Online Application User's Guide

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The Application and Scheduling Tool

Welcome to the NCQA web-based Application and Scheduling Tool for Accreditation, Certification and Distinction programs. Organizations applying for the programs listed below can use the NCQA Application and Scheduling Tool to apply for their survey.

Accreditation Programs

- Health Plan (HPA)
- Managed Behavioral Healthcare Organization (MBHO)
- Case Management (CM)
- Case Management for Long-Term Services and Supports (CM-LTSS)
- Disease Management (DMA)
- Utilization Management/Credentialing/Provider Network (UM/CR/PN)
- Wellness and Health Promotion (WHPA)

Certification Programs

- Credentialing Verification Organization (CVO)
- Disease Management (DMC)
- Health Information Products (HIP)
- Physician and Hospital Quality (PHQ)

Distinction Programs

- Multicultural Healthcare (MHC)
- Health Plan Long-Term Services and Supports (HP-LTSSD)
- Managed Behavioral Health Organization Long-Term Services and Supports (MBHO-LTSSD)
- Case Management for Long-Term Services and Supports (CM-LTSSD)

What You Need to Complete the Application

You need a computer with the following components:

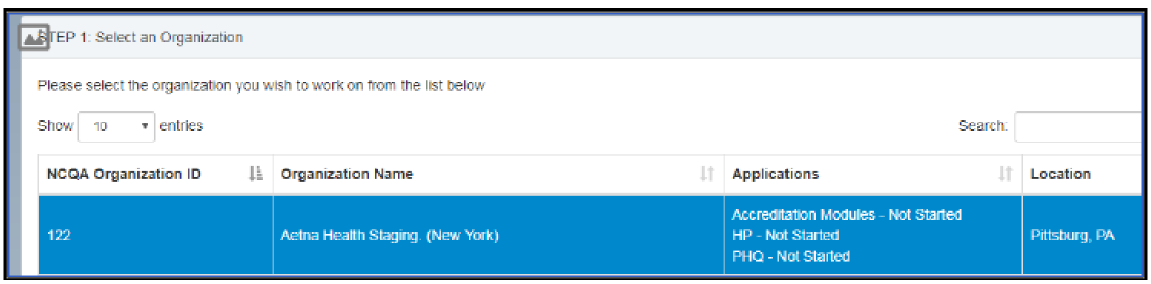
- Internet Explorer 9.0 or higher (256-bit cipher).
- Windows 32-bit operating system.
- Internet service.
- Active e-mail account.

How to Access the Application

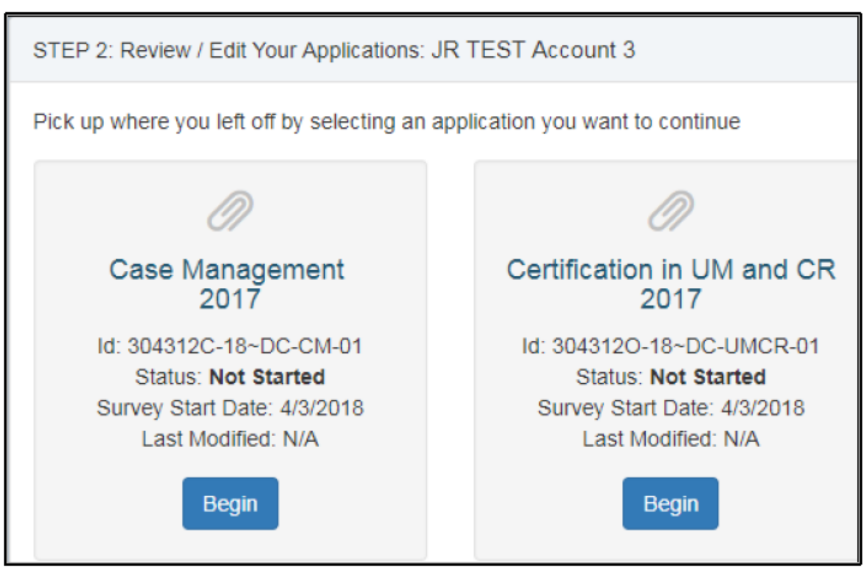
- **Step 1:** Go to the my.ncqa.org website.
- **Step 2:** Enter your user name in the **User Name** field. Enter your password in the **Password** field. Click **Submit**.
  - Your user name is the professional e-mail address you use to conduct business with NCQA.
  - *If this is your first time logging on or if you don't 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. The Application home page will display.

Getting Started

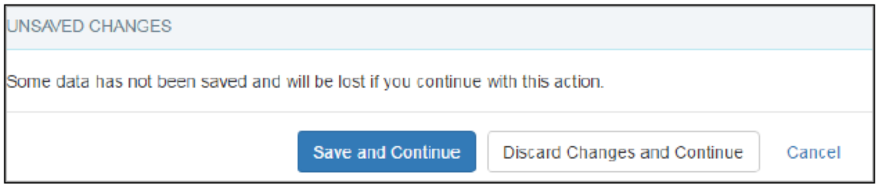
- **Step 1:** After you log in, type the name of your organization in the **Search** field or use the up/down arrows to scroll through the list of organizations. Click to highlight your organization.
  - If you don't see your organization, refer to ***What if I Don't Find My Organization?***



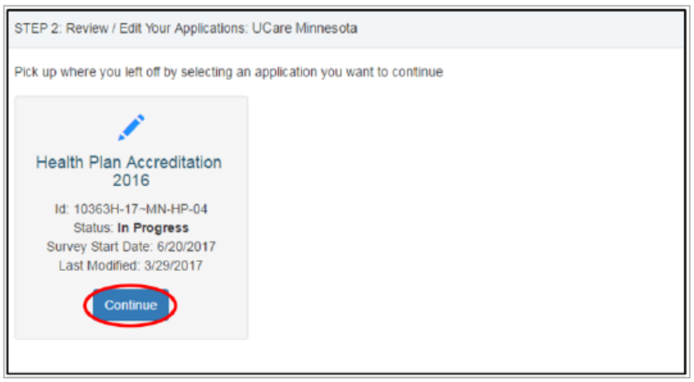
- **Step 2:** The applications pertaining to your organization will display in Review / Edit Your Applications section.



- **Step 3:** Click Begin under the product for which you want to apply.
  - If you cannot complete the application in one session, you can save it and continue later. You will be prompted to save your changes.



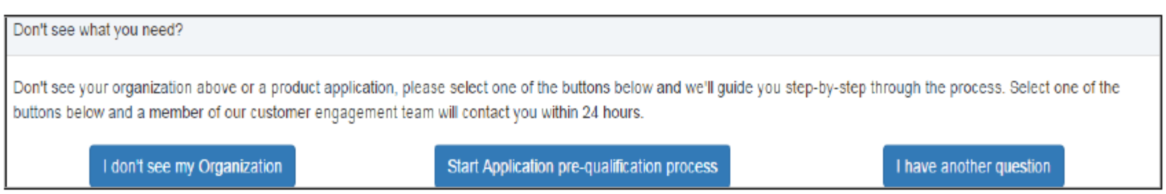
  - When you are ready to continue, log on and click the Continue button.



