

# Chapter 5: Instructions for the Accreditation Application Section

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## 1. Overview

In this section of the Qualified Health Plan (QHP) Application, issuers enter information for each accredited product in the commercial, Medicaid, or Marketplace markets. This section collects information on accredited market type, accredited product type (if applicable), accreditation status, and accreditation expiration date. Any information provided on accredited products must be for the same legal entity that submits the QHP Application. Issuers entering their second year of Marketplace participation must be accredited by one of the Department of Health and Human Services (HHS)–recognized accrediting entities. Issuers entering their initial year of QHP certification must schedule (or plan to schedule) a review of their QHP policies and procedures with a recognized accrediting entity.

Additional information on how to use the QHP Application system and other Marketplace-related information can be found at <http://cciio.cms.gov/programs/exchanges/qhp.html>.

### 1.1 Accreditation Data

To verify the accreditation information, issuers upload their current and relevant accreditation certificates issued by any of the accrediting entities recognized for the purposes of QHP certification for the 2015 coverage year: the National Committee for Quality Assurance (NCQA), URAC, and the Accreditation Association for Ambulatory Health Care (AAHHC). Issuers accredited with AAHHC will email their accreditation data to [Marketplace\\_Quality@cms.hhs.gov](mailto:Marketplace_Quality@cms.hhs.gov). HHS verifies the information issuers submit on their accreditation with the applicable accrediting entity(ies). Only data that can be validated are displayed. All issuers must complete attestations about their accreditation and authorize the

release of their accreditation survey data from the recognized accrediting entity to the Marketplace, if applicable. The length of accreditation is determined by the accrediting entities (NCQA, URAC, and AAAHC). Contact the accrediting entities to determine how frequently you need to renew your accreditation.

## **1.2 States Performing Plan Management Functions Marketplaces (Including State-based Marketplaces)**

Issuers do not need to submit the Accreditation Templates if they are submitting a QHP Application for a State-based Marketplace through the System for Electronic Rate and Form Filing (SERFF) and the state does not require the templates. Instead, the issuer should comply with the requirements for accreditation data collection specified by the state-based marketplace.

Issuers who are submitting QHP applications through SERFF for a state performing plan management functions also do not need to submit the Accreditation Templates. Issuers submitting QHP applications through SERFF should contact the National Association of Insurance Commissioners (NAIC) for information on SERFF-specific requirements.

## **2. Purpose**

This chapter guides you through completing the Accreditation section of your QHP Application.

## **3. Accreditation Data Requirements**

To complete this section, you need the following:

1. Health Insurance Oversight System (HIOS) Issuer ID (also referred to as “Issuer ID”)
2. Product ID, which is your HIOS Product ID (NCQA only)
3. NCQA Organization ID (ORG ID) and Submission ID (SUB ID) for existing NCQA-accredited health plans, if applicable
4. NCQA accreditation certificates or a copy of your NCQA Interactive Survey System (ISS) results pages for *each* existing accredited health plan in the state in which you are applying to offer coverage, if applicable
5. URAC certificate number (referred to as the “application number” on the template) for existing URAC-accredited health plans, if applicable
6. URAC accreditation certificates for *each* existing accredited health plan in the state in which you are applying to offer coverage, if applicable
7. AAAHC organization identification number (Org ID) for existing AAAHC-accredited health plans, if applicable
8. AAAHC accreditation certificates for existing accredited health plans in the state in which you are applying to offer coverage, if applicable
9. Current accreditation market type, status, and the expiration date for your NCQA-, URAC-, and/or AAAHC-accredited products (found on your accreditation certificate).

#### 4. Application Instructions

The Accreditation section of the QHP Application is composed of three parts: (1) a template for identifying your accredited products, (2) accreditation questions to be completed in the Accreditation section of the Issuer Module in the QHP Application system, and (3) accreditation supporting documents (accreditation certificates or ISS reports and a signed, updated Accreditation Attestation for Accredited Issuers). Figure 5-1 shows key items in these instructions for completing the Accreditation section.

