

## NCQA Accreditation Downward Adjustments

Neither the vendor nor companies under the parent have ever had an accreditation status suspended or revoked. Companies under the parent have had the accreditation status awarded by the National Committee for Quality Assurance (NCQA) adjusted both upward and downward. The adjustments are a result of NCQA’s annual re-evaluation of accreditation status based on HEDIS® and CAHPS® results. Of the over 200 health plans participating in NCQA accreditation, in the last five years plans in the states listed below have had downward adjustments.

State (Plan)	Product Line	Date	The NCQA status was adjusted downward as noted below due to annual reassessment based on HEDIS® /CAHPS®.
DE (UHC CP)	Medicaid	Aug-15	Commendable to Accredited
MD (UHC CP)	Medicaid	Aug-19	Commendable to Accredited
NY (UHC CP)	Medicaid	Aug-19	Commendable to Accredited
WA (UHC CP)	Medicaid	Aug-19	Commendable to Accredited
FL (UHIC)	Medicare	Aug-15	Excellent to Commendable
AZ, CO, NV (PCCO)	Medicare	Aug-17	Commendable to Accredited
PA, NH, MA, RI, VT (UHIC)	Medicare	Aug-17	Commendable to Accredited (impacted by novated contracts)
AZ (UHC)	Commercial	Aug-15	Commendable to Accredited
AZ (UHIC/UHS)	Commercial	Aug-15	Commendable to Accredited
CT (OHI)	Commercial	Aug-15	Commendable to Accredited
FL (NHP)	Commercial	Aug-15	Commendable to Accredited
GA (UHC)	Commercial	Aug-15	Commendable to Accredited
IA, IL, TN, VA (RV)	Commercial	Aug-15	Commendable to Accredited
MO (UHIC/UHS)	Commercial	Aug-15	Commendable to Accredited
NY (OHI)	Commercial	Aug-15	Commendable to Accredited
IA (UHIC/UHS)	Commercial	Aug-16	Commendable to Accredited
MA (UHIC/UHS)	Commercial	Aug-16	Commendable to Accredited
NH (UHIC/UHS)	Commercial	Aug-16	Commendable to Accredited
DE (UHIC/UHS)	Commercial	Aug-18	Commendable to Accredited
MD (UHIC/UHS)	Commercial	Aug-18	Commendable to Accredited
MI (UHIC/UHS)	Commercial	Aug-18	Commendable to Accredited
WA (UHIC/UHS)	Commercial	Aug-18	Commendable to Accredited
CA (UHC)	Commercial	Aug-19	Commendable to Accredited
CO (UHIC/UHS)	Commercial	Aug-19	Commendable to Accredited
GA (UHIC/UHS)	Commercial	Aug-19	Commendable to Accredited
IL (UHIC/UHS/UHIC of IL)	Commercial	Aug-19	Commendable to Accredited

State (Plan)	Product Line	Date	The NCQA status was adjusted downward as noted below due to annual reassessment based on HEDIS <sup>®</sup> /CAHPS <sup>®</sup> .
LA (UHIC/UHS)	Commercial	Aug-19	Commendable to Accredited
NJ (UHIC/UHS)	Commercial	Aug-19	Commendable to Accredited
NY (UHIC/UHS)	Commercial	Aug-19	Commendable to Accredited
NC (UHC/UHIC/UHS)	Commercial	Aug-19	Commendable to Accredited
RI (UHIC/UHS)	Commercial	Aug-19	Excellent to Commendable
TN (UHIC/UHS)	Commercial	Aug-19	Commendable to Accredited
TX (UHIC/UHS)	Commercial	Aug-19	Commendable to Accredited

HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance.

CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality.