



North Carolina AMH+/CMA Certification Program Provider User Guide Interactive Review Tool

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The IRT Survey Tool

Welcome to NCQA's web-based platform, the Interactive Review Tool (IRT). The end-to-end survey process for Tailored Care Management AMH+/CMA Provider Certification is managed in IRT. Providers use IRT to complete the desk review, site review, readiness review, and recertification. Key features include the ability for providers to upload documents, complete self-assessed scoring, review documents, reconcile issues, receive feedback for improvement, and review re

How to Access IRT

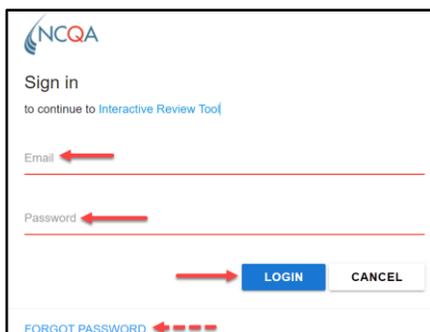
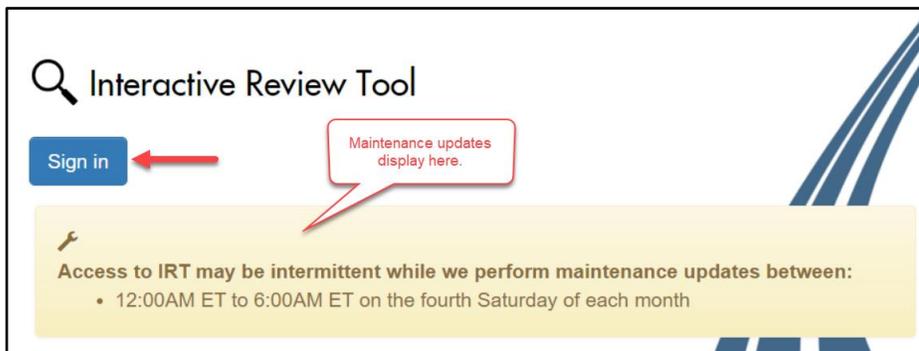
Step 1 Providers notify the North Carolina Department of Health and Human Services (DHHS) of their intent to apply for NC AMH+/CMA Certification during predetermined time frames. NCQA then creates an IRT license for each provider and emails them when their license has been created.

Step 2 Open a browser and go to <https://irt.ncqa.org> to display the *Login* screen.

Note: NCQA recommends using Chrome or Safari for IRT. Internet Explorer was retired in June 2022; do not use this browser for IRT.

Step 3 Click **Sign in**.

Note: If this is your first time logging in, you must create an account. To do this, click **Forgot Password?** and follow the instructions. If you already have an account and do not remember your password, click **Forgot Password?** and follow the instructions.



Step 4 Once you have created an account or changed your password, click **close this window** to return to the *Login* screen and log in.

IRT Key Functionality

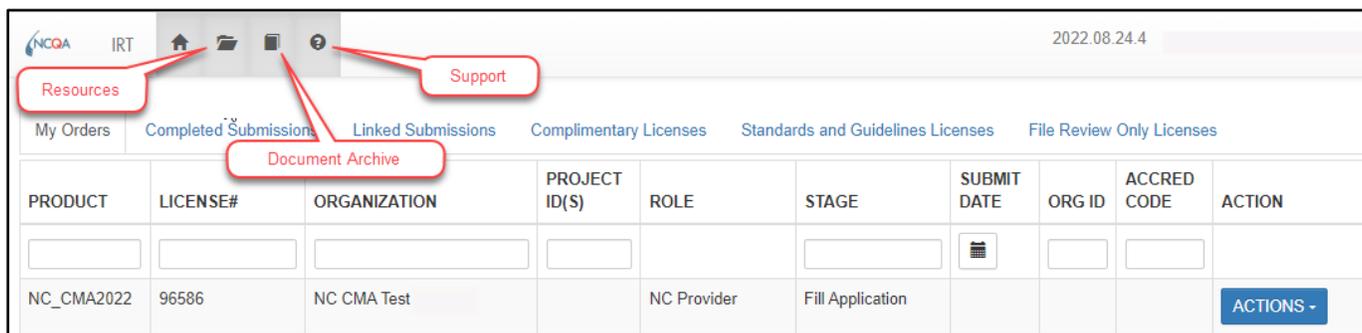
How Do I View the Dashboard?

Once you log into IRT, you will land on the *Home* page, also known as the *Dashboard*.

- The *Dashboard* displays a list of current submissions for which you have an active role under the following tabs:
 - **My Orders:** Contains all your current licenses.
 - **Completed Submissions:** Contains previous surveys.

A top-level menu provides access to the *Resources* page, which includes tip sheets, tutorials, and other information.

The training *Support* page contains Frequently Asked Questions (FAQ) and other resources to help you complete your task. This page icon turns red when updated with new information.