Figure 5-1. Accreditation Section Highlights

- Download the latest versions of the NCQA and URAC Templates (as appropriate) from <http://cciio.cms.gov/programs/exchanges/qhp.html>.
- Using the correct template version is critical. The current and correct version of template includes 2015 in the banner.
- Issuers with AAAHC accreditation cannot submit accreditation information in the Accreditation section of the Issuer Module in the QHP Application system and must instead e-mail their documents to [Marketplace\\_Quality@cms.hhs.gov](mailto:Marketplace_Quality@cms.hhs.gov). (See Section 4.1, Part C.)
- To initiate the template to allow data entry, enable template macros using the **Options** button on the Security Warning toolbar, and select **Enable this content**.
- If you are a registered HIOS user, your template may have prepopulated fields that are highlighted in yellow and cannot be changed.
- All header fields in the template marked with an asterisk (\*) are required.
- Begin entering information on the first available blank row (row 10, column A). Validation errors occur if the template contains blank rows.
- For any row entry (10 and higher), you must enter or select a value in the related fields, including *NCQA Org ID/URAC Application Number*, *Market Type*, *Product Type*, *Product ID*, *Accreditation Status*, and *Expiration Date*.
- The system requires the Product ID to be formatted as follows: five-digit Issuer ID + two-letter state abbreviation + three digits, for example, 12345MD001. If the Product ID does not match this format, you receive errors during template validation.
- The market types for your Product ID and your accredited product do not need to match. If you do not have a Product ID that matches the accredited product type, fill in any valid Product ID associated with your Issuer ID.
- The NCQA Template requires that **Interim** be selected for the accreditation status for all Exchange products, even if the actual status is accredited. Selection of **Interim** does not affect your application, but it helps avoid validation errors on the template.

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- If you have an NCQA accreditation status of Accredited on an identified product, but your organization has not yet submitted Healthcare Effectiveness Data and Information Set (HEDIS) or Consumer Assessment of Healthcare Providers and Systems (CAHPS) data for this product and does not have a NCQA Sub ID, enter 99999 in the *Sub ID* field for this product.
- If you have an NCQA accreditation status of New Health Plan, select **Accredited** from the accreditation dropdown on the NCQA Template. Selection of **Accredited** does not affect your application, but it helps to avoid validation errors in the template.
- Upload your accreditation certificate(s) in the Accreditation section of the Issuer Module in the QHP Application system. Use the following naming convention for your certificate(s): [Issuer ID]-[Name of Accrediting entity]-Accreditation, for example, “12345-NCQA-Accreditation.pdf.”
- A signed and scanned copy of the updated Accreditation Attestation for Accredited Issuers must be uploaded along with your accreditation certificate(s).

All accredited issuers must complete the Accreditation template and provide any required supporting documentation. After completing the template, you must answer the Accreditation questions that follow in the Accreditation section of the Issuer Module in the QHP Application system and upload your template and supporting documents (accreditation certificates or ISS reports and a signed Accreditation Attestation for Accredited Issuers). Issuers accredited by AAAHC will submit their accreditation data via email to [Marketplace\\_Quality@cms.hhs.gov](mailto:Marketplace_Quality@cms.hhs.gov). (See Section 4.1, Part C.)

1. If you have existing health plan accreditation on any products in the Marketplace, commercial, or Medicaid market from NCQA or URAC, select **Yes** to the first question. If you are accredited by AAAHC, select **No**. If you are a stand-alone dental plan, select **No**. If you are a dual issuer with an accredited medical plan, select **Yes**.
2. If you selected **No** to the first question, you do not need to complete any accreditation templates, but a box outlining the Accreditation Terms and Conditions (Figure 5-2) appears on your screen. Issuers are asked to complete the Terms and Conditions attestation by checking the **\*I attest to the terms and conditions** box.

**Figure 5-2. Accreditation Terms and Conditions for Issuers Not Accredited**

<p><b>Terms and Conditions</b></p> <p>The QHP issuer understands and acknowledges that prior to 2016, the Exchange Internet Portal may display composite data gathered using the Consumer Assessment of Healthcare Providers and Systems CAHPS® measures, which correspond to existing product lines outside the Exchange. These data will be displayed if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The QHP issuer has authorized the release of its accreditation data as required for QHP certification; and</li><li>• CAHPS® data were considered as part of the QHP issuer’s accreditation on Medicaid or Commercial lines of business and were submitted to the Exchange by the accrediting entity.</li></ul> <p>The CAHPS® data that were submitted to the Exchange by the accrediting entity are available for the same product type as the QHP that is being offered in the Exchange (e.g., HMO Adult CAHPS data for HMO QHP; PPO Adult CAHPS® data for PPO QHP; HMO Child CAHPS® data for Child-Only QHP HMO; PPO Child CAHPS®).</p> <p><input type="checkbox"/> *I attest to the terms and conditions.</p>
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3. If you selected **Yes** to the first question, that you are accredited, a box outlining the Accreditation Terms and Conditions (Figure 5-3) appears on your screen. Issuers are asked to complete the Terms and Conditions attestation by checking the **\*I attest to the terms and conditions** box. In addition to checking the box, you *must* download a copy of the updated Accreditation Attestation for Accredited Issuers. Once it downloads, print, sign, scan, and upload the updated Accreditation Attestation for Accredited Issuers along with your accreditation certificate(s).

