

2009 ISS TOOLKIT

For the Assessment of Special Needs Plans (SNPs)

Against the Structure and Process Measures

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2009 ISS TOOLKIT

Table of Contents

I.	SNP Reporting Key Messages (English)	4
II.	SNP Reporting Key Messages (Spanish)	6
III.	Reporting Requirements for SNP Type/Element	8
IV.	Data Sources by Element	10
V.	Guidelines for a Successful Evaluation of a Special Needs Plan (SNP) Against the 2009 Structure & Process Measures	12
VI.	Steps and Screenshots for Key Activities	20
VII.	ISS Documentation Tips (English)	40
VIII.	ISS Documentation Tips (Spanish)	43
IX.	ISS Quick Tips for Uploading Documents	45

SNP Reporting Key Messages (English)

2009 ISS Toolkit - SNP Reporting Key Messages

The following key messages are important and should be used to guide you through your organization's readiness evaluation and the ISS tool submission process.

- If your organization has more than one Special Needs Plan (SNP) benefit package, you must submit a separate survey tool for every SNP benefit package. Use the name of the SNP, H-number and plan ID to identify the correct survey tool.
- Prepare to submit ISS tool(s) early to avoid internet traffic delays but do not submit your ISS tool(s) later than June 30th.
- Set up each ISS tool by selecting the correct cohort:

SNP	Cohort I Operational as of 1/1/07; renewed in 2008 & 2009	Cohort II Operational as of 1/1/08; renewed in 2009
SNP 1		X
SNP 2		X
SNP 3		X
SNP 4	X	X
SNP 5	X	X
SNP 6	X	X
SNP 7 (2:C & 3:B)	X	

- Each SNP survey tool has a 1-4 person user license. Your organization's ISS administrator (this is the person who was sent the tool originally) can give three other individuals access to each of your survey tools.
- Do not push the "Submit Survey Tool" button unless your survey tool is complete and you are ready for NCQA surveyors to start the survey process.
- You must attach documentation to demonstrate performance for all factors and elements.
- Please do not attach documents in zip files or any programs in the Microsoft Office 2007 product suite to the ISS tool. Documents must be saved in the MS 2003 version.
- When preparing for a survey please review the S&P measures, FAQs and any policy clarifications NCQA releases updating or clarifying the requirements, since FAQs and policy clarifications are effective upon release (unless noted otherwise).
- Plan to highlight sections in your documents that contain evidence for the individual factors and elements, this will help us assess your performance.
- Do not include any symbols (i.e. &, #) in the title of the documents when saving them.
- If you have any S&P content or SNP reporting questions, the preferable mode of communication is in writing through the Policy Clarification Support (PCS) system.
- You can contact the SNP team by e-mailing us at SNP@ncqa.org

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SNP Reporting Key Messages (Spanish)

SNP Mensajes de Clave para Reportar ISS 2009

Los siguientes mensajes de clave son importantes y deben ser utilizados durante la evaluación de su organización y la sumisión del instrumento de ISS.

- Si su organización tiene más de un paquete de beneficio de Special Needs Plan (SNP), usted tiene que presentar un instrumento de inspección separado para cada paquete de beneficio de SNP. Use el nombre de SNP, H-numero e ID de el plan para identificar el instrumento de inspección correcto.
- Presente el instrumento(s) de ISS temprano para evitar demoras de tráfico de internet pero no presente su instrumento(s) de ISS después del 30 de Junio.
- Establezca cada instrumento de ISS por seleccionar la cohorte correcto:

SNP	Cohorte I Operacional en 1/1/07; renovado en el 2008 y 2009	Cohorte II Operacional en 1/1/08; renovado en el 2009
SNP 1		X
SNP 2		X
SNP 3		X
SNP 4	X	X
SNP 5	X	X
SNP 6	X	X
SNP 7 (2:C & 3:B)	X	

- Cada instrumento de la inspección de SNP tiene 1-4 licencia de usuario de persona. El administrador de ISS (esta es la persona que le fue enviado el instrumento originalmente) puede dar acceso al instrumento de inspección a tres individuos.
- No presione la tecla de "Somete Instrumento de Inspección " a menos que su instrumento de inspección sea completo y usted está listo para agrimensores de NCQA comiencen el proceso de inspección.
- Usted debe conectar documentación para demostrar desempeño para todos los factores y elementos.
- Por favor no anexe documentos en archivos de *zip* ni ningún programa de Microsoft Office 2007 al instrumento de ISS. Use MS 2003.
- Cuando estén preparando una encuesta por favor repasen las medidas de S&P, preguntas frecuentes y cualquier comunicados de prensa de NCQA clarificando las pólizas y poniendo al corriente los requisitos, desde que las clarificaciones de póliza de preguntas frecuentes son efectivos desde el momento del los comunicados de prensa (a menos que se indique).
- Destacar secciones en sus documentos que contienen evidencia para los factores y elementos individuales, esto nos ayudará a evaluar su desempeño.
- No incluya ningún símbolo (es decir &, #) en el título de los documentos de guardar.
- Si tiene un pregunta sobre el contenido de S&P o reportes de SNP, el modo preferible de comunicación es por escrito através del sistema de *Policy Clarification Support (PCS)*.
- Usted puede contactar el equipo de SNP enviando un correo electrónico a SNP@ncqa.org

Información de Contacto del Equipo de SNP: Brett Kay - kay@ncqa.org, Casandra Monroe - monroe@ncqa.org, Sandra Jones - jones@ncqa.org, Melanie Bujanda Romero - romero@ncqa.org, Priyanka Oberoi oberoi@ncqa.org

Reporting Requirements for SNP Type/Element

2009 ISS TOOLKIT – REPORTING REQUIREMENTS BY SNP TYPE/ELEMENT

Measure/Element	Cohort I** Reporting Required (Y or N)	Cohort II** Reporting Required (Y or N)	SNP Type Exceptions
Measure: SNP 1: Complex Case Management			
Element A: Identifying Members for Case Management	N	Y	
Element B: Access to Case Management	N	Y	
Element C: Case Management Systems	N	Y	
Element D: Frequency of Member Identification	N	Y	
Element E: Providing Members With Information	N	Y	
Element F: Case Management Process	N	Y	
Element G: Informing and Educating Practitioners	N	Y	
Measure: SNP 2: Improving Member Satisfaction			
Element A: Assessment of Member Satisfaction	N	Y	
Element B: Opportunities for Improvement	N	Y	
Measure: SNP 3: Clinical Quality Improvements			
Element A: Relevance to Members	N	Y	
Measure: SNP 4: Care Transitions			
Element A: Managing Transitions	Y	Y	
Element B: Identifying Unplanned Transitions	Y	Y	
Element C: Reducing Transitions	Y	Y	
Measure: SNP 5: Institutional SNP Relationship With Facility			
Element A: Monitoring Members' Health Status	Y	Y	Not for Chronic/Duals
Element B: Monitoring Changes in Members' Health Status	Y	Y	Not for Chronic/Duals
Element C: Maintaining Members' Health Status	Y	Y	Not for Chronic/Duals
Measure: SNP 6: Coordination of Medicare and Medicaid Coverage			
Element A: Administrative Coordination for Dual-Eligible Benefit Packages	Y	Y	Not for Chronic/Institutional
Element B: Relationship With State Medicaid Agency for Dual-Eligible Benefit Packages	Y	Y	Not for Chronic/Institutional
Element C: Administrative Coordination for Chronic Condition and Institutional Benefit Packages	Y	Y	Not for Duals; *C-SNPs & I-SNPs SEE EXCEPTIONS
Element D: Service Coordination	Y	Y	*SEE EXCEPTIONS
Measure: SNP 7: New Elements (2C and 3B)			
Element A: Improving Satisfaction (2C)	Y	N	
Element B: Clinical Measurement Activities (3B)	Y	N	

***EXCEPTIONS (SNPs must provide documentation for any of the following NA scores allowed in Elements 6B, 6C and 6D):**

- Element 6B is not applicable (N/A) for SNPs in states that do not enter into agreement with SNPs or if state agencies refuse to enter into agreements
- Element 6C is not applicable (N/A) for Dual-eligible SNPs. Chronic and Institutional SNPs with fewer than 5% dual-eligible members are not required to report.
- Element 6D is not applicable (N/A) for Chronic and Institutional SNPs with fewer than 5% dual-eligible members.

**** Cohort Definitions:** Cohort I - Operational as of 1/1/07 and renewed in 2008 & 2009; Cohort II Operational as of 1/1/08 and renewed in 2009.

Data Sources by Element

2009 ISS Toolkit Data Sources by Element

SNP	Data Sources
SNP 1: Complex Care Management	
Element A	Documented processes OR reports
Element B	Documented processes OR reports OR materials
Element C	1. Documented processes AND screenshots OR 2. Documented processes AND reports, OR access to case management systems
Element D	Documented processes OR reports
Element E	Documented processes AND materials
Element F	Documented processes
Element G	Documented processes AND materials
SNP 2: Improving Member Satisfaction	
Element A	Reports
Element B	Reports
SNP 3: Clinical Quality Improvements	
Element A	Reports
SNP 4: Care Transitions	
Element A	Documented processes AND reports OR materials
Element B	Documented processes AND reports
Element C	Documented processes AND reports OR materials
SNP 5: Institutional SNP Relationship with Facility	
Element A	Documented processes AND reports OR materials
Element B	Documented processes AND reports OR materials
Element C	Documented processes AND materials
SNP 6: Coordination of Medicare and Medicaid Coverage	
Element A	Documented processes AND MAY PROVIDE reports OR materials
Element B	Documented processes OR reports OR materials
Element C	Documented processes AND MAY PROVIDE reports OR materials
Element D	Documented processes AND reports OR materials
SNP 7: Clinical Measurement Activities	
Element A: (SNP 2C)	Documented processes AND reports
Element B: (SNP 3B)	Reports

If you would like examples of documented processes, reports or materials, please refer to the *Guidelines for a Successful Evaluation of a Special Needs Plan (SNP) Against the 2009 Structure & Process Measures* document.

**Guidelines for a Successful Evaluation of a Special Needs Plan (SNP)
Against the 2009 Structure & Process Measures**



2009 ISS Toolkit:
Guidelines for a Successful
Evaluation of a Special Needs Plan (SNP)
Against the 2009 Structure & Process Measures

Welcome to the Structure & Process Measures survey process. The guidelines and resources contained in this appendix will help you prepare for your organization's survey and maximize the efficiency of your preparation time.

SNP Survey Process

Readiness Evaluation

NCQA's Web-based Survey Tool for the Evaluation of a Special Needs Plan allows your organization to perform a readiness evaluation at its own pace before submitting data to NCQA. You may assess your program's operations and evaluate your performance against the Structure & Process Measures. During the readiness evaluation stage, NCQA does not view your information; therefore, you can use the tool to its full capacity and evaluate your organization in a variety of ways.

Evaluation by NCQA

The NCQA survey process begins with the submission of the Survey Tool which is final upon receipt by NCQA. All Survey Tools are due to NCQA no later than June 30, 2009.

If you have specific questions about your preparation contact Customer Service at 888-275-7585, 8:30 a.m.–5:00 p.m. Eastern Time or via e-mail at customersupport@ncqa.org.

Preparing for the Readiness Evaluation

1. To facilitate the process, you may find it helpful to keep documents that you link to the Survey Tool in a single directory shared by all your users. This will facilitate multiple users working on the Survey Tool. You can modify, move or rename a linked document, since it is not final until you submit it to NCQA for the evaluation. If you move or rename documents, be sure to update the links in the Survey Tool before your final submission.
2. The **Document Library** includes a list of all documents linked to your Survey Tool. From here, you can link, unlink or edit documents for any element. Refer to the instructions under the **Help** tab for detailed information.

