Online Application User’s Guide
The HEDIS® measures and specifications were developed by and are owned by the National Committee for Quality Assurance (“NCQA”). The HEDIS measures and specifications are not clinical guidelines and do not establish a standard of medical care. NCQA makes no representations, warranties or endorsement about the quality of any organization or physician that uses or reports performance measures and NCQA has no liability to anyone who relies on such measures or specifications. NCQA holds a copyright in these materials and can rescind or alter these materials at any time. These materials may not be modified by anyone other than NCQA. Anyone desiring to use or reproduce the materials without modification for a noncommercial purpose may do so without obtaining any approval from NCQA. All commercial uses must be approved by NCQA and are subject to a license at the discretion of NCQA. ©2017 NCQA, all rights reserved.

National Committee for Quality Assurance
1100 13th Street NW, Third Floor
Washington, DC 20005

NCQA Customer Support: 888-275-7585

Technical Assistance: my.ncqa.org or phone your NCQA HEDIS account manager
Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Application and Scheduling Tool</td>
<td>4</td>
</tr>
<tr>
<td>What’s New – September 2019</td>
<td>4</td>
</tr>
<tr>
<td>What You Need to Complete the Application</td>
<td>5</td>
</tr>
<tr>
<td>How to Access the Application</td>
<td>6</td>
</tr>
<tr>
<td>How to Access Agreements</td>
<td>6</td>
</tr>
<tr>
<td>Getting Started</td>
<td>7</td>
</tr>
<tr>
<td>What if I Don’t Find My Organization?</td>
<td>8</td>
</tr>
<tr>
<td>About the Application Home Page</td>
<td>9</td>
</tr>
<tr>
<td>How to Switch between Applications</td>
<td>9</td>
</tr>
<tr>
<td>How to Copy Information to Another Application</td>
<td>12</td>
</tr>
<tr>
<td>How to Enter or Update Organization Information</td>
<td>14</td>
</tr>
<tr>
<td>How to Edit or Update a Contact</td>
<td>15</td>
</tr>
<tr>
<td>How to Add a New Contact</td>
<td>15</td>
</tr>
<tr>
<td>How to Inactivate a Contact</td>
<td>16</td>
</tr>
<tr>
<td>How to Reactivate a Contact</td>
<td>16</td>
</tr>
<tr>
<td>How to Assign a Contact to a Role</td>
<td>17</td>
</tr>
<tr>
<td>Products</td>
<td>17</td>
</tr>
<tr>
<td>Health Plan Accreditation</td>
<td>17</td>
</tr>
<tr>
<td>How to View/Edit Product Information</td>
<td>18</td>
</tr>
<tr>
<td>How to Add a New Product</td>
<td>18</td>
</tr>
<tr>
<td>How to Discontinue a Product</td>
<td>19</td>
</tr>
<tr>
<td>How to Reactivate a Discontinued Product</td>
<td>19</td>
</tr>
<tr>
<td>How to Add Coverage Areas</td>
<td>19</td>
</tr>
<tr>
<td>How to Remove a State from the Coverage Area List</td>
<td>20</td>
</tr>
<tr>
<td>How to Update Enrollment Numbers</td>
<td>21</td>
</tr>
<tr>
<td>How to Add a Product Market Name</td>
<td>21</td>
</tr>
<tr>
<td>Managed Behavioral Health Organization Accreditation</td>
<td>22</td>
</tr>
<tr>
<td>Utilization Management, Credentialing and Provider Network Accreditation</td>
<td>22</td>
</tr>
<tr>
<td>Survey</td>
<td>23</td>
</tr>
<tr>
<td>How to Add/Edit the Evaluation Products</td>
<td>23</td>
</tr>
<tr>
<td>How to Remove an Evaluation Product</td>
<td>24</td>
</tr>
<tr>
<td>Evaluation Option: Other Products</td>
<td>24</td>
</tr>
</tbody>
</table>
How to Add/Edit Selected Products for Each Evaluation Product ................................................................. 24
How to Add User Defined Programs for Case Management, Disease Management and Population Health Program .................................................................................................................................................................................. 25
How to Remove a Product Line ................................................................................................................................................................................. 25
How to Set, View and Edit Desired Survey Dates ................................................................................................................................. 25
When Selecting Dates, Remember ............................................................................................................................................................. 26
Survey Tool License .......................................................................................................................................................................................... 26
How to Review Your Application ............................................................................................................................................................... 27
How to Use the Documents Section .......................................................................................................................................................... 27
How to Finalize Your Application .............................................................................................................................................................. 28
Signatory Role: Sign-Off ...................................................................................................................................................................................... 29
How to Assign a Signatory Role ................................................................................................................................................................. 30
How to Complete Payment and Submit ................................................................................................................................................... 30
How to Access Application and Agreements after Submission ..................................................................................................... 31
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)
- Population Health Program (PHP)
- 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)
- Wellness and Health Promotion (WHPC)

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’s New – September 2019

**Evergreen Agreements** – NCQA is implementing Evergreen Agreements. This means once an organization signs an Evergreen Agreement with NCQA, the organization will not have to sign another Agreement during its next survey cycle.

