

NYC REACH

Patient-Centered Medical Home (PCMH) Services

About Us

NYC REACH is the primary care technical assistance arm of the New York City Department of Health and Mental Hygiene (DOHMH). We have provided PCMH technical assistance since 2010, and our PCMH facilitators are recognized by NCQA as Certified Content Experts (PCMH CCE). We are an NCQA Partner in Quality, as a recognition of our high-quality PCMH support program.



PCMH Services

Training: Our PCMH Sustainability Workshop is available at no cost to NYC REACH practices with current PCMH recognition. Attendees learn about PCMH annual reporting requirements, workflow best practices, and quality improvement approaches. Register at <https://pcmh-workshop-registration.eventbrite.com/> We also offer regular free roundtable events focusing on topics of interest to PCMH practices.

Technical Assistance: We also offer 1:1 virtual technical assistance for annual reporting, documentation review, and audit support, as well as a variety of tools and templates in NYC REACH's *PCMH Playbook*. For current cost information or to learn more about these services, email us at pcmh@health.nyc.gov



Service	What's Included
1:1 Virtual Annual Reporting Support	For practices that would like individualized interactive support. An NYC REACH subject matter expert will meet with your practice, and will provide: <ul style="list-style-type: none"> • PCMH Annual Renewal Gap Assessment & Audit Readiness Assessment • Customized workplan based on assessment findings • 8 hours of meetings and calls to discuss workflows, plan quality improvement projects, work together on documentation, and more • Review & feedback on all annual PCMH documentation • PCMH Playbook of tools & templates • NCQA Outreach Support
Document Review	For practices confident in independently preparing documentation but would like an NYC REACH subject matter expert to do a final review before submission: <ul style="list-style-type: none"> • Review & feedback on all annual PCMH documentation • PCMH Playbook of tools & templates • Up to 2 hours of meeting and calls to discuss feedback on documentation
Audit support	For practices that have already worked with NYC REACH on the 1:1 Virtual Annual Reporting Support service, who are selected by NCQA for a random audit: <ul style="list-style-type: none"> • Extensive review of all audit-related policies & workflows • 8 hours of meetings and calls • Review & feedback on all PCMH audit criteria • Assistance with document preparation • Mock audit with NYC REACH facilitator, to prepare for actual audit • In-person support during up to two live audit check-ins with NCQA

Contact us

Email: pcmh@health.nyc.gov

Website: <https://nycreach.org/patient-centered-medical-home-pcmh/>