What if I Don't Find My Organization?

Only the organizations to which you are assigned as a contact will display. If you don't see an organization, follow these steps.

- **Step 1:** ***If your organization has a current accreditation/certification***, click the **I don't see my Organization** button. An NCQA account representative will respond to your inquiry.
- **Step 2:** ***If your organization does not have a current accreditation/certification***, click the **Start Application pre-qualification process** button and indicate the product for which your organization wants to apply. An NCQA account representative will contact you to determine if your organization is eligible for the chosen product.
- **Step 3:** If you have a general question about the application and scheduling process, click the **I have another question** button. An account representative will respond to your inquiry.



About the Application Home Page

The *Application* home page lists all sections that must be completed. NCQA suggests you complete the application in this order:

1. Organization.
2. Contacts.
3. Products.
4. Survey.
5. Review.
6. Documents.
7. Finish.

- **Sections 1-4:** Contain information NCQA has on file for your application. Fields marked with an asterisk (*) are required; you must enter and save the information. You cannot submit the application without completing the required fields.
- **Section 5:** View and verify all the changes you made in the first four sections.
- **Section 6:** Download and upload documents pertaining to your application.
- **Section 7:** E-sign the contract Agreement, generate a purchase order for the application fee and submit the completed application to NCQA.

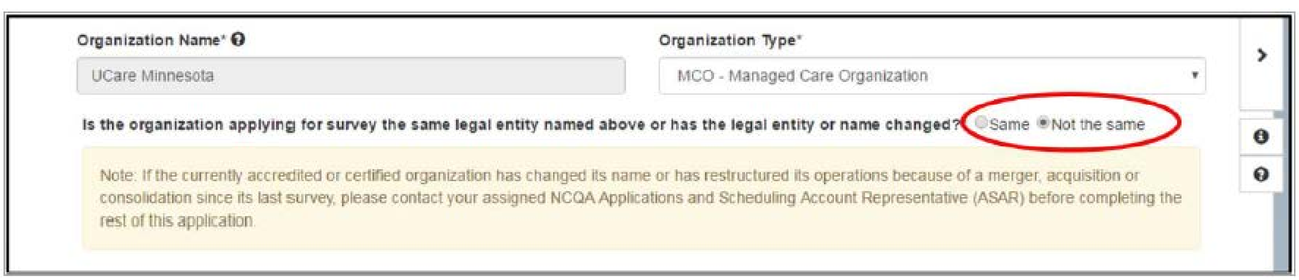
Click the arrows on the side of the screen to navigate through the application or click the section tabs.

How to Enter or Update Organization Information

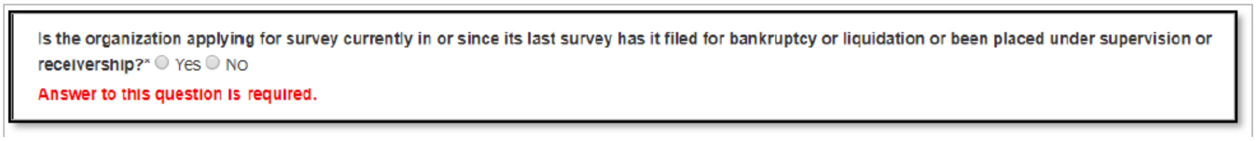
The **Organization** section contains general information about your organization. It also identifies the Application and Scheduling Account Representative (ASAR) assigned to your application. You can review, verify and edit this information.

The **Organization Name** and **ID** are read-only and cannot be changed.

If the legal entity or name has changed, click to select **Not the same** and contact your ASAR before continuing.

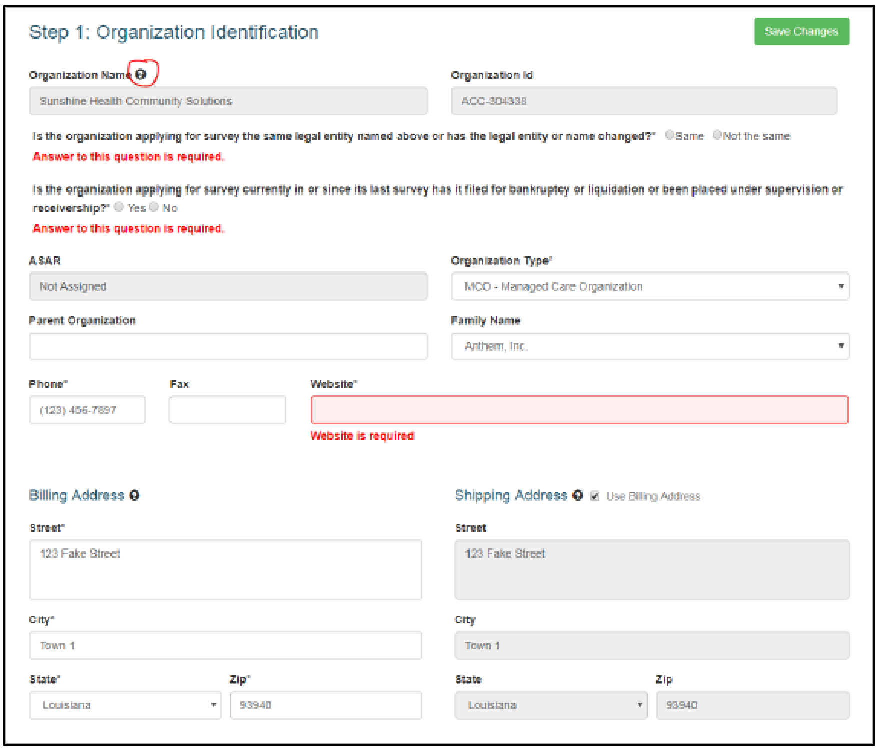


Answer both required questions at the top of the page.



If the answer is Yes to this question, this is a reportable event under the NCQA policies. If you haven’t reported this information to NCQA please send to **NCQA-accreditation@NCQA.org**.

- **Step 1:** Complete the required fields for your organization.



Click the question mark icon for information about each section.

- **Billing Address:** The physical location of the organization.
- **Shipping Address:** The mailing address of the organization.
- **Organization Conflicts:** Companies that may be direct competitors in your marketplace.
- **Region Conflicts:** The geographic area where your organization may have direct competitors.

- **Step 2:** *Click **Save Changes**. Click the **Contacts** tab.*

How to Edit or Update a Contact

The Contacts section contains general information about organization staff whom NCQA may contact regarding your application and survey. You can review, verify and edit this information.

