

Delegation oversight: Simplifying a complex process

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1

Let's start with a question...

What is the purpose of credentialing and recredentialing?

- A. Earn or maintain NCQA accreditation
- B. Support safe and effective patient care
- C. Confirm your network includes only qualified clinical professionals
- D. All of the above

2

Agenda

- Delegation Basics
- NCQA Delegation Requirements
- Common Challenges
- Q&A

3

What is delegation?

NCQA Health Plan Accreditation Standards, Appendix 2

Delegation occurs when an organization gives another entity the authority to perform an activity that the organization would otherwise perform to meet a requirement in the NCQA standards and guidelines

4

Typical Credentialing Delegated Relationships (NCQA)

YES

- Primary Source Verifications (PSV) w/o decision making about participation in the network
- Medical groups conducting PSV and decision making about participation in the network
- State consolidated credentialing with and without decision making about participation in the network

No

- Hospitals, SNFs, Rehab Centers and other facilities credentialing their staff clinicians
- State consolidated credentialing with and without decision making about participation in the network

5

Obligations of each party

CLIENT

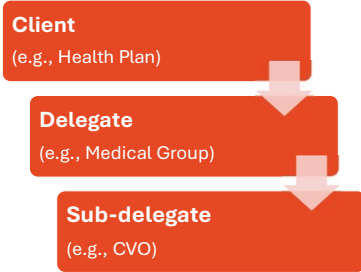
- Execute a formal agreement
- Conduct a pre-delegation assessment prior to contract execution
- Conduct an annual oversight audit
- Review ongoing reporting

DELEGATE

- Execute a formal agreement
- Participate in pre-delegation and annual oversight audits
- Submit accreditation, regulatory and client required documentation and files
- Submit required reports

6

What is Sub-delegation?



7

Required in delegation agreements

NCQA's Delegation Oversight Standard

8

- ✓ Signed by both parties
- ✓ Responsibilities of each delineated
- ✓ Required reporting, including who, what, where and how submitted
- ✓ Client's oversight process, including information integrity audits
- ✓ Client retains right for final decisions of participation in network
- ✓ Corrective action and termination if obligations are not met
- ✓ Delegate's responsibility to oversee downstream contracts




9

Predelegation assessment

NCQA's Delegation Oversight Standard

10



01

REQUIRED WHEN...
entering into new contract
Or
amending existing contract

02

Predelegation Review

03

Execute Contract

What if there is a delay in finalizing contract?

- If the predelegation review exceeds 12 months before new contract date, you must conduct another audit*

11


Oversight of Delegates

NCQA's Delegation Oversight Standard

12

Annual Review of Delegate


- Delegate's credentialing policies and procedures
- Delegate's credentialing and recertifying files
- Delegate's performance against NCQA requirements (e.g., reports, minutes)
- Delegate's information integrity audit
- Client follow up on any issues identified during annual audit or ongoing reporting



- Review of files & performance against NCQA requirements are not required of certified and accredited organizations
- For organizations reviewed under the 2025 CR product & future versions, a review of the information integrity audit is not required

13

Ongoing Reporting and Monitoring of Delegates




"Hawaii can wait. These reports cannot."

- Reporting expectations and frequency defined in agreement
- At a minimum, reports submitted semi-annually
 - Usually monthly for credentialing

14

Common Challenges



15

Some common challenges in managing a delegated relationship

- Keeping up with new accreditation requirements
- Balancing requirements from state, accrediting bodies, and regulators
- Clients require more than NCQA
- Number of audits from multiple clients
- Clients require the same reports in different formats or using different timeframes

16



17

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18