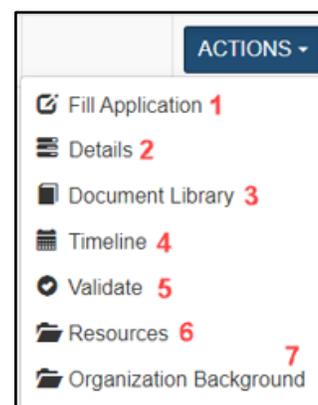
I Don't See Anything Under "My Orders"

Please contact Medicaid.TailoredCareMgmt@dhhs.nc.gov if you do not see a license under **My Orders**.

How Do I Begin My Review?

The **ACTIONS** drop-down menu has seven options:

1. Upload documents and complete the self-assessment using the scoring tool under the **Fill Application** action.
2. **Details** will display the **Submission Evaluation Products**.
3. Add, View, or Remove documents from the **Document Library**.
4. Select **Timeline** to view or move the survey Timeline.
5. Select **Validate** to enable a system check of issues and Organization Background responses.
6. **Resources** will display system help, as well as general and product resources (e.g., tip sheets, tutorials, and other information).
7. Complete the application from the **Organization Background**.



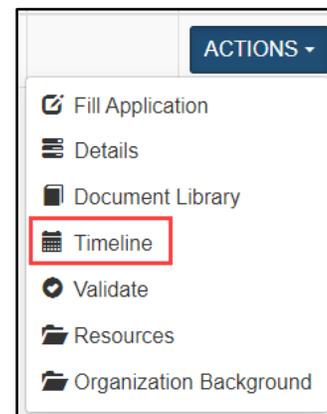
What Is the Timeline?

The **Timeline** displays the different stages of the survey process. Providers use the Timeline to submit their applications.

- Select **Timeline** from the **ACTIONS** drop-down menu.
- Each stage contains a bulleted list of tasks, the current status, and an associated due date to complete each task. The **Target Date** is when that stage in the process will end and your tasks are due.

Note: *If the target due date is different from the date communicated by the NCQA NC AMH+/CMA Certification Project Team, please follow up with the Team to confirm the correct date at NCTailoredCareMgmt@ncqa.org.*

- The **Tasks** list depends on the user role and captures key activities that must be completed in each stage. There is the option to check off each task.



DESCRIPTION	TARGET DATE	ACTIONS/TASKS	COMPLETED DATE	MOVE STAGE
✓ Fill Application	Save dates	<input checked="" type="checkbox"/> Provider Completes Desk Review Application through Organization Background. <input checked="" type="checkbox"/> Provider Uploads Applicable Documents in all Desk Review Elements. <input checked="" type="checkbox"/> Provider Completes Self Scoring in "Org Answer".	08-25-2022	
→ Submit Application	Sun Sep 04 2022	<input type="checkbox"/> Alphanumeric, no symbols, e <input type="checkbox"/> Required vs optional fields <input type="checkbox"/> Compare with info received via files from NC Tracks	08-25-2022	Next >

• Stage Colors:

- Completed stages are **green**, the current stage is **blue**, and stages that are not complete (skipped stages, stages that are not applicable, stages not yet in) are white.

How Do I Review Issues and Comment?

Surveyors report issues for elements and selected factors. Providers then review and respond to these issues, and surveyors complete their review and scoring assessment after the (Virtual) Site Review.

- During the (Virtual) Site Review, organizations can review issues and ask the survey team questions about issues.
- Before and after the (Virtual) Site Review, organizations can provide a written response to issues and submit additional documents to support their response.

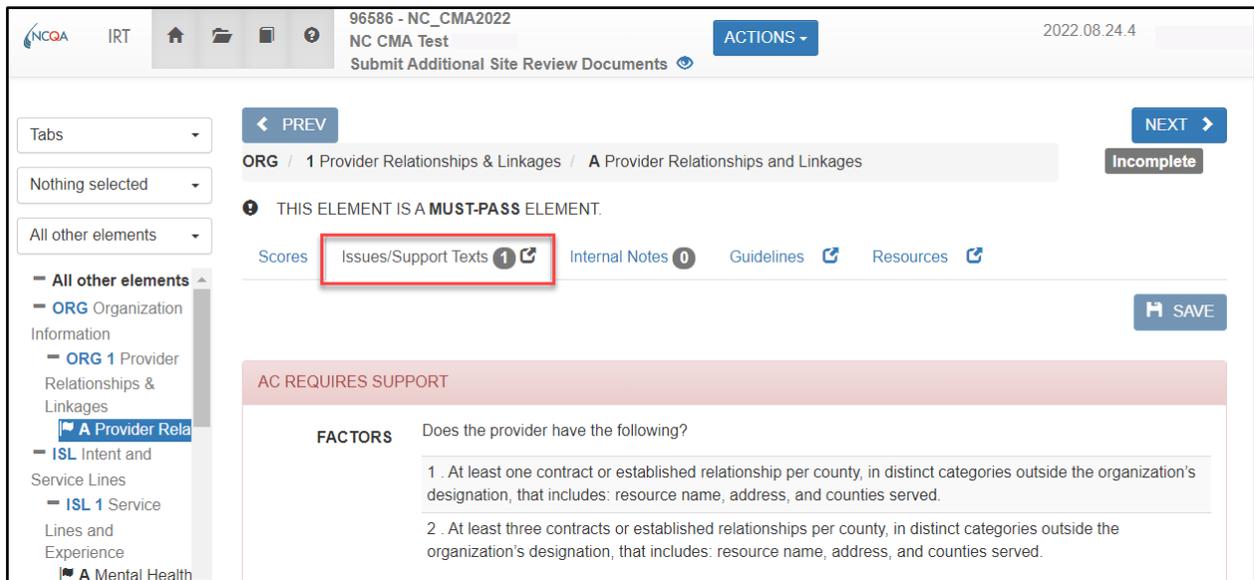
The Provider Administrator receives an email notification from NCTailoredCareMgmt@ncqa.org when issues are ready for review in IRT.

