

NCQA Scoring Tool

Table 1_1

Standard & Elements	Points	Standard & Elements	Points
Enhance Access and Continuity	20	Provide Self-Care and Community Support	9
Access During Office Hours	4	Self-Care Process	6
Access After Hours	4	Referrals to Community Resources	3
Electronic Access	2	Track and Coordinate Care	18
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	Measure and Improve Performance	20
Identify and Manage Patient Populations	16	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
Plan and Manage Care	17	Report Data Externally	2
Implement Evidence-based Guidelines	4		
Identify High Risk Patients	3	TOTAL	100
Manage Care	4		
Manage Medications	3		
Electronic Prescribing	3		

