



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243-5065
615-741-6007

BILL HASLAM
GOVERNOR

JULIE MIX McPEAK
COMMISSIONER

TO: All Health Insurance Carriers and External Review Organizations

FROM: Julie Mix McPeak, Commissioner *Julie Mix McPeak*

RE: Approval of NCQA for Accreditation of External Review Programs

DATE: June 30, 2016

The Tennessee Department of Commerce and Insurance ("Department") has been made aware of the need to access additional accrediting entities for the purpose of utilizing statutorily compliant external review programs, specifically the National Committee for Quality Assurance (NCQA).

Pursuant to Tenn. Code Ann. § 56-61-112, a health carrier may elect to conduct its statutorily required external review program using the standards set by an approved entity so long as the health carrier receives and maintains accreditation from the approved entity. The law permits the use of external review standards set by programs through the Utilization Review Accreditation Commission (URAC) or other nationally recognized private accrediting entities that employ standards that the Commissioner deems substantially equivalent to the external review requirements set out in Tenn. Code Ann. §§ 56-61-113 *et seq.*

The Department has reviewed the NCQA standards provided through their Utilization Management (UM) accreditation program, which includes external review, and has determined that the NCQA UM accreditation program meets or exceeds the requirements of the Tennessee external review statutes. Therefore, the Commissioner deems the NCQA to be an approved entity pursuant to Tenn. Code Ann. § 56-61-112.

Any questions regarding the intent of this Memorandum should be directed to the Insurance Division's Policy Analysis Section, 6th Floor, Davy Crockett Tower, 500 James Robertson Parkway, Nashville, Tennessee, 37243, and/or (615) 741-2825.