You can also add documents to the library without linking them to a specific element. This feature allows you to "load" your documents so that they are available in a list of "previously linked" documents that you can access when you need to link a document to an element during your readiness evaluation.

NCQA limits the types of documents you may send (See the list of Recommended Supporting Documents at the end of these guidelines.)

NCQA encourages you to submit only documents, pages or sections necessary to demonstrate how your organization meets the measures.

3. Download the **Supplemental Worksheet** for SNP 3A by clicking the Supplemental Worksheet link at the bottom of Element A. Review the instructions and enter the requested data as directed documenting your performance. After completing the worksheet, include a copy of it in the document library and link it to SNP 3 Element A.
4. Cohort I Plans - download **Appendix B: Clinical Quality Improvement Projects (QIP) Form Instructions** and **NCQA QIP Form** for SNP 7B (3B). After completing the form, include a copy of it in the document library and link it to SNP 7B (3B).

Completing the Survey Tool

Print out and use the instructions in the Survey Tool, which you can access by clicking the **Help** button on the Navigation Bar on the opening screen. The Structure & Process Survey Tool instructions appear on the next screen. They provide all the information necessary to successfully navigate and complete the tool and complete your readiness evaluation.

As you assess your performance with each factor and element, be sure to:

1. Preload your document library with essential documents that demonstrate performance against the measures.
2. Evaluate each element and attach the appropriate document(s) that demonstrates performance by linking it to an existing library document or, if necessary, attach a new document by clicking the **Link a New Document** button. Each factor and element must have supporting documentation. If possible, limit supporting documentation to no more than three documents per element.

3. After entering a data element, save it before moving on by clicking the **Save** button or the **Next** button.
4. For each supporting document listed, you must:
 - identify the page number containing the information that supports the factor or element, as specified in the Survey Tool.
 - attach only pages and sections necessary to demonstrate how your organization meets the measures, as well as any cover page that identifies the document and, if applicable, provides its date. If you reference a document multiple times, you may place the entire document in the document library and reference different pages and paragraphs throughout your assessment.

If you wish to stop using the Survey Tool, click on the **Log Out** button located on the Navigation Bar. You should log out even if you only plan a short break. This will properly notify the system that you are done with your session. If you do not log out, the Survey Tool will “time-out” after 30 minutes of inactivity.

Submitting the Survey Tool: Start of the SNP Evaluation Process

Upon completion of your readiness evaluation, you will submit the Survey Tool on or before June 30, 2009. Be aware that:

- After you submit the Survey Tool, you will not be able to change data in the Survey Tool or submit additional materials through the Survey Tool. The Survey Tool is final upon submission.
- An independent, external surveyor will access the Survey Tool and will perform the assessment.
- A **Plan Comment Period** will be incorporated between levels of review in which plans may provide information to clarify issues raised from documentation originally submitted. The turn-around-time for the plan comment period is short; therefore, plans must respond quickly and provide appropriate documentation upon NCQA’s request. NCQA will then conduct a final review of any clarifying information the plan provides along with the surveyor’s assessment and finalize the survey results.

NCQA Resources

Online Support

NCQA's SNP Web page, www.ncqa.org/snp.aspx, carries a wealth of information that includes recent news from NCQA, the Policy Clarification Support (PCS) system, policy clarifications and updates, and slides and audio recordings of SNP trainings.

PCS

Send any questions about interpretation of the Structure & Process measures through the PCS system on the NCQA Web site at http://app04.ncqa.org/pcs/web/asp/TIL_ClientLogin.asp.

FAQs

FAQs are available on the SNP page of NCQA's Web site www.ncqa.org/snp.aspx.

Recommended Supporting Documents

Ensure that your documents, policies, procedures, reports and materials address all aspects of each element. The following is a list of documents recommended to attach as evidence of performance so the NCQA surveyor may complete the evaluation of your SNP plan against the Structure & Process measures. The list is not intended to be all-inclusive or prescriptive.

Measure	Documents*
SPECIAL NEEDS PLANS	
SNP 1	<ul style="list-style-type: none"> ▪ Policies and procedures for identifying members for complex case management ▪ Specific criteria used to identify members eligible for complex case management program ▪ Scripts or protocols with evidence-based guidelines and automated documentation of contacts ▪ Policies or reports that demonstrate frequency with which SNPs systematically identify eligible members for case management ▪ Case management procedures ▪ Sample case management reports ▪ Materials demonstrating how the organization: <ul style="list-style-type: none"> --provides program information to eligible members that is written and delivered in person or by telephone; and --informs and educates practitioners. ▪ Provider manuals, training brochures, information on organization's website.
SNP 2	<ul style="list-style-type: none"> ▪ Reports demonstrating an evaluation of member complaint and appeal data (including how the population was identified, sampling methodology and collection of valid data). ▪ Report showing an organization's analysis of CAHPS results and opportunities for improvement it identified

	<ul style="list-style-type: none"> ▪ Reports demonstrating identification of opportunities for improvement, actions taken, and sharing of results with practitioners and providers. <p>Organizations with no members at the start of the look-back period may select not applicable (N/A); however, you must provide documentation to demonstrate this.</p>
SNP 3	<ul style="list-style-type: none"> ▪ Reports that demonstrate: <ul style="list-style-type: none"> -- the SNP identified at least three meaningful clinical issues; and -- the SNP selected three clinical measures that are relevant to its membership. ▪ ISS tool supplemental worksheet <p>Organizations with no members at the start of the look-back period may select not applicable (N/A); however you must provide documentation to demonstrate this.</p>
SNP 4	<ul style="list-style-type: none"> ▪ Policies and procedures detailing the organization's process for identifying and managing planned/unplanned transitions between care settings. ▪ Procedures that demonstrate: <ul style="list-style-type: none"> --how the SNP communicates changes in members' conditions to member's practitioner, member and or responsible party; and --how the SNP educates member and/or responsible party. ▪ Policies and procedures for reporting by contracted entities ▪ Policies and procedures for case managers to contact members at-risk for a transition and arrange services ▪ Reports on daily admissions or staff notification of transitions ▪ Reports demonstrating aggregate analysis of transition performance; and <ul style="list-style-type: none"> -- how the SNP works to reduce transitions <p>For Factor 4 of Element C, organizations with no members at the start of the look-back period may select not applicable (N/A); however you must provide documentation to demonstrate this.</p>
SNP 5	<ul style="list-style-type: none"> ▪ Policies and procedures that demonstrate: <ul style="list-style-type: none"> --how the SNP receives updates from facilities on members care and monitors their health ▪ Procedures delineating how the organization and facilities respond to changes in members' health status and triggering events ▪ Contracts or agreements with facilities covering their reporting

	<p>responsibilities</p> <ul style="list-style-type: none"> ▪ Reports (such as MDS) or materials of how member health status data is collected ▪ Job descriptions of staff that visit members and reports they provide on changes in members' health status ▪ Briefing materials distributed by facilities. <p>Elements A, B and C are not applicable (N/A) for Chronic condition and Dual-eligible benefit packages.</p>
SNP 6	<ul style="list-style-type: none"> ▪ Policies and procedures that demonstrate how the SNP coordinates Medicaid and Medicare benefits and services ▪ Procedures and reports used to determine Medicaid eligibility and changes in members' Medicaid eligibility. ▪ Instructional materials distributed to members or responsible parties on where to reapply for Medicaid. ▪ Sample marketing materials, brochures and benefit summaries, ▪ Contracts or agreements with the state Medicaid agency; MOU, MOA or letter, legislation/regulation indicating a refusal or inability to act from the state; procedures for administering Medicaid benefits; written notification of a scheduled meeting with state to discuss contracting within the past 12 months; and acknowledgment of receipt of instructional materials from state on how to administer Medicaid benefits. ▪ Job descriptions, procedures and scripts used by staff that assist members with information on Medicare and Medicaid: eligibility, benefits and claims ▪ Policies and procedures for arranging services for members along with provider directories, provider manuals. ▪ Reports on accessibility of Medicare and Medicaid practitioners and providers <p>Elements 6A and 6B are not applicable (N/A) for Chronic condition and Institutional benefit packages.</p> <p>Element 6B is not applicable (N/A) for SNPs in states that do not enter into agreement with SNPs or if state agencies refuse to enter into agreements; however, you must provide documentation to demonstrate this.</p> <p>Element 6C is not applicable (N/A) for Dual-eligible SNPs. Chronic and Institutional SNPs with fewer than 5% dual-eligible members are not</p>

	<p>required to report; however, you must provide documentation to demonstrate this.</p> <p>Element 6D is not applicable (N/A) for Chronic and Institutional SNPs with fewer than 5% dual-eligible members; however, you must provide documentation to demonstrate this.</p>
SNP 7A (2C)	<ul style="list-style-type: none"> ▪ Reports that show: <ul style="list-style-type: none"> --an analysis of satisfaction data and opportunities identified for SNP 2A and 2B or a new analysis of satisfaction data. ▪ Reports that demonstrate: <ul style="list-style-type: none"> --the implementation of the intervention; and --an assessment to determine the impact of the intervention ▪ Documented processes describing how the organization will evaluate the effectiveness of the intervention(s). <p>Organizations with no members at the start of the look-back period may select not applicable (N/A); however you must provide documentation to demonstrate this.</p>
SNP 7B (3B)	<ul style="list-style-type: none"> ▪ Documented process or reports that demonstrate: <ul style="list-style-type: none"> --the SNP collected data on all measures identified in SNP 3A (or new measures identified) and how it is relevant to SNP members; --performed a quantitative and qualitative analysis on each measure; and --identified opportunities the SNP decided to pursue. ▪ QIP or QIA Form that includes: a quantitative analysis, comparison of results with goal or benchmark or past performance; and a qualitative analysis which identifies reasons for results and potential barriers. <p>Organizations with no members at the start of the look-back period may select not applicable (N/A); however you must provide documentation to demonstrate this.</p>

***For those using more recent versions of Microsoft Office products, documents should be saved as 2003 versions.**

For security reasons, including the protection of the data and documents you send to us, we limit the types of documents you may send. The permitted file types are .CSV, .DOC, .GIF, .JPG, .MPP, .PDF, .PPT, .RTF, .TIF, .TXT, .VSD and .XLS. We cannot accept files in other formats. Please note that most other formats can be converted to .GIF, .TIF, or .JPG via scanner, or to PDF using Adobe® Acrobat®.

**** Please do no send documents that contain Protected Health Information (PHI).**

Steps and Screenshots for Key Activities

2009 SNP ISS Toolkit – Steps and Screenshots for Key Activities

This section of the toolkit summarizes and illustrates steps and information organizations can use to perform certain activities in their ISS survey tools. It provides a quick reference for: logging into survey tools, changing passwords, adding documents to the library; uploading documents to your server and conducting completeness checks. **Please consult the *Interactive Survey System User's Manual in ISS* for complete instructions and details on all ISS survey tool functions.**

Getting started: NCQA gives the Administrator for each SNP a temporary user ID and password which prompts the user to change the password the first time it is used. Administrators should store their password in a safe place since they can grant up to 3 additional users access to the organization's survey tools.