- **Step 1:** Click **Edit** next to the name you want to update.

Fields marked with an asterisk (*) are required; you must enter and save the information. **If you leave one field blank, you cannot save the information.**

If you do not have enough information to complete all required fields, click **Discard Changes and Close**.

*If the message **Some Information is not valid for this contact** displays under an active contact, click **Edit** and update all required fields for the contact.*

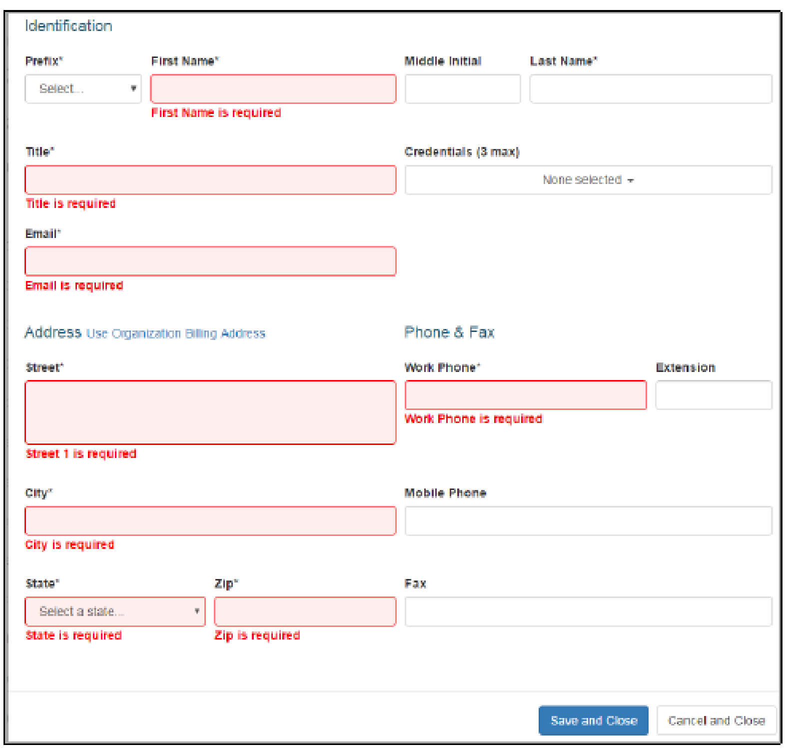
- **Step 2:** After you edit the information, click **Save and Close**.

How to Add a New Contact

You may add a contact who is not listed under Active Contacts or Inactive Contacts. Only add people you want to assign to a role.

- **Step 1:** Click **New Contact**.
- **Step 2:** Enter the contact information.
- **Step 3:** Click **Save and Close**.

This contact will appear in Active Contacts and can be assigned a role.



How to Inactivate a Contact

Inactivate a contact who no longer works for your organization or is no longer a contact for your organization's application or survey process.

- **Step 1:** Click the arrow next to the contact name to open the dropdown menu. Click **Inactivate**.
- **Step 2:** Click Yes in the pop-up window to move the contact to Inactive Contacts.

How to Reactivate a Contact

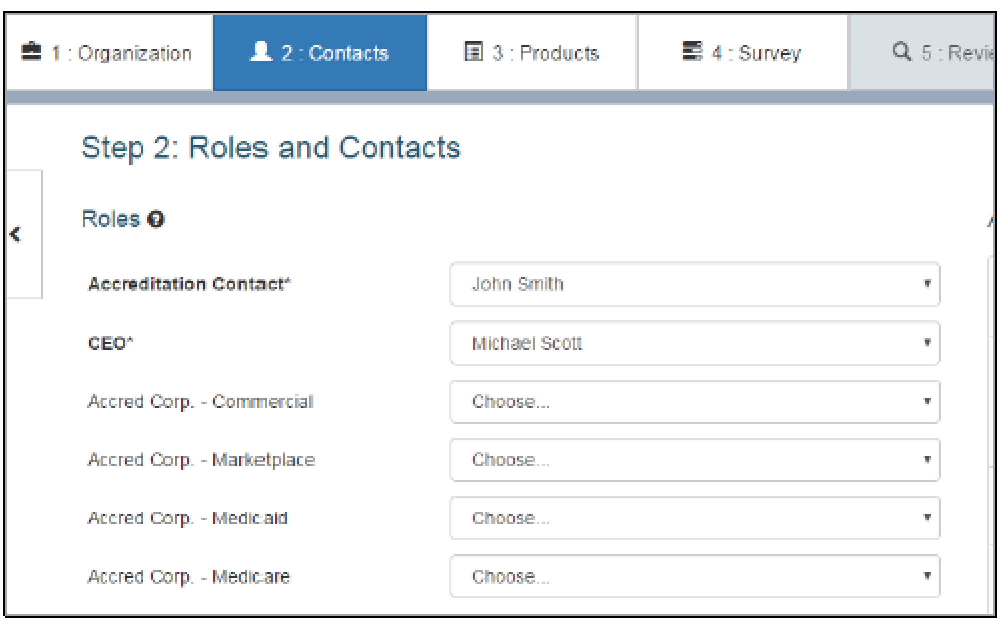
- **Step 1:** In the **Inactive Contacts** list, click the **Activate** button next to the contact you want to reactivate. Click **Yes** at the message prompt.

Reactivating a contact does not restore the contact's roles. You must reassign roles to a reactivated contact.

How to Assign a Contact to a Role

Each active contact must have an assigned role. Active contacts who do not have an assigned role should be inactivated.

- **Step 1:** Click the **Choose…** drop-down list.
- **Step 2:** Select from the list of active contacts to assign roles. You do not need to assign a person to every role.
    - Roles in bold and marked with an asterisk (*) are required.
- **Step 3:** To deselect a person from a role, click **Choose** from the drop-down list. Click the **Save Changes** button.



Products

The Product section applies only to HPA, MBHO and UM/CR/PN. The Inception Date is the initial date the organization offered services to members or clients under the Product.

