



The NCQA PPC[®]-PCMH[™] Recognition Process

Getting Started:

- The PPC[®]-PCMH[™] Standards and Guidelines may be obtained prior to ordering the survey tool for no charge and they can be downloaded from the survey tool.
- Practices may use the hard copy of the Survey Tool to self-assess prior to submitting to NCQA. However, the survey tool **must** be submitted online (instructions are below).
- When you order your survey tool, you will receive emails from NCQA on the purchase of the PPC[®]-PCMH[™] tools. Please keep these available as they contain important access information for the PPC[®]-PCMH[™] application, survey and submission process.

Please follow these instructions carefully as you begin this process:

1. Information Technology (IT) Requirements to Complete the PPC[®]-PCMH[™]:

- a. A computer with:
 - i. Access to the Internet
 - ii. Microsoft Word
 - iii. Microsoft Excel
 - iv. Adobe Acrobat Reader (available for free online)
- b. This computer should also have access to the practice's clinical and administrative systems
- c. Please note that the survey should be accessed and completed using Internet Explorer. Other internet programs may not be compatible (i.e. Firefox, Safari).

2. Contact Person for Survey

- a. Review this document in its entirety to determine the type and amount of work involved.
- b. Your practice should designate someone to complete all necessary application materials and the survey online.

3. Support from a Sponsor, State, or Organization

- a. If an entity is paying any/all necessary fees associated with the PPC[®]-PCMH[™], they will have an agreement with NCQA and with your practice.
- b. The entity should be available to walk you through this process or answer any questions you may have. Contact information should be provided.
- c. NCQA does not provide information on incentive programs or rewards that may be available to your practice through an entity's project.

4. PPC[®]-PCMH[™] WebEx training

- a. NCQA provides free training on understanding the standards to be recognized as a Patient-Centered Medical Home and how to complete the PPC[®]-PCMH[™] survey process.
- b. We strongly encourage all practices to attend these training sessions. This will help each practice understand the process of completing the survey. It will also help ease communication about the PPC[®]-PCMH[™] between practices, the supporting entity, and NCQA.
- c. Each is about 2 hours long. The instructions to access the programs and the calendar is found at www.ncqa.org/rptraining.aspx.

- d. As explained in the training with NCQA, practices may use the tool to self-assess. An entity may contact you about your progress in regards to completing the tool online (not on the content of responses). **If practices are expected to complete and submit the online tool according to a timeline, that timeline is established by the entity, but should be confirmed with NCQA for expected decision timeline.**

5. PPC®-PCMH™ Application Materials

- a. Please refer to the emails from NCQA with the subject lines: “Publication Order Confirmation” and “Accessing your NCQA product(s)”. This is the survey tool either ordered for or by you. If you don’t receive these emails, you should first check on the email contact given with the purchase of the survey tool. All purchase and site information associated with the survey tool license will be as provided with the sale.
- b. Proceed by downloading the application materials for the PPC®-PCMH™ program following the instructions in the email “Assessing your NCQA product(s)”. Please read the cover letter first which explains each item included and what you will need to do with them.
- c. Read all materials carefully – Be sure to return the PPC®-PCMH™ Application, Practice Information Workbook, and PPC®-PCMH™ Attestation, Agreement documents to NCQA. You may need to complete an “Authorization to Release Scores” and enter “The Entity or Sponsor” as the organization. If fees are being paid for by a Sponsor, you can ignore the fee instructions.
 - i. Information on Sponsor **must** be entered to use the discounted application fee schedule. The fee schedule is posted on the Web site. The current fee schedule is applicable when the fee is paid.
 - ii. Information on the license number for your survey can be found on the first welcome screen after logging into the online survey tool (see #3 below)
 - iii. You will be asked to list your practice’s important conditions, which must be entered again into the PPC®-PCMH™ online survey tool. If they do not match, you may experience technical difficulties.
 1. These conditions are specific to your entire practice and not just a sponsor’s patients.
 2. These conditions will need to match those you enter in survey tool set- up later.
- d. If your practice is a multi-location practice that would like to complete the medical home assessment for the multiple locations, contact NCQA at ppc-pcmh@ncqa.org for a special set of instructions and forms.
- e. Application materials must be returned to NCQA **prior** to submitting the PPC®-PCMH™ survey tool. NCQA requires a minimum of 1 week to process the application materials which allows the survey tool to be set up for submission. You will receive an email from NCQA confirming the receipt of your application materials and that your survey tool is prepared for submission when you have completed the survey and uploaded documents to support the results you have reported.

6. Accessing the PPC®-PCMH™ online survey

- a. Please refer to a third email with the subject line “Your NCQA Web-based Registration”.
- b. Follow the link to the survey tool, which is shown in the email and log in using the user name and password in the email body. Save this email!
- c. Once you enter the survey you may want to click on *Help & Instructions* at the top right corner of the screen for help on beginning to use the online survey.
- d. Refer to the training session on using the Interactive Survey System. It provides a step by step demonstration.

- e. Remember to forward your application and Practice Information Workbook to ppc-pcmh@ncqa.org as noted in 5e.
- f. Upload your documents that you have saved in the document library to verify the location of your files and perform the completeness check available in the “Submit Survey Tool” menu. If you do not upload your documents, they will not be available to NCQA to score your survey.
- g. You can then submit your survey.
- h. You will receive an error message if:
 - i. you did not have your application processed
 - ii. you do not have the important conditions checked off in survey set-up, matching those indicated on your application
- i. After you have submitted your online survey, you will receive confirmation from NCQA.

*For help with usernames, passwords, missing emails, and technical difficulties, please contact NCQA at 1-888-275-7585.