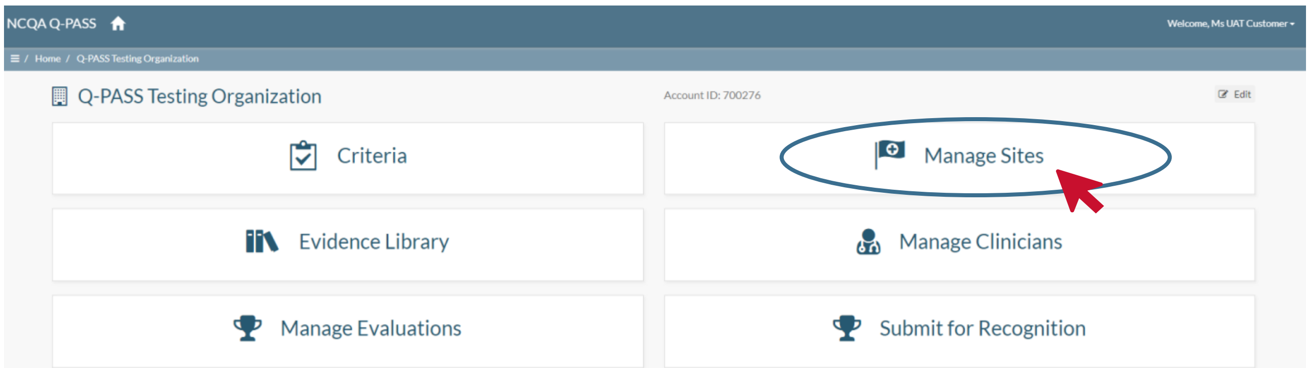
Update Practice Site Information

STEP 1

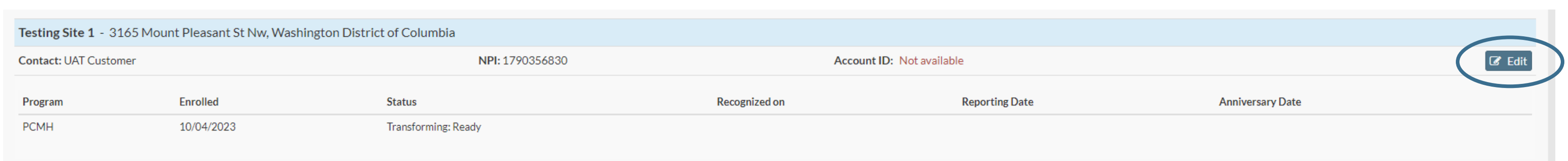
Go to qpass.ncqa.org

From the Organization Dashboard, select **Manage Sites**

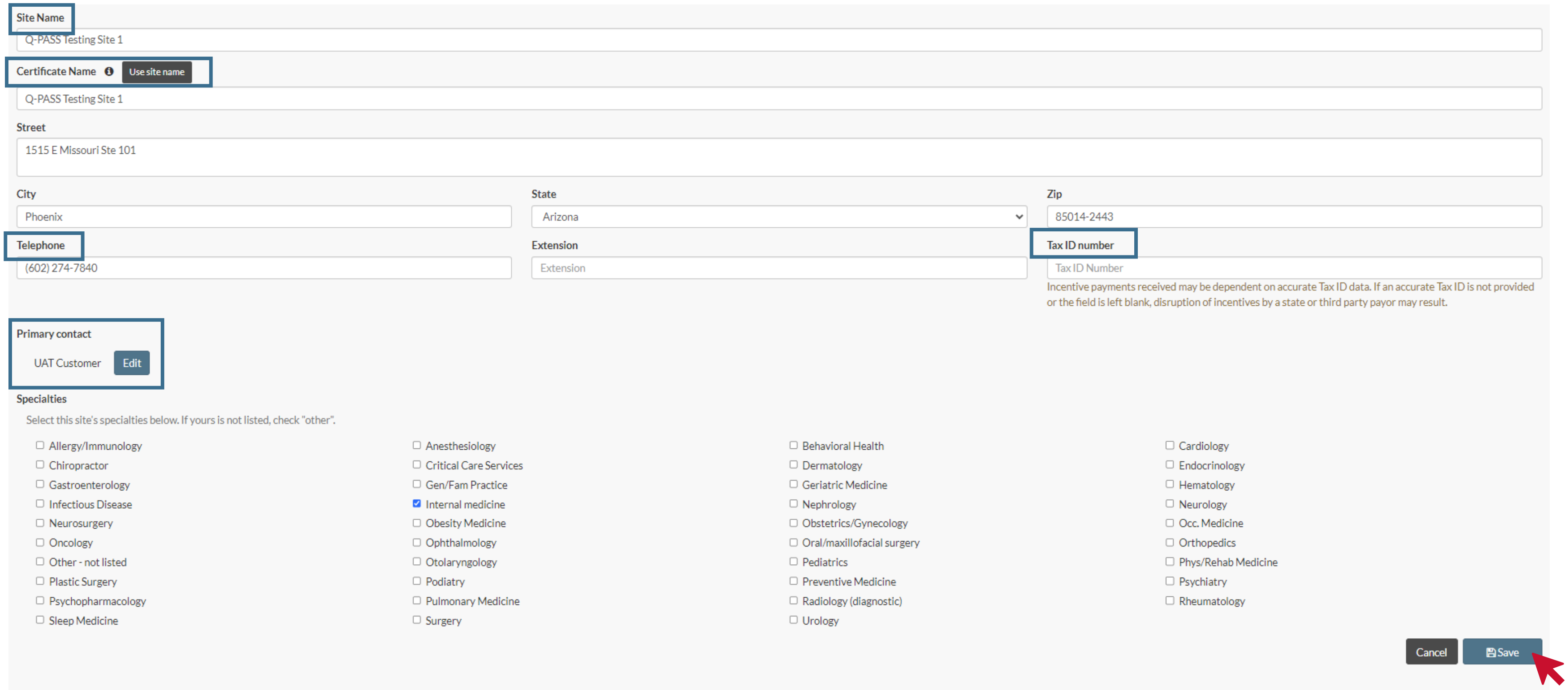


STEP 2

