

**To:** Delegated Credentialing Vendors  
**From:** B – UHP Vendor Oversight Department  
**CC:** B – UHP Compliance Department  
**Subject:** NCQA Updates

NCQA has added new Credentialing Standards for 2020 therefore the credentialing audit tool for Element CR 1 and Medicare Standard Site Visits have been updated as follows:

### **CR 1 C Credentialing System Controls**

The entity credentialing process describes (applies to paper and electronic processes):

1. How primary source verification information is received, dated and stored (and reviewed/tracked).
2. How modified information is tracked and dated from its initial verification:
  - When the information was modified
  - How the information was modified
  - Staff who made the modification
  - Why the information was modified
3. Staff authorized to review, modify and delete information, and circumstances when modification or deletion is appropriate:
  - Level of staff authorized to access
  - Circumstances when modification or deletion is appropriate
4. The security controls in place to protect the information from unauthorized modification. Policies must describe: Limiting physical access, preventing unauthorized access, changes to and release of information, password protections an external entity storage protocol.
  - Limiting physical access to the credentialing information, to protect the accuracy of information gathered from primary sources and NCQA-approved sources.
  - Preventing unauthorized access, changes to and release of credentialing information.
  - Password-protecting electronic systems, including user requirements to:
    - Use strong passwords.
    - Avoid writing down passwords.
    - Use different passwords for different accounts.
    - Change passwords periodically.
  - Changing or withdrawing passwords, including alerting appropriate staff who oversee computer security to:
    - Change passwords when appropriate.
    - Disable or remove passwords of employees who leave the organization.
  - If the entity contracts with an external entity to outsource storage of credentialing information, the contract describes how the contracted entity ensures the security of the stored information.
    - Review the contract if outsourcing.
5. How the organization audits the processes and procedures in factors 1–4.
  - Audit methodology, sampling, individuals and frequency.
  - The oversight of the department responsible.

**NCQA Medicare Standard Site Visits:**

1. Added Accessibility of Equipment within the Site Visits section of the audit tool. The entity's site visit tool must include reviewing the provider offices has standards and thresholds for providing accessible equipment for members with physical or mental disabilities. This includes scales and exam tables and equipment for treatment and diagnosis.

B – UHP's Audit Team will begin utilizing the new tool that includes the above requirements for audits beginning in January 2020.

Questions regarding the above-mentioned changes can be directed to [BUHPVendorOversight@bannerhealth.com](mailto:BUHPVendorOversight@bannerhealth.com)