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October 22, 2025

Bethany Sexton  
 Chief Executive Officer Hometown Health  
 Hometown Health - Nevada  
 10315 Professional Circle  
 Reno, NV 89521

Dear Ms. Sexton:

Thank you for the opportunity to support your organization in its quality improvement efforts. This letter confirms the outcome of your recent HP Full/Introductory Option survey. Based on review of the evidence provided against applicable standards & guidelines, the National Committee for Quality Assurance (NCQA) Review Oversight Committee has awarded Hometown Health - Nevada the status(es) listed below.

The final assessment report, which addresses any comments you may have submitted on your preliminary report, is available in the survey tool. On the Dashboard, select “View Final Report” from the Actions menu. To update your user rights, follow the instructions in the attached documents, “Log In and Dashboard” and “User Management”.

<b>Product Line/ Product</b>	<b>Accreditation Status</b>	<b>Effective Date</b>	<b>Expiration Date</b>
Commercial-HMO	Accredited	October 21, 2025	October 21, 2028
Exchange-HMO	Accredited	October 21, 2025	October 21, 2028
Medicare-HMO	Accredited	October 21, 2025	October 21, 2028

Your Accreditation status(es) will be added to the NCQA Report Card by the 15<sup>th</sup> of November. You can download a certificate reflecting your status(es) from [my.ncqa.org](http://my.ncqa.org). Also, for your convenience, you may download the NCQA accreditation seal by visiting our Web site at [www.ncqa.org](http://www.ncqa.org).

If you believe the scoring of any standard does not accurately reflect your organization’s compliance, you may request a Reconsideration by the NCQA Reconsideration Committee. To request Reconsideration, submit a written request to NCQA within 30 days that addresses at least one of the grounds for appeal identified under *Reconsideration* in the Policies and Procedures. The request must not exceed 5 pages in length, must include a list of standards for which Reconsideration is being requested, and must state the rationale. A Reconsideration fee specified in the applicable “Pricing and Cancellation Policy” must be paid at the time of the request.

To maintain your Accreditation status(es), your organization must undergo another survey approximately 3 months before the date when your current status expires. That survey will be against

the standards in effect on your submission date, and will include an off-site document review and a file review (onsite or virtual) approximately 7 weeks after your submission.

NCQA has tentatively reserved **July 25, 2028** as the date when you submit your completed survey tool to NCQA, and **September 11 - 12, 2028** for your two-day onsite survey. If the proposed dates present a problem, or if you have any questions, submit a question via [MyNCQA](#).

If your Accreditation satisfies a regulatory requirement, you may share the reports in your survey tool with applicable agencies. For support, contact your Accreditation Survey Coordinator (ASC) or submit a question through [MyNCQA](#).

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

Sincerely,



Jessica Thomas, DrPH  
AVP Evaluation Program Delivery