



1100 13th Street NW, Third Floor
 Washington, DC 20005
 phone 202.955.3500
 fax 202.955.3599
 www.ncqa.org

May 14, 2020

Pamela Curtis
 Chief Executive Officer
 Senior Resources of West Michigan
 560 Seminole Road
 Muskegon, MI 49444

Dear Ms. Curtis:

We are pleased to inform you that based on the information gathered during your recent CM-LTSS survey, the National Committee for Quality Assurance (NCQA) Review Oversight Committee has awarded **Senior Resources of West Michigan** the accreditation status(es) listed below. The final assessment report, which incorporates relevant changes made in response to your organization’s earlier comments, can be accessed by visiting <https://irt.ncqa.org>. Please select your organization’s project on the Dashboard and then select “View Final Report” from the actions menu. If this section does not appear, please follow the instructions in the attached documents entitled “Log In and Dashboard” and “User Management” and update your user rights.

Evaluation Product	Status	Effective Date	Expiration Date
CM LTSS Accreditation	Accredited - 3 years	May 13, 2020	May 13, 2023

Case Management Programs:

Case management

MI Choice Waiver

The NCQA Report Card will be updated to reflect this status by no later than the 15th of June. A certificate reflecting your accreditation status(es) can be downloaded from my.ncqa.org. Also, for your convenience, you may download the NCQA accreditation seal by visiting our Web site at www.ncqa.org. Please refer to the Guidelines for Advertising NCQA CM-LTSS Survey Accreditation, enclosed.

If you have reason to believe that the compliance scoring of any standard or standards does not accurately reflect your organization’s compliance with the standards, you have the opportunity to request a reconsideration of compliance designations and/or accreditation outcome by the NCQA Reconsideration Committee. To proceed with reconsideration, NCQA must receive within the next 30 days a written request for reconsideration that addresses at least one of the grounds for appeal identified in the Reconsideration section of the “Administrative Policies and Procedures” of the 2017 *Standards and Guidelines for the Accreditation of Case Management for Long-Term Services and Supports*. This request must not exceed five pages in length and must include a listing of the standards for which reconsideration is being requested. A fee, as specified in the Agreement for CM-LTSS Survey, “Pricing Methodology and Cancellation Policy” (Exhibit A), is charged for reconsideration. The fee must be paid at the time reconsideration is requested.

In order to maintain your accreditation status(es), Senior Resources of West Michigan will need to participate in a survey approximately three months prior to the expiration date. Your next survey will be on the standards in effect at the time of the survey. It will be conducted using NCQA's Interactive Review System (IRT). The first, or offsite, stage will begin immediately upon submission of your organization's completed Survey Tool. During this stage, NCQA reviews the organization against most of the standards and elements, thus reducing the duration of the second, or onsite, stage which will be scheduled to begin seven weeks after your Survey Tool is submitted to NCQA. NCQA will provide additional information on the above closer to the time of your submission.

We have tentatively reserved **February 14, 2023**, as the submission date of the completed Survey Tool to NCQA. NCQA has tentatively set **April 3, 2023** for your onsite survey. If the proposed dates present a problem for you or if you have any questions regarding these dates, please contact Cindy Francis, Program Manager, Accreditation, at (202) 955-5147 or e-mail francis@ncqa.org.

If you have questions about the IRT, please contact NCQA Customer Support at (888) 275-7585 or via my.ncqa.org. You can also visit www.ncqa.org for additional information.

While it is our understanding that the results of this accreditation survey may satisfy a state regulatory requirement, NCQA assumes no responsibility for transmitting copies of this report to relevant state agencies.

We wish to acknowledge your quality improvement efforts, which were evident throughout the survey process. NCQA looks forward to working with you and your staff again in the future.

Sincerely,



Sue Matthiesen
Assistant Vice President, Accreditation