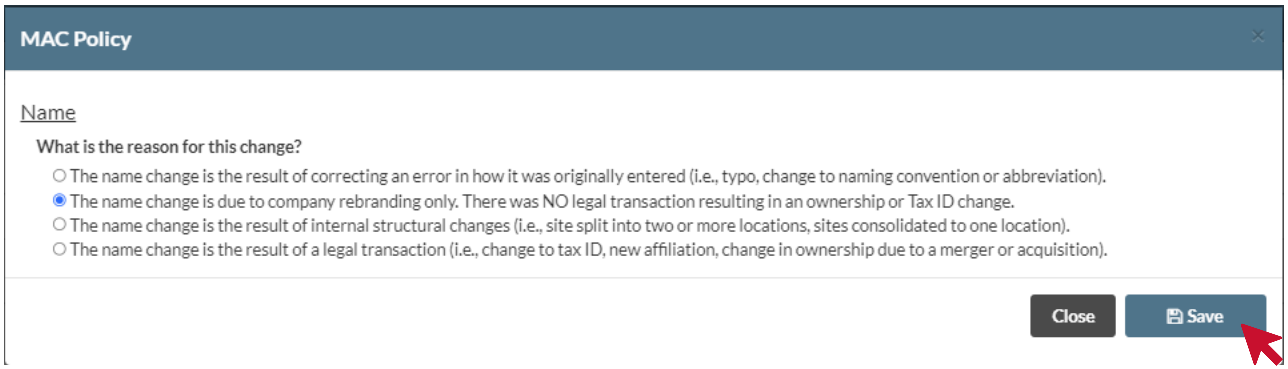
Select the **Edit** button next the practice site.



From this page, you can edit the **site NPI number, site name, certificate name, phone number, Tax ID number, and primary contact**. Click **Save** at the bottom right corner to save any changes.