Types of Issues

- **Data source:** Documentation submitted does not include the required data sources.
 - The standards and guidelines specify data sources for elements. The data source identifies the type of documentation needed to demonstrate compliance. If an element has more than one data source, the Explanation clarifies which data source is required for each requirement.
- **Look-back period:** Documentation submitted does not address the entire look-back period.
- **Documentation does not address requirement:** Documentation submitted is not sufficient for the surveyor to recommend that the requirement is met (e.g., does not address all factors, the surveyor cannot determine the documentation's relevance).
- **Insufficient direction:** Documentation submitted does not contain sufficient direction (e.g., annotation, highlighting, narrative) to demonstrate compliance.

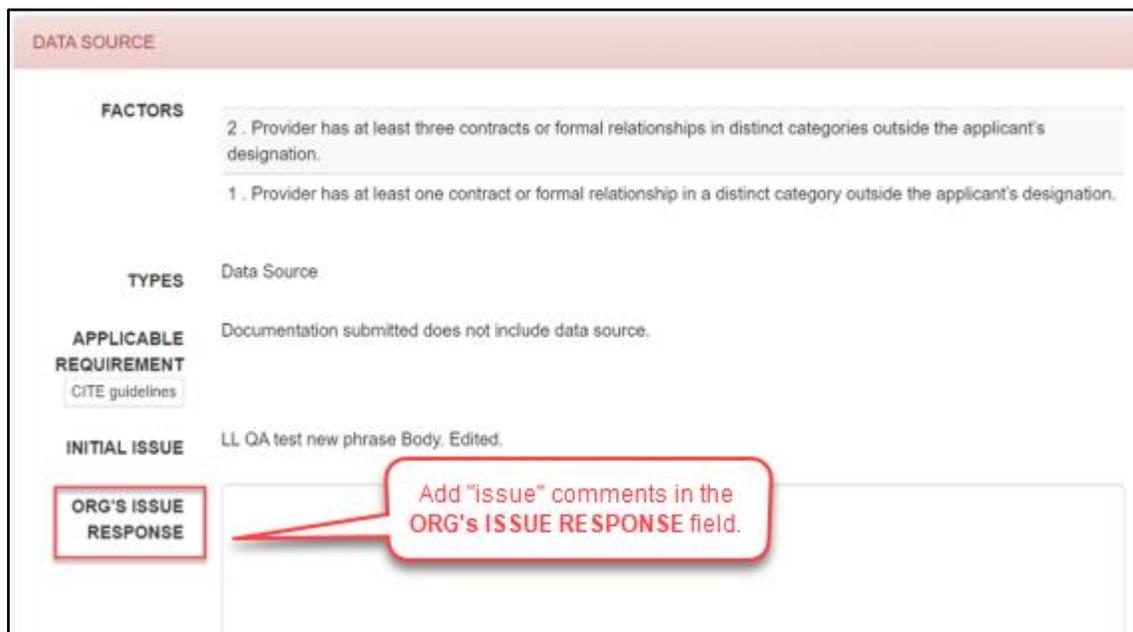
Reviewing Issues

- The navigation tree has active default filters.
- Elements without issues are listed in sequential order under **All other elements**.
- Click the element to review, or click **NEXT** at the top right of the element.
- To review issues, click **Issues/Support Texts**.



The screenshot displays the NCQA IRT interface for a provider element. The top navigation bar includes the NCQA logo, 'IRT', a home icon, a folder icon, a document icon, and a question mark icon. The user ID '96586 - NC_CMA2022' and the test name 'NC CMA Test' are shown, along with a date '2022.08.24.4' and an 'ACTIONS' dropdown menu. Below the navigation bar, there are 'PREV' and 'NEXT' buttons, and a status indicator 'Incomplete'. The breadcrumb trail reads 'ORG / 1 Provider Relationships & Linkages / A Provider Relationships and Linkages'. A warning message states 'THIS ELEMENT IS A MUST-PASS ELEMENT.' Below this, there are links for 'Scores', 'Issues/Support Texts' (highlighted with a red box and a '1' icon), 'Internal Notes' (with a '0' icon), 'Guidelines', and 'Resources'. A 'SAVE' button is also present. The main content area shows a section titled 'AC REQUIRES SUPPORT' with a 'FACTORS' heading. The factors listed are: 1. At least one contract or established relationship per county, in distinct categories outside the organization's designation, that includes: resource name, address, and counties served. 2. At least three contracts or established relationships per county, in distinct categories outside the organization's designation, that includes: resource name, address, and counties served.

