What to Expect During Your Virtual Reviews (Check-Ins) with NCQA

Once you have enrolled in the NCQA PCMH Recognition Program, you will tranform your practice over time, building on successes. During this time, you show your progress by submitting documentation and data to NCQA through a new system – Q-PASS – designed to reduce paperwork and save you time. Along the way, NCQA conducts check-ins with you to gauge progress and to discuss next steps in the evaluation. The check-ins, which include virtual reviews online via screen sharing technology, provide practices with immediate and personalized feedback on what is going well and what needs to improve.

Before Your Check-Ins:

Identify the team members you would like to be present at your check-in. Include your key clinician leaders and administrators. We also suggest including staff members that are familiar with pulling reports from your systems (IT technical team), scheduling patients (front desk staff), and retrieving patient examples (clinical staff). If you use an NCQA Patient-Centered Medical Home Certified Content Expert™ (CCE), be sure to invite them to your virtual review meeting with NCQA.

Review your status in Q-PASS, which identifies evidence you have submitted to NCQA and evidence we will review together during our virtual review.

View this brief video of a sample virtual review.

Enable and test your computer's camera and audio devices before we meet. We will be using Skype as desktop sharing software. This software is HIPAA compliant.

TIP: *To make your check-in goes quicker, be sure to have all required documents, reports, screens or systems ready and open on your desktop for ease of access and display before your check-in begins.*

What NCQA will do:

We'll carefully review the evidence you submitted in Q-PASS before our meeting.
We will provide you with a suggested approach on how to transform and prepare for your check-in.

Confirm the date and time for our check-in and provide instructions for desk-top sharing.
Our review will be two hours in duration.

Review and discuss with your team the evidence you provide.
If anything is insufficient or missing we will move those items to our next check-in.

Questions?

Submit them through my.ncqa.org and an NCQA representative will be in touch.

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Improving health care.

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