

# NCQA Scoring Tool

Table 1\_1

Standard & Elements	Points	Standard & Elements	Points
<b>Enhance Access and Continuity</b>	<b>20</b>	<b>Provide Self-Care and Community Support</b>	<b>9</b>
Access During Office Hours	4	Self-Care Process	6
Access After Hours	4	Referrals to Community Resources	3
Electronic Access	2	<b>Track and Coordinate Care</b>	<b>18</b>
Continuity	2	Test Tracking and Follow up	6
Medical Home Responsibilities	2	Referral Tracking and Follow up	6
Culturally & Linguistically Appropriate Services (CLAS)	2	Coordinate with Facilities/Care Transitions	6
Practice Organization	4	<b>Measure and Improve Performance</b>	<b>20</b>
<b>Identify and Manage Patient Populations</b>	<b>16</b>	Measures of Performance	4
Patient Information	3	Patient/Family Feedback	4
Clinical Data	4	Implements Continuous Quality Improvement	4
Comprehensive Health Assessment	4	Demonstrates Continuous Quality Improvement	3
Using Data for Population Management	5	Performance Reporting	3
<b>Plan and Manage Care</b>	<b>17</b>	Report Data Externally	2
Implement Evidence-based Guidelines	4		
Identify High Risk Patients	3	<b>TOTAL</b>	<b>100</b>
Manage Care	4		
Manage Medications	3		
Electronic Prescribing	3		

