

National Committee For Quality Assurance (NCQA) Accreditation



HMO New Mexico, Inc., has been granted Commendable status by the National Committee for Quality Assurance (NCQA), effective August 28, 2006.

NCQA is an independent, not-for-profit organization dedicated to measuring the quality of America's health care. Achieving an accreditation status of "Commendable" from NCQA is a sign that a health plan is serious about quality. It is awarded to plans whose service and clinical quality meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement.

NCQA Accreditation criteria include:

- **Access and Service** – Do health plan members have access to the care and services they need?
- **Qualified Providers** – Does the health plan assess each doctor's qualifications and what health plan members say about its providers?
- **Staying Healthy** – Does the health plan help members maintain good health and detect illness early?
- **Getting Better** – How well does the health plan care for members when they become sick?
- **Living with Illness** – How well does the health plan care for members when they have chronic conditions?



An Independent Licensee of the Blue Cross and Blue Shield Association.