**Figure 5-3. Accreditation Terms and Conditions for Accredited Issuers**

<p><b>Terms and Conditions</b></p> <p>The QHP issuer authorizes the release of its Commercial and/or Medicaid accreditation data from the accrediting entity to the Federally-facilitated Exchange (FFE) (if applicable).</p> <p>The QHP issuer understands and acknowledges that prior to 2016, the Exchange Internet Portal may display composite data gathered using the Consumer Assessment of Healthcare Providers and Systems CAHPS® measures, which correspond to existing product lines outside of the Exchange. This data will be displayed if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The QHP issuer has authorized the release of its accreditation data as required for QHP certification; and</li><li>• CAHPS® data were considered as part of the QHP issuer’s accreditation on Medicaid or Commercial lines of business and were submitted to the Exchange by the accrediting entity.</li></ul> <p>The CAHPS® data that were submitted to the Exchange by the accrediting entity are available for the same product type as the QHP that is being offered in the Exchange (e.g., HMO Adult CAHPS data for HMO QHP; PPO Adult CAHPS® data for PPO QHP; HMO Child CAHPS® data for Child-Only QHP HMO; PPO Child CAHPS®).</p> <p><input type="checkbox"/> *I attest to the terms and conditions.</p>
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## 4.1 Template Instructions

Using the 2015 versions<sup>1</sup> of the NCQA and URAC templates downloaded from the Accreditation section of the Issuer Module in the QHP Application system, follow the instructions below to complete the Accreditation Template. Include accreditation information for each market (commercial, Medicaid, or Exchange) for which you have accredited products by NCQA and/or URAC in the state. For instance, if you have accredited products in both the commercial and Exchange markets, include your accreditation information for both. You must complete a separate template for NCQA and URAC. (See Part C for AAAHC.)

**Part A: NCQA Template Instructions:** These instructions apply to all issuers accredited by NCQA (see Part B for URAC and Part C for AAAHC). Figure 5-4 shows a sample completed NCQA template.

**Figure 5-4. Completed NCQA Template**

A	B	C	D	E	F	G
1	<b>2015 NCQA Template v4.0</b>					
2	<i>All fields with an asterisk (*) are required. To validate the template, use the Validate button or Ctrl + Shift + V. To finalize the template, use the Finalize button or Ctrl + Shift + F.</i>					
3	Validate	<i>The information for the accredited products must be for the same legal entity as is submitting the QHP application.</i>				
4	Finalize	<i>Please follow the instructions provided in the Accreditation Chapter (Chapter 5) of the QHP Application Instructions Manual closely and carefully.</i>				
5	<i>The Department of Health and Human Services (HHS) will verify the information that you have provided about your existing accreditation with NCQA, URAC, or both.</i>					
6	<i>Only data that can be verified will be displayed on the website.</i>					
7	<i>It is only necessary to enter one accreditation entry per product/market type, using the product with the largest number of covered lives.</i>					
	HIOS Issuer ID*	12345				
8	NCQA Org ID*	Market Type*	NCQA Sub ID	Product Type*	Product ID*	Accreditation Status*
9	Required: Enter the 2-5-digit NCQA Org ID number	Required: Select the Market Type from list	Required if Market is NOT Exchange: Enter the 2-5-digit NCQA Sub ID number	Required: Select the Product Type from list	Required: Enter the 10-character Product ID	Required: Select the Accreditation Status from list
10		234 Commercial		100 PPO Only	12345MD001	Excellent
11		9876 Exchange		POS Only	12345MD003	Interim
12		45678 Medicaid		300 HMO Only	12345MD005	Accredited
						6/10/2015
						8/12/2015
						9/30/2015

Complete the following required fields in the NCQA Template for each accredited product:

1. Enable template macros using the **Options** button on the Security Warning toolbar, and select **Enable this content**. If you do not enable macros before entering data, the template does not recognize these data and you have to reenter them.
2. *HIOS Issuer ID* (required). Enter your five-digit HIOS issuer ID, if not prepopulated.
3. If you are an NCQA-accredited issuer with one or more accredited products in the **Medicaid** market, enter only one accredited product for each applicable Medicaid product type—organization (**PPO Only**), health maintenance organization (**HMO Only**), preferred provider point of service (**POS Only**) plan, **HMO/POS Combined**, **PPO/POS Combined**, or **HMO/POS/PPO Combined**—with a minimum of one entry and maximum of three entries total for the Medicaid market. You may exceed this maximum if you need to provide two entries for an HMO accredited product (see 3b), in which case there is a maximum of four total entries.
  - a. If you are an NCQA-accredited Medicaid HMO issuer, complete the following information for your Medicaid HMO with the largest number of covered lives:
    - i. *NCQA Org ID* (required). Enter the NCQA Org ID.

<sup>1</sup> The 2015 version of the templates must be used. The banner section of each template will specify 2015.

