NCQA 2017 Patient-centered medical home recognition

Standards, concepts, criteria and competencies
You’re in the business of caring. We’re in the business of transforming. Each day, IBM® Watson Health™ helps committed healthcare professionals earn the qualifications they need to provide better care for their patients and improve the performance of their practice. This resource kit contains information about how we can help you gain the recognition you need, so you can reap the rewards of all the good work you do.

**NCQA PCMH has changed**

The National Committee for Quality Assurance (NCQA) patient-centered medical home (PCMH) recognition program is the country’s most widely adopted model for transforming primary care medical practices. The purpose of PCMH is to improve performance through an approach that mutually benefits patients and providers while improving patient outcomes. PCMH recognition enables organizations to:

- Establish a foundation for success as an accountable care organization (ACO) and clinically integrated network
- Earn reimbursements through value-based payment models such as Medicare’s new Chronic Care Management (CCM) services
- Qualify for financial incentives from commercial and government payers

In 2017, NCQA redesigned the program based on feedback from practices, policy makers, payers and other key stakeholders. While it continues to concentrate on performance and quality improvement, it is now more manageable; paperwork has been reduced, and practice interaction with NCQA^2 will increase.

Working together with Watson Health, you can achieve the NCQA PCMH qualifications you need to transform your primary care medical practice and obtain the recognition you deserve.

**We have the resources you need**

This kit includes important information about how the IBM Watson Health platform can help you achieve PCMH recognition:

- A summary of current Watson Health solutions that have been prevalidated by NCQA to offer autocredit and support for NCQA PCMH 2017 standards
- A planning guide to help you maximize your NCQA PCMH recognition points using Watson Health solutions tailored to your specific situation
- A description of resources and services available to Watson Health clients to help meet the NCQA PCMH 2017 standards and create sustainable population health management competencies for success under value-based contracts

At Watson Health, we look forward to working with you in your efforts to earn or retain NCQA PCMH recognition.
Why NCQA 2017 PCMH recognition is critically important to your clinic.

NCQA PCMH and the Quadruple Aim

Increasingly, Watson Health clients are healthcare systems or provider organizations that have entered value-based contracts with payers and employers to deliver on explicit Quadruple Aim metrics. The principles, competencies and activities of the PCMH model are widely accepted as the foundation for provider-driven population health management, and are essential for practice transformation and sustained performance.

Many Watson Health clients are eligible for financial incentives from commercial and government payers as a result of achieving and maintaining NCQA PCMH recognition.

How Watson Health helps organizations achieve NCQA PCMH recognition

Watson Health was the first population health technology provider to be prevalidated for the 2014 PCMH criteria by NCQA. The Watson Health platform is designed to help high-performing PCMH practices meet the six concept areas of PCMH by applying intelligent automation to:

- Eliminate or reduce manual tasks
- Enhance standardized care team and system-level processes
- Foster an organizational culture of continuous quality improvement
- Offer actionable data
- Support efficiency in care delivery

By design, a number of Watson Health product capabilities directly meet specific elements of PCMH and, as a result, are prevalidated for autocredit in the NCQA PCMH application process. Many other Watson Health-enabled functions, when executed by the care team and quality leaders, help enable visible and consistent care delivery aligned with important elements related to team-based care and population health, such as:

- Identifying and engaging high-risk and rising-risk populations
- Managing and coordinating care at and between visits
- Identifying care opportunities
- Providing a method to communicate health campaigns to your population
- Demonstrating ongoing quality improvement

Whether you’re a new or established client, Watson Health helps prepare you to apply for the first time or renew under the NCQA PCMH standards.

Your Watson Health team is your partner for provider-led population health management initiatives. We will help you optimize your investment in the Watson Health platform, and ensure that your organization is set up to receive optimal autocredit and support toward achieving PCMH recognition.
You need NCQA PCMH recognition. Watson Health helps you achieve it.

Practices that use NCQA prevalidated tools, such as Watson Health solutions, do not have to submit additional documentation for criteria that are eligible for autocredit. Whether you’re a new or established Watson Health client, and whether you used Watson Health autocredit for PCMH 2014 recognition or are just beginning your PCMH 2017 recognition process, Watson Health can support you.

