

Summary of Version 3 of the PCPCH 2025 Technical Assistance Guide

The Patient-Centered Primary Care Home (PCPCH) Program published the [2025 Recognition Criteria Technical Specifications and Reporting Guide \(TA Guide\)](#) in March of 2024 and a Version 2 (see [summary of version 2 of the PCPCH TA Guide](#)) in December of 2024 to help primary care practices prepare to attest under this criteria beginning in January of 2025.

This document contains a summary of the updates and revisions that are included in Version 3 of that TA Guide, which was published on April 6, 2026.

Reduced documentation required at a verification site visit

About half of the PCPCH measures in the model now require fewer items of documentation at a potential site visit (15 measures) or no longer require documentation (23 measures). You can find a full list of the impacted measures in our [summary of PCPCH measure verification changes in 2026](#).

NCQA and Health Equity Designation

The program no longer requires that NCQA-recognized practices complete a full online application to be able to apply for the Health Equity Designation.

Accessibility

The Technical Assistance Guide has been remediated to meet [WCAG 2.1 Levels A and AA accessibility standards](#) in accordance with [federal requirements around accessibility](#).

Formatting and semantics

- Now indicate at the beginning of each PCPCH Standard's specifications which measures can contribute towards the Health Equity Designation.
- Standardized the use of "clinic" instead of "practice" as this is the more commonly-understood term for an entity that provides health care services.
- Broken links deleted or replaced.
- Corrected the number of standards in the most recent version of the model.

Updates to standards and measures

Standard 1.G – Alternative Access: Clarified that clinics using mobile vans to meet 1.G.2 must offer these services offsite.

Standard 2.D – Quality Improvement: Removed the requirement that multi-disciplinary quality improvement teams meet at least 8 times per year (they must still meet regularly to meet either of these measures, but it does not need to be 8 times).

Standard 3.C– Behavioral Health Services: [correction made on 4/28/26] Updated Measure 3.C.3 to allow telehealth-only behavioral health providers in select circumstances. Please contact pcpch@oha.oregon.gov to see whether your clinic’s integrated behavioral health provider(s) qualify for this exception.

Standard 3.F – Oral Health Services:

- In Measures 3.F.2 and 3.F.3, made identifying priority patient populations an optional part of these measures instead of required (i.e. clinics can still choose to identify and prioritize specific patient populations for oral health interventions, but can also choose to just provide these interventions for all of their patients with a positive screen).
- Removed “Before First Tooth guidance” and “Early Childhood Caries Prevention Services/ First Tooth” from the list of examples in 3.F.3 since these programs are largely facilitated by primary care providers, and this measure centers on oral health services that are delivered by dental providers.

Standard 5.B – Health Care Cost Navigation: Clarified that for 5.B.1 it is not required that cost information be culturally and linguistically appropriate, although this is heavily encouraged.

Standard 6.B – Education and Self-Management Support: Clarified that clinics must ensure that patient education and self-management support resources are either culturally *or* linguistically appropriate (it is not required that they be both).

Standard 6.C – Experience of Care: Updated specifications for 6.C.0 so that clinics that aren’t meeting the 3% per-provider survey response minimum can meet the measure by describing their strategy or action plan for reaching this threshold (i.e. strategy no longer needs to include other details).

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Patient-Centered Primary Care Home Program at pcpch@oha.oregon.gov or 971-269-7806 (voice and text). We accept all relay calls.