Getting On Board Part 1
Before: Learn It

The Recognition Process

NCQA
Measuring quality.
Improving health care.

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Start to Finish: Patient-Centered Medical Home (PCMH) Recognition

**BEFORE LEARN IT**
1. Is your practice eligible for PCMH recognition?
2. Get the FREE PCMH Standards & Guidelines.
3. Attend FREE “on board” training.
4. Do you want to proceed toward PCMH recognition?

**DURING EARN IT**
5. Order FREE online application.
6. Do you have 3 or more practice sites?
7. STOP! Obtain multi-site approval.
8. Attend FREE Standards & Guidelines training.
10. Attend FREE software training (at least 30 days before submitting ISS Survey Tool).
12. Submit online application.
13. Prepare and submit ISS Survey Tool to NCQA.
14. NCQA reviews ISS Survey Tool (30–60 days).
15. Receive decision (results in ISS).

**AFTER KEEP IT**
16. Promote your NCQA Recognition status.
17. Upgrade your NCQA Recognition status.
18. Maintain your NCQA Recognition status.
3 PHASES

• **BEFORE: LEARN IT** – Am I eligible? Can I make the commitment? Why would I want to do this?

• **DURING: EARN IT** – I am committed what do I need to do submit? What is required?

• **AFTER: KEEP IT** – I made it!
  How do I keep my recognition?
  What do I do if my practice changes?
  How do I promote my achievement?
National Committee for Quality Assurance (NCQA)

Private, independent non-profit health care quality oversight organization founded in 1990

MISSION

To improve the quality of health care.

VISION

To transform health care through quality measurement, transparency, and accountability.

ILLUSTRATIVE PROGRAMS

* Patient-Centered Medical Home
* Patient-Centered Specialty Practice *Patient-Centered Connected Care
* HEDIS® – Healthcare Effectiveness Data and Information Set
* Health Plan Accreditation * Clinician Recognition
* Disease Management Accreditation * Wellness & Health Promotion Accreditation
NCQA Recognition Programs

- >70,489* Clinician Recognitions nationally across all Recognition programs.
- Clinical programs.
  - Diabetes Recognition Program (DRP)
  - Heart/Stroke Recognition Program (HSRP)
  - Back Pain Recognition Program (BPRP) - Retired
- Medical practice process and structural measures.
  - Physician Practice Connections (PPC) - Retired
  - Physician Practice Connections-Patient-Centered Medical Home (PPC-PCMH) 2008 - Retired
  - Patient-Centered Medical Home (PCMH) 2011
  - Patient Centered Specialty Practice (PCSP) 2013
  - Patient-Centered Medical Home (PCMH) 2014
  - Patient Centered Connected Care 2015
  - Patient Centered Specialty Practice (PCSP) 2016

*Current as of 7/31/16
Evolving PCMH and More

- **2003-2004**: Physician Practice Connections (PPC) - developed with Bridges to Excellence
- **2006**: PPC standards updated
- **2008**: PPC–PCMH
- **2011**: PCMH 2011
- **2012**: ACO Accreditation
- **2013**: Patient-Centered Specialty Practice (PCSP) 2013
- **2014**: PCMH 2014
- **2015**: Patient-Centered Connected Care 2015
- **2016**: PCSP 2016
NCQA Provider-Based Quality Programs

Improve health care quality through transparency, measurement and accountability.

DRP & HSRP Recognition  ACO Accreditation  PCMH & PCSP Recognition
NCQA ALL RECOGNITION PROGRAMS
RECOGNIZED CLINICANS BY STATE

As of 07/31/16

70,489 Total Clinicians
Recognized
Federal Initiatives with NCQA’s PCMH

HRSA Patient-Centered Medical Home Initiative

- Community Health Centers – for rural, underserved, often nurse-led practices
- Recognition costs and technical assistance
- Up to 500 Community Health Centers per year; 5 year contract
- 1,675 sites currently enrolled
- 1,657 CHCs Recognized

*As of 7/27/16
Key Components of PCMH*

• **Personal Clinician:** first contact, continuous, comprehensive, care team

• **Whole Person Orientation:** all patient health care needs; all stages of life; acute; chronic; preventive; end of life