**NCQA PCMH 2017 key features**

The underlying principles of PCMH recognition remain the same, although the redesigned process places greater emphasis on performance and quality improvement. This approach aligns with many other major national programs and initiatives that impact practices, such as the Quality Payment Program established under the Medicare Access and CHIP Reauthorization Act (MACRA)³.

NCQA PCMH updates include ongoing, sustained recognition status with annual check-in and reporting rather than the three-year recognition cycle that was previously in place. The new process offers³:

**Flexibility**  
Practices take the path to recognition that suits their strengths, schedule and goals.

**Personalized service**  
Practices get more interaction with NCQA while working one-on-one with an assigned NCQA representative throughout the recognition process.

**User-friendly approach**  
Requirements remain meaningful, but with simplified reporting and less paperwork.

**Continuous improvement**  
Annual check-ins help practices strengthen as medical homes. By reviewing their progress more often, the hope is to keep performance improvement at the top of the priorities list.

**Alignment with changes in healthcare**  
The program aligns with current public and private initiatives and can adapt to future changes.

Many NCQA-recognized PCMH organizations benefit from an increase in clinician payments through MIPS, Advanced Alternative Payment Models, Federally Qualified Health Center, PCMH Prime Certification Program, and multiple state and commercial payer initiatives.

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**Participating in the Quality Payment Program?**

Did you know that in the 2018 performance year at least 50 percent of practices under a Tax Identification Number (TIN) need to be PCMH-certified to receive full credit for the Improvement Activities category? Watson Health can help. View our Merit-Based Incentive Payment System (MIPS) toolkit.

**Need help getting started?**

NCQA provides a Getting Started Toolkit.
During quarterly or annual check-ins, NCQA PCMH standards require that practices continually demonstrate their alignment with recognition requirements by submitting data and documentation on the six concept areas that make up a medical home.

**Six NCQA PCMH concept areas**

**Team-based care and practice organization**
Helps structure a practice’s leadership, care team responsibilities and how the practice partners with patients, families and caregivers.

**Knowing and managing your patients**
Sets standards for data collection, medication reconciliation, evidence-based clinical decision support and other activities.

**Patient-centered access and continuity**
Guides practices to provide patients with convenient access to clinical advice and helps ensure continuity of care.

**Care management and support**
Helps clinicians set up care management protocols to identify patients who need more closely managed care.

**Care coordination and care transitions**
Ensures that primary and specialty care clinicians are effectively sharing information and managing patient referrals to minimize cost, confusion and inappropriate care.

**Performance measurement and quality improvement**
Helps practices develop ways to measure performance, set goals and develop activities that will improve performance.

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**Structure of concepts, criteria and competencies**

**Concepts.** There are six concepts — the overarching themes of a PCMH. To earn recognition, your practice must complete criteria in each concept area. If you are familiar with past iterations of NCQA PCMH recognition, the concepts are equivalent to standards.

**Criteria.** Specific activities in which a practice engages to demonstrate that it meets recognition requirements. The practice must pass all 40 core criteria and at least 25 credits of elective criteria across concept areas.

**Competencies.** Competencies categorize the criteria. Competencies do not offer credit.

Prevalidation: Watson Health and NCQA 2017 PCMH

The NCQA prevalidation program evaluates electronic health record (EHR) systems, advanced registries, population health management tools and other related technology solutions to identify alignment with recognition program requirements. NCQA prevalidated health IT solutions have successfully demonstrated functionality that supports or meets one or more factor-level requirements in the NCQA PCMH standards.

Vendor solutions either:
- a. fully meet criteria
- b. partially meet criteria, or
- c. provide practice support.

Because Watson Health has earned prevalidation status, NCQA has already determined how our products support specific recognition criteria and how practices using our products automatically receive credit for these criteria. This autocredit is recorded in the NCQA PCMH Quality Performance Assessment Support System (Q-PASS) portal (Figure 2). Therefore, practices that use NCQA prevalidated health IT solutions will benefit from easier document preparation and reduced administrative burden associated with meeting program requirements.