When an organization that has signed an Evergreen Agreement applies for its next survey, the online Application Tool will indicate that the Agreement has already been signed and it will display the Evergreen Agreement that the organization signed previously.

NCQA is phasing in the use of Evergreen agreements for all its Accreditation and Certification products starting with Health Plan Accreditation surveys that begin on or after July 1, 2020. The online Application Tool now contains the HPA 2020 Evergreen Agreement. Evergreen Agreements for other Accreditation and Certification products will be introduced later in 2019 or early 2020.
The pricing exhibit contained in NCQA agreements will become a separate Pricing Policy when NCQA introduces Evergreen agreements for each Accreditation and Certification product. For the HPA 2020 product, the Pricing Policy is now separate. Users can now view and download the NCQA HPA Evergreen agreement and Pricing Policy directly from the Main menu in the online Application Tool by logging into the My NCQA website, clicking on My Apps and then clicking on Go to Site next to NCQA Applications Online. The Agreement and Pricing Policy are available under the Menu link.

NCQA will post an updated Pricing Policy at least annually in the online Application Tool in accordance with the Agreement and NCQA Policies and Procedures referenced in the Agreement. This will serve as notification to organizations of any pricing changes for all NCQA Accreditation and Certification products. Users can now also access the current agreements for all other products under the Menu link.

These features have been added to the online Application Tool. Please refer to the detailed instructions on the referenced page to learn how to use these features.

**Application Switcher** – Allows user to quickly switch between applications without having to return to the main menu by using the APPS link on the right-hand side of any screen in the online Application Tool. (see page 9)

**Copy Feature** – Allows user to copy information in the Organization, Contact and Survey sections from one application to another application. User can copy selected fields from one section at a time or from all three sections at the same time. User can copy information to multiple applications at once. (see page 12)

**Selecting Products for Each Evaluation Product** (only for organizations applying for a Health Plan Accreditation survey under the 2020 and beyond standards years) – Users can now select the product line/reporting product(s) they want to bring through survey for each evaluation option separately in the Survey section of the online Application Tool. NCQA only reviews the organization on the selected product line/reporting product(s) for each evaluation option. (see page 24)

**Medicare Evaluation Option** (only for organizations applying for a Health Plan Accreditation survey under the 2019 and beyond standards years) – Users can select if they want to include Medicare Deeming in the survey on the Survey section of the online Application Tool. The user needs to enter the specific CMS contract number(s) that they want to bring through Medicare Deeming because CMS requires NCQA to deem by contract number. (see page 23)

**Watermark on Agreement** – NCQA no longer displays the “Draft” watermark on the agreement before it is signed.

### 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 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 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.
- **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.

How to Access Agreements

You can view and download the most current Agreement and Pricing Policy for the product that you are applying for under the **Menu** link on the main screen of the online application.

**Step 1:** Click on the Menu link on the navigation bar at the top of any screen.

**Step 2:** Click on Legal Documents.

**Step 3:** Click on Contracts or Pricing to access the list of documents.

**Step 4:** Click on Download next to the document you want to retrieve a copy.

**Step 5:** Save a copy of the document to your own computer or network.
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?**

  ![Search screen](image)

• **Step 2:** The applications pertaining to your organization will display in the **STEP 2: Review / Edit Your Applications** section of the screen.

  ![Applications screen](image)

• **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.

  ![Unsaved changes](image)

• 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 Switch between Applications

If you are completing more than one application at the same time you can easily switch between applications without returning to the main application menu by following the steps below.

- **Step 1:** Click on APPS link on the right-hand side of any screen.

- **Step 2:** Search for application that you want to move to.

- **Step 3:** Click on the application in the list to go directly to the application.
Step 1: Organization Identification

Organization Name

Organization ID

Is the organization applying for survey the same legal entity named above or has the legal entity or name changed? If Same, check the same.

Is the organization applying for survey currently in or since its last survey has it filed for bankruptcy or liquidation or been placed under supervision or receivership? If Yes, fill in.

AMAR

James Money

Parent Organization

Phone: (321) 996-8700

Fax: (303) 777-4666

Website: www.nc209ed.org

Billing Address

Street: 60 North Street

City: Chicago

State: Illinois

Zip: 60606

Shipping Address

Street: 50 Rain Street

City: Chicago

State: Illinois

Zip: 60606

User Changes
How to Copy Information to Another Application

- **Step 1:** Click on COPY link on the right-hand side of any screen.
- **Step 2:** Check the box next to each field you want to copy under each section – Organization, Contacts and Survey. Check Select All if you want to copy all fields listed under each section.
- **Step 3:** Search for the application or applications to which you want to copy the selected fields.
- **Step 4:** Check the box next to each application in the list to which you want to copy the selected fields.
- **Step 5:** Click the Copy button at the bottom of the screen.

a. Organization Information
b. Contact Information

Step 2: Select Roles and Contacts to Copy
Select the roles and assigned contacts you would like to copy. If the contact does not exist in a selected application, then it will be added. If the contact does exist, then the contact’s data will be updated.

