



Priority Partners' Health Plan Accreditation Suspension FAQ Updated March 5, 2025

What happened with Priority Partners' Health Plan Accreditation?

On February 19, 2025, the [National Committee for Quality Assurance](#) (NCQA) suspended Priority Partners' health plan accreditation for quality-related concerns. Priority Partners is working with NCQA on a corrective action plan to address the issues.

Does this mean Priority Partners is no longer a Medicaid health plan?

No. Priority Partners is still a Maryland Medicaid health plan and will keep serving members.

What does it mean for a health plan to have their health plan accreditation suspended by NCQA?

It means that NCQA found a compliance issue that needs further investigation. NCQA and the health plan will work on a corrective action plan to fix the issues. An NCQA suspension will remain in place until a health plan fixes the issues that led to the suspension.

Does the NCQA suspension affect my Medicaid coverage, benefits, or my ability to see my doctors?

This suspension does not change your current coverage, benefits, or access to care.

Do I need to change to another Medicaid health plan?

No. If you are a Priority Partners member and you want to stay with Priority Partners, you do not have to change health plans. However, because of the Priority Partners NCQA health plan accreditation suspension, Priority Partners members can change health plans for a limited time beginning March 17, 2025, until May 16, 2025, if they want to.

If you choose to stay with Priority Partners, there is nothing you need to do.

I'm a Priority Partners member, can I change to another Medicaid health plan because of this issue?

Yes. If you or a member of your family are currently with Priority Partners and you want to change your health plan, you can change to another Medicaid HealthChoice health plan for a limited time starting on March 17, 2025. You will have 60 days to change plans, from March 17, 2025, to May 16, 2025. You will receive a notice with more information about what to do.

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Please note that Priority Partners cannot change your plan. For more information and to see the HealthChoice managed care organizations (MCO) that you can choose, visit [HealthChoice](#). View the [MCO Comparison Chart](#) to help you pick the best one for you.

Will Medicaid take any action against Priority Partners?

The Maryland Department of Health takes health plan quality and program integrity very seriously. It is our priority to ensure a high quality of care for those enrolled in the Maryland Medicaid program. That is why on February 28, the Maryland Department of Health issued sanctions to Priority Partners in response to their health plan accreditation suspension. Sanctions include:

- Suspending new enrollment. No new members may enroll with Priority Partners beginning on March 17, 2025.
- Notifying current Priority Partners members about the option to change health plans between March 17, 2025, and May 16, 2025.

These sanctions will remain in effect until NCQA lifts Priority Partners' health plan accreditation suspension.

Why isn't Priority Partners taking new members after March 17, 2025?

This is one of the sanctions that the Maryland Department of Health imposed on Priority Partners for having their NQCA accreditation suspended. People new to Medicaid may not pick Priority Partners as their Medicaid HealthChoice managed care organization (MCO) beginning on March 17, 2025, until NCQA lifts Priority Partners' health plan accreditation suspension.

Are there any exceptions to Priority Partners not taking new members?

There are three exceptions for new members:

1. A Priority Partners member who lost their Medicaid coverage and got it back within 120 days will rejoin Priority Partners.
2. A family with one or more household members with Priority Partners and one or more members in a different Medicaid health plan can move everyone to Priority Partners. You will use the "family unification" change reason to do this.
3. A baby born to a Priority Partners member may join Priority Partners.

Why can the Maryland Department of Health sanction Priority Partners?

Each HealthChoice managed care organization contracts with the Maryland Department of Health to give you your Medicaid covered services. The contract lists all the things they must do and what will happen if they do not meet contract requirements. One of those requirements is having NCQA health plan accreditation. A sanction is a penalty for not meeting all the contract requirements.

What is the National Committee for Quality Assurance (NCQA)?

NCQA is an independent nonprofit that aims to improve the quality of health care. They use data and other industry standards to measure and report on health plans' performance. They also set standards on health care quality by comparing health plans nationally. Their Health Plan Accreditation program is a national standard for evaluation in health care.

What is NCQA health plan accreditation?

It is a process that assesses a health plan's compliance with nationally recognized standards of quality and safety. NCQA health plan accreditation means that they have evaluated a health plan and found that the plan meets very high standards for quality care. A plan that earns health plan accreditation meets the standards for more than 100 measured elements. Learn more about their [accreditation requirements](#).

Who do I call if I have questions?

If you have any questions about Priority Partners' or your health plan coverage, call the HealthChoice Helpline at 1-800-284-4510.