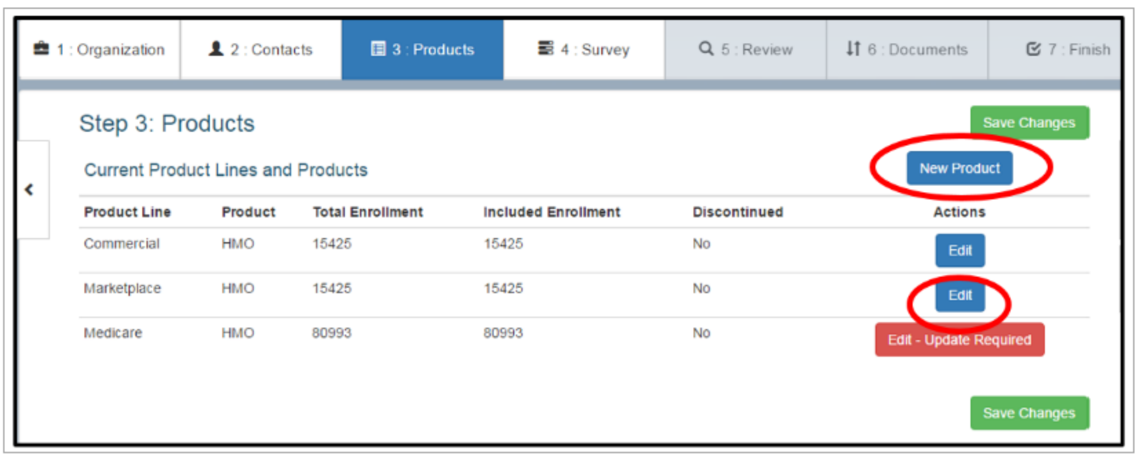
Health Plan Accreditation

The Health Plan Accreditation section shows the product lines (commercial, Medicare, Medicaid, Marketplace) and products (HMO, POS, PPO, EPO) currently identified in the NCQA system.

You can review, verify, edit and save information in this section.

How to View/Edit Product Information

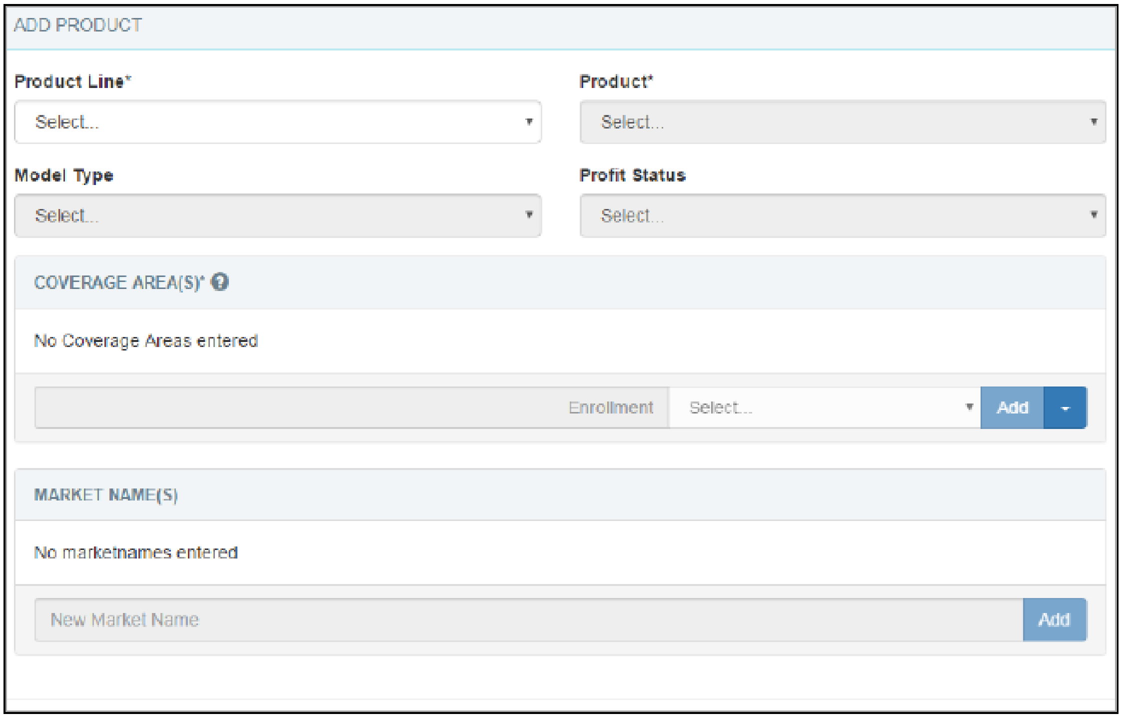
- **Step 1:** Click **Edit** to update existing information.
- **Step 2:** If Edit - Update Required displays, click Edit next to the product item and update all required fields for the product.



How to Add a New Product

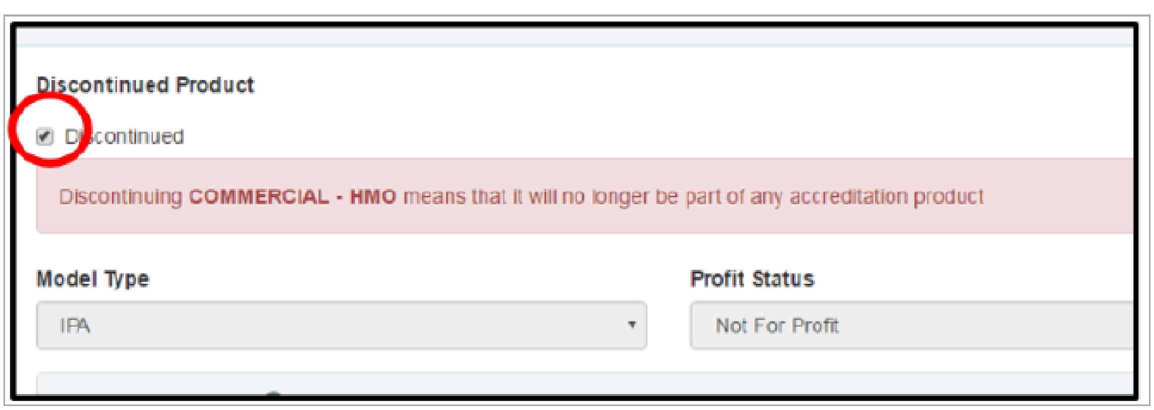
You cannot add a product/product line if it already exists.

- **Step 1:** Click New Product and enter the product information. Click Save and



How to Discontinue a Product

- **Step 1:** To discontinue a product, click **Edit** next to the product item.
- **Step 2:** Click to check **Discontinued**. Click **Save and Close**.
  - A product/product line marked **Discontinued** is removed from the organization's current accreditation. If your organization will not offer the product/product line in the future (e.g., during the next Open Enrollment season), but it exists at the time of application, ***do not*** mark it **Discontinued; otherwise, it will be considered unaccredited.**



