



Physician Quality Reporting System and Electronic Incentive Program Communication Support Page User Manual Program Year 2011 Phase 4.0 Last Modified: January 30, 2012

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# TABLE OF CONTENTS

1	INTRODUCTION1				
2	REFERENCED DOCUMENTS				
3	Ov	OVERVIEW			
	3.1	Conventions	. 3		
	3.2	Cautions & Warnings	. 3		
4	GETTING STARTED				
	4.1	Set-Up Considerations	. 8		
	4.1.	1 Hardware	8		
	4.1.	2 Software	8		
	4.1.	3 Internet Connection	8		
	4.2	User Access Considerations	. 8		
	4.3	Accessing the System	. 8		
	4.4	System Organization & Navigation	. 9		
	4.5	Exiting the System	10		
5	USING THE SYSTEM				
	5.1	Enter User and Contact Information	11		
	5.2	Request National Provider Identifier Level Reports	12		
	5.3	Request Hardship Exemption	12		
	5.4	Accept User Agreement	14		
6	TR	OUBLESHOOTING & SUPPORT	15		
	6.1	Error Messages	15		
	6.2	Special Considerations	15		
	6.3	Support	16		
A	APPENDIX A – ACRONYMS 17				
G	GLOSSARY				

# LIST OF FIGURES

Figure 3-1.	Accessing Internet Options (Tools dropdown menu)	. 4
Figure 3-2.	Internet Options (General Tab)	. 5
Figure 3-3.	Internet Options (Security tab)	. 6
Figure 3-4.	Security Settings	. 7
Figure 4-1.	Accessing the Communication Support Page	. 9
Figure 4-2.	Communication Support Page	10
Figure 5-1.	Required User and Contact Information	12
Figure 5-2.	Select Program Year for selection of reports	12
Figure 5-3.	Select Reports	12
Figure 5-4.	Request Hardship Exemption	13
Figure 5-5.	Accept User Agreement	14
Figure 6-1.	Required Field Error Message	15
Figure 6-2.	Hardship Exemption Submission Alert Message	15

# LIST OF TABLES

## **1** INTRODUCTION

CMS anticipates a high volume of inquiries regarding the 2012 Electronic Prescribing Payment Adjustment. Therefore, a Communication Support Page is being made available through which eligible professionals can request the following:

- National Provider Identifier (NPI)-level reports regarding their reporting and clinical performance rates.
- A hardship exemption pertaining to the 2012 Electronic Prescribing Payment Adjustment.

The stakeholders and audience for this document consist of the CMS staff.

## 2 **REFERENCED DOCUMENTS**

N/A

# **3 OVERVIEW**

Because of the anticipated high volume of inquiries regarding the 2012 Electronic Prescribing Payment Adjustment, a Communication Support Page will be provided to enable individual eligible professionals to request Physician Quality Reporting System/Electronic Prescribing reports or a hardship exemption from participating in 2012 electronic prescribing.

The Communication Support Page is available through the

Physician and Health Care Professionals Quality Reporting Portal,

http://www.qualitynet.org/pqrs. The page features an online form through which eligible professionals will enter identifying information, the nature of their request, and their acceptance of an attestation statement that the data they have entered is accurate.

## 3.1 Conventions

This document provides screen prints and corresponding narrative to describe how to use the Communication Support Page.

In this document:

- Fields or buttons to be acted upon are indicated in bold italics.
- The term "user" refers to a person who requires and/or has acquired access to the Communication Support Page.

On screens in the system, an asterisk (\*) indicates fields that must be completed.

### **3.2** Cautions & Warnings

Microsoft Internet Explorer 5 or Later (for Windows) must have JavaScript enabled to access the Communication Support Page. See directions below.

- 1. Open Internet Explorer.
- 2. Click the *Tools* dropdown menu. (See Figure 3-1.)



Figure 3-1. Accessing Internet Options (Tools dropdown menu)

 From the Accessing Internet Options (Tools drop-down menu) screen (above), select *Internet Options*. The Internet Options (General Tab) screen is displayed. (See Figure 3-2.)

