Updates and FAQs
Online Application Tool for Accreditation and Certification Products

The Updates and Frequently Asked Questions provide supplemental information about the NCQA online application tool. FAQs are organized under each corresponding section of the application tool.

For more detailed instructions, refer to the *Online Application Users Guide* located in the online application tool and on the NCQA website at www.ncqa.org/programs/health-plans. From the website link, click on the program you are interested in, navigate to the "Process" tab and click the **Expand** link in *Step 5 Submit the Online Application*.

Updates

These features were added to the online application tool in July 2021. Refer to the *Online Application Users Guide* for detailed information about their use.

- **National Surveys.** Organizations applying for a National Survey only complete one application for each legal entity, rather than submitting applications for every state.
- **Health Equity Accreditation.** This program adds requirements to NCQA's Multicultural Health Care Distinction, focusing on organizational diversity, equity, inclusion and reducing bias; collecting gender identity and sexual orientation data; and reporting race/ethnicity stratified HEDIS measures.
- **Health Equity Accreditation Plus.** This option includes standards for assessing and addressing social determinants of health.
- **Eligibility.** This tab contains general qualifying questions relating to specific survey Accreditation products.

Frequently Asked Questions

Getting Started

Q: **How do we access the online application tool?**

A: Follow these steps.

Step 1   Go to the My NCQA website and log in.

Step 2   Your username is the professional email address you use to conduct business with NCQA on behalf of your organization.

Enter your username in the Username field. Enter your password in the Password field. Click Submit.

If this is your first time logging on, or if you do not remember your password, click Forgot Your Password? and follow the instructions.

Step 3   When you have changed your password, click **close this window** to return to the *Login* screen and log in.

Step 4   Click **My Apps**. Click **Go to Site** for **NCQA Application Online**. The *Application* home page displays.

Q: **We don't see our application in the online application tool.**

A: Only the organizations to which you are assigned as contact will display. If you know your organization's assigned ASAR, please contact them directly.

    If you do not see an organization and you don't know your organization's assigned ASAR, do this:

Step 1   *If your organization has a current Accreditation/Certification,* click **I don't see my Organization**. An NCQA account representative will contact you.

       If your organization does not have a current Accreditation/Certification, click **Start Application pre-qualification process** and indicate the product for which your organization wants to apply. An NCQA account representative will contact you to determine your organization's eligibility.

       If you have a general question about the application and scheduling process, click **I have another question**. An account representative will contact you.

Organization

Q: **What is an "organization conflict"?**

A: An organization might have an organization conflict if it has contracts, legal relationships, obligations or partnerships, and/or is in direct competition with, any organization listed in this area of the application.

Eligibility

Q: **If we are going through a Renewal Survey, do we still have to answer the eligibility questions?**

A: Yes. All questions must be answered to acknowledge eligibility.

Q: **What happens if one of our answers is "No"?**

A: The ASAR assigned to your survey will email you to discuss eligibility criteria.

Product

Q: **What is the "date of inception"?**

A: The date of inception is the initial date when the organization offered (or will offer) services to members or clients.

Q: **How do we discontinue a product that is included on our application?**

A: If the product is no longer offered, in the *Product* section of the application, select **Edit** under the product and click to check **Discontinue**. The product cannot be removed from the application; it can only be discontinued. Insert the "Discontinue Date" in the text box.

Q: **Should we discontinue a product we offer currently but will no longer offer at the time of the next survey, or that we do not want to include in the survey for which we are applying?**

A: No. A product/product line marked "Discontinued" is removed from the organization's current Accreditation. Do not mark it "Discontinued" if it will not be offered in the future (e.g., during the next Open Enrollment season) but exists at the time of application, or it will be considered non-Accredited.

Q: **We offer a specific product line that we do not want to include in Accreditation. Can we leave it out?**

A: Yes. If you do not want to bring a product line through Accreditation, in the *Product* section of the application, click **Edit** under the product line and click to uncheck **Include in Accreditation**. Also remove it from the **Selected Program** area under the *Survey* section.

Survey

Q: **What does <u>Show on Report Card</u> mean?**

A: NCQA's Health Plan Report Cards list commercial, Medicare, Medicaid and Exchange health plans based on their combined HEDIS, CAHPS and NCQA Accreditation standards scores. An organization's final status or survey progress is listed on NCQA's public website.

Q: **What is a "virtual" survey?**

A: A virtual survey is an alternative option to the onsite review. It is conducted through a selected WebEx platform.

Q: **How do we add user defined programs for Case Management and Population Health Program?**

A: Follow the steps below to add the names of user defined programs under the **Selected Program** area of the *Survey* section.