• **Coordinated:** when and where needed/wanted; culturally and linguistically appropriate; use information technology

*Based on The Joint Principles*
Benefits of PCMH: The Evidence

Research Shows:

• Lower inpatient admissions (1) (4)
• Improve clinical outcomes (6) (7)
• Reduce ER visits and Hospital Readmissions (2)
• Better engaged & Happier patients (3)
• Lower Costs (especially for individuals with complex chronic conditions (2) (4) (5)
• Increased staff satisfaction (8)

*Refer to Citations on next slide
Citations – Evidence Showing Effectiveness of NCQA Recognition

1. Department of Vermont Health Access / Vermont Blueprint for Health


Latest Evidence: Benefits of the Patient-Centered Medical Home

Patient-Centered Medical Homes are driving some of the most important reforms in healthcare delivery today. A growing body of scientific evidence shows that PCMHs are saving money by reducing hospital and emergency department visits, mitigating health disparities, and improving patient outcomes. The evidence we present here outlines how the medical home inspires quality in care, cultivates more engaging patient relationships, and captures savings through expanded access and delivery options that align patient preferences with payer and provider capabilities. This report will be updated as new evidence of PCMH implementation is released.

http://www.ncqa.org/Programs/Recognition/Practices/PCMHEvidence.aspx
What Practices are Learning About Coordinated Patient-Centered Care

- Roadmap for quality improvement using clinical performance measures
- Enables excellent care integration with the medical home
- Aligns with processes that improve quality and eliminate waste
- Promotes coordinated teamwork in an information rich environment
- Improves the experience of patients accessing specialty care
- Enhances coordination between primary care and specialty care
Meaningful Use of Health Information Technology (HIT)

- NCQA emphasizes HIT because highly effective primary care is information-intensive
- Reinforces incentives to use HIT to improve quality
- Meaningful Use language is embedded in PCMH 2014 & PCSP 2016 standards
- Synergy: Recognized medical practices are well-positioned to qualify for meaningful use, and vice versa
Related NCQA Programs

ACO Accreditation
- The Patient-Centered Medical Home model is the central foundation of an ACO.

Patient-Centered Connected Care
- Coordination and communication with sites delivering intermittent or outpatient treatment is critical for care continuity in the medical home “neighborhood.”

PCMH Content Expert Certification (CEC)
- Individuals may highlight their comprehensive knowledge of the PCMH 2014 standards & guidelines, the application process and documentation requirements of the PCMH program.
# PCMH 2014 Deadlines

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<thead>
<tr>
<th>Event</th>
<th>Deadline</th>
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<tbody>
<tr>
<td>Last day to purchase PCMH 2014 Survey licenses</td>
<td>March 31, 2017</td>
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<tr>
<td>Last day to submit PCMH 2014 Corporate Survey</td>
<td>May 31, 2017</td>
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<tr>
<td>Last day to request PCMH 2014 Add-On Surveys</td>
<td>June 30, 2017</td>
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<tr>
<td>Last day to submit all PCMH 2014 Site Surveys</td>
<td>September 30, 2017</td>
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<td>PCMH 2017 Product Release &amp; Launch of the Redesigned PCMH platform</td>
<td>Scheduled March 2017</td>
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## PCSP 2013 Deadlines

**PCSP 2016 released March 28, 2016**

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<tr>
<th>Last day to purchase PCSP 2013 Survey licenses</th>
<th>June 30, 2016</th>
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<tbody>
<tr>
<td>Last day to submit all PCSP 2013 Site Surveys</td>
<td>December 31, 2016</td>
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PCMH & PCSP Eligibility & Survey Components
## Eligibility

<table>
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<tr>
<th>PCMH</th>
<th>PCSP</th>
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<tr>
<td>• Family Medicine</td>
<td>• ABMS/Behavioral Health and Mental Health Specialties</td>
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<tr>
<td>• Internal Medicine</td>
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<td>• Pediatrics</td>
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## Patient-Centered Connected Care

- Onsite Employee Health Clinics
- Convenient Care/Retail Clinics
- Urgent Care Centers/Free-Standing Walk-In Clinics
- School/University Based Health Clinics
- Non-Primary Care Outpatient Clinics (PT, Podiatry, Optometry, Chiropractic…)
PCMH Clinician Eligibility

- MDs, DOs, PAs, and APRNs practicing at site with their own or shared panel of patients are listed with the site’s recognition.