- To add comments to issues at the element level, scroll to the **ORG'S ISSUE RESPONSE** field in the **Issues/Support Texts** tab.
- To add additional documents at the element issue level, click **ADD document** or **LINK document** beneath the issue response field.



DATA SOURCE

FACTORS

2 . Provider has at least three contracts or formal relationships in distinct categories outside the applicant's designation.

1 . Provider has at least one contract or formal relationship in a distinct category outside the applicant's designation.

TYPES Data Source

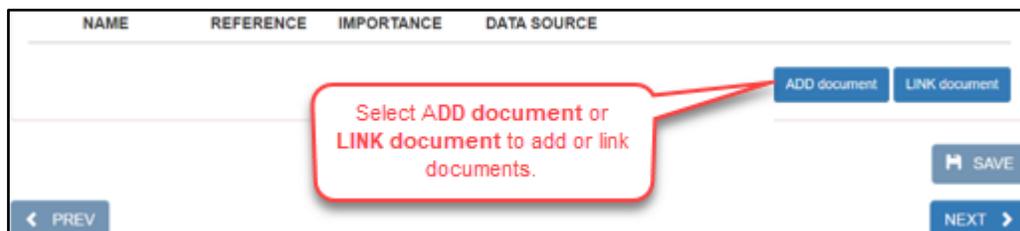
APPLICABLE REQUIREMENT Documentation submitted does not include data source.

[CITE guidelines](#)

INITIAL ISSUE LL QA test new phrase Body. Edited.

ORG'S ISSUE RESPONSE

Add "issue" comments in the ORG's ISSUE RESPONSE field.



NAME	REFERENCE	IMPORTANCE	DATA SOURCE
------	-----------	------------	-------------

ADD document LINK document

SAVE

PREV NEXT

Select ADD document or LINK document to add or link documents.

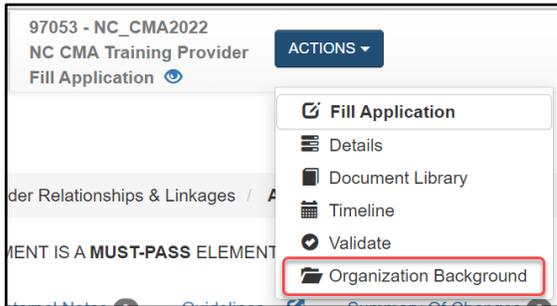
Note: Additional documents may be submitted both before and after the (Virtual) Site Review.

How Do I Manage Users?

NCQA recommends assigning two providers to the survey, if possible, to have a secondary (back-up) user if the primary administrator is unavailable. Contact the NCQA NC AMH+/CMA Certification Project Team ([NTailoredCareMgmt@ncqa.org](mailto:NCTailoredCareMgmt@ncqa.org)) to add users.

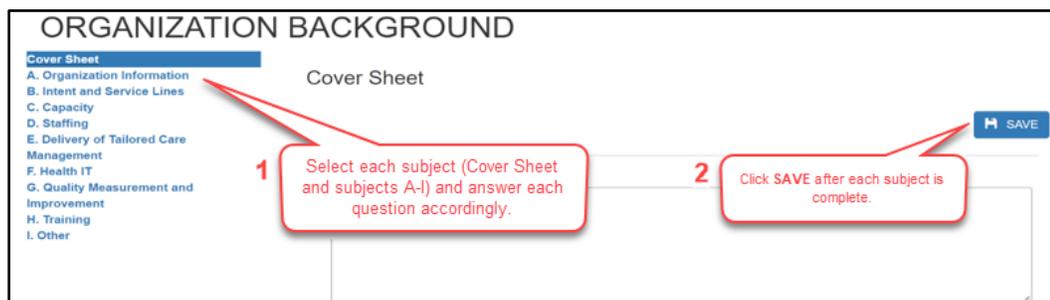
How to Complete the Desk Review Application: Fill Application Stage

Step 1 Under the **ACTIONS** drop-down menu, select **Organization Background**.