Step 1   Click **Edit** next to **Selected Program**. Enter the program name in the text box next to **Add User UA**, and click **Add User UA**.

Step 2   Enter the information for **Date in Operation** and **Number of Patients**. Click **Save and Close**.

Q: **What is the IRT license?**

A: The IRT license is the 5-digit number located on the receipt for the IRT survey tool purchase. The license number is also located at the top of the screen in the IRT.

Q: **Do we have to purchase an IRT survey tool?**

A: Yes, unless you are applying for an Add-On Survey that is not related to LTSS Distinction, a Resurvey or an Introductory Follow-Up Survey. NCQA provides a survey tool license after the application has been processed for these surveys.

Q: **Where can we purchase the IRT survey tool?**

A: You can purchase the IRT in the [NCQA store](#).

Document

Q: What documents should we include with the online application?

A: If you are applying for a Corporate Survey, a Single Site Multiple Entity Survey or an Add-On Survey, download and complete the appropriate document, then upload it to the application tool. Otherwise, you do not need to include any other documents. Do not attach Agreements; those can be attached in the *Agreements* section if the organization is not e-signing them.

Contact your ASAR if you want to attach Agreements signed by hand.

Agreement

Q: **Who should be assigned the signatory role?**

A: The signatory role may be assigned to any individual in the organization who is authorized to sign a legal agreement.

Q: **Our signatory did not receive the Agreement to sign.**

A: The signatory must be registered at [My NCQA](#) using the same email address entered on the application, and must log in using the same email address entered on the application. Contact your ASAR if your signatory is registered and has not received the Agreement.

Q: Can we download a copy of the Agreement before we sign it?

A: Yes. After you log into My NCQA, click **My Apps**, then click **Go to Site** for **NCQA Application Online**. Click **Legal Documents** on the navigation bar to view and download the Agreement for the product for which you are applying.

Q: We need to make changes to the Agreement.

A: NCQA does not accept changes to the Agreement unless they are necessary to prevent a conflict under state law. In this situation, NCQA will make appropriate edits.

If there is a conflict, contact OGCContracts@ncqa.org to request an edit. Include an explanation for the request and cite the state law. Copy your ASAR on the request.

Requests to change the standard Agreement due to legal conflicts must be approved by NCQA and must be submitted with evidence of the legal conflict at least 12 months before the requested survey date.

Although requests are considered as soon as possible, allow at least 2–4 weeks for the review process. A request to change the Agreement might affect survey dates and/or deadlines.

Payment

Q: How do we submit a payment for the application fee?

A: After you sign the Agreements, proceed to the *Payment* section and create an invoice. You may pay by credit card or check. To pay by check, download the invoice, check the information form and provide it to your Accounting area to fulfill the payment and send the check to NCQA. Include the invoice number on the check payment. When payment is received and recorded, the application will automatically submit to NCQA.

Post Application Submission

Q: What happens after we complete the application?

A: After NCQA receives your application, signed Agreements and application fee, we process your application and send a confirmation letter to your organization contact within 30 days. The confirmation letter includes the survey's cost, when the final invoice will be sent to the addressed contact, when payment is due, when your organization will be assigned an Accreditation Survey Coordinator (ASC) and when your ASC will contact you.

Q: Our application is final, but we need to change our survey start date.

A: Contact your ASAR to request date changes within 5 business days (or sooner) after you receive the confirmation notification from NCQA. Changes requested after 5 business days may be subject to additional fees.

Updates and FAQs
Online Application Tool for Accreditation and Certification Products

Q: What should we do after we submit the application?

A: Purchase your IRT survey tool at the NCQA store and email the 5-digit license number to your ASAR. The IRT includes all information you need to prepare and submit materials for the survey.

Q: What will the look-back period be for our survey?

A: It depends on the product. Refer to the *Policies & Procedures* of the Standards and Guidelines for information about your specific product.

Q: When will we be assigned an ASC?

A: NCQA assigns your ASC approximately 6 months before your survey submission date, and notifies your organization contact by email.

Q: How do we ask a question about the IRT or Accreditation standards before our ASC is assigned?

A: Log into My NCQA, click **My Questions** and then select **Ask a Question**.

Q: When will I have my first call with my ASC?

A: Your ASC will schedule the Introductory Call approximately 3 months before your survey submission date. The survey timeline will be provided in IRT and by your ASC during the call. The ASC will also discuss all deliverables and dates during the call.

Q: When is the total survey fee due?

A: The total survey fee is due 30 days before the survey submission date. The application fee will be deducted from the total survey fee. You will be billed for the remaining balance 60 days before you submit the survey (total survey fee of $30,000 – $5,000 application fee = the remaining balance of $25,000).