Figure 2. Screenshot of NCQA PCMH Q-PASS portal

Source: https://qpass.ncqa.org/Home/Welcome

Examples of when this designation may be awarded include (but are not limited to) the following:
- The health IT solution provides prepackaged reports designed to meet the needs of a PCMH practice.
- The health IT solution provides a tool the practice can use to implement certain activities outlined in the NCQA PCMH standards.
- The health IT solution provides the necessary structured data fields that a practice needs in order to implement certain activities outlined in the NCQA PCMH standards.
**2017 Standards**

**Scoring**

**Core criteria**

Meet all core criteria, and earn 25 credits in elective criteria across 5 of 6 concepts.

**Elective criteria**

**Engage practices in an annual check-in providing confirmation of continuing commitment and performance**

**Each practice demonstrates that changes made during the initial recognition effort are part of their culture, and practice is becoming more patient-centered**


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**Aligning Watson Health solution autocredit and support with NCQA PCMH 2017 standards**

As a 2015 Office of the National Coordinator for Health Information Technology (ONC) Certified Technology (CEHRT), Watson Health has developed electronic clinical quality measures (eCQMs) in the Phytel Coordinate solution. Additionally, Watson Health has created protocols in the Phytel Outreach solution that follow evidence-based practice, standards and guidelines. These Phytel solutions deliver automated, evidence-based communications that focus proactively on top-priority patients, promoting better health outcomes and simplifying alignment with quality measures and initiatives.

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**Fully meets criteria** - A health IT solution must demonstrate it fully meets all required functionality and provide all required evidence specified by the criteria to receive this designation. Practices can be excused from demonstrating that their systems meet criteria when the vendor solution offers “full credit.” However, during their check-in, practices may be asked to show how they use the data from these criteria in their user interface (UI). With Watson Health’s UI, practices are prepared to show NCQA reviewers how they integrate actionable data into their care delivery workflows.

**Partially meets criteria** - A health IT solution receives a “partial credit” designation if it is able to demonstrate that it provides some of the required criteria. For instance, for QI-1, IBM Phytel® Coordinate provides partial autocredit for criteria A, B and C. However, once a practice provides NCQA with a report documenting the addition of the Depression Disorder Measure, the practice will fully meet the QI-1 core criteria.

**Practice support** - When a health IT solution demonstrates aligned functionality that significantly supports a practice in meeting NCQA criteria-level requirements, it receives a “practice support” designation for these criteria.
**IBM Phytel Outreach**

Medical practices can proactively identify patients for continued care using the intelligent technology of Phytel Outreach. The program uses up-to-date, evidence-based protocols to determine recommended care opportunities, and then automatically sends customized, personal notifications for visits, tests, procedures or other follow-up activities.

Working behind the scenes, Phytel Outreach acts upon customized communication settings and schedules to help ensure timely contact with patients who require care, motivating them to stay connected and to follow through with critical medical appointments.

**IBM Phytel Coordinate**

Phytel Coordinate provides practices the ability to stratify patients, run effective automated campaign and optimize interventions with real-time care management views of their entire population. The 2015 ONC Certified (CEHRT) quality measures built into Phytel Coordinate generate actionable analytics by integrating insights from the practice’s EMR and practice management system to enable the organization to track quality and improve performance. Practices can maximize value-based incentives and programs like NCQA PCMH with intelligent, simplified data aggregation and analysis provided to them by both customizable and standard quality measures.

These measures and protocols meet two core criteria, two elective criteria, and partially meet one core criterion within two core concept areas (See Figure 4):

- **Know and manage patients**
  Sets standards for data collection, medication reconciliation, evidence-based clinical decision support and other activities.

- **Performance measurement and quality improvement**
  Helps practices develop ways to measure performance, set goals and develop activities that will improve performance.

