



# NAVIGATING Q-PASS

(QUALITY PERFORMANCE ASSESSMENT SUPPORT SYSTEM)

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# HOW TO ENROLL IN Q-PASS

1. Go to [www.qpass.ncqa.org](http://www.qpass.ncqa.org)
2. Create an account. (FYI: If you have an NCQA account already, your NCQA log in will work for Q-PASS as well).
3. Enroll your practice by following the 6 required steps.
  - 1) Add practice sites (You will need site tax ID # and NPI #).
  - 2) Add the recognition program for which you want to be recognized.
  - 3) Set up clinicians (You will need clinicians', full name, birthdate, National Board Certification #, and NPI #).
  - 4) Sign legal agreements.
  - 5) Generate the invoice and pay. (Don't forget to enter the SHIP discount code: GIDDHI for 20% off at check out or the Healthy Connections discount code: GIDDHB for 20% off after 1/31/19).
  - 6) Review your information and complete enrollment.
  - \*\*HRSA grantees will need to enter their H code\*\*
4. Once clinic is enrolled, a NCQA representative will contact you for a kick-off call, and your year for achieving recognition begins. **NOTE: You'll want to make sure your clinic will be able to achieve recognition within the year (including 3 required check-ins) before enrolling.**

# ENROLLMENT CHECKLIST

- Organization's information
  - Legal entity name
  - Address, City, State, Zip
  - Primary contact name and email address
  - Secondary contact name and email address
- Practice location(s)
- List of specialties
- Practice's primary and secondary points of contact information
- Each practice site's tax ID number & NPI (if available)
- Names of each clinician at each practice
- Each clinicians' information (full name, date of birth, specialty, board certification #, and NPI #)
- Representative from organization that has the legal authority to sign business agreements with NCQA
- Method of payment for fees (credit card or check)

# NAVIGATING Q-PASS

There are two tabs on the top of the home page.

- 1) “My Organizations”
  - Used for enrolling the clinic in Q-PASS (i.e. adding users, adding clinicians, signing legal agreements, making payment, etc.).
  - There is a check list within this section that assists clinics in enrollment process and lets them know when the process is complete.
- 2) “My Evaluations”
  - Used for uploading documentation for each completed criteria.
  - To the right of the clinic name, click on the tab labeled “Actions.”
  - 3 dashboard options will appear
    - 1) “Organization Dashboard”
      - Click here to transfer credits, upload EMR pre-validation letter, and to use the “share credits” tab to transfer policies used in multiple clinics from the same organization. The “Get Help” section under this tab has additional resource tools and a helpful video about navigating through Q-PASS.
    - 2) “Practice Site Dashboard”
      - This is where clinics upload evidence.

# NAVIGATING Q-PASS CONTINUED

- 3) “Program Dashboard”
  - This dashboard is where the clinic fills out the “Getting to Know Your Practice” document before the kick-off call with NCQA. (FYI: This document asks for the number of Medicaid and Medicare patients your practice sees).
  - This is also where the practice will be able to view evaluation results once they are reviewed by NCQA. This can be done before each check-in with your clinic’s NCQA Evaluator to prepare for the check-in and make sure the clinic received credit for the criteria they believe are complete.
  - To see evaluation results, go to clinic Q-PASS dashboard → Actions → View Evaluation Notes → Status = met or unmet with comments from the NCQA Evaluator for why criteria was met or unmet.