- 1) Go to <https://iss.ncqa.org> (you may want to bookmark this page)
- 2) Enter the user ID and password (passwords are case sensitive)
- 3) Click log-in
- 4) Accept the license agreement (access is not permitted if you do not accept)
- 5) Welcome page (picture of Peggy O'Kane)
- 6) Administrators may manage users via *Administrative Functions* or *Change User Password* (screenshots 1A and 1B) (see full instructions in User Manual)
- 7) Select the appropriate survey tool by clicking on 2009 SNP S&P to enter the tool (screenshot 2A)
- 8) Click on the Help and Instructions tab for complete instructions or a Users' Manual (screenshot 3A)
- 9) You must set up your survey tool by selecting the appropriate cohort for the SNP before you can work in ISS.
Setting up your survey tool: (a) Click Set-up Survey Tool (screenshot 4A);
(b) Click Select Evaluation Options (screenshot 4B)
(c) Select Cohort (I or II); (d) Select for Readiness Evaluation; (e) click Save; (f) close window to return to SNP page (screenshot 4C)
- 10) On Navigation Bar, click Organization Background tab and complete (screenshot 5A)
- 11) Click Survey Tool to return to SNP page (screenshot 6A)
 - Top Navigation Bar includes ISS functions
 - Blue Navigation Bar includes contents of the S&P measures
- 12) Click the SNP Tab/Select the Measure or Element to begin readiness evaluation (screenshot 6B)
 - Tip: If you have selected the appropriate cohort, you will be allowed to populate answers for the Measures and Elements assigned to that cohort. (screenshot 7A)
- 13) You can add a document in ISS directly from an element or by going into the Document Library; however the following instructions are for adding documents from the Document Library.
To add documents: (a) click Document Library; (b) click Add Document to the Library, a form appears that contains fields you must complete entitled Document name and Document file path; (c) use the Browse button to launch a file "look-in" prompt of your local drives; (d) locate the document and select it using the Open button located on the file "look-in" prompt; (e) scroll over the name of the document only – not the entire path; (f) copy and paste the name of the

document into the Document name field; (g) click Save or Save and attach more documents. [\(screenshots 8A and 8B\)](#)

- Tip: We recommend that you browse to the document since the name and file path must match exactly and typing this information could introduce typing errors [\(screenshot 8C\)](#)
- Tip: If your documents are in versions of Microsoft Word, Excel etc. later than 2003, please save back to the 2003 versions before adding them to the document library.
- Tip: Ensure that document titles do not contain any special characters or symbols (e.g., -, _, #, & etc.)

- 14) Remember to link documents to the appropriate element(s) in the Document library. Linking a document to an element: (a) Click Link to New Element to link documents; (b) enter the page number(s) in Reference Pages; (c) select the Relevance level from the available options; (d) select the element to which you want to link the document to; (e) click Save or click Save and Link More Elements if you would like to link this document to more elements; (f) click Save. [\(screenshots 8D and 8E\)](#).
To link another new document to an element repeat steps (a) through (e).

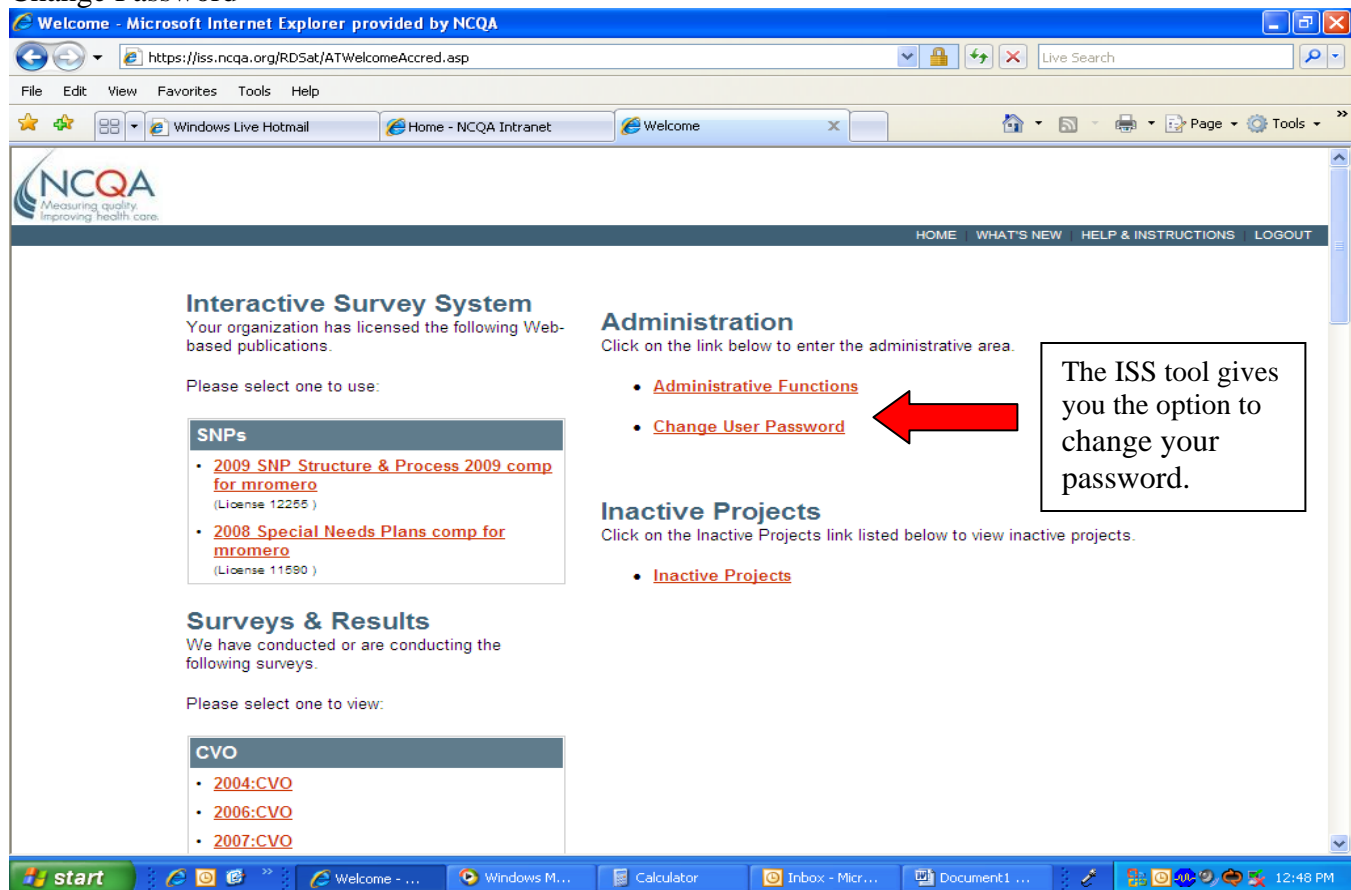
- 15) To upload documents: [\(screenshots 9A, 9B, 9C and 9D\)](#)
(You may also wish to refer to Quick Tips for Uploading Documents.)
(a) From the Survey Tool page click Upload Documents; (b) the Documents verification and upload window will appear/maximize window; (c) scroll down to view documents.
(d) Under the Supporting Documents for the Survey Tool header, you will see the: Document Name, Document File Path, Referenced in Elements, Verify Document Path, Upload Complete and Remove from Server fields. (e) complete the Verify Document Path field by Browsing to document file path (recommended) or by copying and pasting it; (f) after browsing select the file path and open it from the file look-in menu; (g) click Upload Document. (h) The page will refresh – “Yes” will appear under Upload Complete and file path will move if the upload is successful. (i) You must verify the path and upload each document. (j) Please upload documents periodically in batches.
To remove documents: (a) Select the checkbox under the Remove document from server field; (b) click Remove Documents from Server button at the bottom of page; (c) click OK in the dialogue box – “No” will appear if removal is successful; (d) click return to Survey Tool when you have completed uploading the documents.

Tip: Always logout when you are finished working on your ISS tool [\(screenshot 10A\)](#)

- 16) Perform a completeness check before you submit your survey tool.
To check completeness: [\(screenshot 11A and 11B\)](#)
(a) Click Survey Tool followed by Utilities; (b) Select the Completeness check link; (c) Review the Evaluation Option selections; (d) double check each element and complete all that are listed as incomplete.
- 17) To submit survey tool(s): After you have confirmed all information in the survey tool is accurate and you are ready to submit, (a) Click on Set-up the Survey Tool followed by Select Evaluation Options; (b) Mark the checkbox for your cohort under “Select to Submit for Survey” and save [\(screenshots 12A and 12B\)](#); (c) click on the Submit Final Survey Tool link on the Top Navigation Bar [\(screenshot 12C\)](#); (d) confirm that you are ready to submit your final Survey Tool. **This is the last chance you have to cancel the final submission of your Survey Tool.** (e) Click ok to submit your Survey Tool for survey. Once submitted, you will receive a confirmation and have access to a "read only" copy of your submitted Survey Tool [\(screenshot 12D\)](#).

Screenshot 1A

Change Password



Welcome - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATWelcomeAccred.asp

File Edit View Favorites Tools Help

Windows Live Hotmail Home - NCQA Intranet Welcome

NCQA
Measuring quality.
Improving health care.

HOME WHAT'S NEW HELP & INSTRUCTIONS LOGOUT

Interactive Survey System

Your organization has licensed the following Web-based publications.

Please select one to use:

SNPs

- [2009 SNP Structure & Process 2009 comp for mromero](#)
(License 12255)
- [2008 Special Needs Plans comp for mromero](#)
(License 11590)

Administration

Click on the link below to enter the administrative area.

- [Administrative Functions](#)
- [Change User Password](#)

The ISS tool gives you the option to change your password.

Inactive Projects

Click on the Inactive Projects link listed below to view inactive projects.

- [Inactive Projects](#)

Surveys & Results

We have conducted or are conducting the following surveys.

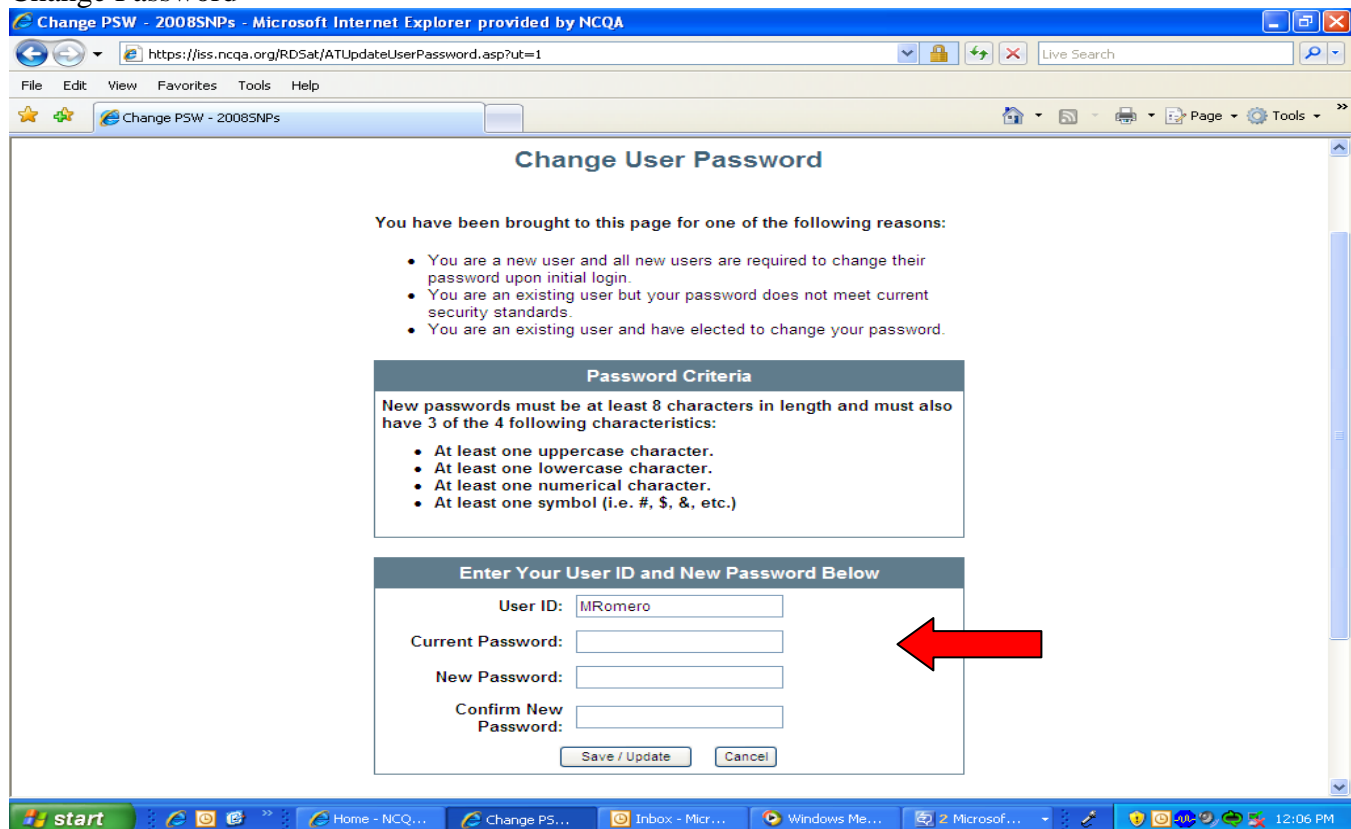
Please select one to view:

CVO
 - [2004:CVO](#)
 - [2006:CVO](#)
 - [2007:CVO](#)

start Welcome - ... Windows M... Calculator Inbox - Mic... Document1 ... 12:48 PM

Screenshot 1B

Change Password



Change PSW - 2008SNPs - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATUpdateUserPassword.asp?ut=1

File Edit View Favorites Tools Help

Change PSW - 2008SNPs

Change User Password

You have been brought to this page for one of the following reasons:

- You are a new user and all new users are required to change their password upon initial login.
- You are an existing user but your password does not meet current security standards.
- You are an existing user and have elected to change your password.

Password Criteria

New passwords must be at least 8 characters in length and must also have 3 of the 4 following characteristics:

- At least one uppercase character.
- At least one lowercase character.
- At least one numerical character.
- At least one symbol (i.e. #, \$, &, etc.)

Enter Your User ID and New Password Below

User ID:

Current Password:

New Password:

Confirm New Password:

start Home - NCQ... Change PS... Inbox - Mic... Windows Me... 2 Microsoft... 12:06 PM

Screenshot 2A

Welcome (License)

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HOME | WHAT'S NEW | HELP & INSTRUCTIONS | LOGOUT

Interactive Survey System

Your organization has licensed the following Web-based publications.

Please select one to use:

SNPs

- [2009 SNP Structure & Process 2009 comp for mromero](#)
(License 12255)

[comp for](#)

Administration

Click on the link below to enter the administrative area.

- [Administrative Functions](#)
- [Change User Password](#)

Inactive Projects

Click on the Inactive Projects link listed below to view inactive projects.

- [Inactive Projects](#)

Surveys & Results

We have conducted or are conducting the following surveys.

Please select one to view:

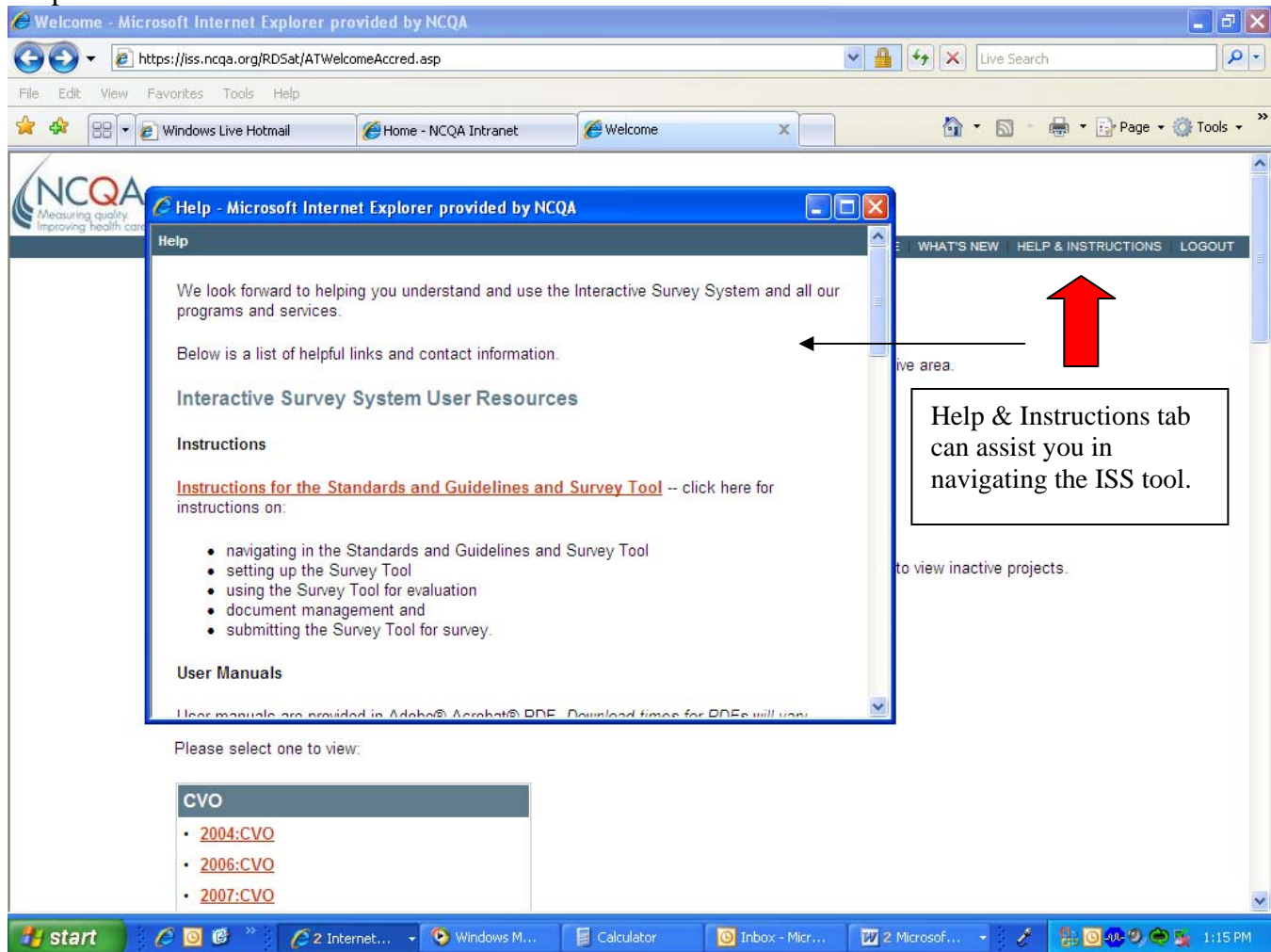
CVO

- [2004:CVO](#)
- [2006:CVO](#)
- [2007:CVO](#)