- ii. *Market Type* (required). Use the drop-down menu to select **Medicaid**.
  - iii. *NCQA Sub ID* (required). Enter the Sub ID.
  - iv. *Product Type* (required). Use the drop-down menu to select **HMO Only**.
  - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
- b. If you are an NCQA-accredited Medicaid HMO issuer that sends a Child CAHPS submission to NCQA, complete the following information for your Medicaid HMO:
- i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market Type* (required). Use the drop-down menu to select **Medicaid**.
  - iii. *NCQA Sub ID* (required). Enter the Sub ID that corresponds to your Child CAHPS submission.
  - iv. *Product Type* (required). Use the drop-down menu to select **HMO Only**.
  - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
- c. Because NCQA does not currently accredit any Medicaid PPOs, information on Medicaid PPOs is not collected in the NCQA template.
- d. If you are an NCQA-accredited Medicaid POS issuer, complete the following information for your Medicaid POS with the largest number of covered lives:
- i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market Type* (required). Use the drop-down menu to select **Medicaid**.
  - iii. *NCQA Sub ID* (required). Enter a Sub ID.
  - iv. *Product Type* (required). Use the drop-down menu to select **POS Only**.

- v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
- e. If you are an NCQA-accredited Medicaid HMO/POS issuer, complete the following information for your Medicaid HMO/POS combined with the largest number of covered lives:
- i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market type* (required). Use the drop-down menu to select **Medicaid**.
  - iii. *NCQA Sub ID* (required). Enter Sub ID.
  - iv. *Product Type* (required). Use the drop-down menu to select **HMO/POS Only**.
  - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
4. If you are an NCQA-accredited issuer with one or more accredited products in the **Commercial** market, enter only one accredited product for each commercial product type (**PPO Only, HMO Only, POS Only, HMO/POS Combined, PPO/POS Combined, HMO/POS/PPO Combined**), with a minimum of one and a maximum of four entries total for the commercial market.
- a. If you are an NCQA-accredited Commercial HMO issuer, complete the following information for your commercial HMO with the largest number of covered lives:
    - i. *NCQA Org ID* (required). Enter the NCQA Org ID.
    - ii. *Market Type* (required). Use the drop-down menu to select **Commercial**.
    - iii. *NCQA Sub ID* (required). Enter the Sub ID.
    - iv. *Product Type* (required). Use the drop-down menu to select **HMO Only**.
    - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.

- vi. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
- b. If you are an NCQA-accredited Commercial PPO issuer, complete the following information for your commercial PPO with the largest number of covered lives:
- i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market Type* (required). Use the drop-down menu to select **Commercial**.
  - iii. *NCQA Sub ID* (required). Enter the Sub ID.
  - iv. *Product Type* (required). Use the drop-down menu to select **PPO Only**.
  - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future, or greater than the current date.
- c. If you are an NCQA-accredited Commercial POS issuer, complete the following information for your commercial POS with the largest number of covered lives:
- i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market Type* (required). Use the drop-down menu to select **Commercial**.
  - iii. *NCQA Sub ID* (required). Enter the Sub ID.
  - iv. *Product Type* (required). Use the drop-down menu to select **POS Only**.
  - v. *Product ID* (required). Enter a Product ID. (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.

- d. If you are an NCQA-accredited Commercial HMO/POS issuer, complete the following information for your commercial HMO/POS with the largest number of covered lives:
  - i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market Type* (required). Use the drop-down menu to select **Commercial**.
  - iii. *NCQA Sub ID* (required). Enter the Sub ID.
  - iv. *Product Type* (required). Use the drop-down menu to select **HMO/POS Combined**.
  - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
5. If you are an NCQA-accredited issuer with one or more accredited products in the **Exchange** market, enter only one accredited product for each applicable Exchange product type (**PPO Only, HMO Only, POS Only, HMO/POS Combined, PPO/POS Combined, HMO/POS/PPO Combined**), with a minimum of one and a maximum of four entries total for the Exchange market.
  - a. If you are an NCQA-accredited Exchange HMO issuer, complete the following:
    - i. *NCQA Org ID* (required). Enter the NCQA Org ID.
    - ii. *Market Type* (required). Use the drop-down menu to select **Exchange**.
    - iii. *NCQA Sub ID* (required). Sub ID does not apply to the Exchange market. Leave this field blank.
    - iv. *Product Type* (required). Use the drop-down menu to select **HMO Only**.
    - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
    - vi. *Accreditation Status* (required). Use the drop-down menu to select **Interim**. The template only allows **Interim** as the selection for any Exchange products.
    - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.

