



NCQA Resources

Welcome to the NCQA Accreditation process! This document is your guide to various resources that can help you and your organization prepare for your upcoming survey.

Two of your most valuable resources are:

- *Your applications and scheduling account representative (ASAR)*, who will help you during the application and survey scheduling process. Your ASAR will be assigned about 13 months before your survey starts. If you have questions about the application process, contact your ASAR or call NCQA Customer Support at 888-275-7585.
- *Your survey coordinator*, who will help you through the survey process. Your coordinator will be assigned about 6 months before your survey starts. If you have questions about the standards, the survey process or your preparations, contact your survey coordinator or call NCQA Customer Support at 888-275-7585.

Standards and Guidelines

NCQA strongly recommends that you become familiar with the standards and guidelines for the program in which you are interested. The standards and guidelines are available online through NCQA's Interactive Survey System (ISS) or as a printed publication, and provide invaluable assistance in understanding program requirements and the survey process—what NCQA reviews and how findings are evaluated. To purchase, go to ncqa.org/publications or call 888-275-7585.

Note: The standards and guidelines are updated each year. If you are arranging for a survey under a future year's standards, the publication might not yet be available for that year.

IRT Survey Tool

The Interactive Review Tool (IRT) streamlines and simplifies your survey experience. It includes the complete standards and guidelines, and has interactive features to help you evaluate your readiness for survey. You will use the IRT to submit data and documents to NCQA. You must purchase at least one license to use the survey tool component of the IRT.

Online Support

NCQA's website, ncqa.org, contains a wealth of information, including a list of NCQA conferences and publications. The Policy Clarification Support (PCS) system, my.ncqa.org, and FAQs, ncqa.force.com/faq, can help you interpret NCQA standards.

Educational Resources

- **NCQA seminars** provide a wealth of need-to-know information on the NCQA Accreditation and Certification standards and the survey process. Seminar offerings range from an introduction to the standards to advanced techniques for quality improvement. Continuing education credits are offered for physicians and nurses. For more information, visit ncqa.org/education-training or call NCQA Customer Support at 888-275-7585.

- **Corporate Training.** If your organization would benefit from sending five or more staff to an NCQA seminar, consider having NCQA bring the seminar to you instead. Our Corporate Training Programs are a great value for organizations that need to train multiple staff members or need a program on a specialized topic. Standard Corporate Training brings many of NCQA's existing seminars to your site—we can even present some of our online programs.

Customized Corporate Training lets you work with NCQA's Education staff to design a program that meets your organization's specific needs. We offer expert faculty, comprehensive training materials and continuing education credits for physicians and nurses. To arrange Corporate Training or for more information, call NCQA Customer Support at 888-275-7585.