Select the 2009 SNP Structure & Process link to enter the ISS tool

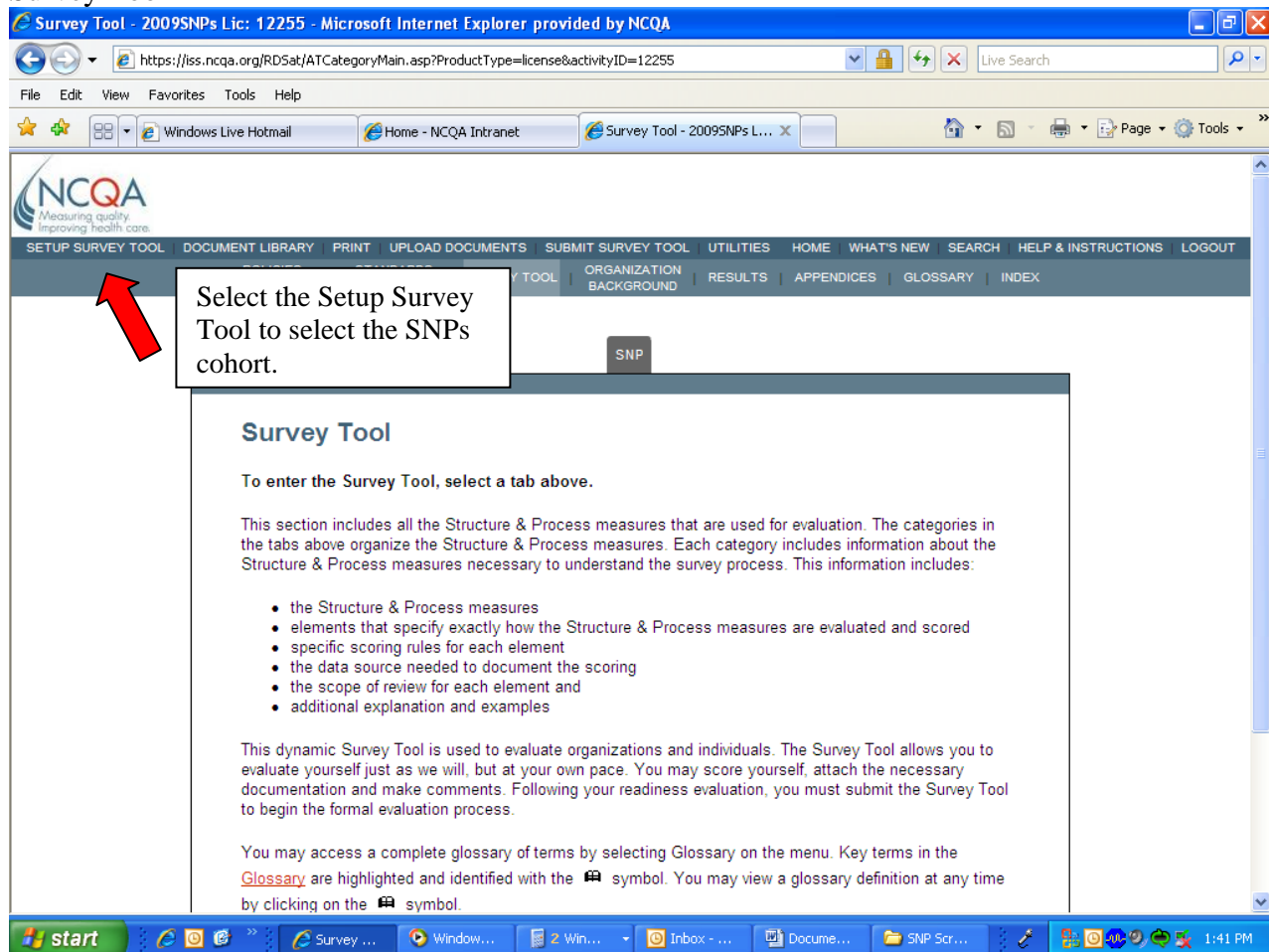
Screenshot 3A

Help & Instructions



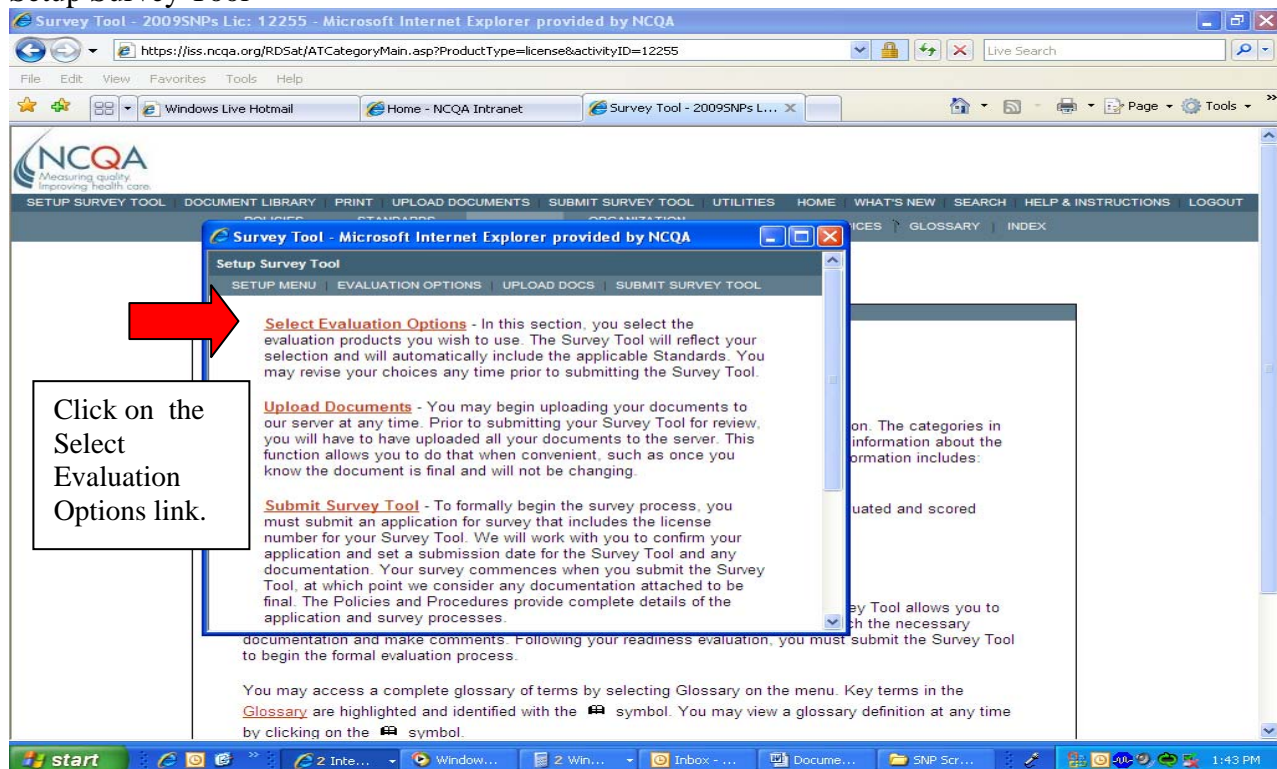
Screenshot 4A

Survey Tool



Screenshot 4B

Setup Survey Tool



Screenshot 4C

Select Survey Cohort

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RD5at/ATCategoryMain.asp?ProductType=license&activityID=12255

File Edit View Favorites Tools Help

Windows Live Hotmail Home - NCQA Intranet Survey Tool - 2009... Customer Self Service ...

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Survey Tool - Microsoft Internet Explorer provided by NCQA

To select evaluation options for readiness evaluation, check the box for the product(s) in the "Select for Readiness Evaluation" column. To select evaluation options to submit for survey, check the box for the options in the "Select to Submit for Survey" column.

You may revise these selections at any time during your readiness evaluation.



Select your SNP's cohort

Evaluation Option	Survey Tool Complete	Select for Readiness Evaluation	Select to Submit for Survey
You may select <u>any one</u> of the following evaluation options:			
Cohort I (2008 - 1st Phase)	Not Complete	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cohort II (2009 - 2nd Phase)	Not Complete	<input type="checkbox"/>	<input type="checkbox"/>

categories in
tion about the
n includes:

nd scored

allows you to
evaluate yourself just as we will, but at your own pace. You may score yourself, attach the necessary
documentation and make comments. Following your readiness evaluation, you must submit the Survey Tool
to begin the formal evaluation process.

You may access a complete glossary of terms by selecting Glossary on the menu. Key terms in the
Glossary are highlighted and identified with the  symbol. You may view a glossary definition at any time
by clicking on the  symbol.

start 2 Inte... Window... Calculator Inbox - ... Survey ... SNP Scr... 2:06 PM

Screenshot 5A

Organization Background

Organization Background - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowOrgBackground.asp?OrgBGCategoryID=130&ProductType=license&activityID=12

File Edit View Favorites Tools Help

Organization Background ... The Health Plan of the Upper...

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POLICIES & PROCEDURES | STANDARDS & GUIDELINES | SURVEY TOOL | ORGANIZATION BACKGROUND | RESULTS | APPENDICES | GLOSSARY | INDEX

ORGANIZATION INFORMATION

Organization Information

1. Please include the organization name and SNP benefit package name
NCQA Health Plan of Washington, D.C was established in 1990. As a federally qualified and state-certified, 501(c)(4) not-for-profit HMO, our goal is to provide high quality, comprehensive and cost effective health care to residents of Washington, D.C, Virginia and Maryland.
The NCQA Health Plan is Washington, D.C first and largest HMO. Our extensive provider network includes nearly 4,000 physicians, 63 hospitals, and a national network of more than 52,000 pharmacies.
2. Please include the organization H number (CMS Medicare Advantage contract number)
H1237
3. Please include SNP benefit package Plan ID
456

Save/Update

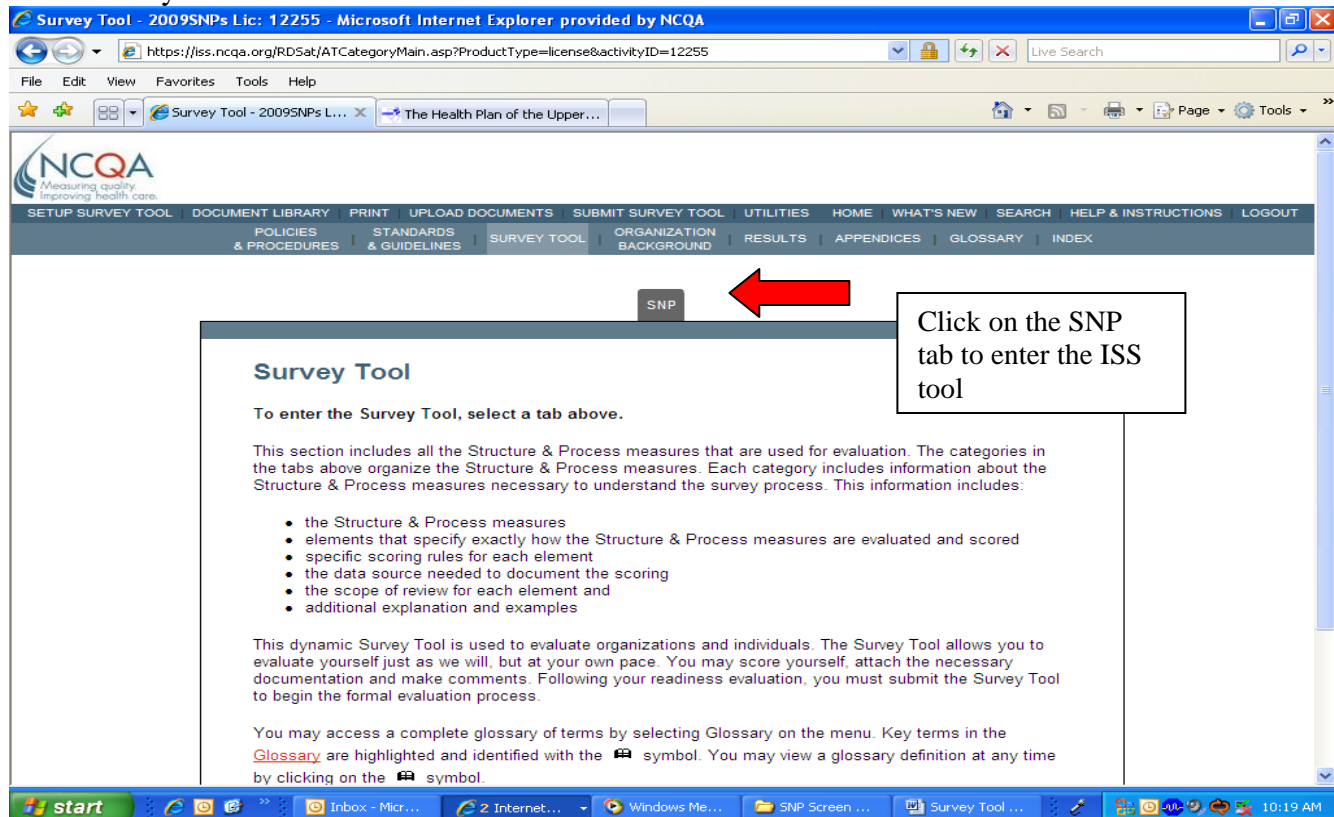
[Attach Document]

Please write a short description of the SNP

The organization can attach additional documents

Screenshot 6A

Enter Survey Tool



Screenshot 6B

ISS tool



Screenshot 7A

ISS Tool- Standard

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowElements.asp#top

File Edit View Favorites Tools Help

Survey Tool - 2009SNPs L... The Health Plan of the Upper...

PREVIOUS STANDARD Save NEXT STANDARD

SNP4: Care Transitions

The organization manages the process of care transitions, identifies problems that could cause transitions and where possible prevents unplanned transitions.

Intent

The organization makes a special effort to coordinate care when members move from one setting to another, such as when they are discharged from a hospital. Without coordination, such transitions often result in poor quality care and risks to patient safety.

ELEMENT A - Managing Transitions Clear Data

The organization facilitates safe transitions by either conducting or assigning to providers the following tasks.

	Yes	No
1. For planned transitions from members' usual setting of care to the hospital and transitions from the hospital to the next setting, identifying that a planned transition is going to happen	<input type="radio"/>	<input type="radio"/>
2. For planned and unplanned transitions from members' usual setting of care to the hospital and transitions from the hospital to the next setting, sharing the sending setting's care plan with the receiving setting within one business day of notification of the transition	<input type="radio"/>	<input type="radio"/>
3. For planned and unplanned transitions from any setting to any other setting, communicating with the member or responsible party about the care transition process	<input type="radio"/>	<input type="radio"/>
4. For planned and unplanned transitions from any setting to any other setting, communicating with the member or responsible party about changes to the member's health status and plan of care	<input type="radio"/>	<input type="radio"/>
5. For planned and unplanned transitions from any setting to any other setting,	<input type="radio"/>	<input type="radio"/>

Cohort I – SNP 4-7

Cohort II- SNP 1-6

If you did not set up your tool by selecting a cohort you will not see the "Yes" or "No" options (as shown on the left)

Screenshot 8A

Document Library

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATCategoryMain.asp?ProductType=license&activityID=12255

File Edit View Favorites Tools Help

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Click on Document Library tab to add and link documents

Survey Tool

To enter the Survey Tool, select a tab above.

