

## Submit a Question to the NCQA Representative

### STEP 1

Go to [qpass.ncqa.org](https://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.

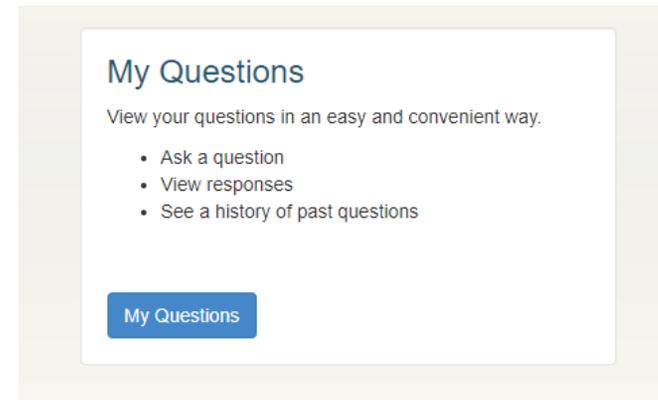
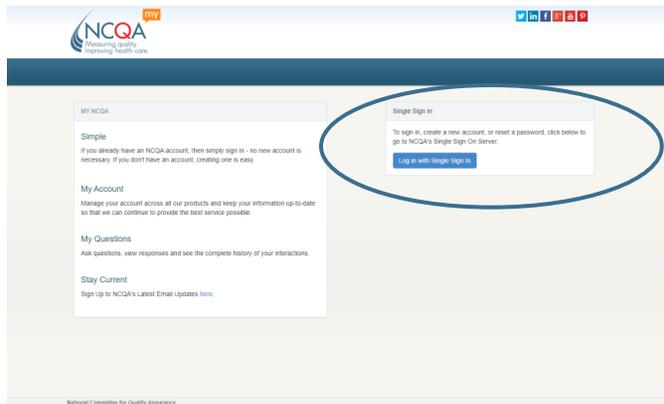
Close

## Submit a Question via My.NCQA.org

### STEP 1

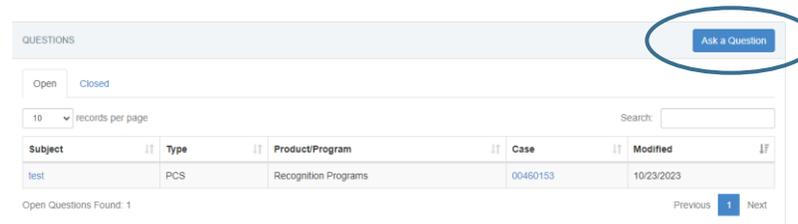
Go to [my.ncqa.org](https://my.ncqa.org)

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.

NEW QUESTION x

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Did you know that you can review answers to common questions in our [FAQs?](#)

Select the category that best matches your question.

- PCS**  
 Policy/Program Clarification Support
- Programs**  
 Becoming Accredited, Certified or Recognized
- Orders**  
 Purchasing a publication or registering for an event
- Support**  
 Experiencing technical difficulties?
- About NCQA**  
 Ask a general question

Cancel

NEW QUESTION x

Help us route your question to the right expert by selecting from the following:

**Product/Program Type:** ←

Recognition Programs v

**General Content Area:** ←

PCMH - Patient Centered Medical Home v

**Specific Area:** ←

Q-PASS Technical Issues v

**What Publication Year does your question relate to?**

2023 v

**Subject**

Update Clinicians

**Question**

How do I update a clinician's information in Q-PASS?

