

New York State Patient-Centered Medical Home (NYS PCMH)

Process for Enrollment and Connecting Your Account to a Transformation Agent

Thank you for your interest in enrolling into the New York State Patient-Centered Medical Home (NYS PCMH) Recognition Program! NYS PCMH is a collaboration between the New York State Department of Health (NYSDOH) and the National Committee for Quality Assurance (NCQA) to develop an exclusive PCMH model for New York primary care practices. With these first steps your practice is transforming its approach toward better health care for your patients while reducing costs and improving the consumer experience.

This short guide is intended to assist in the process of enrolling into the NYS PCMH Recognition Program as well as link your NCQA Quality Performance Assessment Support System (Q-PASS) account to a transformation agent of your choosing. Please note that enrollment in NYS PCMH does not mandate the use of a transformation agent, however, these services are being sponsored by the NYSDOH and should be considered as a resource to assist in the transformation process (limited time availability based on grant funding)¹.

Considerations for enrollment into the NYS PCMH model:

- My practice is aware of the timetable for NYS PCMH Program Recognition, including that of transformation assistance (TA) services and the need to complete evaluations (Check-Ins) at regular intervals
Depending on the status of your practice (new to PCMH or renewal from previous PCMH recognition, the length of TA services varies)
- My practice is aware that if TA services are already being provided at no cost through a separate sponsored program (not including NYSDOH's Advanced Primary Care [APC] model), this may be considered duplicative funding and results in the ineligibility to accept TA consulting for NYS PCMH. Please discuss these concerns with your transformation agent
- My practice is aware of the financial and resource investments necessary to achieve NYS PCMH recognition, including the need for an Electronic Medical Record (EMR) platform (core requirement)
- For practices seeking to sustain/renew their current or expired PCMH recognition, there is a need to complete additional NYS-specific core criteria

Enrollment process:

- Review and outline expected responsibilities between your practice and a transformation agent, if applicable
 - Is the practice or transformation agent responsible for submission of evidence (documentation) within Q-PASS?
 - Is the practice or transformation agent responsible for scheduling Virtual Check-Ins with NCQA?

¹ Please note that NYSDOH contracts with certain vendors in specific regions of NYS. For a list of sponsored TA organizations, please visit

https://www.health.ny.gov/technology/innovation_plan_initiative/ta_contact_info.htm

□ Visit <https://qpass.ncqa.org/Home/Welcome>

- Select “Sign In and Enroll”
- Create an Account or Sign In with an existing account if one was previously used
- Provide the necessary information relating to your account including practice site and provider information
- Complete the Questionnaire

This questionnaire provides important demographics on the patient population, reimbursement methods used today as well as the resources currently available to primary care. Please note that NYSDOH/NCQA will be releasing a supplemental questionnaire specific to the workforce of your practice(s) in June 2018. Completion of this workforce questionnaire is mandatory prior to the first Check-In

- Finalize registration and complete the payment section

The costs associated with Initial Recognition or Renewal fees are currently being supported by NYSDOH through a federal grant. This is a limited time offer and payment is being managed through the following coupon codes:

If your practice participated in the NYSDOH Advanced Primary Care (APC) Program – please use code: **NYAPCD**

If your practice did not participate in NYSDOH APC – please use code: **GNYDOC**

Granting Access to a Transformation Agent:

To grant access to a user such as a transformation agent, please visit the Q-PASS Section “Manage People and Users”

- Select “Add a New Person”
- Enter in the email address:
- If applicable, NCQA Content Expert Certification Number

Please note: All users will have Contributors rights. You can change a user’s rights to be an Organization Administrators by clicking Edit on the row with their name and email address. Contributors can add evidence and check in criteria for NCQA review. Organization Administrators can, in addition, make changes to sites and the organization information.

Additional Assistance

If you have any additional questions or concerns, or if you wish to contact NYSDOH directly, please contact the Office of Quality and Patient Safety at SIM@health.ny.gov.