- At least 75% of each clinician’s patients come for:
  - First contact for care
  - Continuous care
  - Comprehensive primary care services
  - Clinicians may be selected as personal PCPs

- Neither non-primary care clinician nor physicians in training (residents) should be included in the PCMH application.
PCSP Clinician Eligibility

• Eligible clinicians:
  – MDs, DOs
  – NPs/PAs with their own or shared panel of patients
  – Certified nurse mid-wives
  – Behavioral health specialists: psychologists, licensed clinical social workers, marriage and family counselors

• Neither primary care clinician nor physicians in training (residents) should be included in the PCMH application
PCMH 2014 & PCSP 2016
Recognition Structure

• 3 Year Recognition
• 3 Recognition Levels
• Recognition is awarded at the practice site level. Individual clinicians at the practice site are listed for the recognized site.
Recognitions are conferred at geographic site level – meaning a recognition is awarded per address

Clinicians should be listed at each site where they routinely see a panel of their patients

- Clinicians can be listed at any number of sites
- Site clinician count determines program fee
- All eligible clinicians at a site must apply together
- Practice may add or remove clinicians during the Recognition period
Systems Needed by Practice for the Survey Process

1. **Computer system and staff skill** with:
   - Email
   - Internet access
   - Microsoft Word
   - Microsoft Excel
   - Adobe Acrobat Reader (available free online)
   - Document scanning and screen shots

2. **Access to the electronic systems** used by the practice, e.g. billing system, registry, practice management system, electronic prescription system, EHR, Web portal, etc.
Transformation and Prep Work

- **Transformation may take 3-12 months**
- **Your roadmap: PCMH 2014 & PCSP 2016 Standards and Guidelines – everything covered**

- **Implement changes:**
  - Practice-wide commitment
  - New policies and procedures for staff
  - Staff training and reassignments
  - Medical record systems
  - Reporting capabilities improvement

- **Develop and organize documentation**

- **Procedures and electronic systems must be fully implemented at least 3 months before survey submission**
1. Eligibility
2. Order the free electronic version of the guidelines and download whenever updates are published
3. “Getting on Board” live and recorded
4. Are you able and ready to proceed?
Resources Available

The PCMH and PCSP Standards and Guidelines -- the “rules”

- Standards, elements, factors
- Policies and Procedures
- These are free of charge from NCQA
Before | Learn It

Start-to-Finish Step 3

Attend the “On Board” training

Here’s where you are today. Congratulations for being on the Start-to-Finish track.
NCQA Trainings

NCQA Education Dept seminars for PCMH 2014 and PCSP 2016

http://www.ncqa.org/EducationEvents/SeminarsandWebinars/LiveSeminarsWebinars.aspx

• Locations across the country – see website
• Book early – these fill up fast!

Training at your site


• Equivalent training at your location
• Speakers Bureau
Live NCQA Trainings and Q&A

Red Nodes
FREE Customer Training Each Month

http://www.ncqa.org/Programs/Recognition/RelevanttoAllRecognition/RecognitionTraining.aspx

- Getting on Board Live Q&A
- PCMH 2014 Standards Live Q&A
- Renewing and Converting to PCMH 2014 Live Q&A
- PCSP 2016 Standards Live Q&A
Recorded NCQA Trainings

• Standards
  – Getting On Board: Learn It, Earn It, Keep It
  – PCMH 2014 Trainings (Standards 1-6)
  – PCSP 2013 Trainings (Standards 1-6)
  – Patient-Centered Connected Care 2015

• Systems
  – Using the ISS System
  – The Online Application

http://www.ncqa.org/Programs/Recognition/RelevanttoAllRecognition/RecognitionTraining.aspx
Other Resources Available

FREE Customer Resources

• NCQA Website contains a wealth of resources
  – Check frequently for new and updated materials