- b. If you are an NCQA-accredited Exchange PPO issuer, complete the following:
- i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market Type* (required). Use the drop-down menu to select **Exchange**.
  - iii. *NCQA Sub ID* (required). Sub ID does not apply to the Exchange market. Leave this field blank.
  - iv. *Product Type* (required). Use the drop-down menu to select **PPO Only**.
  - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select **Interim**. The template only allows **Interim** as the selection for all Exchange products.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
- c. If you are an NCQA-accredited Exchange POS issuer, complete the following:
- i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market Type* (required). Use the drop-down menu to select **Exchange**.
  - iii. *NCQA Sub ID* (required). Sub ID does not apply to the Exchange market. Leave this field blank.
  - iv. *Product Type* (required). Use the drop-down menu to select **POS Only**.
  - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select **Interim**. The template only allows **Interim** as the selection for all Exchange products.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
- d. If you are an NCQA-accredited Exchange HMO/POS combined issuer, complete the following:
- i. *NCQA Org ID* (required). Enter the NCQA Org ID.
  - ii. *Market Type* (required). Use the drop-down menu to select **Exchange**.
  - iii. *NCQA Sub ID* (required). Sub ID does not apply to the Exchange market. Leave this field blank.

- iv. *Product Type* (required). Use the drop-down menu to select **HMO/POS Combined**.
  - v. *Product ID* (required). Enter a Product ID (HIOS Product ID). See Figure 5-1 for information on how to format your product ID.
  - vi. *Accreditation Status* (required). Use the drop-down menu to select **Interim**. The template only allows **Interim** as the selection for all Exchange products.
  - vii. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
6. Click the **Validate** button in the template. The template identifies any data issues that require attention. Resolve any identified errors and click **Validate** again. Repeat until all errors are resolved.
  7. Click the **Finalize** button in the template to create the template document to be uploaded. The function creates an XML file. It is also recommended to save the template to your hard drive as an XLSM.
  8. Save the XML file using your default drive or store the file where you will be able to find it to upload to the Accreditation section of the Issuer Module in the QHP Application system.
  9. Upload the completed NCQA template in the Issuer module of the Accreditation section of the Issuer Module in the QHP Application system.

**Part B: URAC Template Instructions:** These instructions apply to all issuers accredited by URAC. (See Part A for NCQA and Part C for AAAHC.) Figure 5-5 shows a sample completed URAC Template.

**Figure 5-5. Completed URAC Template**

A	B	C	D	E	F	G	H	I
1	<b>2015 URAC Template v4.0</b>							
2	All fields with an asterisk (*) are required. To validate the template, use the Validate button or Ctrl + Shift + V. To finalize the template, use the Finalize button or Ctrl + Shift + F.							
3	Validate	The information for the accredited products must be for the same legal entity as is submitting the QHP application.						
4	Finalize	Please follow the instructions provided in the Accreditation Chapter (Chapter 5) of the QHP Application Instructions Manual closely and carefully.						
5	The Department of Health and Human Services (HHS) will verify the information that you have provided about your existing accreditation with NCQA, URAC, or both.							
6	Only data that can be verified will be displayed on the website.							
7	HIOS Issuer ID*	12345						
8	URAC Application Number*	Market Type*	Accreditation Status*	Expiration Date*				
9	Required: Enter the 9-10 alphanumeric URAC Application Number	Required: Select the Market Type from list	Required: Select the Accreditation Status from list	Required: Enter a future date in mm/dd/yyyy format				
10	abc133000	Medicaid	Full	10/10/2015				
11	abc139000	Exchange	Provisional	12/30/2015				
12	abc153000	Commercial	Conditional	11/22/2015				

Complete the following required fields in the URAC Template for each accredited product:

1. Enable template macros using the **Options** button on the Security Warning toolbar, and select **Enable this content**. If macros are not enabled before entering data, the template does not recognize your data and you will have to reenter it.
2. *HIOS Issuer ID* (required). Enter your five-digit HIOS issuer ID, if not prepopulated.

3. If you are a URAC-accredited issuer with one or more accredited products in the Medicaid market, complete the following:
  - a. *URAC Application Number* (required). Enter the URAC certificate number printed on the Medicaid market accreditation certificate.
  - b. *Market Type* (required). Use the drop-down menu to select **Medicaid**.
  - c. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - d. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
4. If you are a URAC-accredited issuer with one or more accredited products in the Commercial market, complete the following:
  - a. *URAC Application Number* (required). Enter the URAC certificate number printed on the commercial market accreditation certificate.
  - b. *Market Type* (required). Use the drop-down menu to select **Commercial**.
  - c. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - d. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
5. If you are a URAC-accredited issuer with one or more accredited products in the Exchange market, complete the following:
  - a. *URAC Application Number* (required). Enter the URAC certificate number printed on the Exchange market accreditation certificate.
  - b. *Market Type* (required). Use the drop-down menu to select **Exchange**.
  - c. *Accreditation Status* (required). Use the drop-down menu to select the correct accreditation status.
  - d. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
6. Click the **Validate** button in the template. The template identifies any data issues that require attention. Resolve any identified errors and click **Validate** again. Repeat until all errors are resolved.
7. Click the **Finalize** button in the template to create the template document to be uploaded. The function creates an XML file. It is also recommended to save the template to your hard drive as an XLSM.