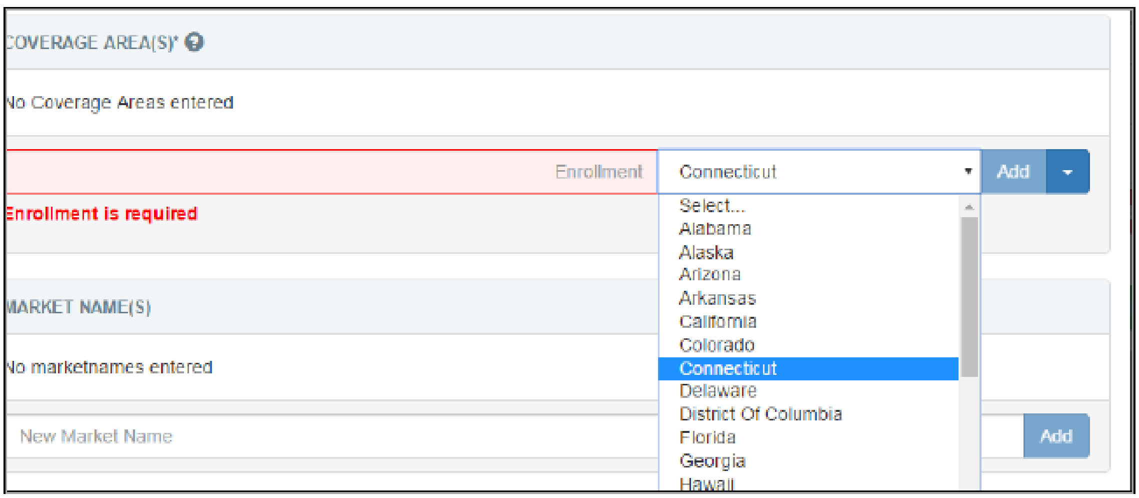
How to Reactivate a Discontinued Product

- **Step 1:** Click the **Edit** button to the right of the product line and product name. Click to uncheck **Discontinued**. Click **Save and Close**.

How to Add Coverage Areas

At least one state must be selected under **Coverage Area** for each product.

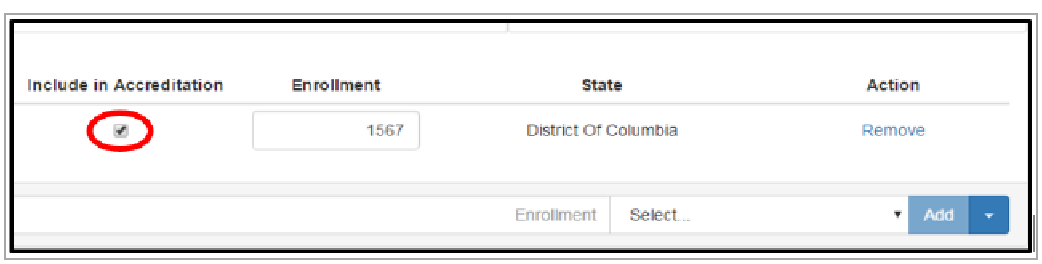
- **Step 1:** In the **COVERAGE AREA(S)*** section, click the Select drop-down list and click to select a state.
- **Step 2:** Click in the **Enrollment** box and enter the number of members in the state.
  - If the product line is Marketplace, you must enter the His ID assigned by CMS to the Marketplace product.
- **Step 3:** After you enter all required criteria, press the Return key and click the Add button.



Membership in all states will be included in accreditation. If a state's membership should not be included, click to uncheck the box under **Included in Accreditation**.

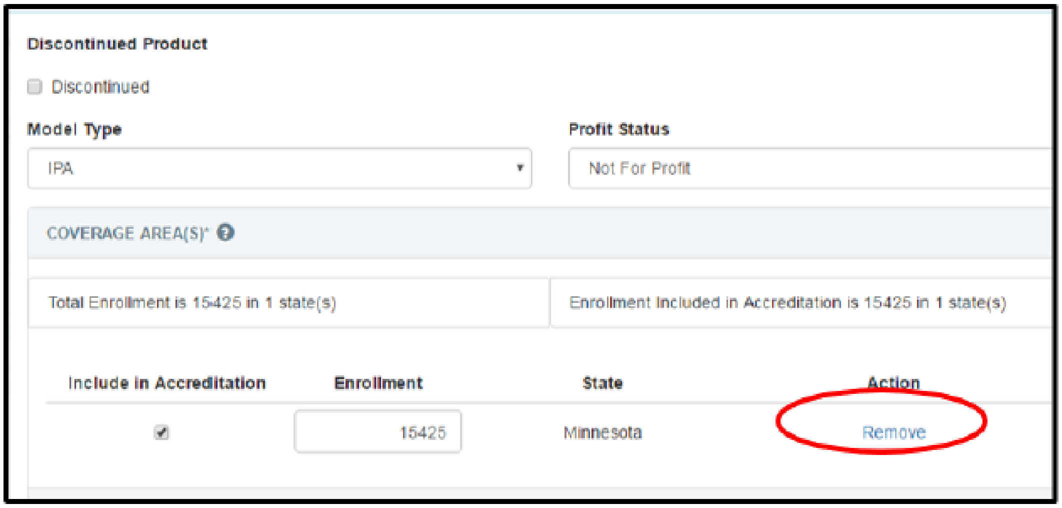
Click **Save and Close**. The state and enrollment number display on the *Product Detail* page.

The total enrollment displayed for each product will be the number of state enrollments entered in **COVERAGE AREA(S)***.



How to Remove a State From the Coverage Area List

- **Step 1:** Click **Edit** next to the product.
- **Step 2:** Click Remove next to the state you want to delete from the product.



How to Update Enrollment Numbers

- **Step 1:** On the Edit Product page, click the Enrollment text box to edit the number.

How to Add a Product Market Name

The name under which your product is marketed might be different from your organization's legal name. For a national product, the same product market name can be used for multiple organizations.

If the product is marketed locally under more than one name (for example, if benefit packages are customized for large employer groups), list all names.

If you will publicly report HEDIS data in Quality Compass, list both the legal name of your organization and the product's market name.

- **Step 1:** Click **Edit** next to the product.
- **Step 2:** In the **New Market Name** text box, type the name (no more than 100 characters).
- **Step 3:** Click **Add**. The name will be displayed on the list. Click **Save and Close**.
- **Step 4:** To remove names, click **Remove** button under **Action**. Click **Save and Close**.

Managed Behavioral Health Organization Accreditation

The **Product** section shows the product lines (commercial, Medicare, Medicaid, Marketplace) currently identified in the NCQA system. You can review, verify, edit and save information in this section.

To edit the product information for a managed behavioral health organization, follow the steps above for Health Care Accreditation.

Utilization Management, Credentialing and Provider Network Accreditation

The **Product** section shows the evaluation products (Utilization Management, Credentialing, Provider Network) currently identified in the NCQA system. You can review, verify, edit and save information in this section.

