



What to Expect During Your Virtual Reviews with NCQA

When you enroll in NCQA Recognition, you transform your practice over time and build on your successes. You show your progress through the transformation process by submitting documentation to NCQA through our online system—Q-PASS—which was designed to reduce paperwork and save you time. You also have virtual reviews to discuss your progress and next steps. Virtual reviews allow you to share your screen to show you meet NCQA requirements instead of submitting documentation. Virtual reviews give immediate and personalized feedback on what's going well and what needs to improve.

Before Your Virtual Review

- Identify the team members you want to attend the virtual review. Include:
 - Key clinician leaders.
 - Administrators.
 - Staff who are familiar with pulling reports from your systems (IT technical team), scheduling patients (front desk staff) and retrieving patient examples (clinical staff).
- Invite your NCQA PCMH Certified Content Expert™ (CCE), if you are working with one.
- Review your status in Q-PASS, which identifies evidence you have submitted to NCQA and evidence we will review together during our virtual review.
- Watch this brief video of a sample virtual review.
- Enable and test your computer's camera and audio devices. Virtual reviews are conducted using Skype desktop sharing software. The software is HIPAA compliant and virtual reviews are not recorded.



TIP: Have all required documents, reports, screens or systems ready and open on your desktop before your virtual review begins.

What NCQA Will Do

- Before your virtual review, we will review the evidence you submitted in Q-PASS.
- We will confirm the virtual review date and time and provide instructions for desk-top sharing via email.
- During the 2-hour virtual review, we will review and discuss the evidence you provided. If anything is insufficient or missing, we will move those items to our next virtual review.

Questions?

Submit them through [My.NCQA.org](https://www.ncqa.org) and an NCQA representative will be in touch.