8. Save the XML file using your default drive or store the file where you will be able to find it to upload to the Accreditation section of the Issuer Module in the QHP Application system.
9. Upload the completed URAC Template in the Issuer module of the Accreditation section of the Issuer Module in the QHP Application system.

**Part C: AAAHC Template Instructions:** These instructions apply to all issuers accredited by AAAHC. (See Part A for NCQA and Part B for URAC.) The AAAHC template can be found at [www.zone.cms.gov](http://www.zone.cms.gov) (CMSzONE (Issuer Community registration required)), under “Health Insurance Marketplaces—Forms.” Figure 5-6 shows a sample completed AAAHC Template.

**Figure 5-6. Completed AAAHC Template**

	A	B	C	D	E
1	<b>AAAHC Template v1.0</b>	<i>All fields with an asterisk (*) are required. To validate the template, use the Validate button or Ctrl + Shift + V.</i>			
2	<input type="button" value="Validate"/>	<i>Please reference Chapter 5 of the QHP Instructions for instructions on completing this template</i>			
3					
4					
5					
6					
7	<b>HIOS Issuer ID*</b>	12345			
8	<b>AAAHC Org ID*</b>	<b>Market Type*</b>	<b>Accreditation Status*</b>	<b>Expiration Date*</b>	
9	<b>Required:</b> Enter the 3 to 6 digit AAAHC Org ID	<b>Required:</b> Select the Market Type from list	<b>Required:</b> Select the Accreditation Status from list	<b>Required:</b> Enter a date after 05/27/2014 in mm/dd/yyyy format	
10	123456	Exchange	Accredited	10/10/2015	
11	123456	Commercial	Accredited	12/10/2016	
12	123456	Medicaid	Accredited	05/07/2015	

Complete the following required fields in the AAAHC Template for each accredited product.

1. Enable template macros using the **Options** button on the Security Warning toolbar, and select **Enable this content**. If macros are not enabled before entering data, the template does not recognize your data and you will have to reenter it.
2. *HIOS Issuer ID* (required). Enter your five-digit HIOS issuer ID.
3. If you are a AAAHC-accredited issuer with one or more accredited products in the Medicaid market, complete the following:
  - a. *AAAHC Org ID* (required). Enter the AAAHC organization identification number printed on the Medicaid market accreditation certificate.
  - b. *Market Type* (required). Use the drop-down menu to select **Medicaid**.
  - c. *Accreditation Status* (required). Use the drop-down menu to select **Accredited**.
  - d. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.

4. If you are a AAAHC-accredited issuer with one or more accredited products in the Commercial market, complete the following:
  - a. *AAAHC Org ID* (required). Enter the AAAHC organization identification number printed on the commercial market accreditation certificate.
  - b. *Market Type* (required). Use the drop-down menu to select **Commercial**.
  - c. *Accreditation Status* (required). Use the drop-down menu to select **Accredited**.
  - d. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future
5. If you are a AAAHC-accredited issuer with one or more accredited products in the Exchange market, complete the following:
  - a. *AAAHC Org ID* (required). Enter the AAAHC organization identification number printed on the Exchange market accreditation certificate.
  - b. *Market Type* (required). Use the drop-down menu to select **Exchange**.
  - c. *Accreditation Status* (required). Use the drop-down menu to select **Accredited**.
  - d. *Expiration Date* (required). Enter the accreditation expiration date using the mm/dd/yyyy format. The template only accepts an expiration date in the future.
6. Click the **Validate** button in the template. The template identifies any data issues that require attention. Resolve any identified errors and click **Validate** again. Repeat until all errors are resolved.
7. Save the template.
8. E-mail the template along with supporting documentation to [Marketplace\\_Quality@cms.hhs.gov](mailto:Marketplace_Quality@cms.hhs.gov).

#### 4.2 Supporting Documentation Instructions

All accredited issuers must submit two pieces of supporting documentation with their QHP application: accreditation certificate(s) and a signed, updated Accreditation Attestation for Accredited Issuers. (AAAHC issuers e-mail the documentation along with their completed template to [Marketplace\\_Quality@cms.hhs.gov](mailto:Marketplace_Quality@cms.hhs.gov).)

