# NCQA State Solutions: PCMH Customization

The NCQA Patient-Centered Medical Home (PCMH) Recognition program is the most widely used primary care transformation model in the nation. NCQA offers expertise and support for states to expand on the NCQA PCMH framework to address state-specified priorities.

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<th>Expertise</th>
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<th>Current Clients (Sampling)</th>
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| **NEW STANDARDS DEVELOPMENT** | **Assess**
Gap analysis and environmental scan
Aligning primary-care transformation efforts

**Create**
New standards or criteria
Distinction or “badge of honor”

**Technical Reports and Guidance**
Initial material development
Annual update

**Related Capabilities**
Transition plan recommendations and implementation
Data extract/dashboard (progress on milestones)
Training and education
Marketing and branding | **Massachusetts Health Policy Commission**
NCQA collaborated with the HPC to create 13 new behavioral health integration standards to be used for the PCMH PRIME Certification Program. |
| **STATE-BRANDED PCMH PROGRAM: MODIFIED CRITERIA AND SCORING** | **Assess**—Align primary-care transformation efforts

**Modify**—Core/elective criteria

**Technical Reports and Guidance**
Initial material development
Annual update

**Related Capabilities**
Transition plan recommendations and implementation
Data extract/dashboard (progress on milestones)
Training and education
Marketing and branding | **NY State Department of Health**
NCQA created a custom-label program called NY PCMH to support the state with aligning medical home transformation efforts across payers and initiatives. |
| **REPORTING** | **Data extract/dashboard (progress on milestones)** | **TN Division of TennCare/SIM**
NCQA provides the state with quarterly data extracts on SIM practice transformation progress against NCQA PCMH milestones. |
| **TECHNICAL ASSISTANCE** | **Transition plan recommendations and implementation**
Training and education
Marketing and branding | **Health Resources and Services Administration**
NCQA provides technical assistance in the form of training, education and material development for federally qualified health centers pursuing and sustaining NCQA PCMH. |

To learn more, contact Jennifer Zutz, Quality Solutions Group, at Zutz@ncqa.org.