



## Practice Site Relocation, Closures, Consolidations, Splits or Separations

An NCQA Recognized practice must notify NCQA within 30 calendar days following a site's relocation, closure, consolidation, split or separation. Submit notification via the "Ask a Question" link in Q-PASS or in [My.NCQA](#).

### Site Relocations

If an NCQA Recognized practice relocates to a new physical location, it must update the practice site address in Q-PASS. The NCQA Representative will update the address across NCQA systems. It can take up to 3 business days for a change to be reflected in the NCQA Report Card.

**Note:** NCQA will request verification of moves that result from a legal transaction such as a merger, acquisition, or consolidation with another organization or entity.

### Site Consolidations

If two or more sites under the same organization account consolidate into one location, the Recognized practice must report the consolidation and provide the names and the addresses of the consolidating sites, and the date when the consolidation occurred or is scheduled to occur. The practice must move the clinicians to the remaining location. The NCQA Representative will make the changes in Q-PASS and will notify the practice when updates are complete. NCQA will contact the practice if additional information is needed to process the request.

**Note:** Site consolidation does not include legal transactions with another organization or entity.

### Site Closures

If a practice site has closed or temporarily ceased operations, the Recognized practice must report the office closure and provide the practice site name, address and date of closure, in addition to a brief statement outlining the transition of clinicians and patients. If clinicians transitioned to another site in the organization's account, the practice must move the clinicians to that location. The NCQA Representative will notify the Recognized practice of the deactivation in Q-PASS or will provide next steps if the practice plans to resume business operations at a later date.



## Site Split/Separation

If a practice splits one location into two or more sites, or separates from an organization entirely, the Recognized practice must report the change and provide the following information:

- Names and addresses of the practice site(s) that are separating.
- Split/separation date.
- Number or percentage of clinicians remaining with the Recognized entity.
- Number or percentage of staff remaining with the Recognized entity.
- Changes to EMR and/or to policies and procedures, if applicable.

**Note:** Depending on the circumstances, some cases may be referred to NCQA's Operation Integrity and Policy Group for additional review.

## Mergers, Acquisitions and Organization Consolidations

For information on NCQA's Mergers, Acquisition and Consolidation Policy, refer to Appendix 6 in the PCMH Standards and Guidelines publication.