Part A: Accreditation Certificates. Upload your accreditation certificates in the Accreditation section of the Issuer Module in the QHP Application system. You *must* use the following naming conventions for your files:

1. If you are accredited by NCQA, scan and upload a PDF version of *each* accreditation certificate (one per accredited product/market type) to the Accreditation section of the Issuer Module in the QHP Application system. You *must* use the following naming

convention for your certificate(s): [Issuer ID]-[Name of Accrediting entity]-Accreditation. For example: “12345-NCQA-Accreditation.pdf.” If you are accredited by NCQA and do not have a copy of your accreditation certificate, use the NCQA ISS to get a copy of your survey results. Log into ISS, click on the Results tab, view survey results, and print the results screen. Scan and upload a PDF version of the results screen to the Accreditation section of the Issuer Module in the QHP Application system. You *must* use the following naming convention for your ISS survey results: [Issuer ID]-[Name of Accrediting entity]-Accreditation. For example: “12345-NCQA-Accreditation.pdf.”

2. If you are accredited by URAC, scan and upload a PDF version of *each* accreditation certificate (one per accredited market type) to the Accreditation section of the Issuer Module in the QHP Application system. You *must* use the following naming convention for your certificate(s): [Issuer ID]-[Name of Accrediting entity]-Accreditation. For example: “12345-URAC-Accreditation.pdf.”
3. If you are accredited by AAAHC, scan and e-mail a PDF version of *each* accreditation certificate (one per accredited market type) to Marketplace\_Quality@cms.hhs.gov. You *must* use the following naming convention for your certificate(s): [Issuer ID]-[Name of Accrediting entity]-Accreditation. For example: “12345-AAAHC-Accreditation.pdf.”

Figures 5-7 through 5-9 show sample accreditation certificates.

Figure 5-7. Sample NCQA Accreditation Certificate



Figure 5-8. Sample URAC Accreditation Certificate



Figure 5-9. Sample AAAHC Accreditation Certificate



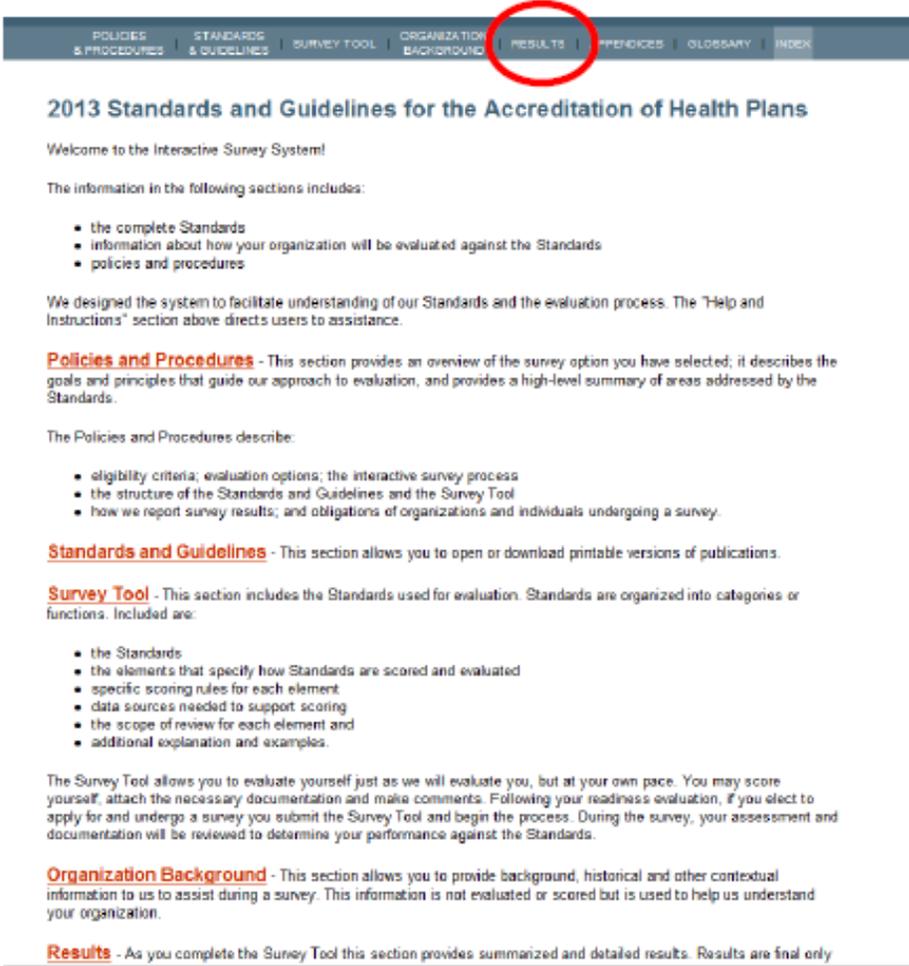
Figures 5-10 and 5-11 show sample NCQA ISS survey results.