Step 2 Complete the Organization Background information and attest to the Tailored Care Management criteria:

- A. **Cover Sheet** (e.g., Legal Entity Name, DBA Name, NPI Number, Contact Information).
- B. **Organization Information** (Region NPI and Location Code, Tailored Plans).
- C. **Intent and Service Lines** (e.g., Scope of Services, Attestation).
- D. **Capacity** (e.g., Attestation, Capacity and Sustainability).
- E. **Staffing** (Care Management Staff Attestation).
- F. **Delivery of Tailored Care Management** (Policies and Procedures for Communication Attestation).
- G. **Health IT** (Electronic Health Record, Care Management Data System, Admission Discharge Transfer).
- H. **Quality Measurement and Improvement** (Quality Measurement and Improvement Attestation).
- I. **Training** (Training and Site Review Attestation).
- J. **Other** (Site Review Documents, Post-Application Notes and Instructions).

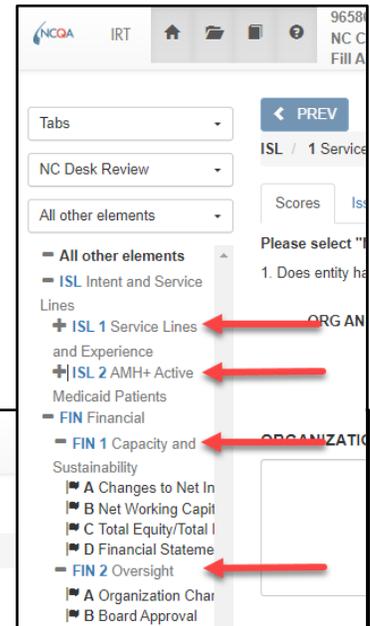


Step 3 After completing the Organization Background information, use the navigation tree to complete the following elements:

- ISL 1
- ISL 2
- FIN 1A, 1B, 1C, 1D
- FIN 2A, 2B

Complete each question in the respective element, attach the necessary document(s), and click **NEXT**.

Refer to [How to Complete Self-Assessed Scoring & Submit Documents for the Desk and Site Review](#) for details.



96586 - NC_CMA2022
NC CMA Test
Fill Application

PREV

FIN / 1 Capacity and Sustainability / A Changes to Net Income/ Net Assets

THIS ELEMENT IS A **MUST-PASS** ELEMENT.

Scores Issues/Support Texts 0 Internal Notes 0 Guidelines Resources

C3. Attach your organization's most recent annual financial statements or audit. This statement must be from within the past 2 years (e.g., for 2020 or 2021 audited statements are acceptable). If an audited statement within this time frame is unavailable, attach the most recent review financial statement or internally prepared financial statements (income statement and balance sheet [CAP 1D]). C4. Applicants are to provide financial capacity is below benchmarks. If financial capacity meets benchmarks, please select "NA" for Factor 2. For each instance where the benchmark, a detailed explanation was provided, including, but not limited to: • The major driver(s) for the actual amount being below the amounts from the prior 3 years. • What your organization is doing to improve performance, including more recent financial statements (part improvement.

ORG ANSWER
1. Does Metric Meet Benchmarks? Element FIN 1A
<input type="radio"/> Yes <input type="radio"/> No <input type="checkbox"/> Automatic Credit
2. If Financial Capacity Does Not Meeting Metrics, is Explanation Sufficient? (Select "NA" if Metric Meets Benchmarks).
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA <input type="checkbox"/> Automatic Credit

Note: The **Guidelines** and **Resources** tabs are to the right of the **Scores** tab. Both will help you complete the answers for each element.

- The **Guidelines** tab displays the instructions and benchmarks for providing the appropriate responses to each element, the scoring criteria, data source, and scope of review.
- The **Resources** tab provides a selection of document links to aid with system help, product resources, and general resources.

NC Desk Review

All other elements

THIS ELEMENT IS A **MUST-PASS** ELEMENT.

Scores Issues/Support Texts 0 Internal Notes 0 **Guidelines** Resources

Element A - Changes to Net Income/ Net Assets

C3. Attach your organization's most recent annual financial statements or audit. This statement must be from within the past 2 years (e.g., for 2022 applicants, only 2020 or 2021 audited statements are acceptable). If an audited statement within this time frame is unavailable, attach the most recent reviewed (by independent CPA) financial statement or internally prepared financial statements (income statement and balance sheet [CAP 1D]). C4. Applicants are to provide explanations if their financial capacity is below benchmarks. If financial capacity meets benchmarks, please select "NA" for Factor 2. For each instance where the actual amount is below the benchmark, a detailed explanation was provided, including, but not limited to: • The major driver(s) for the actual amount being below the benchmark. • The actual amounts from the prior 3 years. • What your organization is doing to improve performance, including more recent financial statements (partial or full year) to support improvement.

1. Does Metric Meet Benchmarks?
2. If Financial Capacity Does Not Meeting Metrics, is Explanation Sufficient? (Select "NA" if Metric Meets Benchmarks).

Scoring

Data source

Scope of review

FIN / 1 Capacity and Sustainability / A Changes to Net Income/ Net Assets

THIS ELEMENT IS A **MUST-PASS** ELEMENT.

Scores Issues/Support Texts 0 Internal Notes 0 Guidelines **Resources**

Filter by...

