

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.

Active 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?

You can log into the [Quality Award Portal](#) and review the award history for your center under the Award History tab on your center's profile page.

Q: What are the minimum requirements at the Gold level?

An active Silver recipient must score a minimum of 250 points (the total of the Process and Results sections) on a Gold application in order to meet minimum requirements and remain active for an additional 3 years.

Q: What are the minimum requirements at the Silver level?

An active Bronze recipient must meet all the technical and originality requirements for a Silver application in order to meet minimum requirements and remain an active Bronze recipient for an additional 3 years.

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?

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?

Other than applying for the next level of the Quality Award, there are no additional requirements that a center needs to fulfill.

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

As a 2021 Bronze recipient you can choose one of two options to maintain active status in 2024: 1) apply at the Silver award level and meet the minimum requirements to be considered an active Bronze recipient or 2) reapply at the Bronze award level and achieve the Bronze award to remain active.

Q: I am a 2015 Silver recipient and I submitted a Gold application in 2018 and was disqualified. What am I eligible for?

Your center is currently considered a past recipient and is only eligible to submit a Bronze application.

Q: My center submitted a Silver application in 2023 but failed to meet the originality requirements of the program, what can we apply for in 2024?

If a center fails to meet the originality requirements of the program, then they are not eligible to apply at any level for the subsequent year. The center will not be eligible to apply for any award level in 2024.

Q: My center failed to meet the originality requirements of the program, how does this impact what I can apply for?

If a center does not meet the originality requirements of the program, they are disqualified from the year they apply and are banned from applying the following year.

Q: Can I still apply if my center does not meet the survey eligibility requirements for a particular award level?

Centers can apply, meet the standards of the renewal policy, and receive a feedback report even if they do not meet the survey eligibility criteria, found in each application packet. If a center is recommended for the award, they will not be recognized as a recipient if they fail the survey eligibility.

Q: My center submitted a self-assessment in 2023, what is the center eligible for in 2024?

In 2023, the Quality Award Board provided the opportunity for Bronze and Silver recipients in their last year of the Renewal Policy to continue to remain active for one additional year by submitting a Silver or Gold Self-Assessment for the 2023 award cycle instead of submitting an application. Those centers that submitted a completed self-assessment and accompanying action plan, are considered active recipients and may submit an application in 2024 to continue to remain active.

Q: My center was bought by a new company and has a new name. What does this mean for our Quality Award history?

A center's Quality Award history is connect to it's federal provider number, so if your federal provider number stays the same, your history in the program carries forward.

For questions, please contact qualityaward@ahca.org

Updated Summer 2023



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