# UPLOADING EVIDENCE TO Q-PASS

- Go to “Manage Evaluation” tab found on clinic’s “Practice Site Dashboard” → click on “actions” tab → PCMH recognition criteria → select the concept you will be uploading a document for → select criteria you will be uploading a document for → click on “evidence” or “documented process” to add your documentation → locate the document from your computer file, and add.
- Tips:
  - You can use the “add link” button to connect one policy that fulfills the requirements for multiple criteria to link it to additional criteria, rather than uploading the document to Q-PASS multiple times.
  - If you are uploading documentation for more than one clinic in an organization, use the “share credits” button to share one document with both sites, rather than opening up the Q-PASS page for the second site and uploading the document there as well.
  - You can leave comments about a document to tell the evaluator which page(s) to focus on for a specific criteria, especially if the policy covers multiple criteria.
  - A document can be unlinked if it is uploaded to the wrong criteria.
  - For criteria that require documentation that contains PHI, click the “let’s do a virtual review” button. This lets the evaluator know the process, screenshot, report, etc. will be shown to them during the check-in.
  - If PHI is accidentally uploaded, it can be flagged using the “Flag PHI” button.
  - If a criteria does not apply to your practice (i.e. KM-02 H is N/A for practices with no pediatric population, and I is N/A for pediatric populations), there is a box on Q-PASS to select, “this is not applicable to us.”

# CHECK-INS

- Once the clinic is enrolled in Q-PASS, they have a year to submit the required documentation and become PCMH recognized.
- Clinics are given 3 virtual check-ins during their year submission period. A 4<sup>th</sup> check-in can be purchased for half the price of the original enrollment fee if an additional check-in is needed.  
\*FYI: The kick-off call **DOES NOT** count as one of your 3 check-ins.\*
- As of February 2018, practices are required to check-in a minimum number of components for each check-in, and will not be able to check in more than a maximum number of components.  
\*(Note that each criterion has one or more components)\*
  - Check-in #1: Minimum 30, Maximum 70
  - Check-in #2: Minimum 5, Maximum 80
  - Check-in #3: Minimum 1, Maximum N/A
  - **\*Note that the count does not include any auto-credit provided through pre-validated EMR vendors.\***
  - **Component = Documentation submitted for proof of implementation.** If a Criteria requires a documented process and evidence of implementation, that counts as 2 components. For Criteria like KM-02 where there are reporting requirements, A-I, the Criteria has 10 components: 1 Documented process (include process for A-I in one policy), and 9 Evidence of Implementation.
- The “Check in Components for Review” button (under “Evaluation Tab”) is to be clicked when the clinic is ready for a check-in call. Everything uploaded at that point is locked in. (Clinics can still work on uploading documentation for later check-ins during this time).
- NCQA has a “Suggested Pathway” document with their recommendations of which criteria to complete/submit for each check-in.
- Once “Check in Components for Review” has been selected, a calendar will come up on the screen, where the clinic chooses a day/time for their check-in. Check-ins are scheduled at least 30 days out. This gives the NCQA evaluator time to review the clinic’s submitted documents.
- Check-ins are usually scheduled for 2 hours.
- It is suggested that clinics schedule their first check-in within the first 3-4 months of enrolling in Q-PASS.
  - Once the “Check in Components for Review” button is clicked, and documentation is locked in, the clinic will be able to pick a date and time (at least 30 days out) for their check-in. An NCQA Evaluator will then be assigned to the clinic.

# ADDITIONAL INFORMATION

- Once PCMH recognized by NCQA, clinics will have an annual review to keep their PCMH recognition status. NCQA reviews the required annual review documents 30 days prior to the clinic's anniversary date. **Clinics should begin early to upload their required annual review documents.**
- Do not use the “back” button when uploading documents, because information can be lost. Instead, use the “home” icon along with other navigation icons at the top of the screen.
- The EMR Pre-Validation Letter is uploaded by going to “Organization Dashboard” → “Transfer Credits” → click to upload the pre-validation letter. The letter will be approved by NCQA, and then the criteria(s) it covers will be marked as complete or partially complete.
- Clinics can use the “Ask a Question” tab at the bottom of any page on Q-PASS to ask a question specific to their Q-PASS, documents, recognition, etc. (rather than go to [www.my.ncqa.org](http://www.my.ncqa.org)) and all questions will be archived to the clinic's Q-PASS.



# QUESTIONS?

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