CVO Certified	2016	Certification in Verification of Board Certification Status	N/A
AMN ProCertify	CVO Certified	2016	Certification in Verification of Board Certification Status	N/A
SCM Associates, Inc.	CVO Certified	2016	Certification in Verification of Board Certification Status	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Verification of Board Certification Status	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Verification of Licensure	N/A
VerityCVO	CVO Certified	2016	Certification in Verification of Licensure	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Verification of Licensure	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Verification of Licensure	N/A
Dentistat	CVO Certified	2016	Certification in Verification of Licensure	N/A
AMN ProCertify	CVO Certified	2016	Certification in Verification of Licensure	N/A
SCM Associates, Inc.	CVO Certified	2016	Certification in Verification of Licensure	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Verification of Licensure	N/A
VerifPoint/CreDENTALS Services, Inc.	CVO Certified	2016	Certification in Work History	N/A
VerityCVO	CVO Certified	2016	Certification in Work History	N/A
Medversant Technologies, LLC	CVO Certified	2016	Certification in Work History	N/A
Gemini Diversified Services, Inc.	CVO Certified	2016	Certification in Work History	N/A
Dentistat	CVO Certified	2016	Certification in Work History	N/A
AMN ProCertify	CVO Certified	2016	Certification in Work History	N/A
SCM Associates, Inc.	CVO Certified	2016	Certification in Work History	N/A
Petaluma Health Center	CVO Certified	2016	Certification in Work History	N/A
WISE & Healthy Aging's Care Management Program	Accredited - 3 years	2017	CM LTSS Accreditation	N/A
County of San Diego Health and Human Services Agency-Aging & Independence Se	Accredited - 3 years	2017	CM LTSS Accreditation	N/A
Camarillo Health Care District	Accredited - 3 years	2017	CM LTSS Accreditation	N/A
Institute on Aging	Accredited - 3 years	2017	CM LTSS Accreditation	N/A
Beacon Health Options Inc. Michigan Engagement Center	Full	2018	MBHO Accreditation	Commercial MBHO
Beacon Health Options Inc. Michigan Engagement Center	Full	2018	MBHO Accreditation	Exchange MBHO
Beacon Health Options Inc. Michigan Engagement Center	Full	2018	MBHO Accreditation	Medicare MBHO
Beacon Health Strategies, LLC	Full	2018	MBHO Accreditation	Commercial MBHO

Organizations with Current NCOA Accreditation, Certification and/or Distinction  
January 2020

