

Questions to exclude based on NCQA Certification

Part 4 – Question 6

Item	Reference	Documentation
6. The policies and procedures for credentialing and recredentialing participating providers.	12VAC5-408-160 (G)(3) 12VAC5-408-170	Attachment Name
		Page Number(s)

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9. The policies and procedures for data management and medical records.	12VAC5-408-200 12VAC5-408-210 § 32.1-127.1:03	Attachment Name
		Page Number(s)
10. A description of the quality improvement program. Documentation is to describe how the program meets the purposes required in 12VAC5-408-220.	12VAC5-408-220	Attachment Name
		Page Number(s)
11. The policies and procedures that establish the quality improvement program requirements and demonstrate the method used by the carrier to assess the quality of health care services provided.	12VAC5-408-230	Attachment Name
		Page Number(s)

Item	Reference	Documentation
12. An organizational chart of the quality improvement program and committees that demonstrates an integrated quality improvement program.	12VAC5-408-230	Attachment Name
		Page Number(s)
13. The name, city or county of residence, and contact information for the Virginia covered person that sits on the quality assurance program advisory committee.	12VAC5-408-230 (C)(2)	Attachment Name
		Page Number(s)
14. The designated board-certified physician or clinical professional and evidence of substantial involvement in the quality assurance program. <i>Note: For physicians, state licensure does not constitute board-certification.</i>	12VAC5-408-230 (C)(3) 12VAC5-408-230 (D) 12VAC5-408-230 (E)	Attachment Name
		Page Number(s)
15. The most recent written report issued by the quality assurance program to the carrier's executive management and governing body.	12VAC5-408-230 (I)	Attachment Name
		Page Number(s)
16. The written quality assurance plan for the most recent completed quality assurance period.	12VAC5-408-240	Attachment Name
		Page Number(s)
17. The policies and procedures for continuity of care.	12VAC5-408-250	Attachment Name
		Page Number(s)

<i>Item</i>	<i>Reference</i>	<i>Documentation</i>
18. The policies and procedures for network adequacy. Include the most recent network analyses conducted.	12VAC5-408-260	Attachment Name
		Page Number(s)
19. The policies and procedures for travel and appointment waiting times, including all standards set for the number and distribution of services and the methods for assuring the standards are met.	12VAC5-408-270	Attachment Name
		Page Number(s)
20. The policies and procedures for urgent care and emergency services.	12VAC5-408-280	Attachment Name
		Page Number(s)
21. The policies and procedures for health promotion.	12VAC5-408-290	Attachment Name
		Page Number(s)
22. The policies and procedures for clinical performance evaluation and data collection and submission. Identify the nationally recognized clinical performance evaluation system utilized or the justification for not adopting a nationally recognized system.	12VAC5-408-300 12VAC5-408-310	Attachment Name
		Page Number(s)
23. The policies and procedures for delegation of services and oversight of delegated service entities.	12VAC5-408-320 12VAC5-408-340 12VAC5-408-350	Attachment Name
		Page Number(s)

<i>Item</i>	<i>Reference</i>	<i>Documentation</i>
24. The contract or written agreement between the carrier and <i>each</i> delegated service entity.	12VAC5-408-330	Attachment Name
		Page Number(s)
25. The policies and procedures for utilization management.	12VAC5-408-360 §§ 32.1-137.7 through 32.1-137.16	Attachment Name
		Page Number(s)