



1100 13th Street NW, Third Floor  
 Washington, DC 20005  
 phone 202.955.3500  
 fax 202.955.3599  
 www.ncqa.org

May 15, 2024

Bethany Sexton  
 Chief Executive Officer Hometown Health  
 Hometown Health - Nevada  
 10315 Professional Circle  
 Reno, NV 89521

Dear Ms. Sexton:

We are pleased to inform you that based on the information gathered during your recent HP survey, the National Committee for Quality Assurance (NCQA) Review Oversight Committee has awarded **Hometown Health - Nevada** the accreditation status(es) listed below. The final assessment report, which incorporates relevant changes made in response to your organization’s earlier comments, is now ready for your review. You may now access the final report and results online by visiting <https://irt.ncqa.org>. The final results are available by selecting your organization’s project on the Dashboard and going to “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.

<b>Product Line/ Product</b>	<b>Accreditation Status</b>	<b>Effective Date</b>	<b>Expiration Date</b>
Commercial-HMO	Interim	May 14, 2024	November 14, 2025
Exchange-HMO	Interim	May 14, 2024	November 14, 2025
Medicare-HMO	Interim	May 14, 2024	November 14, 2025

The NCQA Health Plan Report Card will be updated to reflect this status by no later than the 15<sup>th</sup> of June. A certificate reflecting your accreditation status(es) can be downloaded from [my.ncqa.org](http://my.ncqa.org). Also, for your convenience, you may download the NCQA accreditation seal by visiting our Web site at [www.ncqa.org](http://www.ncqa.org). Please refer to the 'Guidelines for Advertising NCQA HPA Survey Accreditation,' enclosed.

If you have reason to believe that the compliance scoring of any standard or standards does not accurately reflect your organization’s compliance with the standards, you have the opportunity to request a reconsideration of compliance designations and/or accreditation outcome by the NCQA Reconsideration Committee. To proceed with reconsideration, NCQA must receive within the next 30 days a written request for reconsideration that addresses at least one of the grounds for appeal identified in the Reconsideration section of the “Administrative Policies and Procedures” of the 2023 *Standards and Guidelines for the Accreditation of Health Plans*. This request must not exceed five pages in length and must include a listing of the standards for which reconsideration is being requested. A fee, as specified in the Agreement for HP Accreditation Survey, “Pricing Methodology

and Cancellation Policy” (Exhibit A), is charged for reconsideration. The fee must be paid at the time reconsideration is requested.

In order to maintain your accreditation status(es), Hometown Health - Nevada will need to participate in a resurvey approximately three months prior to the expiration date. Your next survey will be on the standards in effect at the time of the survey. It will be conducted using NCQA's 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.

We have tentatively reserved **August 19, 2025**, as the submission date of the completed Survey Tool to NCQA. NCQA has tentatively set **October 6 - 7, 2025** for your two-day 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).

If you have questions about the IRT, please contact NCQA Customer Support at (888) 275-7585 or via [my.ncqa.org](http://my.ncqa.org). You can also visit [www.ncqa.org](http://www.ncqa.org) for additional information.

While it is our understanding that the results of this accreditation survey may satisfy a state regulatory requirement, NCQA assumes no responsibility for transmitting copies of this report to relevant state agencies.

We wish to acknowledge your quality improvement efforts, which were evident throughout the survey process. NCQA looks forward to working with you and your staff again in the future.

Sincerely,



Sue Matthiesen  
Assistant Vice President, Accreditation