

Build Support

You know your gaps. We help you close them, with the workflows, content, policies and training that make each element file-ready.

Modular

buy only what your gap register calls for

Fixed fees

per module, scoped up front

Hands-on

we build with your team, not just advise

THE PROBLEM

A gap assessment tells you what's missing. Closing those gaps means work across member services, IT, network, analytics and training, and your accreditation lead can't do it alone alongside everything else.

The 2026 standards add new builds that most teams have never done, starting with disability data and accommodations.

BUILT FOR

- Plans that completed a gap assessment (ours or another firm's)
- Teams with a survey date and more gaps than capacity
- Leaders who want the build documented to survey standard as it happens

CHOOSE YOUR MODULES

Disability data & accommodations **HO 2 D-E · HO 4 A-C**

Data fields and response options, staff scripts, accommodation request and fulfillment workflows, and the policies that document them.

\$18,000

about 8 weeks

Accessible digital content review **HO 4 D**

Inventory and review of vital member content (plain language, screen readers, captions, large text), usability-testing plan and remediation priorities. Also supports Section 504 web readiness.

\$12,000

4-6 weeks

Stratification & root-cause intervention **HO 2 F · HO 7 B, D**

Geographic classification method, stratification plan by disability and geography, and one root-cause intervention with an evaluation design.

\$15,000

6-8 weeks

Policy & documentation package **HO 1-8**

New and revised policies, procedures and program descriptions mapped to each element, plus a survey documentation map.

\$12,000

4-6 weeks

How we work.

1 • Scope

Match modules to your gap register; fixed fee and timeline for each.

2 • Build

Weekly working sessions with the staff who will run each process.

3 • Document

Every workflow, policy and training filed against its element.

4 • Hand off

Run books, named owners and a 90-day check-in.

ALSO AVAILABLE

Staff training HO 1 A

Live or recorded training on respectful data collection, disability accommodations, reducing ableism, culturally and linguistically appropriate care, or trauma-informed practice, with evidence of offering.

\$3,500

per live session ·
custom module
\$7,500

Survey-readiness retainer

For ongoing support through your survey: monthly advisory hours, document review, mock file review before submission, and a standing check-in with your accreditation lead.

\$6,000

per month · 6-month
minimum

TERMS

- Modules: 50% at start, 50% at hand-off
- Retainer: billed monthly in advance
- Gap assessment fee credited if you sign within 30 days of its readout

NOT INCLUDED

- Software, IT system configuration or website remediation coding
- Submitting to NCQA or attending the survey
- A guarantee of an accreditation outcome

Let's turn your gap register into a build plan

A free 30-minute call to match modules to your gaps and survey date.

Book a call

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Aligned to 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. Module fees assume one product line; pricing valid through March 31, 2027.