

Policy Clarification Support (PCS) System Users Guide—External



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Access the PCS System

- Step 1** [Click here](#) to register.
- Step 2** Register with accurate information, then check your e-mail for your temporary password.
- Step 3** Your **username** is your e-mail address. Use the **temporary password** for the initial login.
- Step 4** To **change your password**, log out of the system. Log in again and enter your user name and new password.



Policy Clarification Support

Policy/Program Clarification Support

Welcome to the Policy Clarification Support area. To begin, please login using the form below.

If you do not have an account yet, you may register below. Please be sure to complete the entire form.

You will receive an email confirmation of your registration that will include a temporary password and a link to login. You'll be required to choose a new, unique password when you first login.

Questions? Please [contact us](#) for more information.

Register

Login

[Forgot Password?](#)

[Why do I have to register?](#)

Manage Questions Page

This page contains the account owner’s personal history of both open and closed questions.

On this screen, you can view open and closed questions or click the **Ask a New Question** button to go to the **Ask a New Question** page.

NCQA
Measuring quality.
Improving health care.

Policy Clarification Support

Logout

PCS User Guide

Manage Questions

Open Questions
No open issues.

Closed Questions »
To submit a follow-up question, click on the 8-digit case number of the previously closed case.

| Subject | Product/Program | Content Area | Status | Case | Opened | Closed |
|------------------|-----------------|-------------------------|--------|----------|------------|------------|
| Test | HEDIS | Data Submission Process | Closed | 00003001 | 05/03/2013 | 05/03/2013 |
| Test Question #3 | HEDIS | Data Submission Process | Closed | 00003000 | 05/07/2013 | 05/07/2013 |

Ask a New Question Page

- Step 1** Click on the **Ask A New Question** button.
- Step 2** Select the applicable dropdown menu options.
- Step 3** Summarize your question in the **Subject** field.

Enter your question in the **Question** text box and click **Submit Your Question**.

You will receive a confirmation e-mail verifying that NCQA has received your question along with the case number.



Logout

Ask a Question about Accreditation/Certification Standards, HEDIS, Recognition Programs or Other Performance Measures

Please complete each of the fields below to submit your question.

Manage Questions

First, help us route your question to the right expert by selecting from the following:

Product/Program Type:

--None--

General Content Area:

--None--

Specific Area:

--None--

What Publication Year does your question relate to?

Select Year

Subject

Question

Submit Your Question

Before you begin, don't forget to check...

[Policy Updates](#)

[FAQs](#)

You might find the answer you need.

If you have a question about another topic, contact Customer Support
M-F 8:30-5:00 ET
(888) 275-7585 [☎](#) or by email.

Recognition Program Support

See if your question has already been answered. Access important FAQs and other important information before you submit your question:

[PCMH/PCSP/ISS](#)

[GRIP](#)

[DRP](#)


[HSRP](#)

Add Additional Information About Your Question

This feature allows you to send the case owner additional information about your question without having to create another case. You can also view the case owner's comments.

To use this field enter the information you want send the case owner and click the **Submit Comment** button.

Note: there is a 500 character limit on this field.



Policy Clarification Support

Logout

Question

UM Denial Notices

I am having difficulty understanding the explanation of the element.

Additional Information About Your Question

If you need to add information about your question or if NCQA requests additional information, enter it in the field below. There is a 500-character limit.

*NOTE: Although NCQA will use this field to request information and discuss your question before it is resolved, NCQA's official response to your question will be sent to you via e-mail.

500 characters remaining

Submit Comment

Information

Status: Open
Created: 04/10/2013
Modified: 04/10/2013
Case: 00002412
Publication Year: 2013

Subject Areas

- HPA - Health Plan Accreditation
- UM - Utilization Management
- Denial Notices

Manage Questions


How to Reference a Closed Case

Note: This step can only be performed on closed cases.

- Step 1** Click the **Closed Question** section on the **Manage Questions** page and select the ID number of the case.
- Step 2** Select the **click here** option. When the new **Ask a Question** page opens, verify that the **Referenced Case** section is populated and complete the form. When the form is completed, the two cases will be linked automatically.



Policy Clarification Support


Logout

Question

Health Coaching

NCQA offers two learning and development forums specifically for accreditation, certification and HEDIS products—the Accreditation Users Group (AUG) and the HEDIS Users Group (HUG). NCQA staff discuss updates to NCQA's standards, specifications or performance measures, and how organizations should apply the updates. AUG and HUG member benefits include a monthly newsletter; WebEx discussions; and discount vouchers for NCQA publications, educational conferences and Quality Compass. To learn more click AUG or HUG.

Answer

This is a test.

To ask a question about this case, or to open a new case that references this one, click here.

Manage Questions

Information

Status: Closed
Created: 02/08/2013
Modified: 02/08/2013
Case: 00001713
Publication Year: 2013

Subject Areas

WHP - Wellness & Health Promotion
Standards
Health Coaching

Notification E-Mails

You will receive a notification e-mail after you submit a new question, when NCQA adds additional information to an open case, when the case is sent to Policy review and when NCQA answers (closes) the case. The e-mail will include your case number and a link to the **Login** page.