Figure 4. NCQA PCMH 2017 criteria eligible for autocredit by Watson Health solution

<table>
<thead>
<tr>
<th>Knowing and managing your patients (KM)</th>
<th>Performance measurement and quality improvement (QI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>KM 12 A,B,C,D</td>
<td></td>
</tr>
<tr>
<td>Phytel Outreach and Coordinate (fully meets core criteria)</td>
<td></td>
</tr>
<tr>
<td>KM 20 A,B,C,E,F</td>
<td></td>
</tr>
<tr>
<td>Phytel Outreach and Coordinate (fully meets core criteria)</td>
<td></td>
</tr>
<tr>
<td>KM 22 (1 credit)</td>
<td></td>
</tr>
<tr>
<td>Phytel Outreach (fully meets elective criteria)</td>
<td></td>
</tr>
<tr>
<td>KM 24 (1 credit)</td>
<td></td>
</tr>
<tr>
<td>Phytel Outreach (fully meets elective criteria)</td>
<td></td>
</tr>
</tbody>
</table>

Please note IBM Phytel Insight is currently packaged as a part of Phytel Coordinate. This change will not affect your autocredit points.
**Watson Health product autocredit recommendations and examples**

**Knowing and managing your patients (KM)**
The practice captures and analyzes information about the patients and community it serves, and uses the information to deliver evidence-based care that supports population needs and provision of culturally and linguistically appropriate services.

**Competency C**
The practice proactively addresses the care needs of the patient population to ensure needs are met.

Figures 5 and 6 list Phytel Outreach standard approved protocols for autocredit in primary and pediatric care, respectively. These protocol recommendations should serve as a baseline to perform well in a PCMH and to maximize PCMH autocredit points. Additional protocols may be appropriate to manage your population, including enhanced Phytel Outreach protocols.

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**Figure 5. Phytel Outreach standard protocol recommendations for NCQA PCMH 2017 primary care providers**

<table>
<thead>
<tr>
<th>KM 12 (core credit) for primary care</th>
<th>PCMH guidelines</th>
<th>Protocol choices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. Preventive care services</strong></td>
<td>Proactively and routinely identifies populations of patients and reminds them, or their families/caregivers about needed services (must report at least three categories):</td>
<td>Echocardiogram Prostate screening Mammogram screening DEXA scan Colorectal screening Wellness exams (including Medicare) Cervical screening</td>
</tr>
<tr>
<td>Providers must pick one preventative service. Multiple wellness exams will count as ONE service only.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B. Immunizations</strong></td>
<td>Pick any immunization.</td>
<td>Influenza vaccine Meningococcal vaccine Pneumococcal vaccine Zoster HPV</td>
</tr>
<tr>
<td><strong>C. Chronic or acute care services</strong></td>
<td>Pick any protocol. Multiple protocols within the same condition are acceptable.</td>
<td>Diabetes Thyroid disorder Diabetes uncontrolled Severe thyroid Asthma COPD Hypertension Coronary artery disease Hypertension malignant Heart failure High cholesterol Depression</td>
</tr>
<tr>
<td><strong>D. Patients not recently seen by the practice</strong></td>
<td>Activate last visit or any protocol from preventive, immunizations or a chronic care service that was not used for other criteria.</td>
<td>Last visit protocol or any protocol not previously used</td>
</tr>
</tbody>
</table>
Figure 6. Phytel Outreach standard protocol recommendations for NCQA PCMH 2017 pediatric providers

<table>
<thead>
<tr>
<th>KM 12 (core credit) for pediatric providers</th>
<th>PCMH guidelines</th>
<th>Protocol choices</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Preventive care services</td>
<td>Pick any preventive service. Multiple wellness exams will count only as ONE service.</td>
<td>Wellness exams</td>
</tr>
<tr>
<td>B. Immunizations</td>
<td>Pick any immunization.</td>
<td>Influenza vaccine</td>
</tr>
<tr>
<td>C. Chronic or acute care services</td>
<td>Pick any protocol.</td>
<td>Asthma</td>
</tr>
<tr>
<td>D. Patients not recently seen by the practice</td>
<td>Activate last visit or any protocol from preventive, immunizations or a chronic care service. (Except for wellness protocols which only satisfy the preventive category).</td>
<td>Last visit</td>
</tr>
</tbody>
</table>

Wellness exams, Well child exams, Depression screening (adolescent)  
Influenza vaccine, Meningococcal vaccine, Pneumococcal vaccine, HPV  
Asthma, Diabetes, Attention Deficit Hyperactivity Disorder (ADHD), Diabetes uncontrolled, Autism, Pediatric central nervous system anomalies, Cerebral palsy, Pediatric hemangioma, Down Syndrome, Pediatric musculoskeletal disorders, Developmental delay, Sensory disorder, Thyroid, Thyroid-severe  
Last visit, Any protocol not previously used
KM 20 (core credit)  
**PCMH guidelines**  
Implements clinical decision support following evidence-based guidelines for care of: (Practice must demonstrate at least four criteria)