Beacon Health Strategies, LLC	Full	2018	MBHO Accreditation	Exchange MBHO
Beacon Health Strategies, LLC	Full	2018	MBHO Accreditation	Medicaid MBHO
Beacon Health Strategies, LLC	Full	2018	MBHO Accreditation	Medicare MBHO
Aetna Life Insurance Company (MBHO)	Full	2019	MBHO Accreditation	Commercial MBHO
Aetna Life Insurance Company (MBHO)	Full	2019	MBHO Accreditation	Medicare MBHO
Human Affairs International of California	Full	2018	MBHO Accreditation	Commercial MBHO
Human Affairs International of California	Full	2018	MBHO Accreditation	Exchange MBHO
Human Affairs International of California	Full	2018	MBHO Accreditation	Medicaid MBHO
Human Affairs International of California	Full	2018	MBHO Accreditation	Medicare MBHO
OptumHealth Behavioral Solutions of California	Full	2018	MBHO Accreditation	Commercial MBHO
OptumHealth Behavioral Solutions of California	Full	2018	MBHO Accreditation	Exchange MBHO
OptumHealth Behavioral Solutions of California	Full	2018	MBHO Accreditation	Medicaid MBHO
Cigna Behavioral Health - California	Full	2017	MBHO Accreditation	Commercial MBHO
United Behavioral Health dba Optum	Full	2017	MBHO Accreditation	Commercial MBHO
United Behavioral Health dba Optum	Full	2017	MBHO Accreditation	Medicaid MBHO
United Behavioral Health dba Optum	Full	2017	MBHO Accreditation	Medicare MBHO
Cigna Behavioral Health, Inc.	Full	2017	MBHO Accreditation	Commercial MBHO
State Sponsored Services, Inc., doing business as Anthem GBD Behavioral Health a	Full	2016	MBHO Accreditation	Medicaid MBHO
Kaiser Foundation Health Plan Inc. - Southern California	Distinction	2010	Multicultural Health Care	HP - Commercial HMO
Kaiser Foundation Health Plan Inc. - Southern California	Distinction	2010	Multicultural Health Care	HP - Exchange HMO
Kaiser Foundation Health Plan Inc. - Southern California	Distinction	2010	Multicultural Health Care	HP - Medicare HMO
Health Net of California, Inc.	Distinction	2010	Multicultural Health Care	HP - Commercial HMO/POS Combined
Health Net of California, Inc.	Distinction	2010	Multicultural Health Care	HP - Exchange HMO
Health Net of California, Inc.	Distinction	2010	Multicultural Health Care	HP - Medicare HMO
Health Net of California, Inc.	Distinction	2010	Multicultural Health Care	HP - Medicaid HMO
Molina Healthcare of California Partner Plan Inc.	Distinction	2010	Multicultural Health Care	HP - Medicaid HMO
Molina Healthcare of California Partner Plan Inc.	Distinction	2010	Multicultural Health Care	HP - Exchange HMO
Local Initiative Health Authority, dba L.A. Care Health Plan	Distinction	2010	Multicultural Health Care	HP - Medicaid HMO
Local Initiative Health Authority, dba L.A. Care Health Plan	Distinction	2010	Multicultural Health Care	HP - Medicare HMO
Local Initiative Health Authority, dba L.A. Care Health Plan	Distinction	2010	Multicultural Health Care	HP - Exchange HMO
Blue Cross of California Partnership Plan	Distinction	2010	Multicultural Health Care	HP - Medicaid HMO
Health Net Life Insurance Company - California	Distinction	2010	Multicultural Health Care	HP - Exchange PPO
Health Net Life Insurance Company - California	Distinction	2010	Multicultural Health Care	HP - Exchange EPO
Health Net Life Insurance Company - California	Distinction	2010	Multicultural Health Care	HP - Commercial PPO/EPO Combined
Sharp Rees - Stealy Medical Group	Disease Mgmt Accredited	2016	Patient and Practitioner Oriented	N/A
AIDS Healthcare Foundation dba Positive Healthcare	Disease Mgmt Accredited	2016	Patient and Practitioner Oriented	N/A
Sharp Health Plan	Wellness & Helath Promotion Accredited	2016	WHP Accreditation	N/A
American Specialty Health Management, Inc.	Wellness & Helath Promotion Accredited With Performance Reporting	2016	WHP Accreditation with Performance Reporting	N/A
MediKeeper, Inc	Wellness & Helath Promotion Certified	2016	WHP Certification- Health Appraisal	N/A
MediKeeper, Inc	Wellness & Helath Promotion Certified	2016	WHP Certification- Self-Management Tools	N/A

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# Committee Discussion





# Overview of Deeming Crosswalk



# Committee Discussion





# Workgroup Questions

1. To what extent should DHCS consider deeming based on health plan accreditation?
  - a. Would the MED module expand that extent? If yes, how soon should DHCS require the MED module?
  - b. Will the cost of maintaining accreditation (perhaps including the MED module and LTSS survey) be offset for the MCPs by cost savings from deeming (alleviating resources devoted to audit burden)?
  - c. Would the LTSS distinction survey assist with implementation of Medi-Cal Healthier for All given the carve in of long term care (LTC) services?



# Workgroup Questions

2. What organizations should be considered delegated entities for the purpose of NCQA accreditation?
3. Should accreditation of delegated entities be required by DHCS or should it be a plan determination?
4. What is a reasonable timeline for requiring accreditation of defined delegated entities given the complexity of defining these entities?



# Review NCQA Accreditation Proposal and Timeline





# What to Expect Next

- DHCS intends to submit the 1115 waiver renewal & consolidated 1915(b) to CMS in June 2020
- DHCS will post a redlined version of the proposal in early April 2020
- Public comment & public hearings will take place in May 2020
- Please [subscribe](#) to DHCS' stakeholder email service to receive the latest updates and information about Medi-Cal Healthier California for All



# Public Comment

Please limit comments to 2 minutes





# Committee Discussion