- **Step 1:** Click the **Edit** button to the right of the Evaluation Product.
- **Step 2:** ***If the organization is applying for UM Accreditation***, enter the total number of members for your organization and your organization's clients.
  - Calculate and enter the percentage of members for whom your organization and your organization's clients conduct UM functions directly.
- **Step 3:** ***If the organization is applying for CR Accreditation***, enter the total number of practitioners in your clients' practitioner networks and your organization's practitioner networks.
  - Calculate and enter the percentage of practitioners in your clients' practitioner networks and practitioners in your organization's practitioner networks for which your organization conducts CR functions directly.
- **Step 4:** ***If the organization is applying for PN Accreditation***, enter the total number of providers including total clients' providers network and direct providers network of the organization.
  - Calculate and enter percentage of total number of providers for which the organization directly performs the provider network functions.

  Fields marked with an asterisk (*) are required; you must enter and save the information. **If you leave one field blank, you cannot save the information.**

  If you do not have enough information to complete all required fields, click **Discard Changes and Close**.
- **Step 5:** When you have entered all the information, click **Save and Close**.

Survey

If a product is not listed in the **Product** section, you will not be able to include it in the survey under the **Survey** section.

The **Survey** section allows you to verify the survey category and select the evaluation option and product lines and products, if applicable, that your organization wants to include in its survey.

This section also allows you to enter the date your organization prefers to start the survey **(Desired Survey Start Date),** the date to start the onsite portion **(Desired Survey Onsite Date)** of the survey and the **License Number**.

If the **Survey Category** should be different from the one displayed, contact your ASAR.

How to Add/Edit the Evaluation Products

Evaluation Option indicates the survey option for which your organization wants to apply.

Evaluation Option: Health Plan Accreditation

- **Step 1:** Go to the **Health Plan Accreditation Details** section.
- **Step 2:** Click **Edit** next to the selected **Evaluation Products (EPs)**.
- **Step 3:** Review the Evaluation Options to determine which is appropriate. You may select only one.
  - **First:** New to NCQA Accreditation or whose NCQA Accreditation status expired more than 2 years ago. A survey under the **First** option covers most standards. Organizations can achieve Full Accreditation status, effective for 36 months.
  - **Interim:** New to NCQA Accreditation or whose NCQA Accreditation status expired more than 2 years ago. A survey under the **Interim** option is limited to a subset of standards focusing on policies and procedures. **Interim** status is effective for 18 months.
  - **Renewal:** Currently hold an NCQA Health Plan Accreditation status. Under the **Renewal** option, organizations can achieve Full Accreditation status, effective for 36 months.
  - **LTSS:**
    - – The organization has a current NCQA Accreditation status for the specific product and product line, ***or***
    - – The organization is including the specific product and product line in the survey for which it is applying.

    NCQA LTSS Distinction is supplemental to NCQA Health Plan Accreditation and is based on review of an organization's LTSS program against the LTSS distinction standards.
- **Step 4:** From the drop-down, click to select **First**, **Interim**, **Renewal** or LTSS. Click **Add EP.**
- **Step 5:** Click **Save and Close.**

How to Remove an Evaluation Product

- **Step 1:** Click **Edit.** Next to the evaluation product you want to delete, under **Action,** click **remove.**

Evaluation Option: Other Products

- **Step 1:** Review the **Evaluation Options** to determine the most appropriate.
- **Step 2:** Click to select from the **Evaluation Option** box. Click **Save**.

How to Add/Edit Selected Products

This does not apply to CVO, UM/CR/PN or WHP.

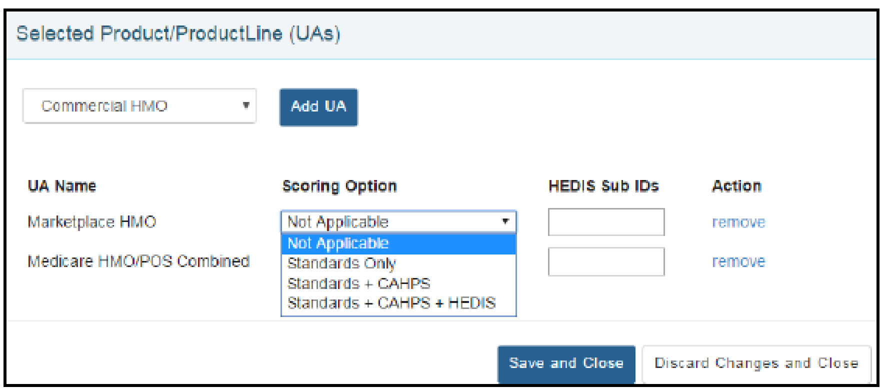
For HPA, the Unit of Assessment (UA) indicates the product/product line combinations to be included in the survey.

For other programs, the UA indicates the products or programs to be included in the survey.

- **Step 1:** Go to the **Health Plan Accreditation Details** section.
- **Step 2:** Click **Edit** next to **Product Line/Reporting Product**.
- **Step 3:** From the drop-down menu, select the **Unit of Assessment(s)** that your organization wants surveyed under the evaluation option you selected. Click **Add UA**.
- **Step 4:** Click to choose from the **Scoring Option** drop-down list. Include the **HEDIS Sub IDS**, if available. Click **Save and Close**.

How to Remove a Product Line

- **Step 1:** Click **Edit**. Click **remove** under **Action**.



How to Set, View and Edit Desired Survey Dates

NCQA attempts to accommodate requested survey dates, which are assigned on a first-come, first-served basis and must be approved.

The **Desired Survey Start Date** is the date when the organization wants to start the NCQA survey, which is the date when it will be ready to submit the completed survey tool. The Desired Survey Start Date should be at least six months after the application is submitted. ***Surveys always start on a Tuesday,* so the start date should be on the Tuesday of the week of the survey.**

The **Desired Survey Onsite Date** is the first day of the onsite portion of the survey. The Desired Survey Onsite Date is seven weeks after the survey start date. **Onsite surveys normally start on a Monday, so the onsite date should be the Monday of the seventh week after the survey start date.**

- **Step 1:** Click in the box and navigate to the date you want by using the calendar or enter the date in MMDDYYY format. Click **Save**.

When Selecting Dates, Remember…
• No surveys start during the week of Thanksgiving or the week after Thanksgiving.
• No surveys start during the last two weeks of December.
• No onsite surveys are scheduled during the week of Thanksgiving, Christmas, New Year's, Easter, Mother's Day or Father's Day.
• Onsite survey dates should be adjusted to 8 weeks for a survey that crosses over Thanksgiving or Christmas.
• Onsite survey dates should be adjusted to 9 weeks for a survey that crosses over Thanksgiving and Christmas.
• No surveys or onsite surveys start on any major holiday.

Survey Tool License

You must purchase a survey tool license for the product and standards year for which your organization is applying. Each accreditable entity must have its own license number.

The survey tool should correlate to the standards year for which you will be surveyed. For example, if you plan to undergo a survey submission in the 2017 standards year (July 1, 2017–June 30, 2018), purchase a 2017 license.

