

HOA 2026 Gap Assessment

An element-by-element review against NCQA's 2026 Health Outcomes standards, so you know your score, your gaps and your plan before the surveyor does.

6 weeks

kickoff to leadership readout

Fixed fee

no hourly surprises

HO 1–8

plus Community-Focused Care if pursued

THE PROBLEM

The 2026 standards are worth 40 points, and you need 80% to be accredited. They add a new disability accommodations standard (HO 4), new disability and geographic data elements, accessible equipment requirements, and root-cause intervention evaluation.

Most teams are renewing under a standard they have never been surveyed on.

BUILT FOR

- Health plans renewing Health Outcomes (formerly Health Equity) Accreditation in 2026–2028
- Plans pursuing it for the first time to meet a state contract
- Accreditation, quality and equity leads who need a defensible plan for leadership

HOW IT WORKS

Week 1

Kickoff and document request

Confirm survey date, product lines and scope. We send a request list organized by standard.

Weeks 2–3

Evidence review and interviews

Element-by-element review, plus 5–7 short interviews: accreditation, quality, member services, digital, network, analytics, delegation oversight.

Week 4

Mock score and gap register

Estimated points against the 80% threshold, with every gap rated high, medium or low risk.

Week 5

Prioritized work plan

Owners, dates and sequencing, using the June 30, 2027 relief window for disability-status data.

Week 6

Leadership readout

Executive briefing, final documents and a documentation map showing which evidence proves each element.

What you get.

Gap register

Every element and factor, with status, risk rating and evidence gaps

Mock score

Estimated points out of 40 and distance to the 80% threshold

Work plan

Prioritized fixes with owners, dates and dependencies

Documentation map

Which document proves which element, ready for file review

Executive briefing

A 10-slide readout for your CEO, CMO or board committee

Relief-year plan

What to build before disability-status data is scored

YOU PROVIDE

- One point person, usually your accreditation lead
- Documents from the request list within 10 business days
- 5-7 staff for 45-minute interviews

NOT INCLUDED

- Writing policies or building workflows (see Build Support)
- Submitting to NCQA or attending the survey
- HEDIS audit or data engineering

INVESTMENT

\$15,000

fixed fee, all six weeks

Payment: 50% at signing, 50% at the leadership readout.

Credit: the full fee counts toward a Build Support engagement signed within 30 days of the readout.

Add-on: Community-Focused Care standards are quoted separately.

Start with a free 30-minute readiness review

We'll confirm fit, timing and scope before you commit.

[Book a call](#)

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Based on NCQA's 2026 Standards and Guidelines for Health Outcomes and Community-Focused Care Accreditations (effective for surveys on or after July 1, 2026). Connected Consultants is not affiliated with or endorsed by NCQA; accreditation decisions rest solely with NCQA. Pricing valid through March 31, 2027.