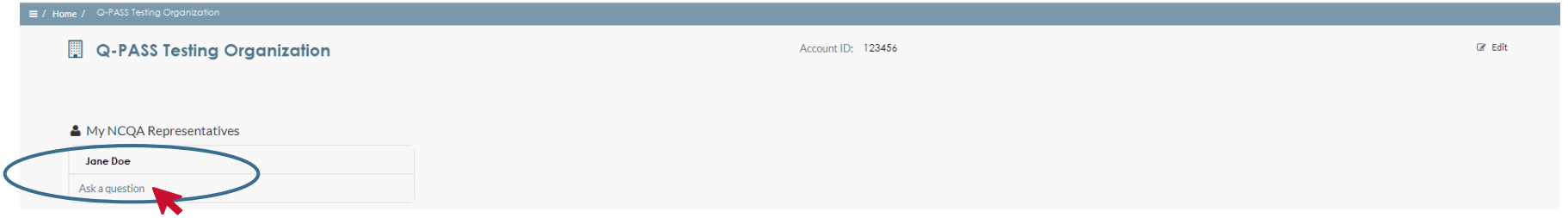
Submit a Question to the NCQA Representative

STEP 1 Go to qpass.ncqa.org

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

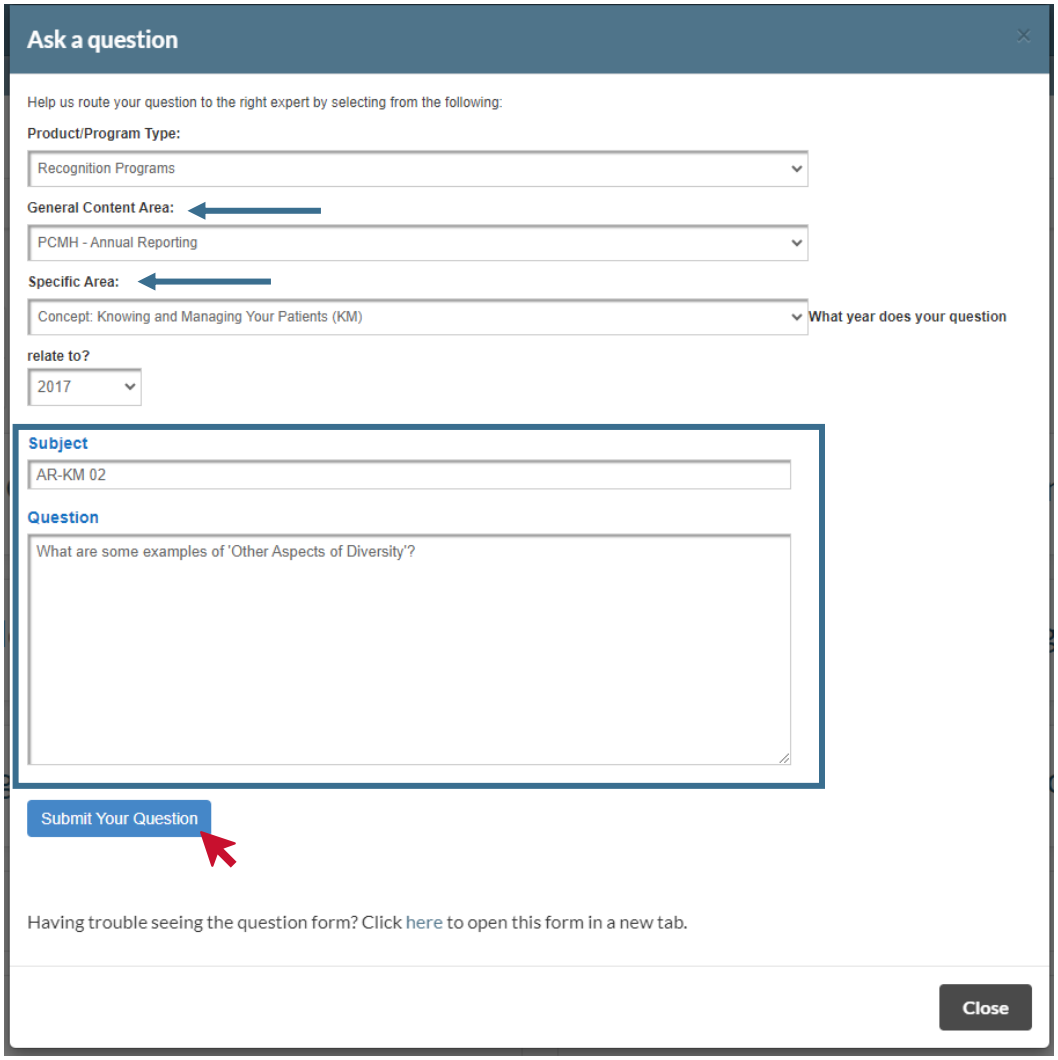


STEP 2

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.

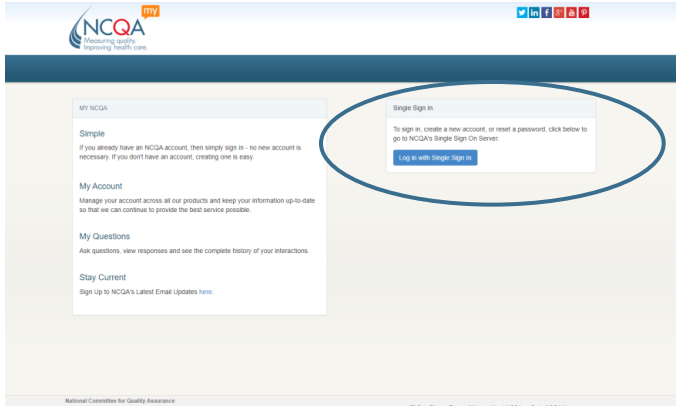

Ask a question
Help us route your question to the right expert by selecting from the following:
Product/Program Type:
Recognition Programs
General Content Area:
