

**Minnesota Department of Human Services Report to Legislature**

In compliance with Minnesota Statutes 62Q.37, subdivision 7, the Department of Human Services (DHS) is reporting on the review and application of accreditation standards in the Department's managed care contracts. The Department's review and application of NCQA accreditation standards are part of the Department's Quality Strategy and is posted each year on the Department's website:

<http://edocs.dhs.state.mn.us/lfserver/Legacy/DHS-4538-ENG>

Two of nine managed care organizations (MCOs) under contract with DHS are accredited by NCQA for services to Medicaid enrollees. One other MCO is accredited for their commercial products.

Each year the Department considers new or updated NCQA standards, comparing them with federal and state requirements. The table below contains the most recent NCQA standards that are consistent with federal and state regulations, and adopted for all MCOs under contract with DHS. Accreditation and Medicare standards and applicable federal and state requirements will be reviewed and assessed on an ongoing basis to determine any needed changes to the list.

**SFY 2010**

The following table provides accreditation (NCQA) and Medicare standards that are comparable to BBA Managed Care standards (42 CFR 438.360).

<b>BBA Regulation</b>	<b>NCQA Standards "100% Compliance"</b>	<b>Medicare Standards "Met"</b>
Utilization and Over/Under Utilization of Services 42 CFR 438.240(b)(3)	UM 1 through 4, UM 10 through 15	QY 03 (Information Only) Appropriate Utilization Management Program
Health Information Systems 42 CFR 438.242		QY 02 Adequate Health Information System
Quality Assessment and Performance Improvement Program 42 CFR 438.240(c)(1-2)	QI 1, Element B	
Persons with Special Health Care Needs 42 CFR 438.208(c)(1)(i-ii)		AA 04 (Information Only) Adequate and Appropriate Access to Care
Clinical Practice Guidelines 42 CFR 438.236(b-d)	QI 9, Elements A	PR 02 (Information Only) Consultation with Physicians and Other Health Care Professionals
Case Management and Care Coordination 42 CFR 438.208(b)(1-3)	QI 10, Element A (as applicable), QI 4B	CMS Monitoring Guide, Chapter 4 (Information Only)
Access and Availability of Care and Services 42 CFR 438.206		AA 04 Adequate and Appropriate Access to Care
Emergency Room and Post Stabilization Care 42 CFR 438.114		OC 01 Correct Claim Determinations
Confidentiality 42 CFR 438.208(b)(4), 438.224, and 45 CFR Parts 160 and 164, Part 431 Subpart F	RR 6, Elements A through E (as applicable)	
Subcontractual Relationships and Delegation 42 CFR 438.230	UM 15, CR 12, RR 7, QI 13 (as applicable)	DG 01, Oversight of Delegated Entities with Chapter 4 Responsibilities QY 07 Oversight of Delegated Entities with Chapter 5 Responsibilities CN 07 Required Contract Provisions Delegation Requirements (Information Only)
Credentialing and Recredentialing 42 CFR 438.214	CR 1 through CR 11, QI 4 and QI 5 (as applicable)	PR 01 through PR 06 Provider Relations (Information Only)