- Select All
- Accreditation Contact: Stephanie Hoch
- CEO: Tamara Swaray
- Accreditation Contact - Commercial: Angela Lee
- Accreditation Contact - Marketplace: Cynthia Ringgold
- Accreditation Contact - Medicaid: James Roney
- Accreditation Contact - Medicare: Robyn Goddard
- Accreditation Corporate Contact: Stephanie Hoch
- Accreditation Corporate Contact - Commercial: Tamara Swaray
- Accreditation Corporate Contact - Marketplace: Angela Lee

Available Applications: 5 (filtered from 121 total)

Next

Step 3: Select Project Information To Copy
Select the information you would like to copy.

- Select All
- Is this a Virtual Survey: No
- Desired Survey Start Date: 2021-10-10
- Desired Survey Onsite Date: 2021-11-08
- Onsite Address: rolling rails lane Box 44 Harris, VT 77788

Copy Close
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 Yes, 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.

NCQA does not assign surveyors who work for competitors or organizations that have a contractual relationship with your organization and are selected as conflicts, or who work for competitors or organizations in the regions selected as conflicts.

- **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 Close**.
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 HioS 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 one of the following three Evaluation Options.
  - **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.
  - **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.
  - **Renewal:** Currently hold an NCQA Health Plan Accreditation status. Under the Renewal option, organizations can achieve Full Accreditation status, effective for 36 months.

In addition, you may select:

- **LTSS:**
  - The organization has a current NCQA Accreditation status for the specific product and product line under the First or Renewal evaluation option, or
  - The organization is including the specific product and product line in the survey for which it is applying under the First or Renewal evaluation option.

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.

- **Medicaid:**
  - The organization has a current NCQA Accreditation status for its Medicaid product line under the First or Renewal evaluation option, or
  - The organization is seeking accreditation for its Medicaid product line under an Interim, First or Renewal evaluation option.

- **Medicare:**
  - Any Medicare Advantage organization is eligible for an NCQA MA Deeming Survey if it has a SNP product.
Enter the CMS contract number that you want to include in the Medicare Advantage survey in the text box to the right of Medicare Advantage in the list. The CMS contract number must begin with the letter ‘H’ or ‘R’. If you want to include more than one contract number separate them using a semi-colon (e.g., H0201; R3421).

- **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 for Each Evaluation Product**

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 each Evaluation Product. Users select the product line/reporting product(s) they want to bring through survey for each Evaluation Product separately.

For other programs, the UA indicates the products or programs to be included in the survey (see next section below).

- **Step 1:** For HPA, go to the Health Plan Accreditation Details under Step 4: Survey Information.
- **Step 2:** Under Health Plan Accreditation Details, click Edit next to Selected Evaluation Products (EPs) on the left-hand side of the screen and select and save the Evaluation Products you want to include in the survey as described in the previous section.
- **Step 3:** On the right-hand side of the screen, click Edit next to Selected Evaluation Product-Product Line/Reporting Product.
- **Step 4:** At the top of the Edit screen, select an Evaluation Product (EP) and a corresponding Product Line/Reporting Product (UA=Unit of Assessment) to survey under the EP and then click Add UA.
• **Step 5:** If you want to include more than one Product Line/Reporting Product for the same Evaluation Product then select another Product Line/Reporting Product from the drop-down list and click Add UA again. Each selection will appear in the list below the selection boxes.

• **Step 6:** To select the Product Line/Reporting Products you want to survey under other Evaluation Products, repeat Steps 4-5 above.

• **Step 7:** For products coming through the First or Renewal evaluation option choose the appropriate Scoring Option from the drop-down list and include the HEDIS Sub IDS, if available. The Scoring Option for the Interim, LTSS, Medicaid and Medicare evaluation options should be Not Applicable.

• **Step 8:** Click **Save and Close** at the bottom of the screen to save your selections for all the Evaluation Products.

### How to Add User Defined Programs for Case Management, Disease Management and Population Health Program

Users can identify the names of the programs being brought forward for Case Management, Disease Management and Population Health Program under the Selected Program area of the Survey section. You can review, verify, edit and save information in this 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**.

### How to Remove a Product Line

• **Step 1:** Click **Edit**. Click remove under Action, then click **Save and Close**.

### 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 MMDDYYYY format. Click **Save.**

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

**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](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, xlsx, or txt

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

  **Note:** Unless you are applying for one of the survey types above, you do not need to attach any documents in this section.

  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.*

![Almost Done!](image)

• **Step 2:** After you click **Finalize**, the **Agreements** tab will display.

![Agreements Tab](image)

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**.

![Authorized Signer](image)

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

![Signatory Role: Sign-Off](image)
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.

- **Step 2:** Click the link provided in the email.

- **Step 3:** Log in or create a new account, if necessary. Note: The signatory must be registered on My NCQA using the same email address included in the application and must log in using the same email address included in the application; otherwise, the signatory will not be able to sign the agreements.

- **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.

  Once the Signatory signs the agreement, the organization’s accreditation or certification contact will receive an email that the agreement has been signed.
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.

  ![Message](image)

- **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 7](image)

- **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.