



Patient-Centered Connected Care: Eligibility

Q: What types of clinics are eligible for NCQA Patient-Centered Connected Care Recognition?

A: Clinics that provide some primary or episodic care to patients (i.e., do not act as a medical home) are eligible for NCQA Patient-Centered Connected Care; for example:*

- Free-standing clinics that provide immediate medical services (e.g., urgent care).
- School-based clinics.
- On-site employee health clinics.
- Nonprimary care outpatient clinics (e.g., chiropractic, optometry, podiatry, physical therapy).
- Retail health care clinics.

NCQA determines clinic eligibility on a case-by-case basis; a formal eligibility check is required during the application process. If you have questions about your clinic's eligibility, contact NCQA via the Programs/Policy Clarification System at <https://my.ncqa.org/>.

**These clinics do not meet the eligibility requirements for PCMH or PCSP recognition programs and work to connect patients seen at the clinic with their other providers; specifically, the medical home.*

Q: Who is considered eligible for the NCQA Patient-Centered Connected Care recognition program?

A: For the NCQA Patient-Centered Connected Care recognition program, an eligible entity is a clinic that provides care at a single or at multiple sites. Recognition is at the clinic-level.

Q: Our primary care practice is affiliated with a clinic that does not provide continuous primary care. Is the clinic eligible for NCQA PCMH or Patient-Centered Connected Care recognition?

A: It may be. Each distinct clinic recognition is based on the scope of services offered. In some cases, clinics such as optometry, podiatry, urgent care clinics or free-standing clinics may be affiliated with or co-located at the same site as a PCMH. A distinct clinic that markets its services separately from the PCMH and does not meet PCMH eligibility criteria may be eligible for the NCQA Patient-Centered Connected Care program.

Q: Are telehealth vendors eligible for NCQA Patient-Centered Connected Care Recognition?

A: It may be. A telehealth vendor that can provide real-time diagnoses and treatment for patients may be eligible for NCQA Patient-Centered Connected Care Recognition.

Q: Our organization provides episodic health care and meets eligibility requirements for NCQA Patient-Centered Connected Care, but it has several locations. Can we reduce the documentation burden for processes that are shared across sites?

A: The NCQA Patient-Centered Connected Care program recognizes "entities" and sites that exist under an entity, which can earn recognition together. Sites under a single entity have the opportunity to provide streamlined documentation on specific elements. To learn more, visit: <http://www.ncqa.org/Programs/Recognition/Practices/PatientCenteredConnectedCare.aspx>.