



May 29, 2014

Christine Stroup Knowles  
Senior Sales and Business Development Manager  
CAQH  
601 Pennsylvania Ave NW South Building 5th Floor  
Washington DC 20004

Dear Christine:

We have reviewed the Sanctions Monitoring Services Agreement you use as the delegation agreement between CAQH and @Credentials and the participation agreement template you plan to use between CAQH and your client organizations. We found the documents meet all factors for a delegation agreement as stated in CR 9, Element A of Health Plan and MBHO *Standards and Guidelines*.

As we have agreed, CAQH will act as a delegated entity for ongoing monitoring of sanctions and @Credentials as a subdelegate, providing the sanction information to CAQH for distribution to clients. Because @Credentials is NCQA-Certified as a CVO, organizations will not be required to conduct predelegation evaluation (Element D) and annual evaluation (Elements E and F) of CAQH.

To meet NCQA requirements, organizations being surveyed must have an appropriate delegation agreement with CAQH. Although the CAQH participation agreement template appears to meet all factors, NCQA surveyors will review the actual agreements between CAQH and each organization as part of the survey process. Surveyors are not required to review the delegation agreement between CAQH and @Credentials, since the identical agreement will be in place for all organizations that delegate ongoing monitoring to CAQH.

Please note that if CAQH and @Credentials terminate or change the delegation agreement or if @Credentials does not continue to be NCQA-Certified as a CVO, NCQA will cease to accept the above arrangement. We expect that CAQH will alert NCQA immediately if either situation occurs.

Sincerely,

Patrick Dahill  
Assistant Vice President