PCMH - Annual Reporting
Specific Area:
Concept: Knowing and Managing Your Patients (KM)
What year does your question relate to?
2017
Subject
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

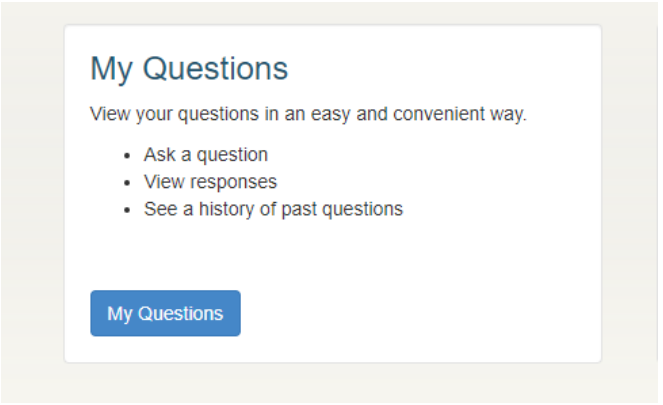
Submit a Question via My.NCQA.org

STEP 1

Go to my.ncqa.org

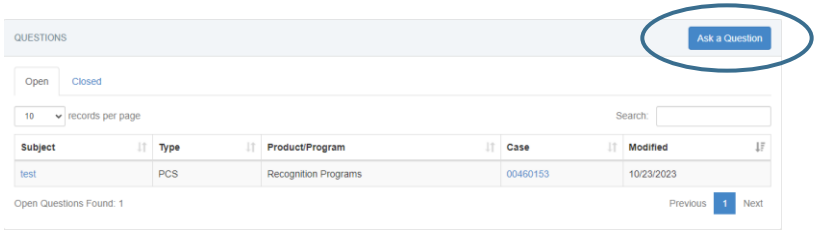
Login to your My.NCQA account using the **Single Sign In** or your Q-PASS credentials. Select **My Questions** from the homepage.





