

**From:** NCQA <announcements@ncqa.org>  
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**To:**  
**Subject:** The Future of Health Care Depends on Your Voice



## **Feedback Wanted: Virtual Primary Care and Urgent Care Recognition Program Public Comment Now Open**

**Public Comment Closes Friday, April 5**

The National Committee for Quality Assurance (NCQA) invites the public to comment on its proposed Virtual Primary Care and Urgent Care Recognition program.

The landscape of health care delivery has undergone significant transformation with the rapid adoption of virtual care, spurred by the COVID-19 pandemic. Given the shift in health care delivery, there is a need for quality standards tailored to the unique challenges and opportunities presented by virtual and hybrid primary and urgent care organizations.

To address this need, we developed two evaluation modules designed for virtual primary care and virtual urgent care organizations. The program aims to create standardization, define and elevate best practices for a growing model of care delivery, address fragmentation, and assist organizations in their pursuit of quality care.

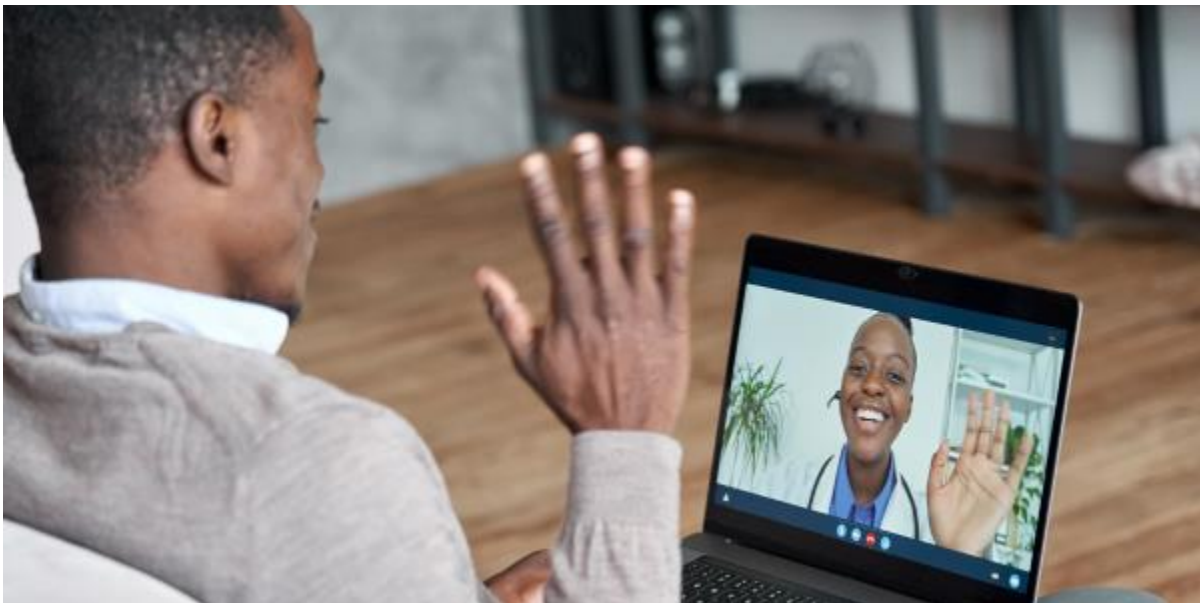
With future growth and adaptability in mind, NCQA will add additional modules to address other virtual care delivery domains over time.

## Proposed Measure Categories:

- Quality and Patient Safety
- Care Coordination
- Equitable Access
- Patient and Provider Experience
- Data Sharing and Exchange

Learn more about the proposed changes and how to submit comments.

[Learn More](#)



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NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's website ([ncqa.org](https://www.ncqa.org)) contains information to help consumers, employers and others make informed

health care choices.