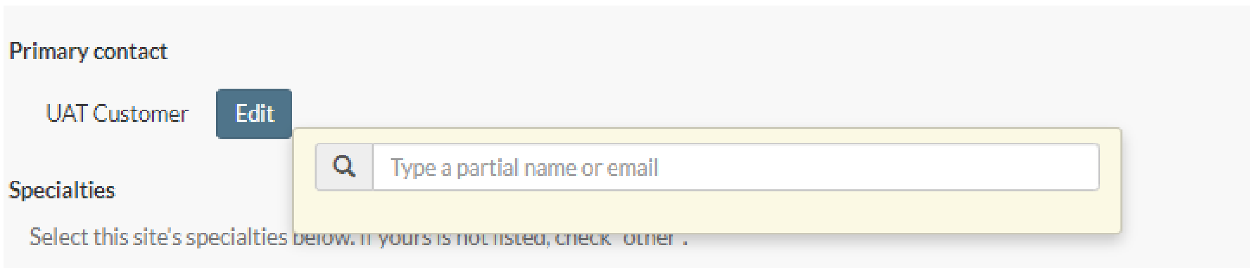
When making changes to the practice site information, a notification will appear asking you to provide a reason for changing the organization information, in accordance with our **MAC policy** (PCMH Standards and Guidelines, Appendix 6). Make the appropriate selection and click **Save**.



After clicking Save, a case will be created and assigned to your NCQA Representative, notifying them of the changes made and the reason selected. The representative will review the case and reach out for more information if a possible **Merger, Acquisition or Consolidation** has been identified. You will be notified via email and My.NCQA when the representative responds to the case.

STEP 3

To edit the primary contact for a site, click the **Edit** button next to the current primary contact's name and **enter the name or email address associated with the new contact's Q-PASS account in the field provided.**

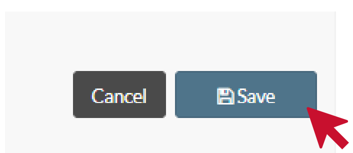


A drop-down will appear, and the user can be selected from there. **The user must be registered in Q-PASS and have access to the organization's account to appear in the drop-down**.

If an organization has multiple practice sites, the primary contact must be changed individually for each site.

STEP 4

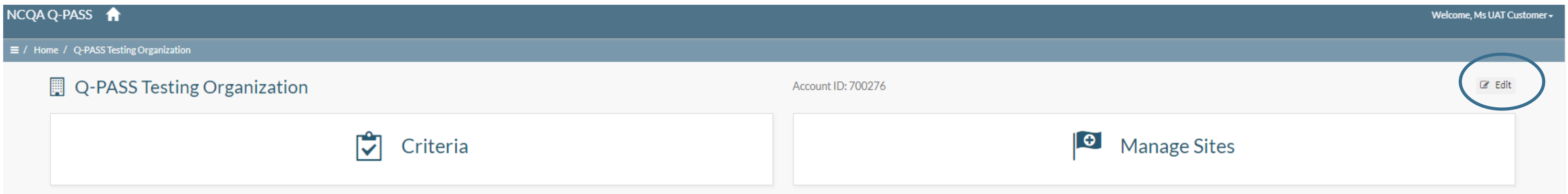
Select **Save** to save changes.



