

EQR Table 1. External Quality Review Organizations (EQROs) with State Medicaid or CHIP Contracts, 2024–2025 Reporting Cycle

Summary: This table shows the states that contracted with each EQRO for the 2024–2025 reporting cycle. Medicaid and Children’s Health Insurance Program (CHIP) regulations require states that provide services through certain managed care plans (MCPs) to contract with a qualified, independent EQRO to conduct an annual external quality review (EQR).^{a, b} During the 2024–2025 reporting cycle, 12 EQROs conducted the EQR for 43 states with Medicaid and CHIP MCPs, and 7 EQROs conducted reviews for multiple states.

EQRO Name	State(s) Contracting with EQRO
Behavioral Health Concepts	CA
Comagine Health	MO, WA
Constellation Quality Health	MS, SC
Guidehouse	WY
Health Services Advisory Group, Inc.	AZ, CA, CO, FL, GA, HI, IA, IL, LA, MI, NC, NE, NH, NV, OR, TN, VA, VT
Institute for Child Health Policy	TX
IPRO	KY, MA, MN, ND, NJ, NM, NY, OH, PA, RI
KFMC Health Improvement Partners	OK ^c
Mercer	DE, PR
MetaStar	WI
Qlarant	DC, MD, WV
Qsource	AR, IN

Acronyms: CHIP = Children’s Health Insurance Program; EQR = External Quality Review; EQRO = External Quality Review Organization; GU = Guam; MCO = Managed Care Organization; MCP = Managed Care Plan; PAHP = Prepaid Ambulatory Health Plan; PCCM-E = Primary Care Case Management Entity; PIHP = Prepaid Inpatient Health Plan; PR = Puerto Rico; USVI = United States Virgin Islands.

Source: EQR technical reports for the 2024–2025 reporting cycle. EQR technical reports must be publicly posted by April 30 each year. Information about the EQR process is available at <https://www.medicaid.gov/medicaid/quality-of-care/medicaid-managed-care-quality/quality-of-care-external-quality-review>.

Notes: The following four states did not post EQR technical reports for the 2024–2025 reporting cycle by the April 30 deadline: DE, ID, KS, and UT. DE posted its report in May 2025, and is included in this analysis; ID, KS, and UT are not included. During the 2024–2025 reporting cycle, the following eight states and territories did not contract with an MCP subject to EQR: AL, AK, CT, GU, ME, MT, SD, and USVI. CA engaged two EQROs: Behavioral Health Concepts for its Specialty Mental Health and Drug Medi-Cal Organized Delivery System MCPs, and Health Services Advisory Group, Inc. for its physical health and dental MCPs.

^a For more information on state contract options for EQR, see 42 C.F.R. § 438.356 (as cross-referenced at § 457.1250 for CHIP).

^b States that contract with MCOs, PIHPs, or PAHPs to provide Medicaid and CHIP services must contract with an EQRO to conduct annual EQR. Although PCCM-Es are no longer required to undergo EQR, states have the option to apply EQR activities to these entities. For further explanation of this change, see the Medicaid and CHIP Managed Care Access, Finance, and Quality Final Rule (CMS 2439-F) at <https://www.federalregister.gov/d/2024-08085>.

^c OK began implementing its Medicaid managed care program in 2024. This reporting cycle marks the state’s first EQR technical report submission. Given the timing of implementation, the report served as a preparatory submission to support the launch of managed care. It did not include validated data for performance measures or performance improvement projects. As a result, OK does not appear in EQR Tables 3 through 10.