

## Frequently Asked Questions

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

**A.** We are using Zoom to deliver the sessions. You can download Zoom to your desktop or access it through a browser. Download the latest version here, <https://zoom.us/support/download>, or sign up for free and download the latest version here, <https://zoom.us/>

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**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-Access and Plus package courses expire September 30, 2021. Basic packages expire March 31, 2020. Allow 7–10 days for the course recording to appear in your account.

Access to Digital Quality Summit 2020 (included in the All-Access Series Pass) expires on January 22, 2021.

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

**A.** No. The courses are designed to complement each other and are available as packages, based on product track (Health Plan Accreditation and HEDIS; Practices and Provider).

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

**A.** Maintenance of certification credit for PCMH CCEs is available. Credits will post in My CEC when you register. These are non CME/CNE courses.

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**Q.** I purchased a package. How do I access the courses?

**A.** When you purchase a Quality Innovation Series package, you will receive a confirmation email with a hyperlinked schedule of all the courses included with your package. You can view the course catalog [here](#). You must visit the course page for each session to sign up for the ones you want to attend live.

You can also access a hyperlinked schedule of courses on the “Program” tab of each package in NCQA’s learning management system.

- [All-Access Series Pass](#)
- [Health Plan and HEDIS Track—Plus](#)
- [Practices and Providers Track—Plus](#)
- [Health Plan and HEDIS Track—Basic](#)
- [Practices and Providers Track—Basic](#)

You’ll also receive a reminder email about each course included with your package one day before the live date of the course. The email will have a course sign-up link.

**Q.** Is there a mobile app for the Quality Innovation Series?

**A.** Yes. The app is forthcoming. We will email instructions to registered attendees next week.

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**Q.** Will slides be available for each course?

**A.** Yes. If a presenter uses slides in a session, the slides will be available in the session as a downloadable file.

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**Q.** Can I share a package 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.

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**Q.** The schedule displays the course dates but not the course times.

**A.** The times for each course are listed on the NCQA website, <https://www.ncqa.org/education-training/quality-innovation-series/schedule-quality-innovation-series/>. And after you purchase a package, your confirmation letter will list each course's date and time.

The [course catalog](#) also lists the times for each course.