<table>
<thead>
<tr>
<th>Measure choices</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. A mental health or substance abuse disorder (critical factor)</td>
</tr>
<tr>
<td>C. A chronic medical condition</td>
</tr>
<tr>
<td>E. A condition related to unhealthy behavior</td>
</tr>
<tr>
<td>F. Well child or adult care</td>
</tr>
<tr>
<td>Depression: prevalence</td>
</tr>
<tr>
<td>Depression: utilization of PHQ-9</td>
</tr>
<tr>
<td>Depression: follow-up visit</td>
</tr>
<tr>
<td>Depression: suicide risk assessment</td>
</tr>
<tr>
<td>ACO measures</td>
</tr>
<tr>
<td>HEDIS measures</td>
</tr>
<tr>
<td>IBM Phytel Insight measures</td>
</tr>
<tr>
<td>Breast cancer screening</td>
</tr>
<tr>
<td>Cervical cancer screening</td>
</tr>
<tr>
<td>Colorectal cancer screening</td>
</tr>
<tr>
<td>Depression screening</td>
</tr>
</tbody>
</table>

**Competency E**
The practice incorporates evidence-based clinical decision support across a variety of conditions to ensure effective and efficient care is provided to patients.

Figure 7 lists approved Phytel Coordinate measures for autocredit. This element has measure restrictions. Clients must use Watson Health approved conditions: diabetes, hypercholesterolemia, chronic coronary artery disease, obesity management, depression disorder management and preventive cancer screenings.

**Competency F**
The practice identifies, considers and establishes connections to community resources to collaborate and direct patients to needed support.

*Clients should be prepared to show NCQA reviewers a documented process of how they choose campaign subject matter and/or how the results from these campaigns have influenced into their care delivery practices. They may also ask practices to show how quality measures have changed because of these campaign engagements.*

With just a few clicks, Phytel Coordinate can send campaigns to patients that include educational resources, self-management tools, and shared decision-making materials. Campaigns improve efficiency of communication to one or many patients, for any number of reasons, including those specifically related to KM22 and KM24, such as:
- Provide monthly Staying Healthy education
- Provide self-management tools
- Issue an invitation to a group visit
- Offer helpful shared decision-making aids for tests, procedures and other services

**KM 22 (1 elective credit)**
Provides access to educational resources, such as materials, peer-support sessions, group classes, online self-management tools or programs. Figure 7 lists approved Phytel Coordinate measures for autocredit. This element has measure restrictions. Clients must use Watson Health approved conditions: diabetes, hypercholesterolemia, chronic coronary artery disease, obesity management, depression disorder management and preventive cancer screenings.

**KM22 Guideline**
Giving patients access to educational materials, peer support sessions, group classes and other resources can engage them in their care and teach them better ways to manage it, and help them stay healthy. The practice provides three examples of how it implements these tools for its patients.
IBM Phytel Coordinate

Example of a campaign with educational materials
Practices can include any educational resources by inserting a hyperlink into the body of the campaign text.

Note: The names and information that appear in the figures in this paper are used fictitiously for sample purposes only, and any resemblance to actual persons is entirely coincidental.

Practices can include any self-management tool by inserting a hyperlink into the body of the campaign text.

Example campaign text

Hello,
At Total Healthcare we strive to provide you the best possible healthcare. During our first visit, we created an action plan that will help you better manage your health risks or chronic disease.

To help meet your goals, I wanted to provide you with educational materials. These materials will help you understand about diabetes and how to manage your condition.

http://www.diabetes.org/diabetes-basics/

If you have any questions, you can reach me at (999) 111-1111.

Please do not reply to this email as the mailbox is unmonitored.

Sincerely,
Angela Smith, RN
Total Healthcare

KM 24 (1 elective credit): Adopts shared decision-making aids for preference-sensitive conditions

Shared decision-making tools help patients make informed decisions about their health. Using Phytel Coordinate campaigns, practices can send patients materials for review. Practices can choose any materials and link the information into the campaign message to adequately demonstrate use of at least three shared decision-making aids that provide detailed information without advising patients to choose one option over another. On the next page is a list of shared decision-making aids from the Choosing Wisely site.