Figure 5-10. Sample NCQA ISS Survey Results, page 1

**How to View Results?**

**Step 1:**      *Login to ISS*

**Step 2:**      *Click Results Tab to View*



**2013 Standards and Guidelines for the Accreditation of Health Plans**

Welcome to the Interactive Survey System!

The information in the following sections includes:

- the complete Standards
- information about how your organization will be evaluated against the Standards
- policies and procedures

We designed the system to facilitate understanding of our Standards and the evaluation process. The "Help and Instructions" section above directs users to assistance.

**Policies and Procedures** - This section provides an overview of the survey option you have selected; it describes the goals and principles that guide our approach to evaluation, and provides a high-level summary of areas addressed by the Standards.

The Policies and Procedures describe:

- eligibility criteria; evaluation options; the interactive survey process
- the structure of the Standards and Guidelines and the Survey Tool
- how we report survey results; and obligations of organizations and individuals undergoing a survey.

**Standards and Guidelines** - This section allows you to open or download printable versions of publications.

**Survey Tool** - This section includes the Standards used for evaluation. Standards are organized into categories or functions. Included are:

- the Standards
- the elements that specify how Standards are scored and evaluated
- specific scoring rules for each element
- data sources needed to support scoring
- the scope of review for each element and
- additional explanation and examples.

The Survey Tool allows you to evaluate yourself just as we will evaluate you, but at your own pace. You may score yourself, attach the necessary documentation and make comments. Following your readiness evaluation, if you elect to apply for and undergo a survey you submit the Survey Tool and begin the process. During the survey, your assessment and documentation will be reviewed to determine your performance against the Standards.

**Organization Background** - This section allows you to provide background, historical and other contextual information to us to assist during a survey. This information is not evaluated or scored but is used to help us understand your organization.

**Results** - As you complete the Survey Tool this section provides summarized and detailed results. Results are final only

Figure 5-11. Sample NCQA ISS Survey Results, page 2

**Step 3: View Results Page**

**2013 Standards and Guidelines for the Accreditation of Health Plans**

Select an evaluation option for which to view results.

Name:

Evaluation Option: Interim Survey

Standards Year: 2013

Product Line/Product	Overall Score	Status	Valid Dates
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\*Reports and numeric results are not final and may not be made public until NCQA's Review Oversight Committee evaluates them. The organization may not represent that it has achieved any endorsement or approval, or that it is in compliance with any standards or is NCQA Accredited based on reports or numeric results from the readiness evaluation without a final decision as described in the Policies and Procedures.

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**Part B: Updated Accreditation Attestation for Accredited Issuers.** In addition to accreditation certificates, issuers must submit a signed copy of the updated Accreditation Attestation for Accredited Issuers. The updated Accreditation Attestation for Accredited Issuers is located at <http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/qhp.html>, under “Other QHP Application Resources.” Once it downloads, print, sign, scan, and upload the signed, updated Accreditation Attestation for Accredited Issuers in the Accreditation section of the Issuer Module in the QHP Application system. (AAAHHC issuers e-mail the documentation to [Marketplace\\_Quality@cms.hhs.gov](mailto:Marketplace_Quality@cms.hhs.gov).) You *must* use the following naming convention for your attestation: [Issuer ID]-accreditation attestation. For example “12345-accreditation attestation.pdf.”

Figure 5-12 shows a sample updated Accreditation Attestation for Accredited Issuers.

**Figure 5-12. Sample Updated Accreditation Attestation for Accredited Issuers**

**Accreditation Attestation for Accredited Issuers:**

The QHP applicant attests that, if in their second or third year of participation on the Exchange, its application includes:

- Accreditation by a HHS-recognized accrediting entity on the policies and procedures that are applicable to its Exchange products; or
- Commercial or Medicaid accreditation granted by a HHS-recognized accrediting entity for the same state in which the issuer is offering Exchange coverage and the administrative policies and procedures underlying that accreditation are the same or similar to the administrative policies and procedures used in connection with the QHP.

The QHP applicant attests that their application includes accreditation in compliance with the timeline established in 45 C.F.R. 155.1045(b).

The QHP applicant understands and acknowledges that the Exchange Internet web site may display that a QHP applicant is accredited if that applicant is accredited on its commercial, Medicaid, or Exchange product lines by one of the HHS-recognized accrediting entities. The QHP applicant understands and acknowledges that the Exchange Internet web site may display a QHP applicant as “Not yet accredited” if the applicant does not provide accreditation information that can be verified with a recognized accrediting entity, or does not have any products that the applicable accrediting entity considers to be accredited (e.g., an applicant will be displayed as “Not yet accredited” if the accreditation review is “scheduled” or “in process”).

**Signature:**

Issuer ID:

Printed Name:

Title of Issuer Representative:

Signature:

Date: