



2.10.2.5 NCQA Accreditation

2.10.2.5.1 The Proposer should provide a copy of its certificate of accreditation by the National Committee for Quality Assurance (NCQA) for each of its Medicaid managed care contracts. If the Proposer is not accredited in Louisiana, the Proposer should provide a specific timeline outlining the Proposer’s plan to achieve full accreditation in Louisiana as soon as possible after the execution of a contract.

It is preferred, though not mandatory, that Proposers be accredited by NCQA as a Medicaid managed care organization in Louisiana or in another state prior to the deadline for receipt of proposals.

With a steadfast commitment to providing high quality care to enrollees, Humana utilizes National Committee for Quality Assurance (NCQA) standards to continuously perform gap analyses and align improvement activities with areas that are a priority for states and consumers. Humana currently operates 38 NCQA accredited health plans across Commercial, Medicaid and Medicare Advantage lines of business. Humana’s Medicaid health plans in Florida and Kentucky are both NCQA accredited. Our Florida health plan, which covers more than [REDACTED] lives, has been accredited for more than 15 years and holds a **Commendable status**. Please refer to Attachments 2.10.2.5.1-A and 2.10.2.5.1-B for Humana’s Medicaid NCQA accreditation certificates.

Humana’s Louisiana Medicare HMO plan holds a Commendable rating from NCQA.

Upon execution of the contract, Humana will apply for full accreditation status in Louisiana. We will adhere to the timeline proposed in Table 2.10.2.5.1-A, with full accreditation status slated to be received by August 2021. This timeline enables Humana to align all lines of business present in Louisiana and to ensure NCQA compliance across all policies and procedures. [REDACTED]

[REDACTED]

[REDACTED] Humana is confident that our deployment of resources and experience and commitment to receiving NCQA accreditation will facilitate a seamless accreditation process.

Task	Date
Louisiana Medicaid health plan goes live	January 2020
Apply for NCQA Full Accreditation [REDACTED]	July 2020
Submit NCQA Survey Tool with Documentation	May 2021
Respond to Follow-up Questions from NCQA	June 2021
Onsite Survey - File Reviews	July 2021
Receive Notifications for Full Accreditation Status [REDACTED]	August 2021

Deployment of Resources

Humana will leverage our corporate accreditation team to implement and support NCQA accreditation in Louisiana. [REDACTED]

[REDACTED] Collectively, they bring 83 years of experience working with NCQA, URAC, and Accreditation Association for Ambulatory Health Care accreditations. The team attends NCQA’s annual Health Care Congress and interacts with NCQA staff and other health plan professionals to stay abreast of the latest updates to accreditation standards and to refine best practices. Through this experience and commitment to continued training, Humana’s corporate team will work closely with the Louisiana market quality leads, associates, and operational departmental leaders to:

- Provide education on NCQA requirements
- Ensure the maintenance of compliant processes and documentation
- Conduct file audits
- Recommend corrective action plans (if necessary)
- Compile all documentation for submission to NCQA



In addition, Humana will employ a local Quality team dedicated to ensuring enrollee access to high quality care. Driven and overseen by a Quality Director, this team will work in tandem to regularly review the quality of care provided to enrollees from a multifaceted lens that prioritizes health disparities, care coordination, enrollee satisfaction, and access to care. These coordinated efforts will bolster Humana’s compliance with NCQA Accreditation standards. For the composition of this team, please refer to the Quality Org Structure in Section 2.10.11 of the RFP.

Experience and Commitment to Receiving NCQA Accreditation

Humana maintains NCQA Health Plan Accreditations across 14 states with 22 plans achieving a Commendable status. Through this experience, Humana’s accreditation team has developed a centralized and consistent process for managing NCQA accreditation surveys for all markets.

[Redacted]

Reflecting Humana’s commitment to the quality and cost of our care, Humana will receive NCQA Physician Quality Certification in Louisiana for our Medicare and Commercial health plans in 2019.

This specialized approach has rendered an efficient and a scalable process that can be readily deployed when Humana expands to a new market or launches a new plan.

Additionally, achieving full Health Plan Accreditation for all NCQA surveys is a key performance indicator for the Quality Operations Compliance and Accreditation department of Humana.

[Redacted]

[Redacted] supports LDH’s desire to have a centralized Credentials Verification Organization and (in accordance with Section 2.9.8.1.2 of the Model Contract) will accept any of its final credentialing decisions.

2.10.2.5.2 Where a Proposer utilizes a material subcontractor to provide behavioral health services, the Proposer should also include NCQA accreditation information for the material subcontractor or describe how it will achieve accreditation.

Underscoring Humana’s commitment to providing high quality care to enrollees, Humana deploys a **fully integrated clinical delivery model** in which behavioral health services are provided in-house. Behavioral health services will fall within the scope of Humana’s Louisiana Medicaid NCQA Health Plan Accreditation.