NCQA Corrections, Clarifications and Policy Changes to the 2021 CVO Standards and Guidelines

November 23, 2020

This document includes the corrections, clarifications and policy changes to the 2021 CVO standards and guidelines. NCQA has identified the appropriate page number in the printed publication and the standard and head—subhead for each update. Updates have been incorporated into the Interactive Review Tool (IRT). NCQA operational definitions for correction, clarification and policy changes are as follows:

- A **correction (CO)** is a change made to rectify an error in the standards and guidelines.
- A **clarification (CL)** is additional information that explains an existing requirement.
- A **policy change (PC)** is a modification of an existing requirement.

An organization undergoing a survey under the 2021 CVO Standards and guidelines must implement corrections and policy changes within 90 calendar days of the IRT release date, unless otherwise specified. The 90-calendar-day advance notice does not apply to clarifications or FAQs, because they are not changes to existing requirements.

Page	Standard/Element	Head/Subhead	Update	Type of Update	IRT Release Date
7	Overview	Other Important NCQA Information	Revise the last bullet to read: • NCQA team members are available during the application process to help organizations select the evaluation product for which they are eligible. Our Application and Scheduling Team can also provide guidance on the application process, fee structure, timelines and survey preparation. Contact NCQA staff via the "My Questions" section at https://my.ncqa.org.	**CO**	**11/23/20**
11	Policies and Procedures— Section 1: Eligibility and the Application Process	Eligibility for Certification	Revise the second sentence in the second bullet to read: • If the organization provides verification services for its own practitioners, the functional credentialing unit must have been operational as a structured unit.	**CL**	**11/23/20**
12	Policies and Procedures— Section 1: Eligibility and the Application Process	Application request	Replace the second sentence with the following: Log in, click **My Apps** and then click **NCQA Applications Online** for the Accreditation/Certification Application Tool.	**CL**	**11/23/20**

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17	Policies and Procedures— Section 2: The Certification Process	Corrective Action	Replace the text with the following: In certain circumstances, NCQA may require corrective action and submission of a corrective action plan (CAP) by the organization. Corrective actions are steps taken to improve performance when an organization does not meet specific NCQA Certification requirements. Failure to timely comply with requested corrective action may result in a lower score or reduction or loss of Certification status. A CAP is considered complete when NCQA notifies the organization that all identified deficiencies are resolved and corrective actions have been implemented. If the CAP is not completed within the agreed-on time frame, the organization must notify NCQA of the reason. The ROC determines completion of the CAP. If the CAP is considered incomplete, the ROC may extend the CAP, reduce the organization's status or issue a Denied Certification status as specified below. <table><tr><td>**If the Organization…**</td><td>**The ROC May…**</td></tr><tr><td>Formulates a satisfactory CAP but fails to adequately implement it within the time frame specified in the CAP.</td><td>Extend the CAP or reduce the organization's status from Certified to Denied.</td></tr><tr><td>Does not complete the CAP after an extension, *or* Is unwilling or unable to formulate a satisfactory CAP within the required time frame, *or* Makes no attempt to complete an agreed-on CAP.</td><td>Issue a Denied Certification status.</td></tr></table>	CL	11/23/20
55	CVO 3, Element D	Factor 2: Intermittent Password changes	Revise the factor 2 language to read: 2. Password changes.	CL	11/23/20

Page	Standard/Element	Head/Subhead	Update	Type of Update	IRT Release Date
56	CVO 3, Element D	Explanation—Factor 2: Intermittent password changes	Revise the factor 2 subhead and text to read: *Factor 2:* **Password changes** The organization's policies and procedures describe requirements to change passwords when requested by staff or if passwords are compromised. *Note:* NCQA scores this factor "Yes" if the organization's policies and procedures state that it follows the National Institute of Standards and Technology guidelines.	**CL**	**11/23/20**
62	CVO 5, Element A	Explanation—Verification of DEA or CDS certification	Add a note under the fourth bullet under "Verification of DEA or CDS certification" that reads: *Note:* Effective November 17, 2020, NTIS is no longer an acceptable source to verify a practitioner's DEA certificate is valid. Please see *https://dea.ntis.gov/* for more information.	**CL**	**11/23/20**