For HPA products, purchase separate licenses for each evaluation option (Interim, First, Renewal) if your organization is applying to bring different products/product lines through different evaluation options.

You are not required to purchase a survey tool for Add-On Surveys, Introductory Follow-Up Surveys or Resurveys. NCQA will provide the survey tool after the application has been processed.

Organizations applying to *add the LTSS Distinction module to a current accreditation* must purchase a license for the survey tool. Organizations applying for LTSS Distinction *concurrent with a regular HPA Survey* are not required to purchase a separate license.

- **Step 1:** ***If you have purchased a license***, enter the license number (five digits) for the appropriate product and standards year. Click **Save**.
- **Step 2:** If you have not purchased a license, you must purchase one for each Accreditation Survey cycle. Go to **http://store.ncqa.org/index.php/accreditation.html**.

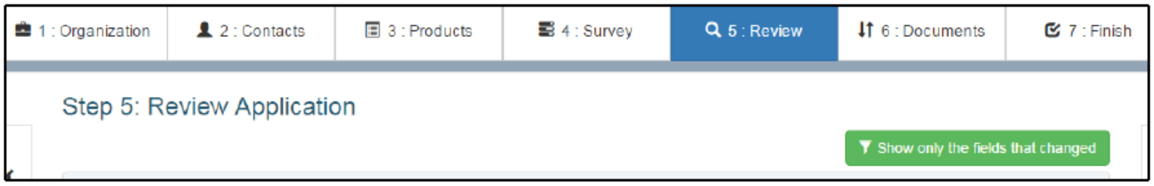
  Contact your ASAR if you have questions about how many survey tools to order.

How to Review Your Application

- **Step 1:** Click the **Review** tab. NCQA's **Current Information** indicates the information prior to your session. **Application Information** displays the current value for each field in your application.

  Rows highlighted in green indicate changes found.
- **Step 2:** Review all changes. Click **Edit** to make changes.

  Click **Show only the fields that changed** to see all changes at once.



How to Use the Documents Section

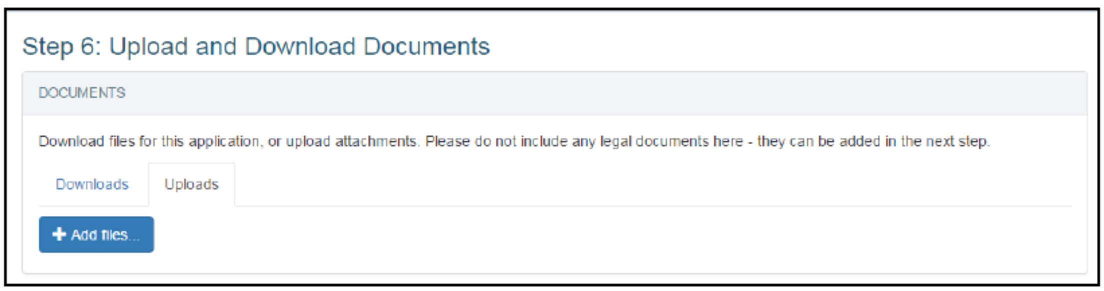
- **Step 1:** Click the **Documents** tab.

  This section lets you upload/download files for the application. You can also enter comments about your application that will help in processing.

  Please note: only the following file types can be uploaded: pdf, doc, docx, xls, xslx, or txt

  If you are applying for a Single Site Multiple Entity (SSME) or Add-On Survey, download and complete the appropriate document, then upload it to the application tool.

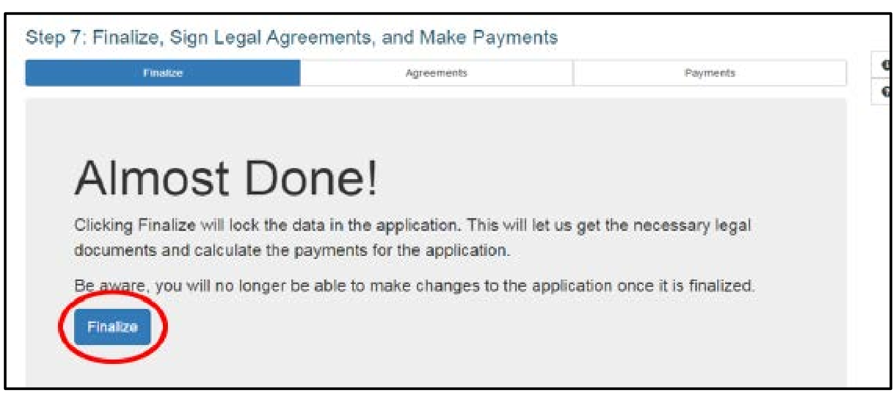
  Don't include any legal documents here; those can be added in the Finalization step.



How to Finalize Your Application

- **Step 1:** Click the **Finish** Tab. Click the **Finalize** button when all changes are confirmed.

  Do not click **Finalize** unless you are done with the previous sections. After you click **Finalize**, you cannot make changes to the previous sections.



- **Step 2:** After you click **Finalize**, the **Agreements** tab will display. Contact your ASAR if you have questions about how many survey tools to order.

Click on the Agreement Document.

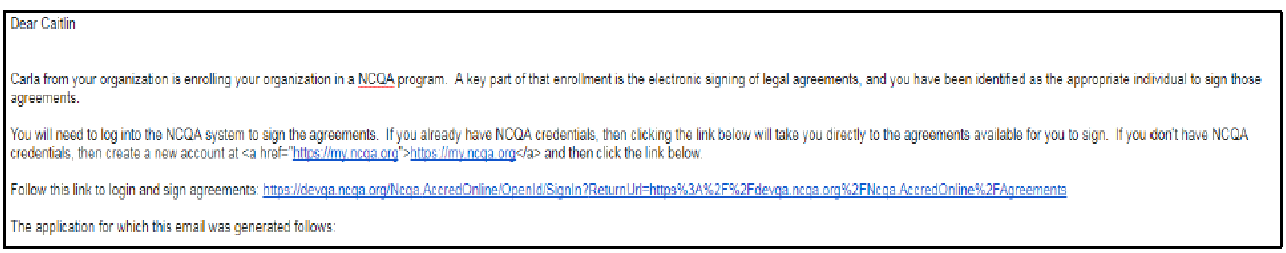
If you are an authorized signer, click to check the box indicating you are authorized to sign. Click **Click to E-sign**.

- **Step 3:** If you are not an authorized signer, follow the steps in Signatory Role: Sign-Off.

Signatory Role: Sign-Off

- **Step 1:** Click to select a signatory from the **Choose…** drop-down list. Click **send email**.

  The signatory will receive an e-mail with a link to the Application Tool and should follow steps 2–7.



