

# NCQA



## Disease Management Accreditation

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**NCQA**

# About NCQA

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- National, private, non-profit healthcare quality oversight organization that measures and reports on health care quality.
- ***Mission: To improve the quality of health care delivered to people everywhere***
- Three key oversight methodologies: on-site surveys, HEDIS<sup>®</sup> and CAHPS<sup>®</sup>3.0H
- Accreditation and certification programs for MCOs, MBHOs, PPOs, DMOs, CVOs and Physician Organizations

# Why DM Accreditation?

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- **The changing healthcare market**
- **Broad agreement that DM works**
- **NCQA's mission**
- **NCQA's long-standing focus on chronic care: HEDIS<sup>®</sup> and QI 7**
- **DM vendors, plans, purchasers, providers & consumers interest**

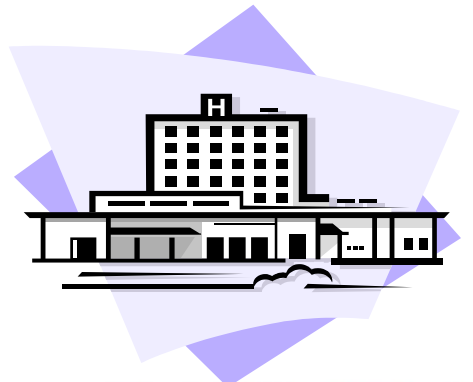
# Program Highlights

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- **Standards released 12/01**
- **Delivered on the Interactive Survey System (ISS) platform**
- **Functionally-oriented**
- **Accreditation awarded at the organization level**
- **Disclosure of the DM programs/conditions reviewed**
- **Feasible for a wide variety of organizations**

# Eligible Organizations

- **DM specialty organizations**
- **Health plans**
- **Provider organizations**
- **PBMs and pharmaceuticals**
- **Software & biometric device companies**
- **Health information companies**
- **Case management companies**
- **Care management companies**



# Standards Categories

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- **Program Content**
- **Patient Services**
- **Practitioner Service**
- **Clinical Systems**
- **Measurement and QI**
- **Program Operations**



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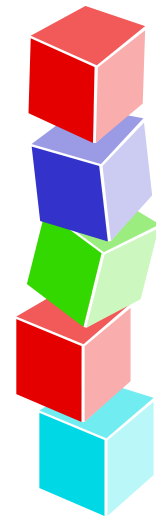
# Product Design

## Accreditation

- Patient Oriented
- Practitioner Oriented
- Patient and Practitioner Oriented

## Certification

- Program Design
- Systems
- Contact



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# Current Results

<b>Program Type</b>	<b>#</b>	<b>Status</b>
<b>Patient &amp; Practitioner Oriented Accreditation</b>	<b>16</b>	<b>Full Accreditation</b>
<b>Patient Oriented Accreditation</b>	<b>1</b>	<b>Full Accreditation</b>
<b>Practitioner Oriented Accreditation</b>	<b>1</b>	<b>Full Accreditation</b>
<b>Program Design Certification</b>	<b>3</b>	<b>Certified</b>
<b>Systems Certification</b>	<b>1</b>	<b>Certified</b>



# Accredited and Certified DMOs

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- **Accordant Health Services, Inc.**
- **AdvancePCS**
- **AirLogix, Inc.**
- **American Healthways, Inc.**
- **Blue Care Network of Michigan**
- **Caremark, Inc.**
- **CorSolutions, Inc.**
- **Glaxo SmithKline Healthcare Management**
- **Health Dialog, Inc.**
- **Health Management Corporation**
- **Inland Empire Health Plan**

# **Accredited/Certified DMOs cont.**

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- **Integrated Resources for Middlesex Area, LLC**
- **Kaiser Permanente Care Management Institute**
- **LifeMasters Supported SelfCare, Inc.**
- **Matria Healthcare, Inc.**
- **McKesson Health Solutions, LLC**
- **Merck-Medco, LLC**
- **Pfizer Health Solutions, Inc.**
- **QMed Interactive Heart Management**
- **Renaissance Health Care, Inc.**
- **RMS Disease Management, Inc.**

# Questions?

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- **Web site: [www.ncqa.org](http://www.ncqa.org)**
- **For technical questions about HEDIS, Accreditation: [www.ncqa.org/Main/support.htm](http://www.ncqa.org/Main/support.htm)**
- **Customer Support: (888) 275-7585**