



Health New England
Where you matter.

NCQA Accreditation

Effective Date 1/1/2021 | Revised Date 1/1/2021

NCQA Accreditation

HNE's commercial HMO and POS products are currently "Accredited" by the National Committee for Quality Assurance (NCQA). NCQA was founded in 1979 by the Group Health Association of America and the American Managed Care and Review Association. It is an independent, nonprofit organization, located in Washington D.C., and is made up of health care quality experts, employers, labor union officials, and consumer representatives. NCQA began accrediting managed care organizations (MCOs) in 1991 in response to the need for standardized, objective information about the quality of these organizations. (Note of Interest: On January 17, 1991, HNE became the first MCO in the country to undergo an NCQA accreditation survey.) NCQA's accreditation program is voluntary and has been embraced by purchasers, consumers and health plans as an objective measure of the quality of these organizations.

Accreditation is a rigorous and comprehensive evaluation process through which NCQA assesses the quality of the key systems and processes that make up a health plan. NCQA's primary focus is to assess the organization's quality improvement structures and processes utilizing more than 50 standards in five categories:

- Quality Management and Improvement
- Population Health Management
- Network Management
- Credentialing and Recredentialing
- Utilization Management
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- Member Experience

Accreditation also includes an assessment of the care and service that plans are delivering in important areas measured through HEDIS, such as immunization rates, mammography rates and member satisfaction.