



**NCQA PPC-PCMH Recognition should be obtained no later than September 30, 2010.**

*The average time needed to perform a practice self assessment, complete necessary medical home transformation, and complete the NCQA survey process is estimated at 6-9 months.*

- 1. Review the program information.** The program information includes the standards and guidelines document for the Physician Practice Connections®- Patient-Centered Medical Home™ (PPC®-PCMH™) program and the National Committee for Quality Assurance (NCQA) Scoring Methodology.
- 2. View a pre-recorded webinar which covers PPC-PCMH training and gives a demonstration of the survey tool.** We strongly encourage all practices to participate in this free WebEx training session provided by NCQA. *You may view this pre-recorded webinar at any time.* This session is approximately two hours and will help your practice understand the standards to be recognized as a Patient-Centered Medical Home and how to complete the PPC-PCMH survey process. In addition, training will help ease communication about the PPC-PCMH among practices, the sponsor and NCQA. To begin the demonstration:
  - Go to <https://ncqaevents.webex.com/ncqaevents/k2/e.php?AT=RINF&recordingID=1012492> and click “View.”
  - Enter the Recording Password: **ppcpcmhg1** and click “OK.”
  - Enter the required Registration Information and click “Register.”
- 3. Get free live educational support from NCQA.** If you are considering applying for recognition, we encourage you to participate in the free workshops hosted by NCQA. There are currently two monthly events:
  - NCQA offers a live teleconference that will provide basic information about the PPC-PCMH program and the criteria you must meet to be recognized. To find a calendar of scheduled monthly teleconferences and to download the powerpoint presentation, go to [www.ncqa.org/tabid/165/Default.aspx](http://www.ncqa.org/tabid/165/Default.aspx). Pre-registration is not required.
  - NCQA also offers a live monthly PPC-PCMH webinar to provide a demonstration of the survey tool. Additional information about this webinar is at [www.ncqa.org/tabid/166/Default.aspx](http://www.ncqa.org/tabid/166/Default.aspx).
- 4. Obtain the electronic survey tool.** The survey tool is \$80 and can be ordered through [www.ncqa.org](http://www.ncqa.org) or by calling NCQA Customer Support toll free at 888-275-7585.
- 5. Self-assess your practice’s current performance.** The self-assessment will take approximately six to nine months. The survey process will vary among practices depending on the work required during the practice transformation process.
- 6. Submit your information to NCQA.** Once you complete your assessment, submit your application, agreement, fee and results to NCQA. To receive a discount, please indicate if you are participating in Blue Cross and Blue Shield of Alabama’s sponsored pilot. Please notify Blue Cross that your practice’s information has been submitted to NCQA to receive your office resource incentive (\$1,000 per physician; up to \$5,000 per practice), which will help offset the application submission fee.
- 7. Receive recognition from NCQA.** Once your information is received by NCQA, your practice will receive the final recognition decision and corresponding level within 60 days.
- 8. Prepare for Phase II and III of the Medical Home Pilot.** Blue Cross will work with your practice during the 60-day review period to identify a sample of 50 patients and 25 alternate patients to account for unforeseen membership changes. These patients will receive targeted intervention and be used for outcomes tracking during phase II and III of the pilot.

**If you have any questions, please e-mail us at [medhome@bcbsal.org](mailto:medhome@bcbsal.org)**