Submit Your Question

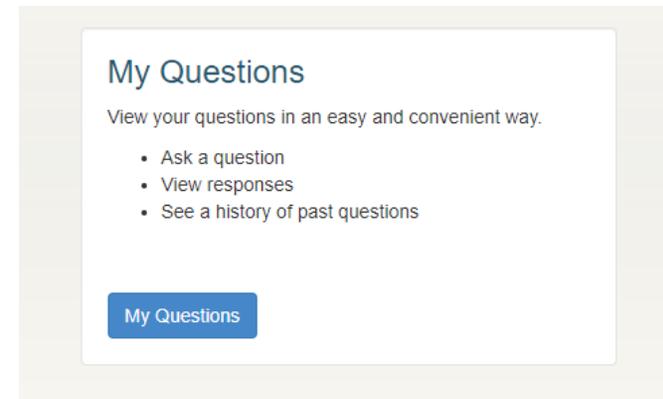
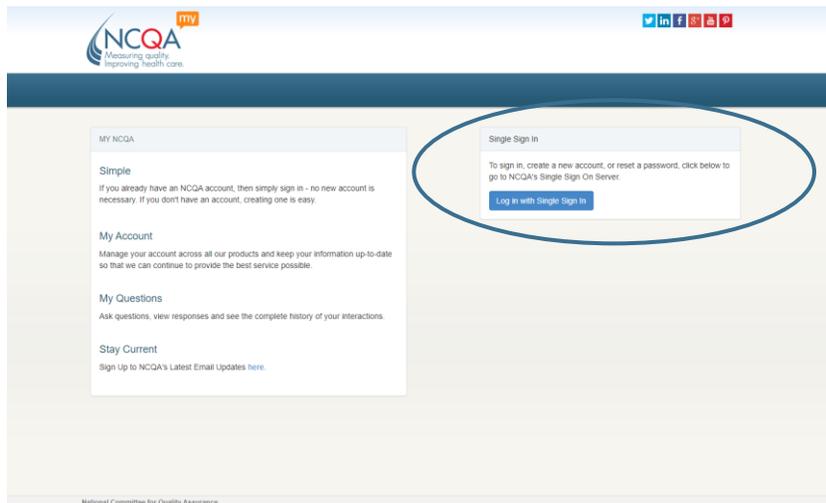


