

## WHO IS THIS SHEET FOR?

Anyone who has a Q-PASS Account and needs their Organization and Practice Sites associated to them in Q-PASS.

You must be associated with your organizations in Q-PASS. To do this, you must claim your organizations.



**HINT:** If your organization has a current Recognition, the practice sites and the organization are probably already in Q-PASS. Look for them in Search.

## CLAIMING YOUR ORGANIZATION

Log into your Q-PASS account.

Click "My Organizations" to see if you have already been associated with your organizations.

To be associated with your organization, click to "click Create or claim my organization"



To see if your organization is already in the system, enter the information in the fields.

**YOU MUST INCLUDE:**

- Name, Street, City, State, Zip, Telephone.
- Tax ID Number, if you are in New York State.
- Enter your HRSA H-Code if you know it. If you don't know it or don't have one, leave it blank.

Once all information has been entered, click "Submit."

The form is titled "Create or claim my organization". It has two tabs: "My evaluations" (disabled) and "My organizations" (selected). The "My organizations" tab is highlighted with a red circle. The form fields are as follows:

- Name:** Organization Legal Name (Required)
- Street:** Street Address (Required)
- City:** City (Required)
- State:** State (Required)
- Zip:** Zip (Required)
- Telephone:** Telephone (Required)
- Extension:** Extension
- Tax ID Number:** Tax ID Number (Required)

A note at the bottom says: "HRSA grantee organizations only: enter your HRSA H code below." There is a field for "HRSA-H".

At the bottom are "Cancel" and "Submit" buttons.

## ➤ Claiming Your Organization and Practice Sites

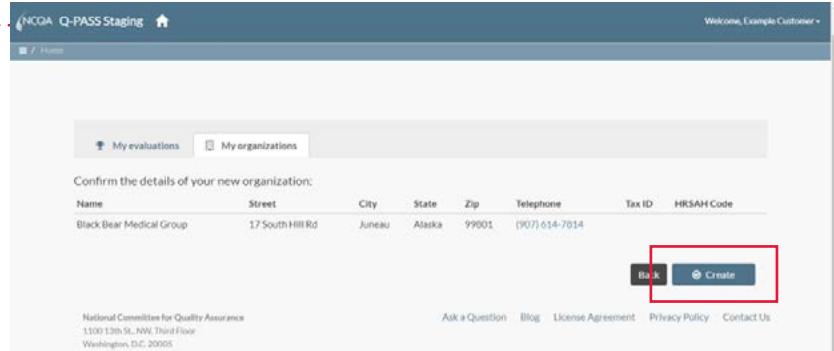
### ➤ WHAT DOES EACH BUTTON MEAN?

After you press Submit, THERE WILL BE 1 of 3 possible outcomes.

The outcome will be the button at the lower right of your screen

**Create**

A "Create" button will display if there are no organization matches in Q-PASS or in any other NCQA record system. Click "Create" to enter your organization's information.



The screenshot shows a web page titled "NCQA Q-PASS Staging". At the top, there is a "Create" button. Below it, a table asks for organization details: Name (Black Bear Medical Group), Street (17 South Hill Rd), City (Juneau), State (Alaska), Zip (99801), Telephone ((907) 614-7014), Tax ID, and HRSAH Code. At the bottom right, there are "Back" and "Create" buttons, with the "Create" button being highlighted with a red box.

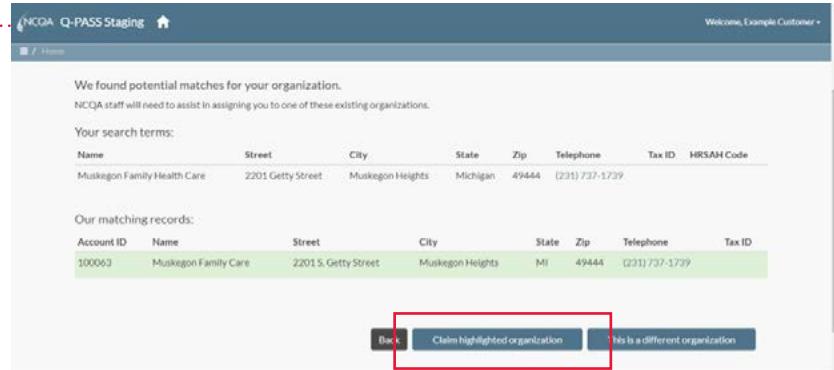
**Claim highlighted organization**

A "Claim highlighted organization" button will display if you are the primary contact for the organization and if the information you submitted matches the information in Q-PASS.

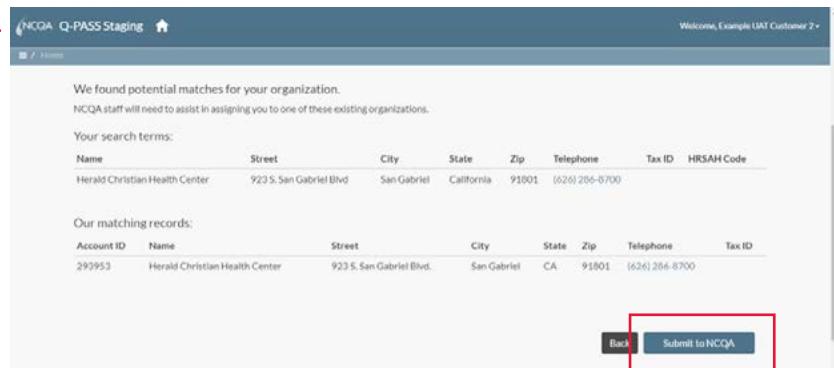
If the information matches and it is your organization, click "Claim highlighted organization". If it is not your organization, click "This is a different organization."

**Submit to NCQA**

"Submit to NCQA" will display if NCQA needs additional information and/or clarification in order to identify the correct account. Click "Submit to NCQA" button to submit the details of the request and contact NCQA Customer Support at 888-275-7585, Monday – Friday between 8:30 am and 5:00 pm ET or submit a question through My.NCQA for immediate assistance.



The screenshot shows a web page titled "NCQA Q-PASS Staging". It displays a message: "We found potential matches for your organization. NCQA staff will need to assist in assigning you to one of these existing organizations." Below this, it shows a table of matching records: Muskegon Family Health Care (2201 Getty Street, Muskegon Heights, MI, 49444, (231) 737-1739). At the bottom right, there are "Back", "Claim highlighted organization", and "This is a different organization" buttons, with the "Claim highlighted organization" button being highlighted with a red box.



The screenshot shows a web page titled "NCQA Q-PASS Staging". It displays a message: "We found potential matches for your organization. NCQA staff will need to assist in assigning you to one of these existing organizations." Below this, it shows a table of matching records: Herald Christian Health Center (923 S. San Gabriel Blvd, San Gabriel, CA, 91701, (626) 206-0700). At the bottom right, there are "Back" and "Submit to NCQA" buttons, with the "Submit to NCQA" button being highlighted with a red box.



To contact NCQA Customer Support, click the "Ask a Question" link at bottom of each Q-PASS page or call 888-275-7585 Monday–Friday, 8:30am–5:00pm ET.