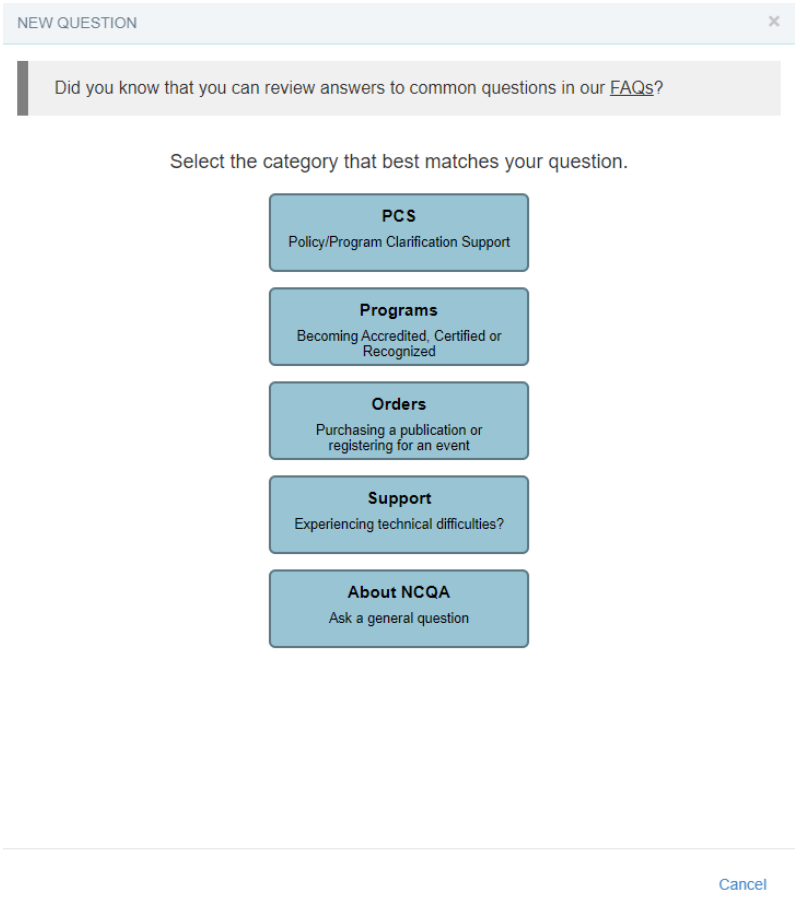
STEP 2

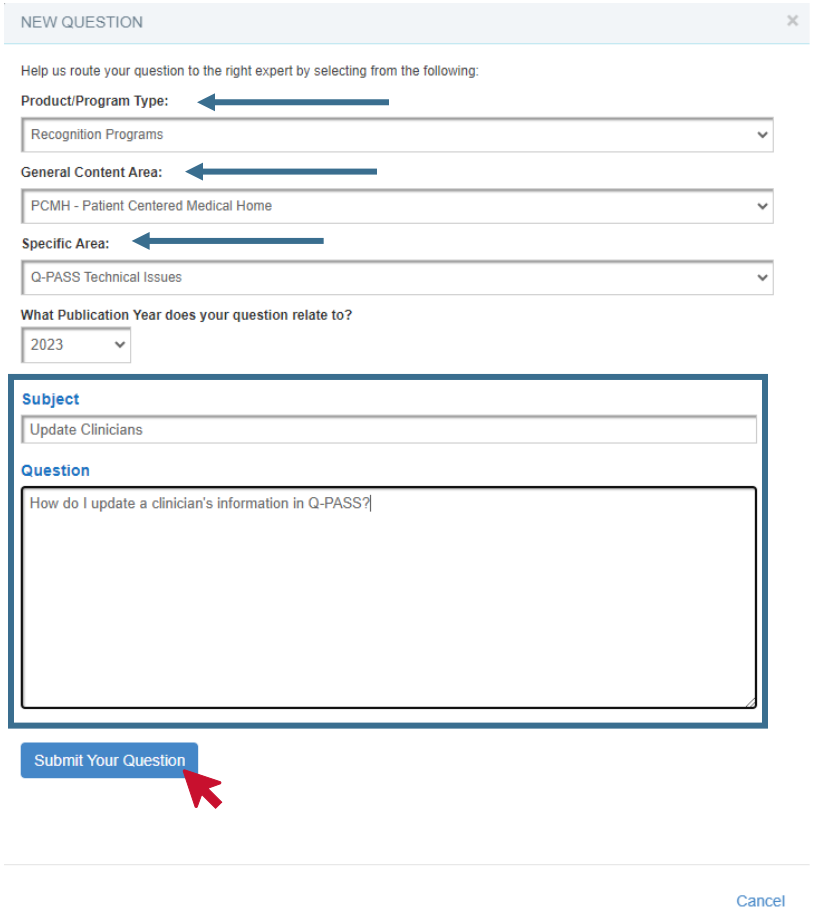
Select **Ask a Question** in the top right corner.



