



# The NCQA Team: Roles and Responsibilities

**NCQA REPRESENTATIVE:** When you enroll in NCQA Recognition, you will be assigned an NCQA Representative as a single point of contact to provide direct administrative and technical support throughout the Recognition process. Your Representative will:

- Help you identify a transformation path and work with you along the way.
- Ensure that your questions are answered in a timely manner by NCQA subject matter experts. (You can submit questions to your representative directly using the "Ask a Question" feature in Q-PASS or enter questions through [My.NCQA.org](http://My.NCQA.org).)
- Guide and monitor your progress through the Recognition process and provide technical assistance or instruction.
- Help identify and recommend relevant educational resources and tools based on your needs.

**EVALUATOR:** Your Recognition Evaluator will review evidence, documentation, systems and capabilities to assess whether your practice has demonstrated that it meets NCQA requirements.

- The evaluator reviews specific documentation you submit in advance, then reviews additional evidence through a virtual review. The virtual review helps resolve questions in a timely manner.
- Following each virtual review, the evaluator documents assessment results in Q-PASS. After results are finalized, you can use Q-PASS to view your progress toward earning Recognition.
- To ensure continuity, you will have the same evaluator for all virtual reviews throughout the entire Recognition process.

**PCMH CERTIFIED CONTENT EXPERT™:** PCMH CCEs can play an important role in helping you prepare and succeed in the Recognition and virtual check-in processes.

- CCEs are independent consultants and are located across the country.
- CCEs have comprehensive knowledge of the requirements, the enrollment process and the documentation required for NCQA Recognition.
- CCEs complete two NCQA educational seminars, pass a comprehensive exam and commit to continuous learning and recertification to maintain their credential.

Find a PCMH CCE at [cce.ncqa.org](http://cce.ncqa.org).

**Questions?**

Submit them through [My.NCQA.org](http://My.NCQA.org) and an NCQA representative will be in touch.