This section includes all the Structure & Process measures that are used for evaluation. The categories in the tabs above organize the Structure & Process measures. Each category includes information about the Structure & Process measures necessary to understand the survey process. This information includes:

- the Structure & Process measures
- elements that specify exactly how the Structure & Process measures are evaluated and scored
- specific scoring rules for each element
- the data source needed to document the scoring
- the scope of review for each element and
- additional explanation and examples

This dynamic Survey Tool is used to evaluate organizations and individuals. The Survey Tool allows you to evaluate yourself just as we will, but at your own pace. You may score yourself, attach the necessary documentation and make comments. Following your readiness evaluation, you must submit the Survey Tool to begin the formal evaluation process.

You may access a complete glossary of terms by selecting Glossary on the menu. Key terms in the [Glossary](#) are highlighted and identified with the symbol. You may view a glossary definition at any time by clicking on the symbol.

Screenshot 8B

Document Library - Browse Documents

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowElements.asp?StandardID=6764&Category=SNP&ProductLineID=-1&MultiLineID=...

File Edit View Favorites Tools Help

Customize Your Settings Survey Tool - 2009SNPs L...

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Document Library - Microsoft Internet Explorer provided by NCQA

Filtering by doc type (in view by document)

Using the drop-down box below, you may filter the list of documents to view only those in one or more document types. To select a document type, highlight the document type. To select more than one document type, hold down the "Ctrl" button on your keyboard while you select multiple document types.

Select a filter option:

All Doc Types
.csv
.doc
.gif

Apply Filter

Sort by: Document | Standard | File Path | Date Attached | [Add Document to the Library](#)

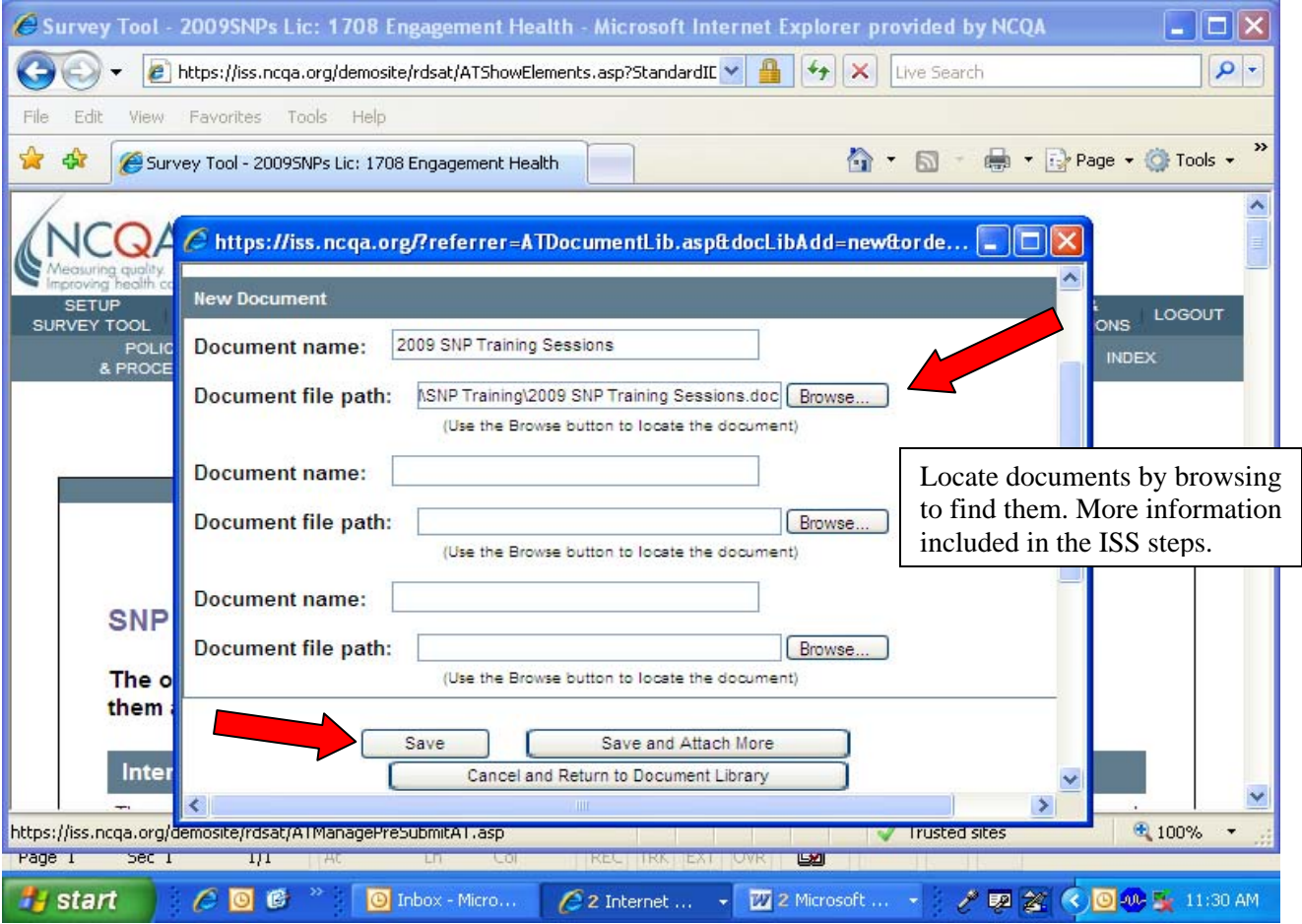
Add pertinent documents to the document library.

ELEMENT A - Monitoring Members' Health Status

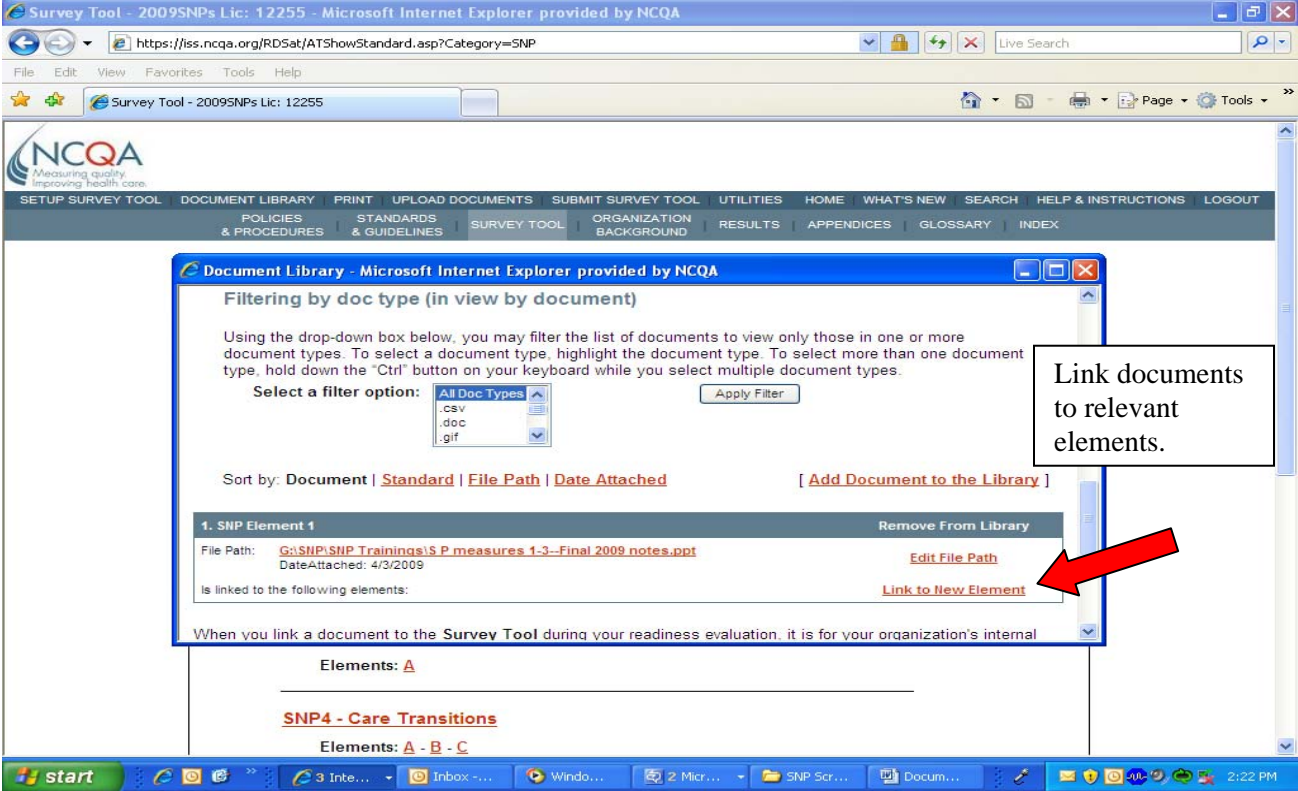
At least quarterly, the organization monitors information on all members' health status from facilities.

Scoring: 100% 80% 50% 20% 0%

Screenshot 8C
Document Library- Add Documents



Screenshot 8D
Document Library- Link Documents



Screenshot 8E

Document Library- Link Document to Element

The screenshot displays the NCQA Survey Tool interface within a Microsoft Internet Explorer browser. The browser's address bar shows the URL: <https://iss.ncqa.org/demosite/rdsat/ATShowElements.asp?StandardID>. The page title is "Survey Tool - 2009SNPs Lic: 1708 Engagement Health - Microsoft Internet Explorer provided by NCQA".

The main content area is titled "Link Document to Element" and contains the following fields:

- Document name:** 2009 SNP Training Sessions
- Reference pages:** 1-3
- Relevance Level:** Primary
- Document file path:** H:\Multi Department Efforts\SNP Assessment-Phase II\SNP Training\2009 SNP Training Sessions.doc
- Please pick an element to link:** SNP4 - Element A

At the bottom of the dialog, there are three buttons: "Save", "Save and Link More Elements", and "Cancel and Return to Document Library". A red arrow points to the "Please pick an element to link" dropdown menu. A callout box points to the "Save" button with the text: "Make sure to select the element you are linking the document to and save."

Screenshot 9A

Upload Documents

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RD5at/ATCategoryMain.asp?ProductType=License&activityID=12255

File Edit View Favorites Tools Help

Survey Tool - 2009SNPs L... X The Health Plan of the Upper...

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SNP

Upload your documents by selecting the upload documents option.

Survey Tool

Survey Tool, select a tab above.

This section includes all the Structure & Process measures that are used for evaluation. The categories in the tabs above organize the Structure & Process measures. Each category includes information about the Structure & Process measures necessary to understand the survey process. This information includes:

- the Structure & Process measures
- elements that specify exactly how the Structure & Process measures are evaluated and scored
- specific scoring rules for each element
- the data source needed to document the scoring
- the scope of review for each element and
- additional explanation and examples

This dynamic Survey Tool is used to evaluate organizations and individuals. The Survey Tool allows you to evaluate yourself just as we will, but at your own pace. You may score yourself, attach the necessary documentation and make comments. Following your readiness evaluation, you must submit the Survey Tool to begin the formal evaluation process.

You may access a complete glossary of terms by selecting Glossary on the menu. Key terms in the [Glossary](#) are highlighted and identified with the symbol. You may view a glossary definition at any time by clicking on the symbol.

start | Inbox - Micro... | 2 Internet ... | Windows Me... | SNP Screen ... | Survey Tool ... | 11:10 AM

Screenshot 9B

Upload Document

https://iss.ncqa.org/?nextStageID=1&retMsg= - Document Verification and Upload - Microsoft Internet Explorer ...