• Website is configured with “Start-to-Finish” and pertinent information is associated with each node

• FAQs to help answer your questions –
  http://www.ncqa.org/Programs/Recognition/PatientCenteredMedicalHomePCMH/DuringEarnItPCMH/OtherPCMHResources.aspx
What Are **Multi-Site Surveys**? (PCMH & PCSP)

- Option for organizations or medical practices with 3 or more sites that share policies and procedures and electronic systems across all of their practice sites.
- NCQA does not give organization-wide Recognition.
- A specified number of corporate (shared) elements are **completed once** for multiple practice sites in an additional survey tool.
- All other elements require responses at the site level.
- Any possible multi-site should attend the “Getting on Board – Earn It” training session for complete details.
What are **Multi-Specialty Surveys?** (PCSP ONLY)

- Multi-Specialty organizations can be a single site or Multi-site practice
- Both require NCQA approval
- Request approval teleconference through Online Application
- Multi-specialty eligible practices will submit examples from 3 or more specialties, including a mental health specialty, if present for specified elements
- Conference call will discuss submission of individual specialty surveys versus multi-specialty surveys
NCQA Support
Submitting Questions to NCQA

• Submit questions via your Policy Clarification System - MyNCQA account at https://my.ncqa.org

• Do not submit questions to pcmh@ncqa.org
  – Only submit payment or practice changes to the mailbox

• Check for existing FAQs & resources:
  http://www.ncqa.org/Programs/Recognition/PatientCenteredMedicalHomePCMH/DuringEarnItPCMH/OtherPCMHResources.aspx
MyNCQA

- Categorizes YOUR important questions
- Let’s YOU track responses to YOUR ??s
- NCQA will be able to develop more useful FAQs and additional documentation for YOU
- A place to for YOU to access developed FAQs
- There is a Step by Step Users Guide to help YOU navigate.
How to Submit a Question

1. Submit questions via your MyNCQA (my.ncqa.org) account
2. Register if you are a new user
3. Click “Ask a New Question”
4. Select “Recognition Programs” in the first drop down selection
5. Select program and category in the other drop downs that best fits your question
6. Type in question and submit
Login/Register

https://my.ncqa.org

RETURNING USER

Simple
If you already have an NCQA account, then simply sign in - no new account is necessary. If you don’t have an account, creating one is easy.

My Account
Manage your account across all our products and keep your information up-to-date so that we can continue to provide the best service possible.

My Questions
Ask questions, view responses and see the complete history of your interactions.

NEW USER REGISTRATION

LOGIN

Email Address

Password

Login

Forgot Password

Don’t have an account? Create one now.
Access My Questions

My Questions
View your questions in an easy and convenient way.

- Ask a question
- View responses
- See a history of past questions

My Orders
Manage your orders from Recognition Portal.

- Make a payment
- View order history
- Request a refund

My Account
Update your information, so that we can continue to provide you the best service.

- Change your password
- Update your name, title and credentials
- Change demographic information
Track & Manage Questions

See what questions you have asked, responses to questions, and track your questions.

Click to Ask a New Question
Select Applicable Question Category

Select “PCS Policy/Program Clarification Support” in the first drop down

Check our FAQs first to see if your question has already been answered
Submit a Question

1. Select the Program Type and Content areas.
2. Select Publication Year.
3. Enter a Subject.
4. Enter question in window.
After Submitting a Question

• You will receive a confirmation e-mail with your case #
• Any correspondence is sent directly to your e-mail registered
• Might be asked for further clarification
• Track your question and the response
NCQA Contact Information

Contact NCQA Customer Support at 1-888-275-7585 M-F, 8:30 a.m. - 5:00 p.m. ET to:
- Acquire standards documents, application account, survey tools
- Questions about your user ID, password, access

Visit NCQA Web Site at www.ncqa.org to:
- Follow the Start-to-Finish Pathway
- View Frequently Asked Questions
- View Recognition Programs Live Q&A and Training Schedule

• For questions about interpretation of standards or elements to submit a question via MyNCQA (https://my.ncqa.org) (PCS-Policy/Program Clarification Support button)