



Texas Department of Insurance

Health & Workers Compensation Network Certification & Quality Assurance Division

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Table of Comparison of Health Care Quality Assurance Presumed Compliance Standards for 28 TAC §§21.4101-21.4107

The portions of the Texas Department of Insurance examination process that will be presumed compliant for accredited entities are indicated with a blue **Yes**. **Red font indicates equivalency percentage.**

Program Areas	Nationally Recognized Accreditation Organizations			
	NCQA	URAC	JCAHO	AAAH
Quality Improvement Total elements: 40	Yes [non-equivalent elements: 10, 14-16, 20, 22, 25, 35, 37, 39] [75% equivalent]	No [non-equivalent elements: 6, 9, 10, 12, 14-17, 20, 22-25, 27-35, 37, 39-40] [38% equivalent]	No [non-equivalent elements: 2-17, 19-26, 30-32, 34-38, 40] [18% equivalent]	No [non-equivalent elements: 2, 8, 11-17, 20, 22-25, 27, 30-35, 37, 39-40] [40% equivalent]
Credentialing Total elements: 40	Yes [non-equivalent elements: 41] [98% equivalent]	No [non-equivalent elements: 8-15, 17, 23-35, 37] [43% equivalent]	No [non-equivalent elements: 1, 5, 7, 10-13, 15-17, 23-35, 37, 39-40] [35% equivalent]	No [non-equivalent elements: 1, 4-8, 10-12, 15, 16, 35] [70% equivalent]
Complaints Total elements: 32	No [non-equivalent elements: 2, 4, 5, 8, 10 – 23, 25 – 31] [22% equivalent]	No [non-equivalent elements: 2, 4, 5, 8, 10 – 23, 25, 27 – 31] [25% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: 4, 8 – 23, 25, 27 – 31] [28% equivalent]
Utilization Review Total elements: 77	No [non-equivalent elements: 2, 4, 5, 9, 11, 15, 18 – 21, 26, 27, 37 – 41, 49, 53, 57 – 77] [48% equivalent]	No [non-equivalent elements: 2, 4, 5, 7 – 9, 15, 20, 26, 27, 36, 38 – 41, 45, 49, 50, 53, 55 – 77] [47% equivalent]	No [non-equivalent elements: 2, 4, 5, 7 – 11, 15 – 17, 20 – 41, 43 – 77] [13% equivalent]	No [non-equivalent elements: 2, 4, 5, 7 – 11, 15 – 19, 26, 30 – 41, 43 – 50, 54 – 77] [25% equivalent]
Operations Total elements: 8	No [non-equivalent elements: 2, 3, 6, 8] [50% equivalent]	No [non-equivalent elements: 2-4, 7, 8] [38% equivalent]	No [non-equivalent elements: 2-8] [13% equivalent]	No [non-equivalent elements: 2-8] [13% equivalent]
Contracts Total elements: 12	No [non-equivalent elements: 1-2, 5-12] [17% equivalent]	No [non-equivalent elements: 1-2, 5-7, 9, 11, 12] [33% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: 1-3, 5-7, 9-10, 12] [25% equivalent]
Member Services Total elements: 2	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]
Provider Manual Total elements: 13	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: 2-13] [8% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]
Network Total elements: 17	No [non-equivalent elements: 2-8, 10-17] [12% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: 2, 4-17] [12% equivalent]
Delegated Entities Total elements: 25	No [non-equivalent elements: 2-17, 20, 24] [28% equivalent]	No [non-equivalent elements: 2-5, 7-17, 20, 22-25] [25% equivalent]	No [non-equivalent elements: 2-17, 20-25] [12% equivalent]	No [non-equivalent elements: 2-17, 20, 22-25] [19% equivalent]
Claims Total elements: 39	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]
Single Service Total elements: 3	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]	No [non-equivalent elements: all] [0% equivalent]

NCQA = National Committee for Quality Assurance

URAC = dba the American Accreditation HealthCare Commission, Inc.

JCAHO = Joint Commission on Accreditation of Healthcare Organizations

AAAAH = Accreditation for Managed Care Organizations