Hello,
At Total Healthcare we strive to provide you the best possible healthcare. At your recent visit we discussed your need for a colonoscopy. As you think about it, I wanted to provide you with educational materials to make an informed decision.

Please review the shared decision-making aid “Colonoscopy: When you need it—and when you don’t”. http://www.choosingwisely.org/doc-for-patient-lists/colonoscopy.

If you have any questions, you can reach me at (999) 111-1111.

Please do not reply to this email as the mailbox is unmonitored.

Sincerely,
Angela Smith, RN
Choosing patient lists wisely

Practices can use Phytel Coordinate campaigns to send invitations for health education classes.

Example campaign text

Hello,

At Total Healthcare we strive to provide you the best possible healthcare. During our first visit, we created an action plan that will help you better manage your health risks or chronic disease.

To help you meet your goals, I wanted to invite you to our new Diabetic Education Group Class. The class will help you learn how to manage your diabetes and provide group support.

The class will be held in the education room of the main building.

If you have any questions, you can reach me at (999) 111-1111.

Please do not reply to this email as the mailbox is unmonitored.

Sincerely,

Angela Smith, RN

KM 22 (1 elective credit): Provides access to educational resources, such as materials, peer-support sessions, group classes, online self-management tools or programs. The practice demonstrates use of at least three shared decision-making aids that provide detailed information without advising patients to choose one option over another.
Performance measurement and quality improvement (QI)
The practice establishes a culture of data-driven performance improvement on clinical quality, efficiency and patient experience, and engages staff and patients/families/caregivers in quality improvement activities.

Competency A
The practice measures to understand current performance and to identify opportunities for improvement.

Figure 8 lists approved Phytel Insight measures for autocredit. There are no measure restrictions for this criteria.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Guidelines</th>
<th>Measure suggestions</th>
</tr>
</thead>
<tbody>
<tr>
<td>QI 01 (Core): Monitors at least five clinical quality measures across the four categories (must monitor at least one measure of each type):</td>
<td>The practice measures to understand current performance and to identify opportunities for improvement.</td>
<td>There are no measure restrictions for this criteria.</td>
</tr>
<tr>
<td>A. Immunization measures</td>
<td>Pick five measures across four categories. Must pick at least one measure from each category.</td>
<td></td>
</tr>
</tbody>
</table>
| B. Other preventive care measures | Pick measures within a preventive service, no restriction on measure source; ACO, HEDIS or Phytel Insight. | Breast cancer screening
Cervical cancer screening |
| C. Chronic or acute care clinical measures | Pick chronic care measures, no condition restriction and no restriction on measure source; ACO, HEDIS and Phytel Insight. | Diabetic measures
Obesity measures
CAD measures
Depression measures |

Note: Practices can attest for credit for Q01: D using a Behavioral Health measure in Phytel Coordinate.
Let’s get started.

**Watson Health PCMH 2017 planning guide**

All clients planning to seek NCQA PCMH 2017 recognition should first consult with their NCQA representative to develop their evaluation plan and schedule. Then, the practice should request a Letter of Implementation from their Watson Health Client Success Manager (CSM). Beyond autocredit, Watson Health can assist your organization to incorporate Watson Health solutions, reports and services to help meet additional NCQA PCMH competencies and criteria.

Your Watson Health PCMH action plan can include assistance from Watson Health to help you:

- Identify your medical home neighborhood
- Develop workflows and care team roles for daily huddles
- Participate in population health management training by Watson Health consultants
- Document staff involvement in quality improvement initiatives
- Use risk stratification to identify patients appropriate for care management
- Implement continuous QI by setting goals and acting to improve clinical quality measures
- Demonstrate QI by measuring actual improvement on selected clinical quality goals
- Report performance by practice and provider, inside and outside the practice

**Begin the recognition process (Q-PASS)**

Your NCQA recognition process is managed through Q-PASS. You will use this web-based platform to submit information to NCQA. Q-PASS lets you manage multiple organizations, practices, clinicians and recognitions through a single portal.