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.

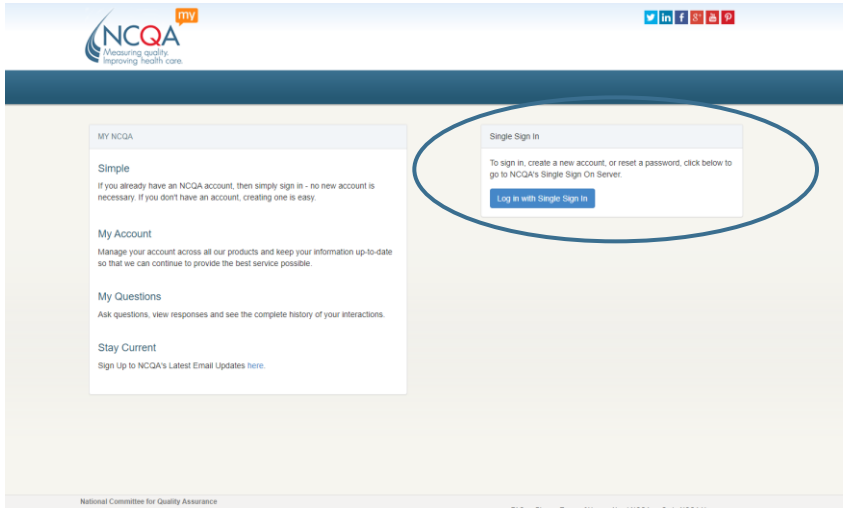


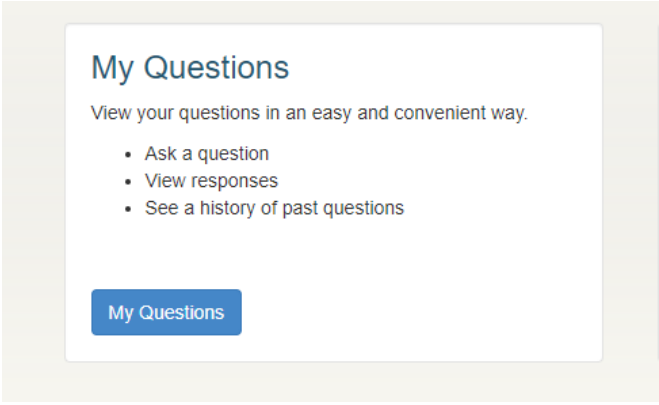


Access Open Questions in My.NCQA

STEP 1 Go to my.ncqa.org

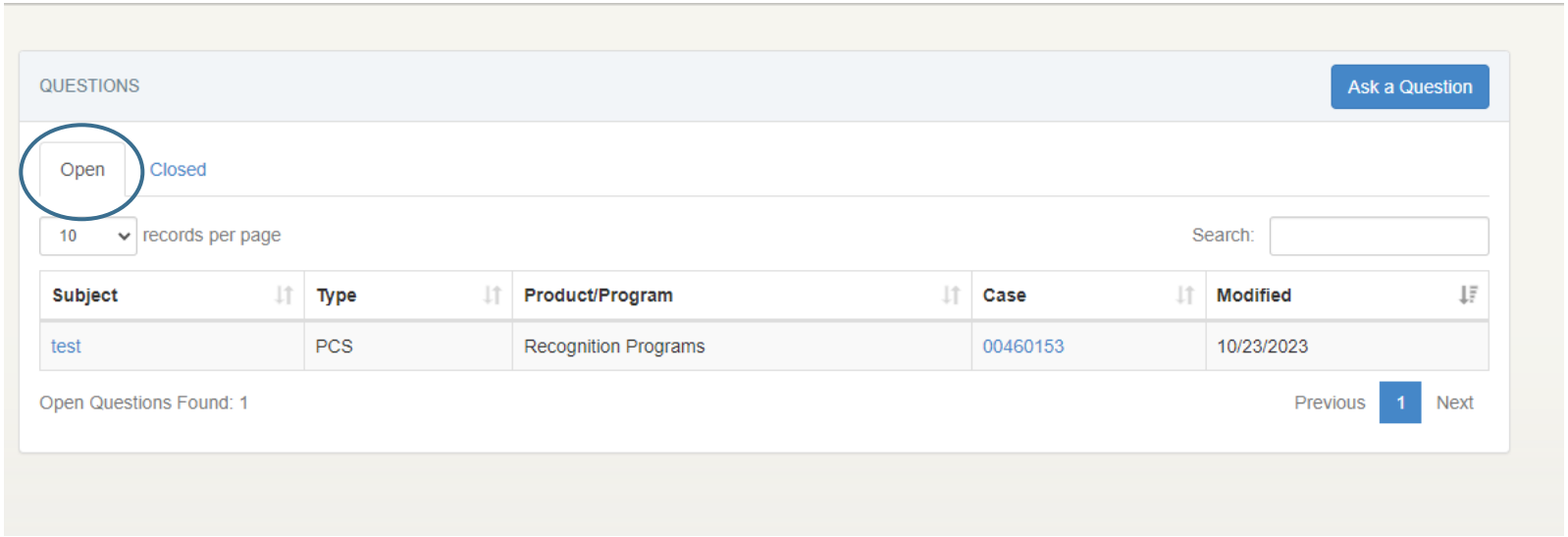
Log into your My.NCQA account using the **Single Sign In** or your Q-PASS credentials. Select **My Questions** from the options menu.