Dear Caitlin

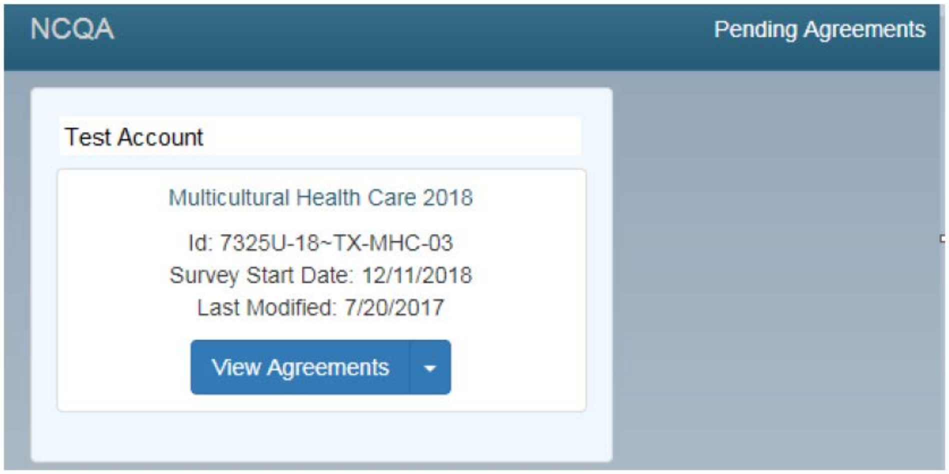
Carla from your organization is enrolling your organization in a NCQA program. A key part of that enrollment is the electronic signing of legal agreements, and you have been identified as the appropriate individual to sign those agreements.

You will need to log into the NCQA system to sign the agreements. If you already have NCQA credentials, then clicking the link below will take you directly to the agreements available for you to sign. If you don't have NCQA credentials, then create a new account at https://my.ncqa.org and then click the link below.

Follow this link to login and sign agreements: https://devqa.ncqa.org/Ncqa.AccredOnline/OpenId/SignIn?ReturnUrl=https%3A%2F%2Fdevqa.ncqa.org%2FNcqa.AccredOnline%2FAgreements

The application for which this email was generated follows:

- **Step 2:** Click the link provided in the email.
- **Step 3:** Log in or create a new account, if necessary.
- **Step 4:** You will be brought to the Pending Agreements section. This lists all agreements you are assigned as the Signatory Role for.



- **Step 5:** Click **View Agreements** or the Drop-down arrow to open and view the Application.
- **Step 6:** Click on the Agreement and check the “I am authorized to sign” checkbox.
- **Step 7:** Click to E-sign the Agreement.
- **Step 8:** If the signer does not have a signatory role, follow the steps in How to Assign a Signatory Role.

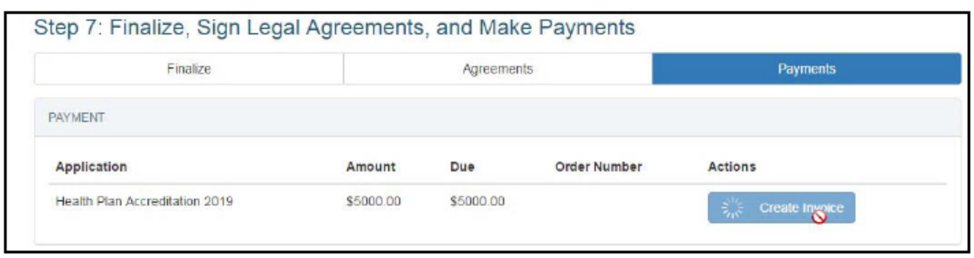
How to Assign a Signatory Role

- **Step 1:** If the signatory is not on the contact list, the following message will display. Click the link.

- **Step 2:** Fill out the contact information and click send email. The signatory should follow steps 2–7 above.

How to Complete Payment and Submit

- **Step 1:** After the Agreements have been signed, the **Payments** section will display the application fees.



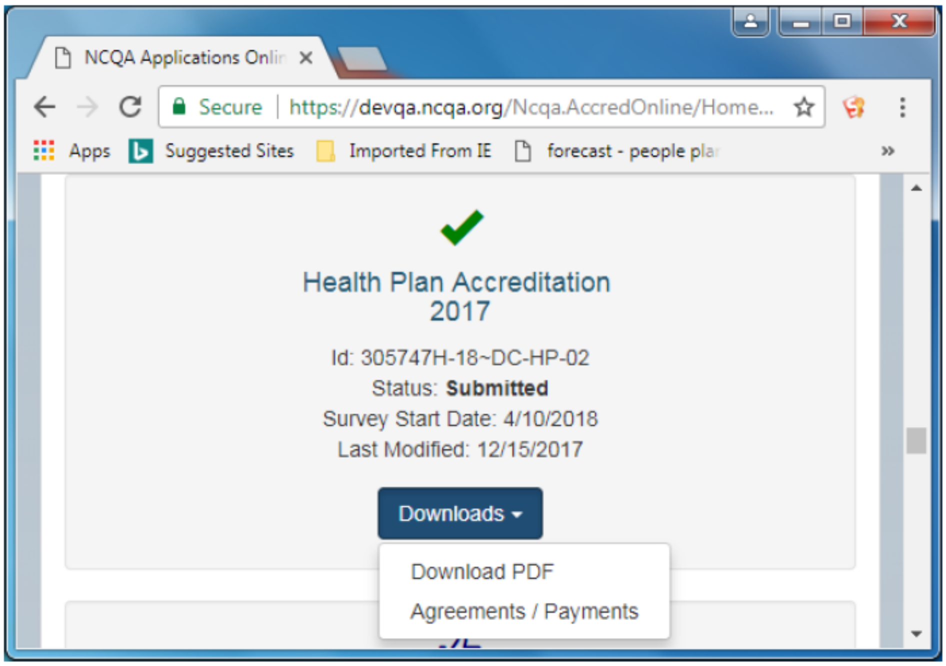
- **Step 2:** Click **Create Invoice** to generate an application fee for this purchase order.

  If the application fee is “$0,” no fee is due for this application and the application will submit automatically when you click **Create Invoice**.
- **Step 3:** If you are paying immediately, click **Pay Application Fee** and follow the instructions.
- **Step 4:** If you are not paying immediately, click the **Order Number** to generate a purchase order for the application fee. Download and save the purchase to provide, and forward to your Accounting department for payment.
- **Step 5:** When NCQA receives and records payment, the application will automatically be submitted.

Your organization's point of contact will receive a confirmation e-mail that the application was submitted successfully.

How to Access Application and Agreements after Submission

- **Step 1:** Go to the submitted application on the main Application screen and click on **Downloads**.



- **Step 2:** Click on **Download PDF** to view and download a copy of the application.
- **Step 3:** Click on **Agreements/ Payments** to view and download copies of the agreements and Application Fee Order.