- System help
 - Org Tip
 - SystemHelp_docTEST
 - Test
 - LL Test System Help doc Name on Nov 15 - LL Test System doc Description on Nov 15
 - F1 LL test add IRT Organization Tip 100 - Test_May30
 - LLF1
 - Organization Tips
 - Test
- General resources
 - Org
 - LL Test General Resource Name doc on Nov 15 - LL Test General Resource Description doc on Nov 15
 - LL Doc Name Sep 3 - 2 - LL test D
 - VC Test NCQA - Sample
 - First
 - Org Files
 - Organization Tips & Tutorials
- Product resources
 - NC CMA2022

North Carolina AMH+/CMA Certification Program Provider User Guide



Step 4 After completing the appropriate elements, submit the application by moving the stage in the Timeline.
Once the application is submitted, NCQA staff will conduct a Desk Review and an Executive Review. NC DHHS will notify providers of their status and when to proceed to the Site Review.

Print Timeline

Organizations preparing for NCQA survey, please be advised. The milestone dates are initially calculated based on the purchased date. Renewal organizations, please adjust the Organization IRT Submission date to your proactively scheduled Submission Date. New organizations, please enter your preferred date for submission. Please keep in mind these dates are not final. NCQA completes a formal review and approval of your submitted online application before determining the final survey start date and onsite dates. [Click here to learn more.](#)

DESCRIPTION	TARGET DATE	ACTIONS/TASKS	COMPLETED DATE	MOVE STAGE
→ Fill Application	<input type="text" value="Save dates"/>	NC FillApplication	08-25-2022	Next >

- Provider Completes Desk Review Application through Organization Background.
- Provider Uploads Applicable Documents in all Desk Review Elements.
- Provider Completes Self Scoring in "Org Answer".

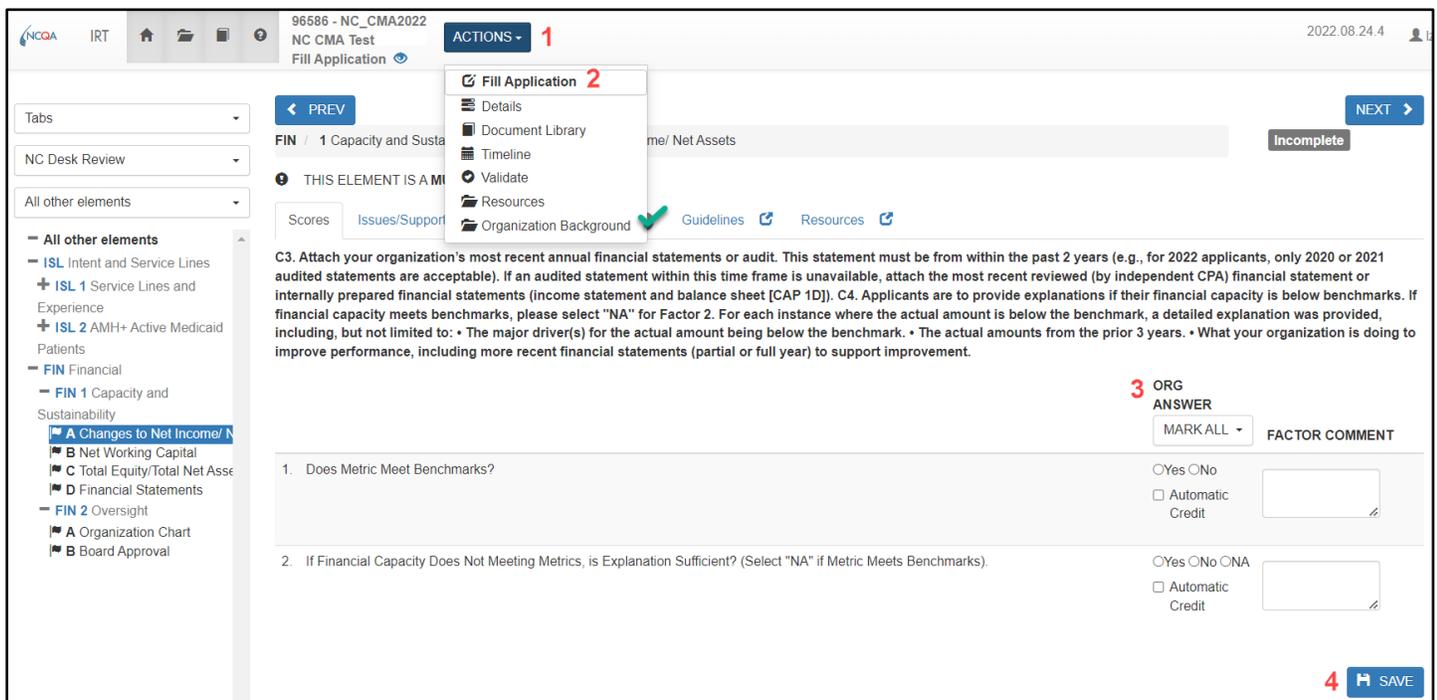
How to Complete Self-Assessed Scoring & Submit Documents for Desk/Site Reviews

Do not submit more than 100 documents for each phase. NCQA recommends linking only up to three documents for each element.

