



CASE STUDY

THE CLIENT

A managed care health system serving the comprehensive needs of communities and offering care delivery sites across the Midwest.

THE CHALLENGE

The client wanted to expand its reach by offering its Marketplace product in a nearby state. The state requires either National Committee for Quality Assurance (NCQA) accreditation or Centers for Medicare and Medicaid Services (CMS) approval to determine network adequacy and allow plans to operate in the state. The client, already established with HMA in other states, reached out to secure our services to help them with the accreditation process.

While NCQA accreditation is never easy, this process was complicated by several factors including a six-month timeline in order to start processing requests during the open enrollment period, as well as a complex company structure.

THE APPROACH

Working on-site, HMA's experts assembled a team from the client's staff to assist with the accreditation process and completed a second-level review of every document as they readied the accreditation submission. After submission, HMA consultants helped the team answer two rounds of complex questions in response to requests from NCQA.

The biggest challenges were questions regarding the company's organizational structure because the plan operates under different names in different states. Multiple-state accreditation is a