

Frequently Asked Questions

Q. Do I need to download software or an app to view the courses?

A. We will be using the Zoom platform. Access the Zoom live webinar through your NCQA Education LMS Account (<https://education.ncqa.org/>). One week prior to the event you will receive a reminder notification providing you with a hyperlink to the course. Access the course and then click on the Zoom link to verify that you have access. Download the latest version of Zoom here, <https://zoom.us/support/download>.

Q. Can I watch the courses on demand?

A. Yes. Each session will be recorded and hosted for on-demand watching at <https://education.ncqa.org/>.

All courses will be hosted through March 31, 2022. Allow 7–10 days for the course recording to appear in your account.

Q. Can I purchase only one or two chapters or courses?

A. Yes. The All Access Pass provides learners with access to all Quality Innovation Series content; however, you can also elect to purchase individual Chapters (groups of 5-6 courses) as well as individual courses.

Q. Can I request a discount for my registration?

A. We offer discounts to government agencies, CCEs, and FQHCs. Please see the [Policy and Discounts](#) page prior to registering.

If you have a group of 5 or more, you can also purchase an Enterprise Registration Package at a discounted rate. Discounts start at 20% off for a group of 5.

Q. Can I get continuing education credit for these courses?

A. Maintenance of certification credit for PCMH CCEs is available. Once the CCE completes the webinar, the evaluation and the attestation, the credits will post in My CEC approximately 24 hours later. Some courses offer CME/CNE credit based on content. Please review the course description on the website (Quality Innovation Series - NCQA).

Q. I purchased the All Access Pass. How do I access the courses?

A. When you purchase a [Quality Innovation Series Pass](#) or Session, you will receive a confirmation email confirming your registration. Then, 7 days prior to the live webinar, you will receive an email providing you with a hyperlink and instructions to access the course. You will receive your final reminder the day of the event. This will be provided for each course that you have purchased.

You can also access your purchased courses by logging in to your NCQA Education LMS Account at <https://education.ncqa.org/>. Use the same email and password you used to sign-up for the course (it is also the same login as your my.ncqa.org account). If you don't have your account password, please use the forgot password options. Once logged in, select My account >> My activities >> Pending activities >> Click on the title of the event to access the course page.

If you are having trouble accessing your account or if you have any other questions, please contact NCQA at my.ncqa.org/questions. Once logged in, select My Questions >> Ask a Question >> Orders >> Register for Education Seminar.

Q. Can I add these courses to my calendar?

A. Once you have registered for the course, [sign into your account](#). Under My Courses select the event you want to add to your calendar. On the overview tab you will find the add to calendar option under the course summary.

Q. Will slides be available for each course?

A. Yes. If a presenter uses slides in a session, the slides will be available as downloadable file within the course for each session.

Q. Can I share a course with my colleagues if we will not be attending the same courses?

A. No. Each paid registrant will have access to the sessions in their purchased package. Registrants are prohibited from sharing their account information.

Q. Can I register a group of learners?

A. Yes. If you have a group of 5 or more learners, you can purchase an [Enterprise Registration Package](#). Discounts begin at 20% off for a group of 5 and up to 50% off for a group of 100 or more. For questions or to purchase an Enterprise Registration Package, please contact Zach Baldwin at baldwin@ncqa.org.

Q. Can my organization sponsor the Quality Innovation Series?

A. Yes. If you are interested in sponsoring the Quality Innovation Series, please contact Zach Baldwin at baldwin@ncqa.org.



Have a question not addressed here?

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