

NCQA Supports State Initiatives

Patient-Centered Medical Home (PCMH)

Massachusetts. NCQA collaborated with the Massachusetts Health Policy Commission (HPC) to develop the PCMH PRIME certification program. The program recognizes primary care practices that meet NCQA's rigorous guidelines for patient-centered care and demonstrate that they provide additional behavioral healthcare (BH) services for their population.

NCQA developed a state-specific module including BH requirements to meet the PCMH PRIME program needs. Now, in Massachusetts, practices that go through the PCMH recognition process can earn PCMH PRIME certification if they meet at least 7 out of 13 behavioral health criteria, including:

- Co-locating or entering into formal agreements with BH providers.
- Integrating BH providers into the practice site.
- Performing comprehensive health assessments.
- Having a system for identifying high-risk patients for targeted care management.
- Tracking and following up on referrals to specialists, including BH providers.

Report Cards/ Public Reporting

California. Since 2011, NCQA has worked with the California Office of the Patient Advocate (OPA) to report the performance of provider groups that aligns with national health plan measurement and is both meaningful and actionable for consumers.

Under contract with the State of California to create a provider group report card for consumers, NCQA offers the state a range of services, including:

- Quality Framework Design.
- Evaluation Design.
- Measure Selection.
- Methodology Design.
- Public Reporting.

As part of the public reporting process, we define the methodology for measurement, and assist OPA to establish the reporting format, engage local stakeholders and establish a transparent system for reporting.

In 2016, the OPA Report Cards included medical group cost information for the first time. NCQA developed the consumer-friendly displays and descriptions to aid consumers in interpreting cost information alongside quality and patient experience ratings.

Technical Assistance/ Custom Work

Tennessee. NCQA adapted its Patient Centered Medical Home (PCMH) to meet the needs of the Tennessee's Health Care Innovation Initiative, which is supported through the State Innovation Model (SIM) grant award.

As part of the initiative, the state's Primary Care Transformation Strategy leverages the Patient Centered Medical Home (PCMH) model and expands on the existing PCMH efforts in the state.

In 2015, Tennessee convened a Technical Advisory Group (TAG) of clinical experts to provide recommendations on PCMH's and the state's Health Link initiative. NCQA engaged with the TAG providing technical and clinical expertise in the selection of quality measures for both programs.

NCQA also developed a quality measurement clinical data set for the state which will be used for incentive payments in 2017. NCQA continues to provide consultative services to the state as it implements its SIM model.



Understanding that each state is unique, NCQA's Quality Solutions Group welcomes the opportunity to collaborate with your state to help meet your specific health care quality needs.

Please contact QSG@ncqa.org to learn more.