



**STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Bureau for Medical Services**

**Bill J. Crouch**  
Cabinet Secretary

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Commissioner

**Managed Care Health Plan Accreditation Status for West Virginia’s Medicaid Managed Care Organizations**  
December 16, 2020

The West Virginia Bureau for Medical Services (BMS), Office of Managed Care requires contracted Managed Care Organizations (MCOs), participating in the Mountain Health Trust and Mountain Health Promise managed care programs, to achieve and maintain health plan accreditation status awarded by the National Committee for Quality Assurance (NCQA) for the West Virginia Medicaid line of business. BMS evaluates contracted MCOs performance on this requirement annually.

NCQA is a non-profit organization that works to improve healthcare quality through the accreditation, certification, and recognition of health care programs. Through their accreditation process, health plans can demonstrate that they meet national standards regarding organizational management, as well as quality of care and services provided. An MCO’s awarded accreditation status is based on national standards and performance measures, including the Consumer Assessment of Health Plan Providers and Systems (CAHPS®) survey and Healthcare Effectiveness and Data Information Set (HEDIS®) measures.

The table below indicates the current NCQA accreditation status for each contracted MCO. As of December 15, 2020, all contracted MCOs achieved the status level of “Accredited.” Please refer to the NCQA website for additional information on MCO accreditation status.<sup>1</sup>

<b>Contracted Managed Care Plans</b>	<b>Program/Product Line</b>	<b>Accreditation Status as of 12/15/20</b>
Aetna Better Health of West Virginia	Medicaid/HMO	Accredited
The Health Plan	Medicaid/HMO	Accredited
UniCare Health Plan of West Virginia	Medicaid/HMO	Accredited

NCQA recently changed the methodology for reporting health plan accreditation, to better align with the Health Plan Ratings. Effective September 2020, health plans renewing accreditation may only achieve a status of denied, provisional or accredited. Going forward, health plans accreditation will use the Health Plan Ratings based on HEDIS®/CAHPS® reporting.<sup>2</sup> Additional information on NCQA’s Health Insurance Plan Ratings is located on the NCQA website.<sup>3</sup>

<sup>1</sup> National Committee for Quality Assurance. Health Plan Accreditation, <http://www.ncqa.org/Programs/Accreditation/health-plan-hp/Accreditation-Levels>  
<sup>2</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).  
<sup>3</sup> National Committee for Quality Assurance. NCQA’s Health Insurance Plan Ratings 2019-2020, <https://www.ncqa.org/hedis/reports-and-research/ratings-2019/>