**Before enrollment**

- Create an account at qpass.ncqa.org
- Add your organization to the system

**Enrollment**

Enrollment kicks off the recognition process with NCQA. You will:

- Provide details about your organization
- Add practice sites to your organization
- Select primary and secondary contacts
- Select the recognition program in which to enroll
- Add clinicians to each practice
- Set up automatic credit (prevalidation)
- Sign legal agreements
- Pay for recognition

After you enroll, you can use Q-PASS to add evidence to criteria. You will also use Q-PASS for annual reporting to sustain your recognition.
Transitioning points to your survey application

Finally, when it is time to submit your application, Watson Health will provide you with the documents you need to submit to the NCQA Q-PASS portal.

1. **PCMH 2017 Prevalidation Letter of Credit Approval** — A copy of the official letter from NCQA to Watson Health granting autocredit for Watson Health clients’ use of Watson Health products. Included in this letter is a Transfer Credit Summary, which lists Fully Met Criteria, Partially Met Criteria and Practice Support Criteria awarded to Watson Health solution(s).

2. **Watson Health Letter of Product Implementation** — This letter, on Watson Health letterhead, confirms that your organization has used the Watson Health solution for at least 90 days prior to the date of your submission.

Prevalidation step-by-step guide for client practices

Practices that want to use transfer credit from a vendor should do the following:

Step 1: Obtain a Letter of Product Implementation* from your vendor, indicating which prevalidated tools or modules are approved for transfer credit have been implemented at the practice. Along with the implementation letter, you may receive the vendor’s Prevalidation Letter of Credit Approval.**

Step 2: Log in to QPASS and complete the following steps:
- Click “My Evaluations”
- Hover over Action and select “Organization Dashboard”
- Select “Transfer Credits” button
- On the “Select Program” screen, pick “Vendor”
- Select the applicable practice site(s)
- Using the evidence component, upload the Letter of Product Implementation
- Click the “Submit for Review” button

Step 3: Receive approval from your NCQA representative. Once your transfer credit is approved, all eligible criteria with transfer credit will be marked as “met.” Remember, at any time during your check-ins with NCQA, you may be asked to demonstrate how you are using measures, protocols or campaigns.

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* The Letter of Product Implementation is drafted by the vendor on their organization’s company letterhead and will include dates of implementation. All tools or modules with indicated version must be in place a minimum of three months prior to submission of the Survey Tool to NCQA for review.

** The Prevalidation Letter of Credit Approval is provided to a vendor by NCQA upon the vendor achieving prevalidation for applicable solutions. This document shows a listing of Fully Met Criteria, Partially Met Criteria and Practice Support Criteria, along with the date the solution was prevalidated.
Next steps and resources

Your team at Watson Health is committed to your success and will support you in your efforts to achieve NCQA PCMH recognition. Please contact your Client Success Manager (CSM) with any questions regarding your NCQA PCMH recognition application and the Watson Health autocredit process. Your CSM can also arrange for you to speak with one of Watson Health’s PCMH Certified Content Experts (CCEs).

In addition to the initial Watson Health product implementation related to PCMH, Watson Health also offers value-added services to clients to accelerate care delivery transformation, the development of new practice management workflows, and process improvements that result in measurable performance gains.

These services are directly tied to your ability to create and sustain high-performing PCMH practices. These value-added services include:

- Lean six sigma training at Watson Health or at your site
- Advisory services to understand measures, data types and data sources
- Population health management boot camps at Watson Health or at your site
- Webinars on PCMH topics
- Watson Health Client Community discussions on PCMH topics
- Consulting services provided by Watson Health population health consultants and PCMH CCEs

Notes

About IBM Watson Health

Each day, professionals throughout the health ecosystem make powerful progress toward a healthier future. At IBM Watson Health, we help them remove obstacles, optimize efforts and reveal new insights to support the people they serve. Working across the landscape, from payers and providers to governments and life sciences, we bring together deep health expertise; proven innovation; and the power of artificial intelligence to enable our customers to uncover, connect and act — as they work to solve health challenges for people everywhere.

For more information on IBM Watson Health, visit ibm.com/watsonhealth.