Supporting Documents from the Survey Tool Document Library

Document Name	Document File Path	Referenced in Elements	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
2009 SNP Training Sessions	H:\Multi Department Efforts\SNP Assessment-Phase II\SNP Training\2009 SNP Training Sessions.doc	SNP4 Element A	H:\Multi Department Efforts <input type="button" value="Browse..."/>	Yes	<input type="checkbox"/>

Verify document file path

Supporting Documents from the Organization Background Section

Document Name	Document File Path	Referenced in Question(s)	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
No documents were referenced in this Survey Tool.					
Return to the Survey Tool and reference files in the appropriate sections as needed.					

Return to Survey Tool | Upload Documents | Remove Documents

start | Inbox - Micro... | 2 Internet ... | 3 Microsoft ... | 12:10 PM

Screenshot 9C

Upload Documents

Survey Tool - 2008POC Lic: 1574 Engagement Health - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/demosite/rdsat/ATCategoryMain.asp?ProductType=License&activityID=1574

File Edit View Favorites Tools Help

Survey Tool - 2008POC Lic: 1574 Engagement Health

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SETUP SURVEY TOOL

Document Verification and Upload - Microsoft Internet Explorer provided by NCQA

Document Name	Document File Path	Referenced in Elements	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
SNP Element 1	G:\SNP\SNP Trainings\S P measures 1-3--Final 2009 notes.ppt	Unknown Element	<input type="text"/> Browse...	Yes	<input type="checkbox"/>

Supporting Documents from the Organization Background Section

Document Name	Document File Path	Referenced in Question(s)	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
No documents were referenced in this Survey Tool.					

Return to the Survey Tool and reference files in the appropriate sections as needed.

Return to Survey Tool Upload Documents Remove Documents

Glossary are highlighted and identified with the symbol. You may view a glossary definition at any time by clicking on the symbol.

Click "Upload Documents"

You will see a "Yes" confirmation for a successful upload

Screenshot 9D

Additional Example

https://iss.ncqa.org/?nextStageID=1&retMsg= - Document Verification and Upload - Microsoft Internet Explorer ...

Document Name	Document File Path	Referenced in Elements	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
addendum to Updates	G:\addendum to Updates.xls	SNP5 Element C	G:\addendum to Updates.xls Browse...	Yes	<input type="checkbox"/>
draft training e-mail	G:\draft training e-mail.doc	SNP7 Element A	G:\draft training e-mail.doc Browse...	Yes	<input type="checkbox"/>
Medical Certification of Health Care Provider	G:\Medical Certification of Health Care Provider.doc	SNP5 Element B	G:\Medical Certification of Health Care Provider.doc Browse...	Yes	<input type="checkbox"/>

Supporting Documents from the Organization Background Section

Document Name	Document File Path	Referenced in Question(s)	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
No documents were referenced in this Survey Tool.					

Return to the Survey Tool and reference files in the appropriate sections as needed.

Return to Survey Tool Upload Documents Remove Documents

[close this window]

Screenshot 10A

Logout

The screenshot shows a Microsoft Internet Explorer browser window displaying the NCQA Interactive Survey System (ISS) tool. The address bar shows the URL: <https://iss.ncqa.org/RDSat/ATWelcomeAccred.asp>. The page features the NCQA logo and a navigation bar with links: HOME, WHAT'S NEW, HELP & INSTRUCTIONS, and LOGOUT. A red arrow points to the LOGOUT link. The main content area is divided into three sections: Interactive Survey System, Administration, and Inactive Projects. The Interactive Survey System section lists two publications for selection. The Administration section lists two links: Administrative Functions and Change User Password. The Inactive Projects section lists one link: Inactive Projects. A text box on the right side of the page states: "Always logout when you are finished working on your ISS tool."

Welcome - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATWelcomeAccred.asp

File Edit View Favorites Tools Help

Customize Your Settings Welcome

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HOME WHAT'S NEW HELP & INSTRUCTIONS **LOGOUT**

Interactive Survey System

Your organization has licensed the following Web-based publications.

Please select one to use:

SNPs

- [2009 SNP Structure & Process 2009 comp for mromero](#)
(License 12255)
- [2008 Special Needs Plans comp for mromero](#)
(License 11590)

Surveys & Results

We have conducted or are conducting the following surveys.

Please select one to view:

CVO

- [2004:CVO](#)
- [2006:CVO](#)
- [2007:CVO](#)

Administration

Click on the link below to enter the administrative area.

- [Administrative Functions](#)
- [Change User Password](#)

Inactive Projects

Click on the Inactive Projects link listed below to view inactive projects.

- [Inactive Projects](#)

Always logout when you are finished working on your ISS tool.

start 2 Internet ... Windows Me... Calculator Inbox - Mic... 3 Microsoft... 4:55 PM

Screenshot 11A

Utilities – Completeness Check

Organization Background - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowOrgBackground.asp?OrgBGCategoryID=130&ProductType=license&activityID=12

File Edit View Favorites Tools Help

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ORGANIZATION INFORMATION

Survey Tool Utilities - Microsoft Internet Explorer provided by NCQA

Survey Tool Utilities

The following utilities are available to help you review data in your Survey Tool.

Completeness Check
Use the link below to check for any incomplete elements for the evaluation option(s) you selected.

[Completeness Check](#)

Support Text/Notes
Use the link below to view a single page with data from all elements to which you have access rights.

- [View all Evaluations](#) - click here to view your evaluation comments from all elements
- [View all Comments](#) - click here to view all your organization's comments to the preliminary results from all elements. **Note:** If your organization has not completed this stage in the survey process, or this step is not applicable to your survey process, you will be unable to access this data. See your Policies and Procedures for more details on survey stages.

[Attach Document]

start | Inbox - Micr... | 3 Internet... | Windows Me... | SNP Screen... | 2 Microsof... | 10:05 AM

After you are finished completing the tool, please click on the Utilities tab and check your ISS tool completeness.

Utilities Tab

Screenshot 11B

Utilities – Completeness Check

Organization Background - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowOrgBackground.asp?OrgBGCategoryID=130&ProductType=license&activityID=12

File Edit View Favorites Tools Help

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ORGANIZATION INFORMATION

Completeness Check - Microsoft Internet Explorer provided by NCQA

Completeness Check

The following elements for the evaluation option(s) you selected are incomplete. Please check your data entry to ensure these elements are complete.

Elements That Are Not Complete

SNP4 B
SNP4 C
SNP5 B
SNP5 C
SNP6 A
SNP6 B
SNP6 C
SNP6 D
SNP7 A
SNP7 B

[Attach Document]

start | Inbox - Micr... | 3 Internet... | Windows Me... | SNP Screen... | 2 Microsof... | 10:09 AM

Completeness check:
Elements that are not complete will appear.

Screenshot 12A

Submit- Setup Survey Tool Cohort

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowStandard.asp?Category=SNP

File Edit View Favorites Tools Help

Survey Tool - 2009SNPs Lic: 12255

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SNP

This category includes the following Standards:

SNP 1 - Complex Case Management
Elements: [A](#) - [B](#) - [C](#) - [D](#) - [E](#) - [F](#) - [G](#)

SNP 2 - Improving Member Satisfaction
Elements: [A](#) - [B](#)

SNP 3 - Clinical Quality Improvements
Elements: [A](#)

SNP4 - Care Transitions
Elements: [A](#) - [B](#) - [C](#)

start | I... | W... | C... | N... | M... | O... | 2 I... | S... | S... | 4:11 PM

Screenshot 12B

Submit- Select Cohort

Survey Tool - 2009SNPs Lic: 12255 - Microsoft Internet Explorer provided by NCQA

https://iss.ncqa.org/RDSat/ATShowStandard.asp?Category=SNP

File Edit View Favorites Tools Help

Survey Tool - 2009SNPs Lic: 12255

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POLICIES & PROCEDURES | STANDARDS & GUIDELINES | SURVEY TOOL | ORGANIZATION BACKGROUND | RESULTS | APPENDICES | GLOSSARY | INDEX

Survey Tool - Microsoft Internet Explorer provided by NCQA

To select evaluation options for readiness evaluation, check the box for the product(s) in the "Select for Readiness Evaluation" column. To select evaluation options to submit for survey, check the box for the options in the "Select to Submit for Survey" column.

You may revise these selections at any time during your readiness evaluation.

Save

Evaluation Option	Survey Tool Complete	Select for Readiness Evaluation	Select to Submit for Survey
Cohort I (2008 - 1st Phase)	Not Complete	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cohort II (2009 - 2nd Phase)	Not Complete	<input type="checkbox"/>	<input type="checkbox"/>

You may select any one of the following evaluation options:

Save

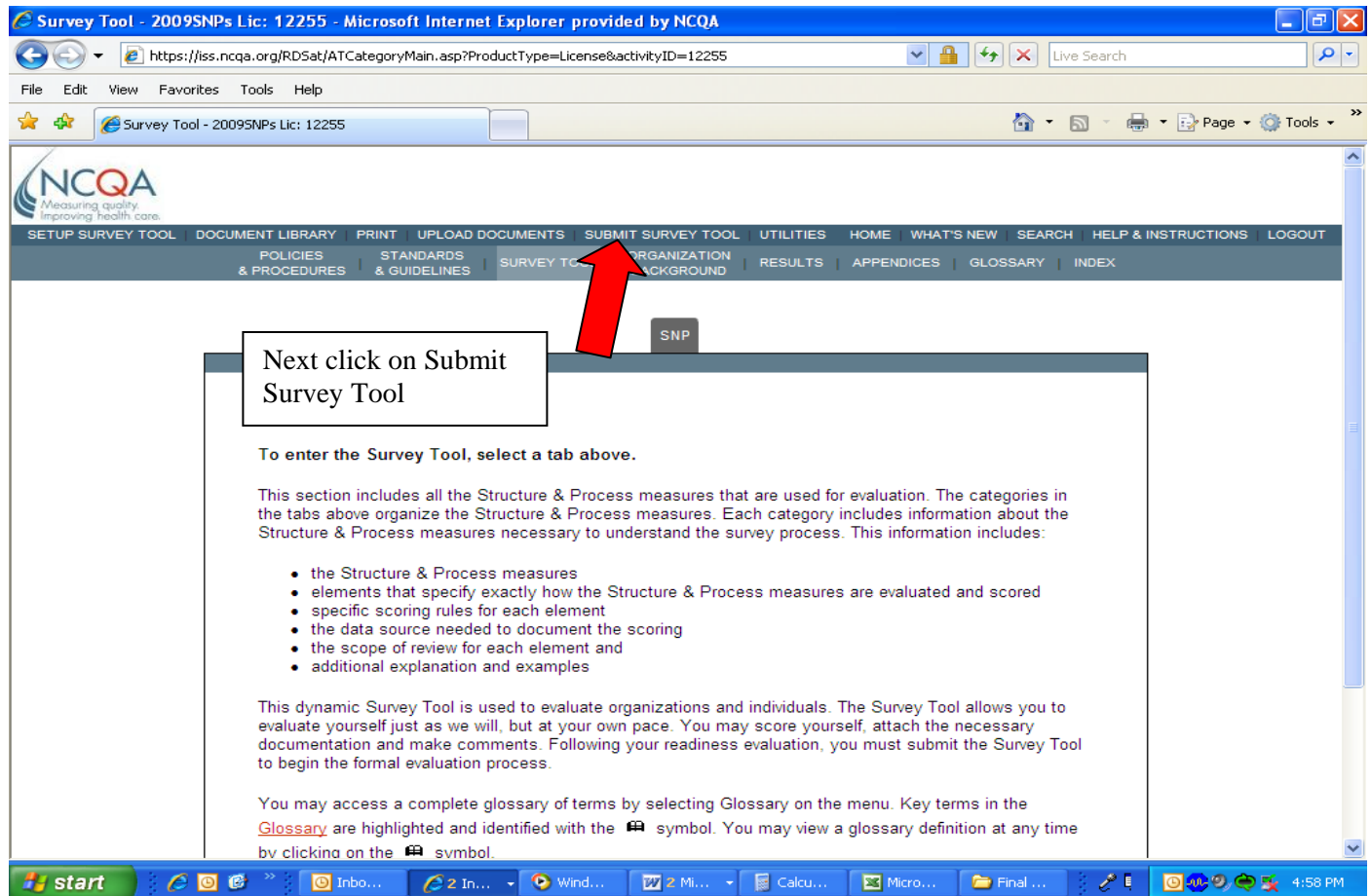
SNP4 - Care Transitions
Elements: [A](#) - [B](#) - [C](#)