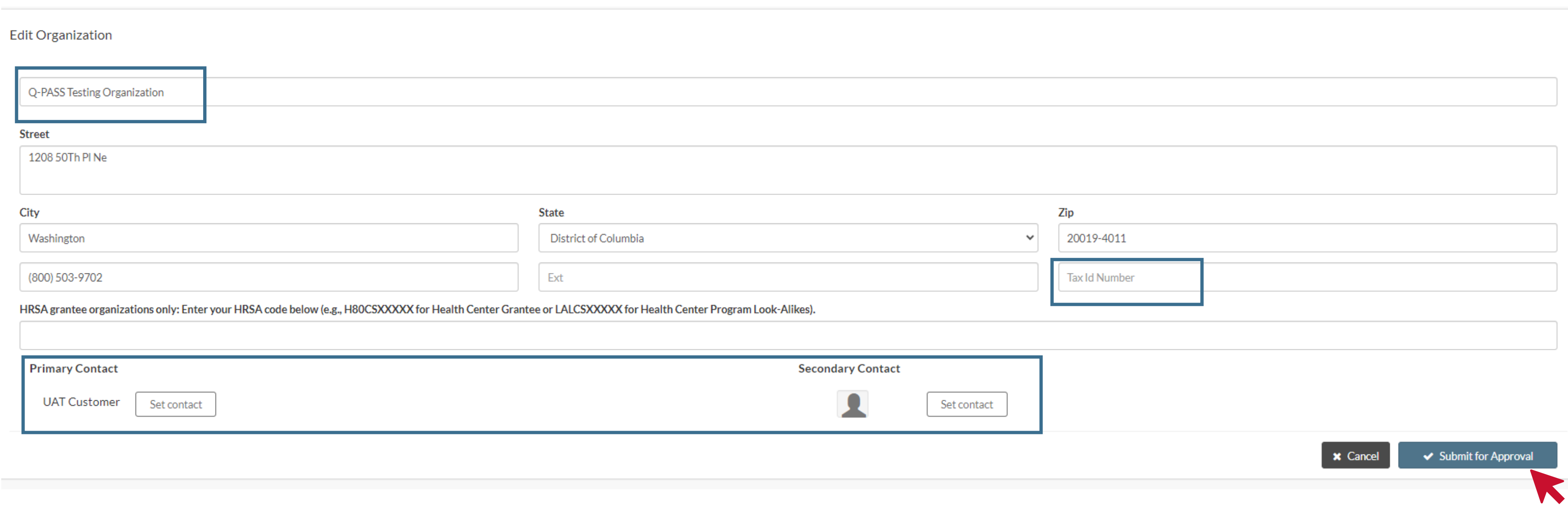
Update Organization Information

STEP 1

To update information at an organization level, select the **Edit** button in the top right-hand corner of the organization dashboard next to the organization name.

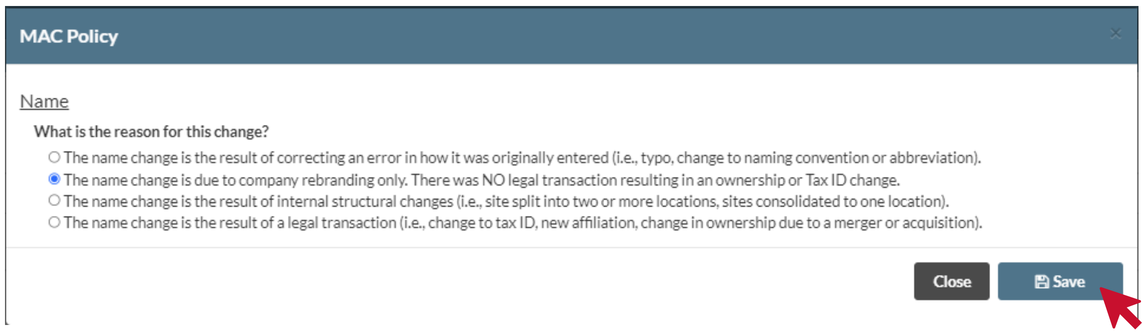


From here, you can edit the **organization name, Tax ID number, and assign a primary and/or secondary contact**. Select **Submit for Approval** to save changes.



STEP 2

A notification will appear asking you to provide a reason for changing the organization information, in accordance with our **MAC policy** (PCMH Standards and Guidelines, Appendix 6). Make the appropriate selection and click **Save**.



After clicking Save, a case will be created and assigned to your NCQA Representative, notifying them of the changes made and the reason selected. The representative will review the information and reach out for more information if a possible **Merger, Acquisition or Consolidation** has been identified. You will be notified via email and My.NCQA when the representative responds to the case. Note that updates to the Report Card will not be reflected until NCQA reviews changes.