



Customer Resources

Publications

NCQA produces many publications that are relevant to a variety of organizations. To view a list of available publications, click [here](#).

PCS System

NCQA offers a Web-based tool—the Policy Clarification Support (PCS) system—for customers to submit questions about NCQA standards. Policy staff generally respond to PCS inquiries within two business days. Click [here](#) to register and submit a question.

Policy Updates/FAQs

NCQA posts [Policy Updates](#) to publications. Updates include corrections, clarifications and policy changes to standards and guidelines. NCQA also posts a list of [FAQs](#), updated on the 15th of each month (or on the first business day following the 15th).

Education Seminars

NCQA offers a host of live education seminars and just-in-time Webinars to help organizations meet their quality goals. Course offerings range from a basic introduction to NCQA standards and HEDIS measures, to advanced techniques for quality improvement. For more information about upcoming seminars, click [here](#).

ACUG

The Accreditation and Certification Users Group (ACUG) provides a learning and development platform for members to discuss updates to NCQA Accreditation products and their application to organizations. Membership benefits include a monthly newsletter; regular WebEx discussions; and vouchers for publications, educational conferences and Quality Compass. For more information about joining the ACUG, click [here](#).

HUG

The HEDIS Users Group (HUG) provides a learning development platform for members to discuss updates and open issues surrounding HEDIS. Membership benefits include discounted HEDIS publications (Volumes 1, 2, 3, 5 and 6); an electronic copy of HEDIS Volume 2 (including the edits from the Technical Update); a monthly

newsletter; five WebEx discussions; and vouchers for publications and educational conferences. For more information about joining the HUG, click [here](#).

ISS Support

For help using the Interactive Survey Support (ISS) tool, log into ISS and click the —Help & Instructions tab located on the upper right corner of the welcome screen. Log into ISS [here](#).

ASAR/ASC

Within 40 days of submitting your application for survey, you will be contacted by your applications and scheduling account representative (ASAR), who will help you schedule a survey date.

About six months before you submit your Survey Tool, you will be assigned an accreditation survey coordinator (ASC), who will help you during the survey process. Contact them at ApplicationsandScheduling@ncqa.org.

Customer Engagement

NCQA Customer Engagement staff are available to help organizations determine a suitable product based on eligibility criteria, business objectives and program structure. For organizations new to NCQA Accreditation, staff can also provide step-by-step guidance on the application process and give an overview of policies and procedures, the fee structure, the timelines and survey preparation. Contact them at CE@ncqa.org.

NCQA Customer Support

For all other questions, contact Customer Support at 888-275-7585, 8:30 a.m.–5:00 p.m. ET, or email customersupport@ncqa.org.