



## CASE STUDY

## Accreditation Association for Ambulatory Health Care Case Study: Successful Accreditation

### THE CLIENT

A Long-Term Services and Supports Health Plan

### THE CHALLENGE

A health plan with a newly awarded contract was entering a new market to provide long-term services and supports (LTSS) and was seeking required, nationally recognized accreditation in order to comply with the state contract requirements.

The client was working against a short three-month timeline and needed document review, report analysis, policy and procedure development, and assistance preparing for the review and evaluation process to secure accreditation.

### THE APPROACH

This plan chose to seek accreditation through the Accreditation Association for Ambulatory Health Care (AAAHC), which is one of the nationally approved accreditation associations for health plans.

The HMA team began comparing the plan's current policies and processes to the AAAHC requirements to determine the best approach to prepare for the upcoming review. Along with performing a more comprehensive gap analysis to identify any potential content and/or documentation requiring immediate attention, HMA assisted and engaged staff to successfully address the gaps identified. HMA helped the team updated and assembled documentation and scheduled and facilitated meetings across multiple departments to craft needed policies and procedures.

Since the plan was new, it faced some unique challenges including limited previous performance data. HMA helped the plan develop, analyze, and update policies and procedures to meet the AAAHC standards and align with the accreditation requirements. HMA also helped prepare documentation and assisted with organizational readiness for the on-site review and audit process.

HMA also helped the plan develop reports and discussed future opportunities and requirements beyond the accreditation process in order to support sustainable and ongoing support to ensure newly developed policies and procedures are implemented.

### THE RESULTS

The plan successfully completed the accreditation review process and was awarded a full AAAHC accreditation which allowed it to meet contract requirements and continue operation within the state. The plan was awarded a three-year accreditation, the best outcome possible, as some plans only receive a partial award.

HMA continues to provide the plan with technical assistance, document and report development and analysis, and policy development and review as needed.

For additional information about HMA's accreditation services



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