

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 three years.
- Silver recipients who apply for the Gold award within three years and do not receive the Gold award, but pass the minimum requirements, will be considered an active Silver recipient for the next three years.¹
- If by the third 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 three years.
- Silver recipients who apply for and achieve the Silver award will be considered active for another three 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.

Gold Recipient

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

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 Alliance for Performance Excellence.

² A Gold recipient is not defined as "active" or "past". A Gold recipient is published in the AHCA/NCAL website as a recipient under the year in which they received the award. A Gold recipient will only appear on the active/past recipient list if they apply again.

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FREQUENTLY ASKED QUESTIONS

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

A: You can log into the Quality Award Portal and review the award history for your center.

Q: My center received a Bronze award more than three years ago. Does that mean I have to reapply at the Bronze level?

A: Yes, your center will need to reapply at the Bronze level.

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

A: No, the three-year window will not be extended for any reason.

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

A: Other than applying for the next level of the Quality Award, there are no additional requirements that an organization needs to fulfill.

Q: I am a 2018 Bronze recipient. What do I need to do in 2021 to remain active?

A: A 2018 Bronze recipient can choose one of two options to maintain active status in 2021:

- 1) Apply at the Silver award level and meet the minimum requirements to be considered an active Bronze recipient.
- 2) Reapply at the Bronze award level and achieve the Bronze award to remain active.

Q: I am a 2008 Gold recipient and I submit a Silver application in 2020 and am disqualified. What am I eligible for in subsequent years?

A: The first year that you apply after receiving your Gold award is considered year 1. So, in 2021 you would be eligible for Silver, in 2022 you would be eligible for Silver or Bronze, and in 2023 you would be eligible for Bronze.

Q: I am a 2005 Gold recipient and I submit a Silver application in 2020 and am a recipient. What do I need to do in 2021 to remain active?

A: A 2020 Silver recipient can choose one of the two options to maintain active status in 2021:

- 1) Apply at the Silver award level and receive the award.
- 2) Apply at the Gold award level and meet the minimum requirement.

For questions, please contact qualityaward@ahca.org



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