

## IA Health Link Iowa Medicaid Managed Care Program National Committee for Quality Assurance (NCQA)\* Medicaid Healthcare Accreditation\*\*

| Managed Care Organization (MCO) | Accreditation Date | Expiration Date   | Accreditation Level |
|---------------------------------|--------------------|-------------------|---------------------|
| Amerigroup, Iowa Inc.           | August 31, 2021    | August 31, 2024   | Accredited          |
| Iowa Total Care                 | September 7, 2021  | September 7, 2024 | Accredited          |

\* NCQA is an independent, not-for-profit organization dedicated to assessing and reporting on the quality of, health plans, managed behavioral healthcare organizations, preferred provider organizations, new health plans, physician organizations, credentials verification organizations, disease management programs, and other related programs.

\*\* This document meets the federal MCO, PIHP, or PAHP accreditation information publication requirement under 42 CFR § 438.332(c)(1).

| Accreditation Level | Description  |
|---------------------|--|
| <b>Excellent</b>    | The National Committee for Quality Assurance awards its highest accreditation status of Excellent for service and clinical quality that meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement. HEDIS <sup>®1</sup> and CAHPS <sup>®2</sup> results are in the highest range of national performance. |
| <b>Commendable</b>  | NCQA awards an accreditation status of Commendable for service and clinical quality that meet NCQA's rigorous requirements for consumer protection and quality improvement.  |
| <b>Accredited</b>   | NCQA awards an accreditation status of Accredited for service and clinical quality that meet the basic requirements of NCQA's rigorous standards for consumer protection and quality improvement.  |
| <b>Provisional</b>  | NCQA awards a status of Provisional to organizations with programs for service and clinical quality that meet some basic requirements for consumer protection and quality improvement.   |
| <b>Interim</b>      | NCQA awards a status of Interim to organizations with basic structure in place to meet expectations for consumer protection and quality improvement. Organizations awarded this status will need to undergo a new review within 18 months to demonstrate they have executed those processes effectively.                                   |
| <b>Denied</b>       | NCQA awards a status of Denied Accreditation to organizations whose programs for service and clinical quality do not meet NCQA requirements.   |

(Updated November 2021)

<sup>1</sup> The Healthcare Effectiveness Data and Information Set (HEDIS) is a registered trademark of NCQA.

<sup>2</sup> CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).