

Accordant's NCQA and URAC Accreditation

Accordant provides integrated care management programs, supporting a holistic approach to care for members with complex, chronic conditions. At Accordant, we adhere to strict quality standards and thorough, clinically sound processes to ensure optimal service to our members, their caregivers, their physicians and their health benefit providers.

Accordant has been awarded 11 continuous years (2003-2014) of Patient and Practitioner Oriented Disease Management Accreditation by the National Committee for Quality Assurance (NCQA).

NCQA accreditation represents recognition of Accordant's program quality by one of the nation's premier accrediting bodies. NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers. NCQA has accredited Accordant's care management programs for all 17 conditions:

- Epilepsy (Seizures)
- Rheumatoid Arthritis (RA)
- Multiple Sclerosis (MS)
- Crohn's Disease
- Ulcerative Colitis
- Parkinson's Disease (PD)
- Systemic Lupus Erythematosus (SLE or Lupus)
- Myasthenia Gravis (MG)
- Sickle Cell Disease (SCD)
- Cystic Fibrosis (CF)
- Hemophilia
- Scleroderma
- Polymyositis
- Chronic Inflammatory Demyelinating Polyradiculoneuropathy (CIDP)
- Amyotrophic Lateral Sclerosis (ALS)
- Dermatomyositis
- Gaucher Disease

In addition, **URAC has recognized Accordant's care management program through Case Management Accreditation since 2007.** URAC is a health care accrediting organization that establishes quality standards for the health care industry. URAC standards require companies to establish a process to assess, plan and implement case management interventions.

Accordant is long-recognized for cutting-edge program quality. In fact, in addition to meeting mandatory accreditation requirements, Accordant's programs also meet 5 leading indicators identified by URAC as highly effective practices that are not yet widely adopted in the case management field. These include:

- Requirement for use of plain language in consumer materials
- Assessment of use of plain language in consumer materials
- Provision of relevant guidance to staff that develops or uses consumer materials on how to communicate in ways that are understandable to the consumer
- Requirement that case managers have mandatory case management certification within four years of hire
- Proactive verification activities for licensure and certification

Visit www.ncqa.org and www.urac.org for more information on NCQA and URAC accreditation processes for care management programs and health care organizations.