Claiming Your Organization & Practice Sites

Making sure you are ready to move forward with your PCMH Recognition.

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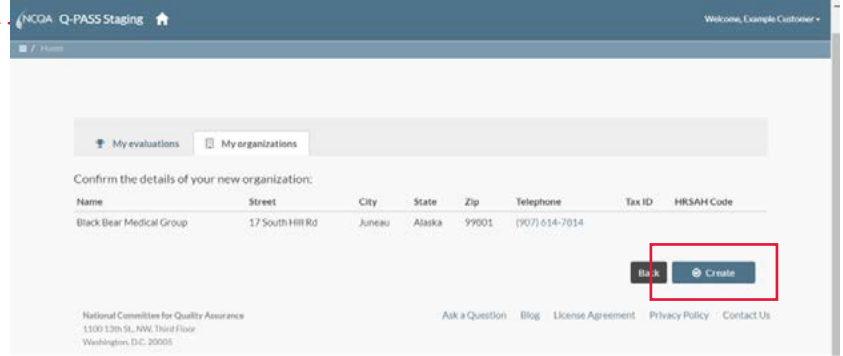
Once all information has been entered, click "Submit."

❯ WHAT DOES EACH BUTTON MEAN?

After you press Submit, THERE WILL BE 1 of 3 possible outcomes.
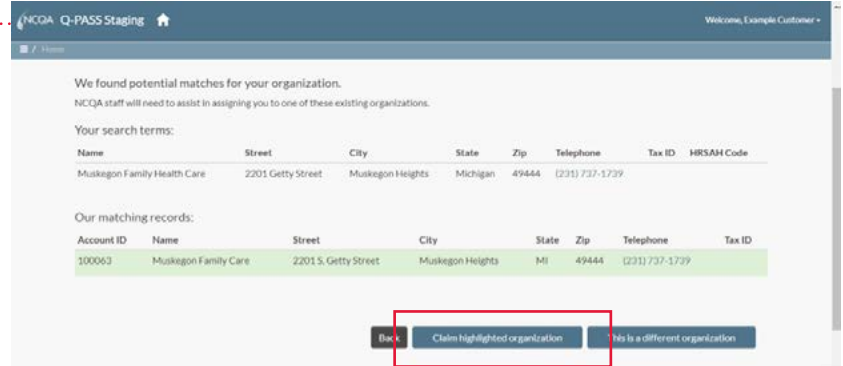The outcome will be the button at the lower right of your screen

⊘ 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.

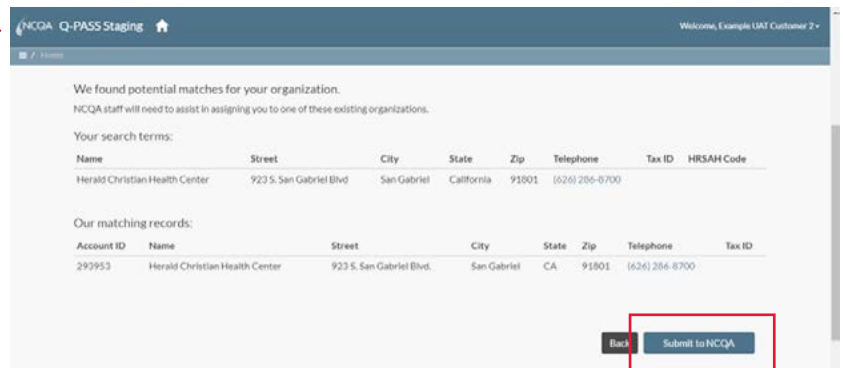
Claim highlighted organization

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.

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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.