FAQs
Online Application Tool for Accreditation and Certification Products

The Frequently Asked Questions (FAQs) below provide supplemental information about the NCQA Online Application Tool. The FAQs are organized under each corresponding section of the application tool.

For more detailed instructions, please read the *Online Application User's Guide* located in the online application tool and on the NCQA Web site at www.ncqa.org/programs/health-plans. From the Web site link, click on the program you are interested in, navigate to the Process tab, then click the 'Expand' link on Step 5 Submit the Online Application.

Getting Started

Q: **How do we access the online application tool?**

A: Follow the steps below to access the online application tool.

Step 1 Go to the **My NCQA** website and log into the website.

Step 2 Your user name is the professional e-mail address you use to conduct business with NCQA on behalf of your organization.

Enter your user name in the **User Name** field. Enter your password in the **Password** field. Click **Submit**.

If this is your first time logging on you must create an Account for yourself. 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.

Step 4 Click on the **My Apps** link and then click on **Go to Site** for **NCQA Application Online**. The Application home page will display.

Q: **We don't see our application in the online application tool.**

A: Only the organizations to which you are assigned as contact will display. If you know your organization's assigned Applications and Scheduling Account Representative (ASAR), please contact them directly.

If you don't see an organization and you do not know who the ASAR is assigned to your organization, follow these steps.

Step 1 If your organization has a current accreditation/certification, click the **I don't see my Organization** button in the online application tool and enter a request for assistance. 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 in the online application tool 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 in the online application tool and enter a request for assistance. An account representative will respond to your inquiry.

Organization

Q: **What is an "Organization conflict"?**

A: An organization might have an organization conflict if it has contracts, legal relationships, obligations or partnerships, and/or is in direct competition with any of the organizations listed in this area of the application.

Product

Q: **What is the Date of Inception?**

A: The Date of Inception is the initial date when the organization offered or will offer services to members or clients.

Q: **How do we discontinue a product that is included on our application?**

A: *If the product is no longer offered,* in the Product Section of the application, select **Edit** under the product and click to check **Discontinue**. The product cannot be removed from the application; it can only be discontinued. **Note:** *Include the date when the product was or will be discontinued in the Comments section of the application.*

Q: **Should we discontinue a product that the organization still currently offers if the organization will no longer offer the product at the time of the next survey or that we do not want to include in the survey for which we are applying?**

A: **No, you should not discontinue the product.** 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**.

Q: **We offer a specific product line that we don't want to include in Accreditation. Can we leave it out?**

A: If you don't want to bring a product line through Accreditation, in the Product Section of the application, select **Edit** under the product line and click to uncheck **Include in Accreditation**. Also remove it from the **Selected Program** area under the Survey Section.

Survey

Q: **What does "Show on Report Card" mean?**

A: NCQA's Health Plan Report Cards list commercial, Medicare, Medicaid and Exchange health plans based on their combined HEDIS®, CAHPS® and NCQA Accreditation standards scores. An organization's final status or survey progress is listed on NCQA's public website.

Q: **What is a "virtual" survey?**

A: A virtual survey is an alternative option to the onsite review. It applies to Renewal Surveys only and is conducted through a WebEx. The Virtual Survey Request form is located under the Documents tab on the application.

Q: **How do we add user defined programs for Case Management, Disease Management and Population Health Program?**

A: Follow the steps below to add the names of user defined programs under the **Selected Program** area of the Survey section.

Step 1   Click the **Edit** button to the right of Selected Program.

Step 2   Enter the name of the program in the box next to **"Add User UA"** and then click on **Add User UA.**

Step 3   Enter the Date in Operation and Number of Patients. Click **Save and Close**.

Q: What is the RDS (ISS) License?

A: The RDS is the 5-digit IRT license number located on the receipt for the IRT survey tool purchase.

Q: Do we have to purchase an IRT survey tool?

A: You must purchase a survey tool unless you are applying for an Add-On Survey not related to LTSS Distinction; a Resurvey; or an Introductory Follow-Up Survey. NCQA provides a survey tool license after the application has been processed for these three types of surveys.

Q: Where can we purchase the IRT survey tool?

A: You can purchase the IRT at the NCQA store **here**.

Document

Q: What documents should we include with the online application?

A: If you are applying for a Corporate Survey, Single Site Multiple Entity (SSME) Survey or Add-On Survey, download and complete the appropriate document found in this section, then upload it to the application tool. Otherwise, you do not need to include any other documents in this section. Do not attach agreements in the Documents section. Agreements can be attached in the Agreements section if an organization is not e-signing the Agreements. Contact your ASAR if you want to attach Agreements signed by hand.

Agreement

Q: Who should be assigned the signatory role?

A: The signatory role may be assigned to any individual in the organization who is authorized to sign a legal agreement.

Q: Our signatory didn't receive the Agreement to sign.

A: The signatory must be registered at **My NCQA** using the same email address entered on the application and must log in using the same email address entered in the application. If your signatory is registered and has not received the Agreement, contact your ASAR.

Q: Can we download a copy of the Agreement before we sign it?

A: Yes. After you log into **My NCQA**, click on the **My Apps** link and then click on **Go to Site** for **NCQA Application Online.** Click **View Agreements** on the navigation bar to view and download the Agreement for the specific product for which you are applying.

Q: Is the "Draft" watermark permanent on the Agreement?

A: No. After the signatory opens the Agreement and hits the **"Click to E-sign"** button at the bottom of the agreement the watermark is removed. You can then go back to the Agreements section and view and download the executed Agreement without the watermark.

Q: **We need to make changes to the Agreement.**

A: So that all organizations participate in surveys on the same terms and conditions, NCQA does not accept changes to the Agreement unless they are necessary to prevent a conflict under state law. In this situation, NCQA will make appropriate edits.

If there is a conflict, contact **OGCContracts@ncqa.org** to request an edit. Include an explanation for the request and cite the state law. Copy your ASAR on the request.

Requests to change the standard Agreement due to legal conflicts must be approved by NCQA and must be submitted with evidence of the legal conflict at least 12 months before the requested survey date.

Although requests are considered as soon as possible, allow at least 2–4 weeks for the review process. A request to change the Agreement might affect survey dates and/or deadlines.

Payment

Q: **How do we submit a payment for the application fee?**

A: After you have signed the Agreements, proceed to the Payment section and create an invoice to pay with eCheck or credit card. To pay by regular check, please download the invoice and provide it to your Accounting area to fulfill the payment and send the check to NCQA. Once we receive the payment and record it in our system the application will automatically submit to NCQA.

Post Application Submission

Q: **What happens after we complete the application?**

A: After NCQA receives your application, signed agreement and application fee, we process your application and send a notification to your organization contact within 30 days.

Q: **Our application is final, but we need to change our survey start date.**

A: Contact your ASAR to request date changes within 5 business days (or sooner) after you receive the confirmation notification from NCQA. Changes requested after 5 business days may be subject to additional fees.

Q: **When will we be assigned an Accreditation Survey Coordinator (ASC)?**

A: NCQA will assign your ASC approximately 180 days before your survey submission date and notify your organization contact at that time.

Q: **How do we ask a question about the IRT or Accreditation standards before our ASC is assigned?**

A: Log into **My NCQA**, select **My Questions** and then select **Ask a Question**.