



August 14, 2017

John Barrett  
Senior Vice President  
Med Advantage  
11301 Corporate Blvd. Suite 300  
Orlando, FL 32817

Dear Mr. Barrett:

We are pleased to inform you that based on the information gathered during your recent CVO survey, the Review Oversight Committee has determined that **Med Advantage** is awarded certification for a period of Two Years. Your current status will expire **September 16, 2019**. The final assessment report, which incorporates relevant changes made in response to your organization's earlier comments, can be accessed by visiting <https://irt.ncqa.org>. Please select your organization's project on the Dashboard and then select "View Final Report" from the actions menu. If this section does not appear, please follow the instructions in the attached documents entitled "Log In and Dashboard" and "User Management" and update your user rights.

Please be reminded that NCQA certification is specific to individual certification option and is not to be construed as all encompassing. For more detailed scoring information, refer to the 2016 edition of the Standards and Guidelines for the Certification of Credentials Verification Organizations. The electronic copy of the final assessment report is a confidential document and is not to be published, quoted, or otherwise shared except as appropriate within your organization.

Consistent with managed care organization accreditation decisions, CVO certification status will be posted to the Credentials Verification Organizations Status List on the 15th of the following month. The Certification Status List will be available on NCQA's Web site (<http://www.ncqa.org>) and will list your organization's name and location and the individual credentials elements for which you have achieved certification.

Your organization may wish to advertise its certification status. If you choose to do so, please review thoroughly the enclosed NCQA "Guidelines for Advertising and Marketing," which require approval by NCQA's Marketing and Communications Department of any reference to your NCQA certification status in advertising or marketing materials.

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In order to prevent your certification from expiring, NCQA must conduct a Certification Renewal prior to the expiration of your current status. Your next survey will be on the standards in effect at the time of your survey. It will also be conducted on two different platforms and in two stages using both NCQA's Interactive Survey System (ISS) and Interactive Review System (IRT). The first, or offsite, stage will begin immediately upon submission of your organization's completed Survey Tool. During this stage, NCQA reviews the organization against most of the standards and elements, thus reducing the duration of the second, or onsite, stage which will be scheduled to begin seven weeks after your Survey Tool is submitted to NCQA. NCQA will provide additional information on the two platforms noted above closer to the time of your submission.

We have tentatively reserved **June 25, 2019** as the submission date of the completed Survey Tool to NCQA. NCQA has tentatively set **August 12, 2019** for your onsite survey. If the proposed dates present a problem for you or if you have any questions regarding these dates, please contact Cindy Francis, Program Manager, Accreditation, at (202) 955-5147 or e-mail [francis@ncqa.org](mailto:francis@ncqa.org).

Thank you again for your participation in NCQA's CVO program. We understand that this report and certification decision represents a considerable investment of your resources. It also reflects your organization's commitment to the provision of quality credentials verification services. It is our hope that the findings and recommendations contained within it will be helpful in your future endeavors.

Sincerely,

A handwritten signature in black ink that reads "Shannon Alston". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Shannon Alston  
Director, Survey Management



August 14, 2017

John Barrett  
Senior Vice President  
Med Advantage  
11301 Corporate Blvd. Suite 300  
Orlando, FL 32817

Dear Mr. Barrett:

This letter shall confirm **Med Advantage** achievement of certification under NCQA's Credentials Verification Organization Certification Program for the following credentials elements:

- Application Processing
- Education and Training
- DEA Certification
- License to Practice
- CVO Application and Attestation Content
- Verification of Board Certification Status
- Malpractice Claims History
- Medicare/Medicaid Sanctions
- Ongoing Monitoring of Sanctions
- Medical Board Sanctions
- Work History

Certification for these options is considered current and in good standing until **September 16, 2019** for managed care organization (MCO) practitioners, preferred provider organizations (PPO) practitioners, and managed behavioral healthcare (MBHO) practitioners.

The CVO certification program was developed to eliminate duplication of effort and redundant oversight in the delegation of credentials verification activities. The primary benefit of the program is that the requirements for due diligence oversight of delegated activities outlined in *Credentialing standard 9* will be waived for each certification option for which the delegated CVO has achieved certification. CVOs that are certified have demonstrated that they provide the protections required by NCQA's standards, that they have developed a sound management structure, and that they monitor and are continually improving the quality of the services they deliver.

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There is no negative connotation associated with a CVO that has not achieved certification, or has not been surveyed, for all certification options. For those services that are certified, NCQA accredited/certified organizations are exempt from the requirements for oversight of delegated activities. Non-certified options will require oversight review in the same manner that would have been otherwise required of the NCQA accredited/certified organization under the NCQA Standards.

Congratulations on your achievement of certification for these options.

Sincerely,

A handwritten signature in cursive script that reads "Shannon Alston". The signature is written in black ink and includes a long horizontal flourish at the end.

Shannon Alston  
Director, Survey Management