Although not all elements require documentation, the self-assessed scoring must be completed even if factors are not applicable.

Step 1 After the application is completed in the Organization Background, complete the self-assessed scoring tool and submit documents for the Desk Review:

1. Click **ACTIONS**.
2. Click **Fill Application**.
3. Complete the self-scoring under **ORG ANSWER**. Select “NA” for factors that are not applicable.
4. Click **SAVE**.
5. Upload documents (**Step 2**).



The screenshot displays the NCQA application interface. At the top, the user is logged in as 'IRT' and the application is titled '96586 - NC_CMA2022 NC CMA Test Fill Application'. A red '1' is next to the 'ACTIONS' button. A dropdown menu is open, showing options: 'Fill Application 2', 'Details', 'Document Library', 'Timeline', 'Validate', 'Resources', and 'Organization Background' (which has a green checkmark). The main content area shows 'FIN 1 Capacity and Sustainability' with a status of 'Incomplete'. Below this, there is a section for 'ORG ANSWER' with a 'MARK ALL' dropdown and a 'FACTOR COMMENT' field. Two questions are listed:

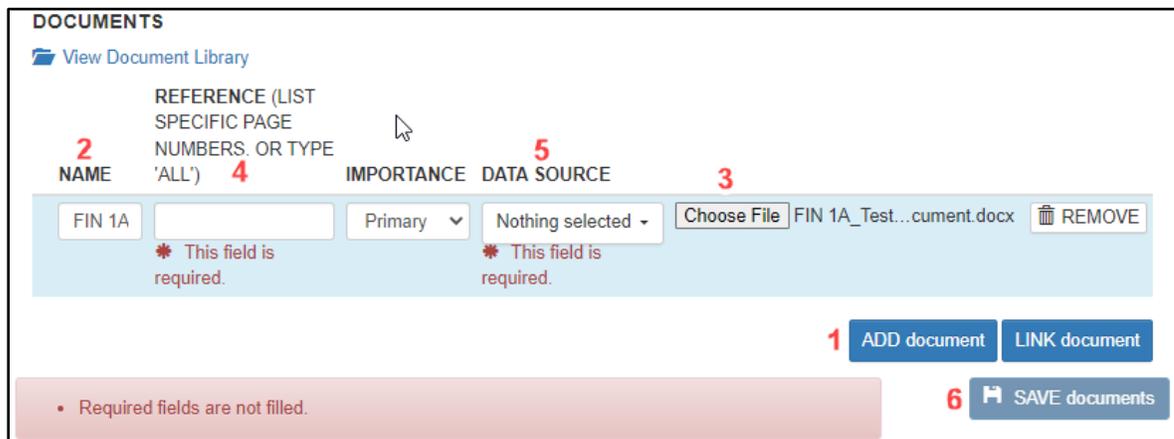
1. Does Metric Meet Benchmarks?
 Yes No
 Automatic Credit
2. If Financial Capacity Does Not Meeting Metrics, is Explanation Sufficient? (Select "NA" if Metric Meets Benchmarks).
 Yes No NA
 Automatic Credit

A red '4' and a 'SAVE' button are visible at the bottom right of the interface.

Step 2 Click the **DOCUMENTS** section at the bottom of the **Scores** tab.

Note: Providers may omit the **Organization Submission Statement** section for each element.

1. Click **ADD document** to attach files.
2. Click **Choose File** to search for a file; click **Open** to select a file.
3. Rename file **NAME** if needed.
4. Provide applicable **REFERENCES**.
5. Select the **DATA SOURCE**.
6. Click **SAVE documents**.



DOCUMENTS

[View Document Library](#)

2 NAME	REFERENCE (LIST SPECIFIC PAGE NUMBERS, OR TYPE 'ALL')	IMPORTANCE	5 DATA SOURCE	3
FIN 1A	<input type="text"/>	Primary	Nothing selected	Choose File FIN 1A_Test...cument.docx REMOVE

* This field is required. * This field is required.

1 ADD document LINK document

6 SAVE documents

• Required fields are not filled.

Using the Document Library

The **Document Library** should house all submitted files. NCQA recommends uploading and linking documents in the tool.

Step 1 To add documents, click **Document Library** on the **ACTIONS** drop-down menu or scroll to the **Documents** section in the **Scores** tab of an element.

The screenshot shows the application interface for element 96586 - NC_CMA2022. The **ACTIONS** menu is open, with **Document Library** highlighted. The **Navigation Tree** on the left shows the current path: **ORG** > **ORG 1** > **Provider Relationships & Linkages** > **A Provider Relationships & Linkages**. The main content area displays a question: "Does the provider have the following?" with two numbered items and response options (Yes/No and Automatic Credit).

