

Q&A Session for April PCMH Office Hours

Q: Please share the questions in a follow-up communication so I can use them specifically with all of the practices I support for PCMH?

A: Yes! We will send questions and polling results to all participants and post them on the NCQA website for future reference.

Q: How are you handling practices whose Anniversary Date is in July but are transitioning to the 2017 standards from 2014 Level 2? Should they check back in June 2020?

A: We are reexamining those practices with HRSA in early May and will have an update later in May.

Q: What is our new reporting deadline, based on the current renewal?

A: All practices with an extension will have a new Reporting Date that is 30 days before their new Anniversary Date.

Q: What kind of data points are required? Is this going to be 2019 information? Patients are not coming into centers for true quality pictures of care delivered in 2020.

A: In general, practices may choose evidence from the previous 12 months. Practices that are going through either Transform reviews or providing Annual Reporting data in the second half of (calendar year) 2020 should include reports and other evidence of activities from 1Q 2020 (calendar year) or 3Q or 4Q 2019.

Practices that will come through later should pull data from when operations were close to normal in (calendar year) 2020, but must also be prepared to have discussions with their Evaluators (for Transform sites) or add notes to their evidence (for Annual Reporting sites) about how operations were affected during the COVID crisis, alternatives that were utilized and a brief summation of the plan to ensure that normal PCMH operations will continue after the crisis abates.

Q: Where on the NCQA website is the recording of today's session, polling results and summary?

A: This information will be available on NCQA's dedicated HRSA Resources page.

Q: If providers are doing more telehealth, will that impact incentive payments?

A: Incentive payment decisions are based on payer criteria. Practices should check with the appropriate payer.