Internet Options				
General Security Privacy Content Connections Programs Advanced				
Home page To create home page tabs, type each address on its own line.				
Use current Use default Use blank				
Browsing history				
Delete temporary files, history, cookies, saved passwords, and web form information.				
Delete Settings				
Search				
Change search defaults. Settings				
Tabs				
Change how webpages are displayed in Settings				
Appearance				
Colors Languages Fonts Accessibility				
OK Cancel Apply				

Figure 3-2. Internet Options (General Tab)

4. From the Internet Options (General tab) screen, click the *Security tab* (see above). The Internet Options (Security tab) screen is displayed. (See Figure 3-3.)



Figure 3-3. Internet Options (Security tab)

- 5. From the Internet Options (Security tab) screen, click the *Internet* icon (see above).
- 6. While still in the Security tab, click *Custom Level*. The Security Settings screen is displayed. (See Figure 3-4.)

Security Settings ? 🗙
Settings:
<ul> <li>Scripting</li> <li>Active scripting</li> <li>Disable</li> <li>Enable</li> <li>Prompt</li> <li>Allow paste operations via script</li> <li>Disable</li> <li>Enable</li> <li>Enable</li> <li>Prompt</li> <li>Scripting of Java applets</li> <li>Disable</li> <li>Enable</li> <li>Prompt</li> <li>Scripting of Java applets</li> <li>Disable</li> <li>Enable</li> <li>Prompt</li> <li>Scripting of Java applets</li> <li>Disable</li> <li>Enable</li> <li>Prompt</li> <li>Scripting of Java applets</li> <li>User Authentication</li> </ul>
Reset custom settings
Reset to: Medium Reset
OK Cancel

Figure 3-4. Security Settings

- 7. On the Security Settings screen, scroll down to Active scripting (see above).
- 8. Immediately beneath Active scripting, click *Enable*.
- 9. Next, click *OK*. The following prompt is displayed: "Are you sure you want to change the settings for this zone?"
- 10. In response to that prompt, click *Yes*. The Internet Options (Security tab) screen is displayed. (See Figure 3-3.)
- 11. From the Internet Options (Security tab) screen, click OK.

## 4 GETTING STARTED

### 4.1 Set-Up Considerations

Minimum hardware and software requirements to effectively access and view the Communication Support Page are listed below.

#### 4.1.1 Hardware

- 166 MHZ Pentium processor with a minimum of 125 MB free disk space
- 32 MB Ram

#### 4.1.2 Software

Microsoft<sup>®</sup> Internet Explorer Version 6.0 or 7.0 and 8.0 in compatibility mode. Screen resolution 1024 X 768.

#### 4.1.3 Internet Connection

The Communication Support Page will be accessible via any Internet connection running on a minimum 33.6 modem or high-speed connection.

### 4.2 User Access Considerations

The Communication Support Page shall be available to individual eligible professionals as identified by their Tax Identification Number (TIN)/National Provider Identifier (NPI) who are enrolled in the Provider Enrollment Chain Ownership System (PECOS).

The Communication Support Page does not require users to:

- Have an active Individuals Authorized Access to CMS Computer Services (IACS) account or be able to use multi-factor authentication
- Create a Physician Quality Reporting System account

### 4.3 Accessing the System

The Related Links section of the Physician Quality Reporting System Portal login screen provides access to the Communication Support Page through a link labeled "Communication Support Page." (See Figure 4-1.)



### Figure 4-1. Accessing the Communication Support Page

### 4.4 System Organization & Navigation

 From the Accessing the Communication Support Page (Related Links menu) screen, click *Communication Support Page*. The Communication Support Page is displayed. (See Figure 4-2.)

