

# AHCA/NCAL National Quality Award Program Renewal Policy

When an applicant becomes an award recipient, the terms and conditions of the Renewal Policy must be met in order to maintain active recipient status. Active recipients are considered to be performing at a level appropriate to their award designation and maintaining continuous quality improvement within their organization. The conditions to be an active recipient are outlined by award level below.

## Active Bronze Recipient

To maintain active recipient status, Bronze recipients have three years from the year the center received the award to meet one of the below options.

### Option 1: Apply for Silver

- Apply for the Silver Award within three years.
- Bronze recipients who apply for Silver within three years and do not receive the Silver award but pass the minimum requirements, will be considered an active Bronze recipient for the next three years.
- If by the third year an application meeting these standards has not been submitted, the applicant is considered a past Bronze recipient.

### Option 2: Apply for Bronze

- Apply for the Bronze award in the last year (Year 3) of their renewal timeframe.
- Bronze recipients who apply for a Bronze award in Year 3 **and achieve** the Bronze award will be considered active for another three years
- If the applicant does not receive the Bronze award, the applicant will lose active status and will be considered a past Bronze recipient.

## Past Bronze Recipients

If a center decides to participate again, it must reapply at the Bronze level and is required to follow the same standards as Bronze applicants. The center is no longer listed as a Bronze recipient on the AHCA/NCAL National Quality Award website.

## Active Silver Recipient

To maintain active recipient status, Silver recipients have three years from the year the center received the award to meet one of the below options.

### Option 1: Apply for Gold

- Apply for the Gold Award within four years.
- Silver recipients who apply for the Gold award within four years and do not receive the Gold award, but pass the minimum requirements, will be considered an active Silver recipient for the next four years.<sup>1</sup>
- If by the fourth year an application meeting these standards has not been submitted, the applicant is considered a past Silver recipient.

### Option 2: Apply for Silver

- Apply for the Silver Award within four years.
- Silver recipients who apply for **and achieve** the Silver award will be considered active for another four years
- If the applicant does not receive the Silver award, the applicant will lose active status and will be considered a past Silver recipient.

## Past Silver Recipients

Recipients that decide to participate again must reapply at the Bronze level and are required to follow the same standards as Bronze applicants. The center is no longer listed as a Silver recipient on the AHCA/NCAL National Quality Award website.

## Active Gold Recipient

Gold recipients have the option to reapply for any award level (Bronze, Silver or Gold) after they achieve the Gold award. After the center applies for another award, it will be required to follow the standards at that award level.<sup>2</sup>

1. A Silver recipient can also maintain active Silver status if they receive an award at the basic and overall criteria level from a program that is a member of the <https://baldrigealliance.org/>.

2. The Quality Award Program is currently working on an active recipient status for Gold Award recipients. Further details will be published at a later time.

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## FREQUENTLY ASKED QUESTIONS

**Q: How do I find out my Quality Award history?**

You can log into the [Quality Award Portal](#) and review the award history for your center under the Award History tab on your center's profile page.

**Q: What are the minimum requirements at the Gold level?**

An active Silver recipient must score a minimum of 250 points (the total of the Process and Results sections) on a Gold application in order to meet minimum requirements and remain active for an additional four years.

**Q: What are the minimum requirements at the Silver level?**

An active Bronze recipient must meet all the technical and originality requirements for a Silver application in order to meet minimum requirements and remain an active Bronze recipient for an additional three years.

**Q: If our center's membership lapses for one year and, as a result, we cannot apply for the award, will our renewal window be extended?**

No, the renewal window will not be extended for any reason.

**Q: Do I need to complete any paperwork to remain an active recipient?**

Other than applying for the next level of the Quality Award, there are no additional requirements that a center needs to fulfill.

**Q: I am a 2023 Bronze recipient. What do I need to do to remain active?**

As a 2023 Bronze recipient you can choose one of two options to maintain active status in 2026: 1) apply at the Silver award level and meet the minimum requirements to be considered an active Bronze recipient or 2) reapply at the Bronze award level and achieve the Bronze award to remain active.

**Q: I am a 2018 Silver recipient and I submitted a Gold application in 2021 and was disqualified. What am I eligible for?**

Your center is currently considered a past recipient and is only eligible to submit a Bronze application.

**Q: My center failed to meet the originality requirements of the program, how does this impact what I can apply for?**

If a center does not meet the originality requirements of the program, they are disqualified from the year they apply and are banned from applying the following year.

**Q: Can I still apply if my center does not meet the survey eligibility requirements for a particular award level?**

Centers can apply, meet the standards of the renewal policy, and receive a feedback report even if they do not meet the survey eligibility criteria, found in each application packet. If a center is recommended for the award, they will not be recognized as a recipient if they fail the survey eligibility.

**Q: My center was bought by a new company and has a new name. What does this mean for our Quality Award history?**

A center's Quality Award history is connect to it's federal provider number, so if your federal provider number stays the same, your history in the program carries forward.

**Q: I am an active Silver recipient and in 2026 submit a Silver application that is disqualified, what will happen to my status?**

A: An active Silver recipient reapply for a Silver award must achieve it in order to remain active. In this case, since the application was disqualified the applicant will become a past recipient.

For questions, please contact [qualityaward@ahca.org](mailto:qualityaward@ahca.org).

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