

Submit a Question to the NCQA Representative

STEP

Go to qpass.ncqa.org

From the Organization Dashboard, click **Ask a Question** under the name of the assigned representative.

Q-PASS Testing Organization	Account ID: 123456	Ø Edit
My NCQA Representatives		

STEP 2

Complete the form by selecting the appropriate category for General Content Area and Specific Content Area, provide the subject and question. Click **Submit Your Question** to send the case to your representative.

Upon submission, you will receive an email with the case number. When the question is answered and the case is closed, you will receive another email with the case reply.

You can view open and closed cases or ask a new question from your My.NCQA.org account.



Ask a question	×
Help us route your question to the right expert by selecting from the following:	
Product/Program Type:	_
Recognition Programs	~
General Content Area:	
PCMH - Annual Reporting	~
Specific Area:	
Concept: Knowing and Managing Your Patients (KM)	 What year does your question
relate to?	
Subject	
AR-KM 02]
Question	
What are some examples of 'Other Aspects of Diversity'?	
Submit Your Question Having trouble seeing the question form? Click here to open this form in a new tab.	
	Close



Submit a Question via My.NCQA.org

STEP 1

Go to my.ncqa.org -

Login to your My.NCQA account using the Single Sign In or your Q-PASS credentials. Select My Questions from the homepage.

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MY NCCA Simple If you already have an IXCCA Account, then samply legs in - to new account is mercensary if you account have an account, creating one is easy My Account Magage you account across all our porticuts and keep you antomation up to deal to and w account operation the best samoup possible. My Questions	Ergen Bay n Bagan, ganta en accourt, or read a passand, data barro to ga to faccha Sangta Bay to to barro. U ga and Bagan Bagan	 My Questions View your questions in an easy and convenient way. • Ask a question • View responses • See a history of past questions
Stay Current Big to InCOA's Latest Email Updates Nets.		My Questions

STEP 2

Select **Ask a Question** in the top right corner.

UESTIONS					Ask a Question
Open Close	d				
10 v record	s per page			s	earch:
Subject	11	Type 👘	Product/Program	Case 11	Modified 17
test		PCS	Recognition Programs	00460153	10/23/2023
pen Questions Fo	und: 1				Previous 1 Next



STEP 3

Select the appropriate question category from the provided options and fill out the form that populates. Provide the subject and question, click **Submit Your Question**. You will be notified via email with the case number.

NEW QUESTION	×	NEW QUESTION	×
Did you know that you can review answers to common questions in	our <u>FAQs</u> ?	Help us route your question to the right expert by selecting from the following: Product/Program Type: Recognition Programs	
Select the category that best matches your que PCS Policy/Program Clarification Support Programs Becoming Accredited, Certified or	estion.	General Content Area: PCMH - Patient Centered Medical Home Specific Area: Q-PASS Technical Issues What Publication Year does your question relate to? 2023	~
Orders Purchasing a publication or registering for an event Support Experiencing technical difficulties?		Subject Update Clinicians Question How do I update a clinician's information in Q-PASS?	
About NCQA Ask a general question			
		Submit Your Question	



Access Open Questions in My.NCQA

STEP 1

Go to my.ncqa.org -

Log into your My.NCQA account using the Single Sign In or your Q-PASS credentials. Select My Questions from the options menu.

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MY NCGA Simple You aready fave an NCGA account, then simply sign is - no new account is necessary. If you cont have an account, creating one is easy. My Account Manage your account across at our products and keep your internation up-to-date so that we can continue to provide the best service possible. My Questions Ask questions, were responses and see the complete hotory of your interactions. Stay Current Sign Up to AccAsi Latest Email Lipdates here.	Single Sign In To sign in create a new account, or reset a password, cick below to or is In ACCAY's Single Sign In Server.	My Questions View your questions in an easy and convenient way. • Ask a question • View responses • See a history of past questions
		My Questions



STEP 2

From this page, you can view your Open Questions from the tab labeled **Open**.

Open Closed					
10 v records p	er page			S	earch:
Subject	↓↑	Type ↓↑	Product/Program 1	Case 🕼	Modified $\downarrow_{\bar{r}}^{\bar{r}}$
test		PCS	Recognition Programs	00460153	10/23/2023
)pen Questions Foun	id: 1				Previous 1 Next

STEP 3

Select the **case number** to view detailed information about the case.

Subject 🕼	Type ↓†	Product/Program	Case 11	Modified ↓₹
test	PCS	Recognition Programs	00460153	10/23/2023



If needed, add additional comments in the provided comment field and click **Submit Comment**.





Review and Reopen Closed Cases

STEP 1

Go to my.ncqa.org

Use the Single Sign-In to log into your account and navigate to My Questions.

Start And Start St	My Questions View your questions in an easy and convenient w • Ask a question • View responses • See a history of past questions

STEP 2

From here, you can view all closed cases from the tab labeled **Closed**. Select the case number to view case details.

QUESTIONS							Ask a Question
Open Closed	je				ş	Sei	arch:
Subject	$\downarrow \uparrow$	Type 🗸	Product/Program	ţ,	Case 11		Modified ↓
test		PCS	Recognition Programs		00451754		10/10/2023
Closed Questions Found: 1							Previous 1 Next



View the question, answer, and case details. Add any additional comments in the comment box and select **Reopen Case and Submit Comment**. The case will be assigned back to your representative.

DIT QUESTION	
Question	
test	Status: Closed
	Case Opened: 10/23/2023
test	Case Reopened: Case Closed: 10/23/2023
	Case: 00460153
Answer	
	Subject Areas
close	PCS
	Recognition Programs
	PCMH - Annual Reporting
	General
	Publication Year: 2017

Additional Information About Your Question			
additional comments here			
	976 characters remainir		