Click the appropriate cohort in the select to submit for survey section and save.

start | I... | W... | C... | N... | M... | O... | 3 I... | S... | S... | 4:10 PM

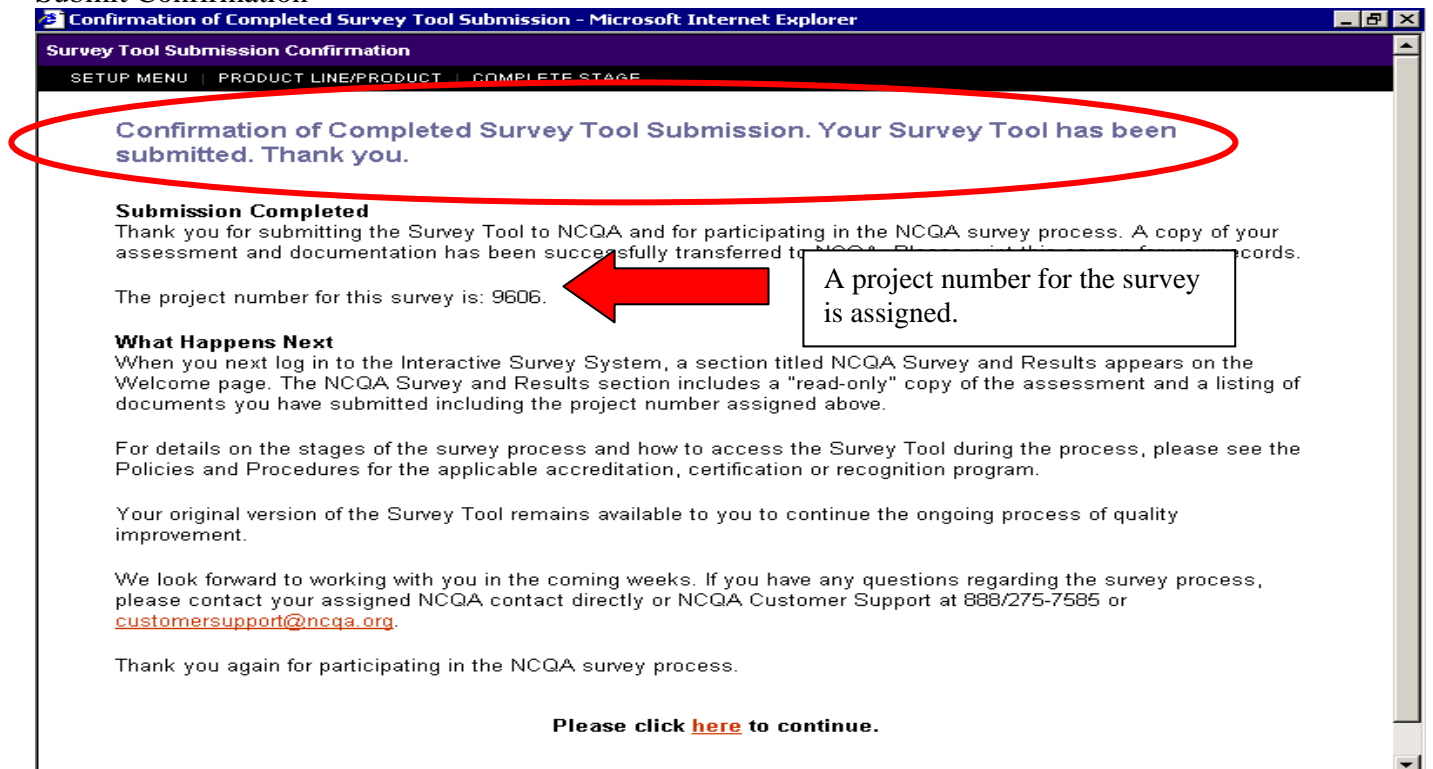
Screenshot 12C

Submit



Screenshot 12D

Submit Confirmation



ISS Documentation Tips (English)

ISS Documentation Tips

- Maintain documents on a shared drive.
- Consider creating folders for each standards Structure and Process Measure.
- Establish a system for version control.
- Name documents clearly – your audience is both internal staff and surveyors.
- Avoid characters such as ampersand (&) or apostrophe (').
- Avoid duplicate names.
- Use common file types such as: .doc (Word documents); .xls (Excel documents); .ppt (Power Point); .pdf (Adobe PDF); .gft; .jpg.
- Do not send .exe (executables).
- Documents that you don't have electronically can be scanned and converted to PDF, GIF, or JPG.
- Don't scan everything – this creates large files that may be challenging for you to upload and for the surveyors to open.
- Consider making your final Word or Excel documents "read only" to ensure no changes will be made.
- Try using legal line numbering as on the left of this page to identify areas that demonstrate compliance.* (remember: this may change your pagination)
- Highlight **key sentences or areas of your documents** to call the surveyor's attention to that area.



- Insert a hyperlink if necessary to demonstrate compliance by either copying the URL: <https://iss.ncqa.org/RDSat/ATLogin.asp> or by using the “Insert” function of Word or Excel.
- Label drafts and final documents carefully to be able to distinguish between them.
- Use the date feature in footers to keep track of last time you updated the document.
- Linked documents can be edited but remember that may change page reference numbers.
- Uploaded documents (those already transferred to NCQA servers) cannot be edited. Prior to submission, if you need to edit a document uploaded to the NCQA server, you must remove, edit and re-upload it. After submission, you may not edit uploaded documents.

*Directions for legal line numbering in Word:

1. On the **File** menu, click **Page Setup**, and then click the **Layout** tab.
2. If you're adding line numbers to part of a document, click **Selected text** in the **Apply to** box.
3. Click **Line Numbers**.
4. Select the **Add line numbering** check box, and then select the options you want.

ISS Documentation Tips (Spanish)

Consejos para los documentos de ISS

- Mantenga documentos en un camino compartido
- Considere carpetas para cada categoría de estándares
- Establezca un sistema para el control de versión
- Establezca un nombre claramente para el documento - su audiencia es ambos internos personal y agrimensores
- Evite caracteres como el signo (&) o el apóstrofo (‘)
- Evite nombres de duplicado
- Utilice archivos comunes como: .doc (Word); .xls (Excel); .ppt (Power Point); .pdf (Adobe PDF); .gft; .jpg.
- No mande .exe (Executables)
- Documentos que no tienen electrónicamente, pueden ser escaneados y convertidos en PDF, GIF, o JPG.
- No debe escanear todo- esto causa que los documentos sean muy grandes y puede ser un reto para que usted cargue y para que el agrimensor abra el documento.
- Considere hacer los documentos finales de Word y Excel “Sólo Lea” para asegurar que ningunos cambios serán hechos.
- Intente numerar el documento (como a la izquierda de esta página) para identificar áreas que demuestran conformidad.
- Destaque oraciones o áreas de clave en sus documentos para llamar la atención del agrimensor a esa área.
- Inserta un hiperenlace si es necesario para demostrar conformidad por o copiar la url: <https://iss.ncqa.org/RDSat/ATLogin.asp> o por utilizar la función de “Insert” de Word o Excel.
- Etiquete el borrador y la copia final para distinguir entre ellos.
- Utilice la característica de la fecha al final de la página para asegurar la última vez que hizo cambios al documento.
- Los documentos ligados pueden ser redactados pero recuerdan que eso puede cambiar números de referencia.
- Los documentos cargados (esos ya transferidos a servidores de NCQA) no pueden ser redactados. Antes de sumisión, si usted necesita redactar un documento cargado al servidor de NCQA, usted debe quitar el documento, redactar y descarga lo. Después de sumisión, usted no pueda redactar documentos cargados.

ISS Quick Tips for Uploading Documents

INTERACTIVE SURVEY SYSTEM

Quick Tips: Uploading Documents

NCQA's Interactive Survey System is designed to make the process of transferring your survey documentation to NCQA easy and secure. But depending on factors such as the size of those documents, the speed of your server and network conditions, the upload process may take several hours. The following facts, tips and guidelines will help make sure that your documentation makes it to NCQA on time and with a minimum of hassle.

- **Upload early. Upload often. It's never too early to upload completed documents.** Uploading documents is not the same thing as submitting the Survey Tool (ST) and starting your S&P assessment. You can visit the upload screen as often as you wish before hitting the "Submit Final Survey Tool" button. If a document you have already uploaded to the ISS server needs to be updated or replaced, no problem. Simply resend the updated document with the same file name. The ST will only use the latest version; you can add or delete documents from the ISS server before you submit.
- **Document "bulk" will affect your upload times.** "Bulk" is NCQA's term for the total size, in kilobytes, of all your organization's supporting documents. For example, ten 200-kilobyte documents have the same "bulk" as one 2-megabyte document. Your upload times will be determined, in large part, by your document bulk.
- **Your network and server capability will affect upload times, too.** Every network is different; yours may be extremely fast, allowing you to upload several documents at once without concern. But if that's not the case, you might consider uploading during off-peak hours.
- **Your Privacy is Paramount. It's in the License Agreement.** NCQA stores documents on a dedicated, high security server only accessible to our IT staff for maintenance. Surveyors are prohibited from seeing documents until you submit your final ST and the assessment starts.
- **The "Document Upload" option will be added to the main navigation bar.** If you're already using the ISS, you know that the document upload link is found under "Submit Survey Tool" on the black navigation bar. The "Upload Documents" option can also be found on the main navigation bar, saving users a click when it's time to upload documents.
- **Be certain you're set to go before you submit your final ST.** Prior to submitting your Survey Tool, use the "Completeness Check" to be sure you've filled out all the portions of your Survey Tool the Structure and Process Measures call for. The "Completeness Check" can be found under the "Utilities" section.

**"THE ISS MAKES managing the
survey process easier from start to
finish."**

Kathy Barfoot, National Manager of Accreditation,
UnitedHealthcare

ISS Upload Guidelines

1. **Test the process!** It's critical to confirm that your documents will be received by NCQA. The test will give you an idea of how quickly your documents will upload.
2. **Start early.** Send documents when they are complete. Don't wait until your submission date!
3. **Send documents in bunches.** NCQA recommends uploading documents in groups of 2 to 5; large documents should be sent singly. Start with small documents before moving to those with more "bulk."
4. **Copy your documents from your network to your hard drive, and upload from there.** This will significantly increase the likelihood of a successful submission. **Note:** you do not have to change the ST references to the document location if you do this.
5. **Upload during off-peak hours.** The Internet and your network both have rush hours, too—traffic moves more slowly when everyone's on the "information superhighway." Plan accordingly!