The screenshot shows the **DOCUMENTS** section in the **Scores** tab. It includes a "View Document Library" link, a message stating "No documents have been linked to this element.", and a table with columns for **NAME**, **REFERENCE (LIST SPECIFIC PAGE NUMBERS, OR TYPE 'ALL')**, **IMPORTANCE**, and **DATA SOURCE**. Below the table are buttons for **ADD document**, **LINK document**, **SAVE documents**, **PREV**, and **NEXT**.

Step 2 Drag and drop files into the box labeled **Drop files here to upload**. You can add as many documents as needed.

Note: The **Bulk Linker** lets you easily add multiple files to multiple elements.

NCQA IRT
96586 - NC_CMA2022
NC CMA Test
Fill Application
2022.08.24.4

** Please ONLY attach documentation completely void of patient information. NCQA does not request and you should not share PHI. PHI is information that relates to an individual's past, present or future health care that identifies the individual.*

To upload files, drag and drop your files into the gray box below, or click anywhere within the gray box to open a file selection dialog.

Drop files here to upload

The following file types are allowed: .CSV, .DOC, .GIF, .JPG, .MPP, .PDF, .PPT, .RTF, .TIF, .TXT, .VSD, .XLS, .DOCX, .XLSX, .PPTX, .XLSM, .PNG

[Bulk Linker](#)

STANDARD/ELEMENT LINKS	UPLOADED ON	STAGE	NAME	ACTIONS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
All linked elements:	8/6/2022 12:20:57 PM	Fill Application	ISL 1D Protocol	ACTIONS
All linked elements: ORG1A	8/7/2022 12:27:04 PM	Submit Site Review Documents	TEST	ACTIONS

2 documents in library.
[Download All Files](#)

Step 3 For each file, click **VIEW / CHANGE** links on the **ACTIONS** drop-down menu to the right of the file path.

1. Click **Add Link** to link the document by data source to another element.
2. Select the appropriate category from the **DATA SOURCE, ELEMENTS,** and **IMPORTANCE** drop-down menus, and complete the **REFERENCE** field.
3. If the document should be attached to the **Organization Background**, click the category on the drop-down menu.
4. Click **SAVE**.

96586 - NC_CMA2022
NC CMA Test
Fill Application

2022.08.24.4 NC Tailored Care Mgmt@ncqa.org

** Please ONLY attach documentation completely void of patient information. NCQA does not request and you should not share PHI. PHI is information that relates to an individual's past, present or future health care that identifies the individual.*

To upload files, drag and drop your files into the gray box below, or click anywhere within the gray box to open a file selection dialog.

Drop files here to upload

The following file types are allowed: .CSV, .DOC, .GIF, .JPG, .MPP, .PDF, .PPT, .RTF, .TIF, .TXT, .VSD, .XLS, .DOCX, .XLSX, .PPTX, .XLSM, .PNG

Bulk Linker

STANDARD/ELEMENT LINKS	UPLOADED ON	STAGE	NAME	ACTIONS
All linked elements:	8/6/2022 12:20:57 PM	Fill Application	ISL 1B	ACTIONS -
All linked elements: ORG1A	8/7/2022 12:27:04 PM	Submit Site Review Documents	TEST	<ul style="list-style-type: none"> VIEW / CHANGE links CHANGE name VIEW details

2 documents in library. [Download All Files](#)

Links

Save Close

ELEMENT LINKS

This document has not been linked against any elements.

Add Link

ORGANIZATION BACKGROUND LINKS

Nothing selected

Save Close

You have unsaved changes.

ELEMENT LINKS

Select **DATA SOURCE**. Select appropriate **ELEMENT** from drop-down menu. Select **IMPORTANCE**.

DATA SOURCE	ELEMENTS	REFERENCE	IMPORTANCE
Documented process	Nothing selected	<input type="text"/>	Primary
	<ul style="list-style-type: none"> ORG. 1.A ISL. 1.B FIN. 2.A FIN. 2.B FIN. 2.C STF. 1.A STF. 1.B STF. 1.C STF. 2.A STF. 2.B TCM. 1.A TCM. 2.A TCM. 3.A 	* This field is required.	<input type="button" value="Unlink"/> <input type="button" value="Add Link"/>

Include page number **REFERENCE** or specify "All".

You have unsaved changes.

ORGANIZATION BACKGROUND LINKS

Nothing selected

Select appropriate option under **ORGANIZATION BACKGROUND LINKS** section.

- A. Organization Information.[Category]
- A. Organization Information.1
- A. Organization Information.2
- A. Organization Information.3
- B. Intent and Service Lines.[Category]
- B. Intent and Service Lines.1
- B. Intent and Service Lines.2
- B. Intent and Service Lines.3
- B. Intent and Service Lines.4
- B. Intent and Service Lines.5
- B. Intent and Service Lines.6

ORGANIZATION BACKGROUND LINKS

A. Organization Information.2

You have unsaved changes.

Note: Documents can be submitted before and/or after the (Virtual) Site Review during the following stages:

- **Submit Site Review Documents.**
- **Submit Additional Site Review Documents.**
- **Review and Comment (Site Review).**