Cancel

## Access Open Questions in My.NCQA

**STEP 1** Go to [my.ncqa.org](https://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**.

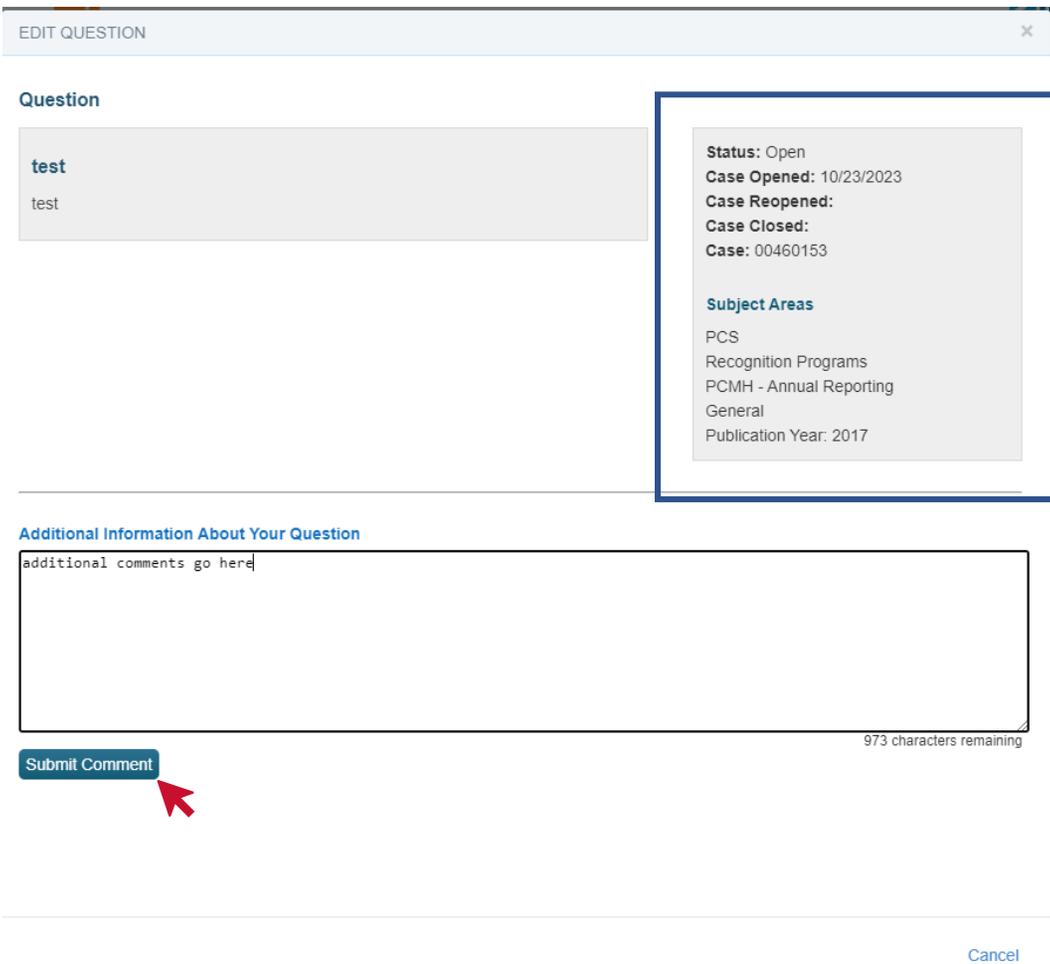
**STEP 3**

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

Subject	Type	Product/Program	Case	Modified
test	PCS	Recognition Programs	00460153	10/23/2023



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



**Submitted question**

**Question**

test  
test

**Detailed case information**

**Status:** Open  
**Case Opened:** 10/23/2023  
**Case Reopened:**  
**Case Closed:**  
**Case:** 00460153

**Subject Areas**

PCS  
Recognition Programs  
PCMH - Annual Reporting  
General  
Publication Year: 2017

**Comment box**

**Additional Information About Your Question**

additional comments go here

973 characters remaining

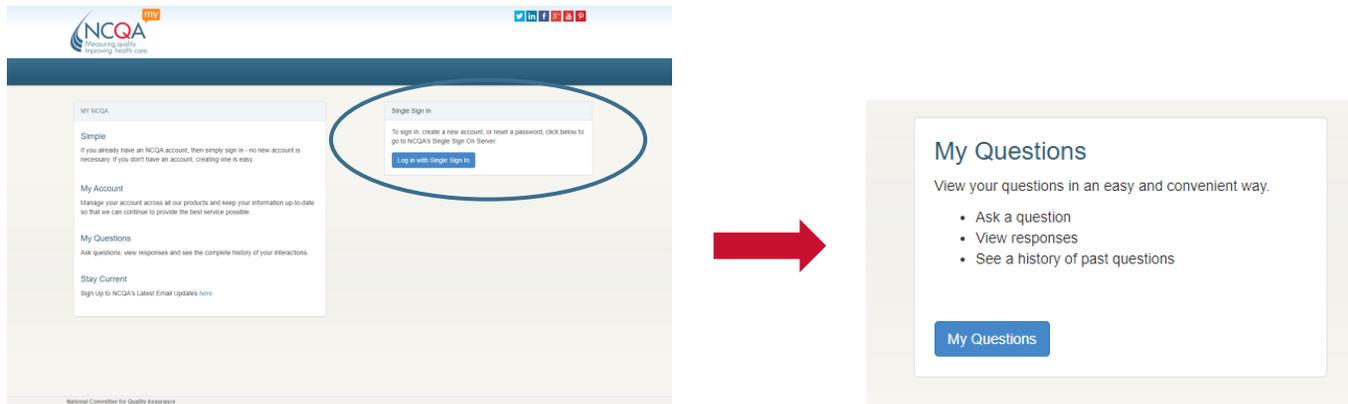
**Submit Comment**

Cancel

## Review and Reopen Closed Cases

**STEP 1** Go to [my.ncqa.org](https://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.

QUESTIONS Ask a Question

Open **Closed**

10 records per page Search:

Subject	Type	Product/Program	Case	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.

EDIT QUESTION ✕

Question ←

test  
test

Answer ←

close

**Status:** Closed  
**Case Opened:** 10/23/2023  
**Case Reopened:**  
**Case Closed:** 10/23/2023  
**Case:** 00460153

**Subject Areas**

- PCS
- Recognition Programs
- PCMH - Annual Reporting
- General
- Publication Year: 2017

Your case has been closed. If our answer is not to your satisfaction, you may reopen this case or ask a follow-up question by providing additional detail in the section below.

**Additional Information About Your Question**

additional comments here

976 characters remaining

**Reopen Case and Submit Comment**