

## POL Reward Instructions

If Bridges to Excellence has identified that your practice has eligible patients, you can receive the rewards offered under the Physician Office Link (POL) program by obtaining passing scores from NCQA on at least one performance assessment module in the Physician Practice Connections (PPC) program.

To obtain the rewards available under the POL program, you should take the following steps:

**1. Contact NCQA to request an application packet for the Physician Practice Connections program.**

- Visit NCQA's web site (<http://www.ncqa.org/pol/>) or call NCQA's Customer Support at 1-888-275-7585 to request an application packet.

**2. Determine your practice's reward eligibility for the POL program.**

- Using the Practice Background Information Worksheet contained in NCQA's Physician Practice Connections application packet, a) define your practice, which must be a single geographic location, and b) based upon the physician list supplied with your worksheet, identify your practice's physicians, who must spend at least 51% of their clinical time at this practice location.
- Determine the financial reward for which your practice is eligible, based on the count of eligible patients identified by Bridges to Excellence for each physician at your practice. The physician list provided with the Practice Background Information Worksheet will include the patient count for each physician eligible for the POL program. Your practice's total eligible patient count is the sum of the patient counts for each eligible physician at your practice. If your practice has an average of 50 or more eligible patients per physician, then your practice qualifies for a reimbursement of fees paid to NCQA for performance assessment.

**3. Contact NCQA to purchase a user license for the Physician Practice Connections program assessment tool.**

- NCQA's program assessment tool allows your practice to review NCQA's Physician Practice Connections program standards and conduct a self-scoring readiness evaluation.
- Determine the program evaluation modules for which your practice intends to apply to NCQA.

**4. Submit your completed Physician Practice Connections application to NCQA.**

- NCQA will return your results within 30 days.
- With an average of at least 50 qualifying patients per applying physician, your practice is eligible for a reimbursement of your fees paid to NCQA.

**5. Receive reward check from Bridges to Excellence for achieving a passing score in NCQA's Physician Practice Connections program.**

- If you obtain passing scores on one or more performance assessment modules in NCQA's Physician Practice Connections program, you will receive during the following quarter a POL reward check and, if eligible, reimbursement of your fees paid to NCQA.