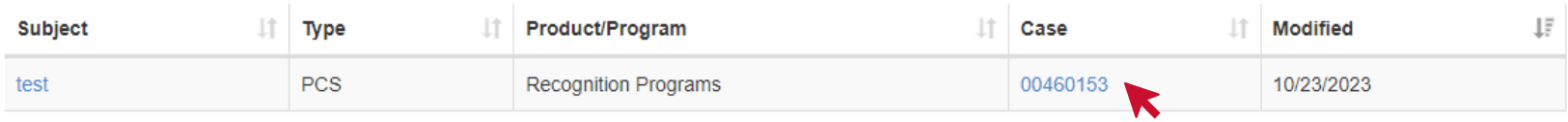
STEP 2

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

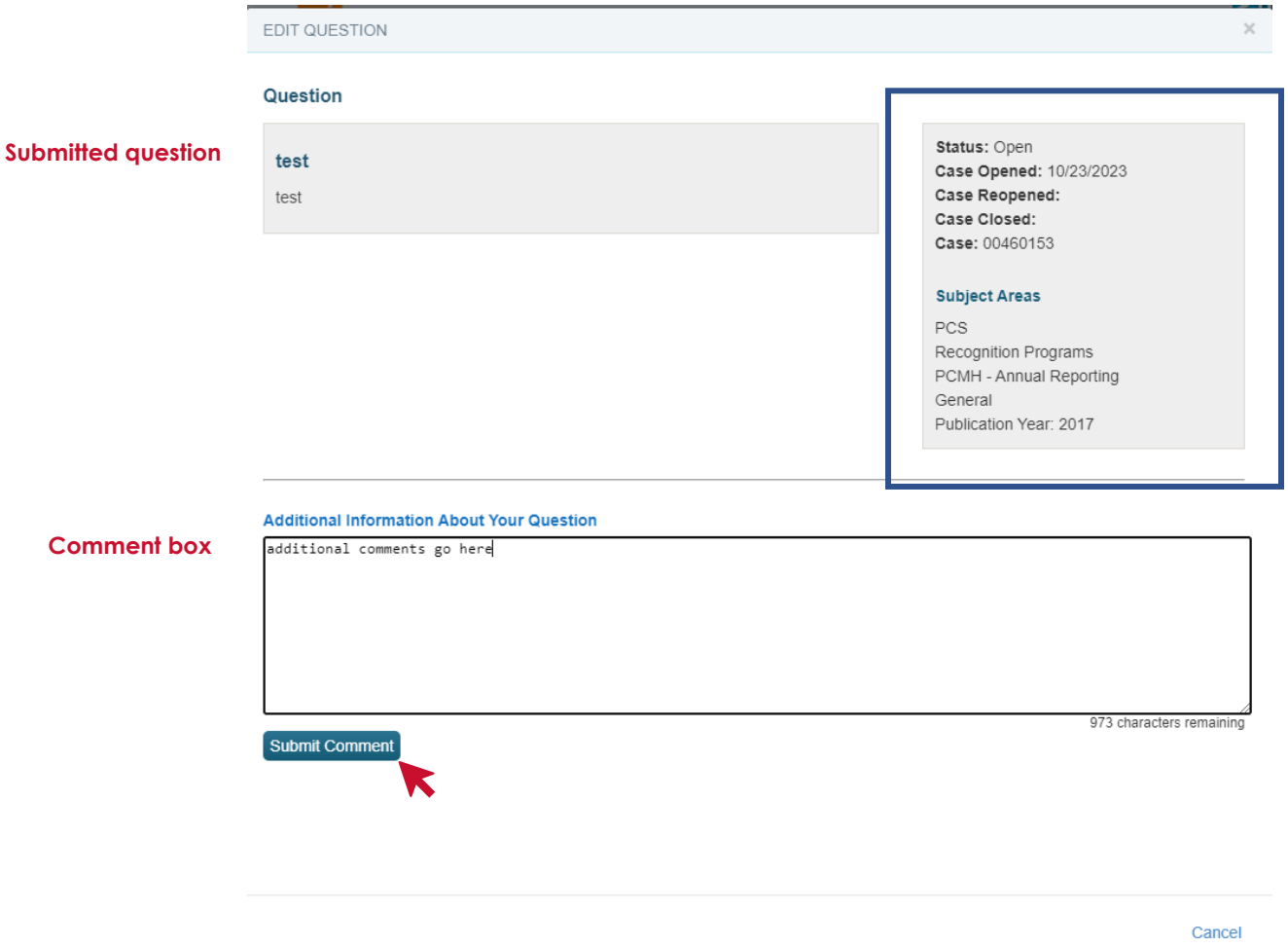


STEP 3

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



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



Submitted question

Detailed case information

Comment box

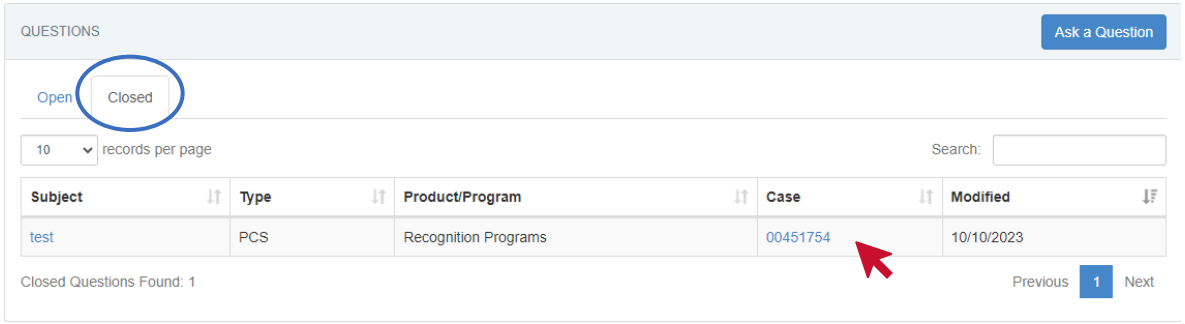
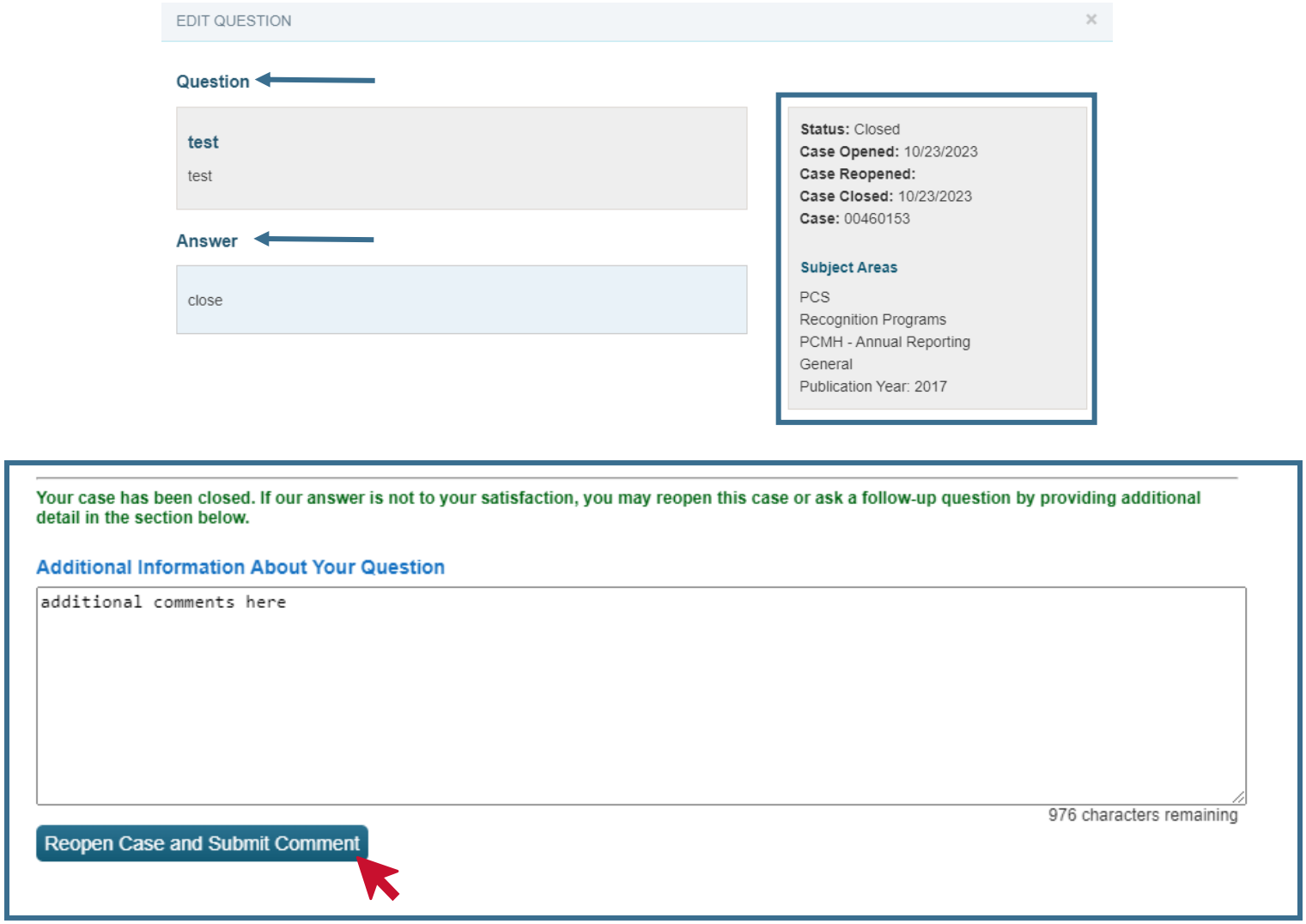
Review and Reopen Closed Cases

STEP 1 Go to my.ncqa.org

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

STEP 2

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



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.