Centers for Medicare & Medicaid Services  Communication Support Page  Communication S	U.S. Department of Health & Human Services				» www.hhs.go
Communication Support Page  For Formation	CMS/ Centers for Medica	re & Medicaid Serv	vices		
Semantication Support Page         setimate         setimate     <					
at balance (a secold of RDDDS);		Communi	cation Support Page	<u>e</u>	
<pre>add buncas finance (is a worked in FECODO)':</pre>	ser Information				* Required
<pre>k(set * #gen)*;</pre>	gal Business Name (as enrolled in PECOS)*1				
<pre>stir:</pre>	N (Last 4 digits)":		NPI":		
<pre>server list index and a manufactor of the server is a manufac</pre>	neil"t		Confirm Email*:		
<pre>sk keres ':</pre>	ontact Information (Requestor)				
<pre>stars if i</pre>	at Name*:	M.I.I	Last Name":		
<pre>state:: in the second of the second of</pre>	iress 1*:		Address 2:		
<pre>set:</pre>	p*1		State":	•	
<pre>key control of the states of the states</pre>	ane":		Zip Code*:		
Second PILLerel Reports  parameters  parameters parameters  parameters parameters  parameters  parameters  parameters  parameters  parameters  parameters  parameters  parameters  parameters  parame			Requestor Relationship*r		
gram Year: 2011 Page 1990 Page 1990 Page 2012	ouest NPI Level Reports				
I have binded presenting attrip:  I have binded presenting attrip:  I have binded repenting attrip:  I have binded repenting attrip:  I prested in a could also obtained information for electronic presenting  ctification for Hardship Exemption (required if submitting a hardship exemption):  attrip:  attrip: attr		dback Report etc.lustification for Hartfolip Exemption 2016 Investing Programs for 2011 and 6 Certification 10 #	n) have adapted Certified 2008 Sectoming:		
I searche e un arrestational additional assistation and another the examples for electronic assistance assistance and and a search of the examples in a search of the exam					
stification for Hardship Exemption (required if submitting a bardship exemption): stimum of 200 words of 2,000 characters  ier Agreement do haraby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any falsification, omission, or concealment of any material fact may subject me to admini il, or criminal liability."  1 accept User Agreement*  utumit Reset	) i coartice in an area official cofficient available alterni				
In the state of the sends of 2.000 characters  In the sends of the sends of the sends of the send of t	astification for Hardship Exemption (required if	ubmitting a hardship exemption)			
ver Agreement do hereby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any faisification, omission, or concealment of any material fact may subject me to admini il. or criminal liability." ] I accept User Agreement" Jubmit Reset	atmum at 250 words of 1,000 characters		1		
ser Agreement do hareby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any faisification, omission, or concealment of any material fact may subject me to admini il, or oriminal liability." ] I accept User Agreement" uubmit Reset					
do hereby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any faisification, omission, or concealment of any material fact may subject me to admini ii, or criminal liability." ] I accept User Agreement" Submit Reset	ser Agreement				
I accept User Agreement"	do hereby attest that this information is true, accurate, a it, or criminal liability."	ind complete to the best of my knowle	dge. I understand that any falsification, omissio	on, or concealment of any material fact may a	ubject me to administrativ
3ubmit Reset	I accept User Agreement*				
	Submit Reset				
					?

#### Figure 4-2. Communication Support Page

- 2. Enter *data* in the form. After entering data in the form:
  - To clear data from the form and restart, click *Reset*.
  - To submit the completed form, click *Submit*. For specific information on how to complete each section of the form, refer to Section 5, Using the System.

### 4.5 Exiting the System

After you click *Submit*, at the bottom of the Communication Support Page form, a successful submission will trigger a new page to appear with the following confirmation message: "Thank you for submitting a request." A confirmation has been sent to the email address provided:<inquirer's e-mail address>".

## 5 USING THE SYSTEM

The fields on the Communication Support Page form are grouped into four main sections, as follows:

- Requestor Information, which includes User Information and Contact Information
- NPI-Level Report Request
- Hardship Exemption Request, which includes the Hardship Exemption Justification
- User Agreement

Following is detailed information on how to respond to the questions in each of those sections to request a report or submit an exemption request.

## 5.1 Enter User and Contact Information

You must complete the following User Information and Contact Information fields, regardless of the type of request you are submitting:

- Legal Business Name, as enrolled in the Provider Enrollment Chain Ownership System (PECOS)
- Last four digits of your TIN
- NPI
- Email address (You must enter your email address in both the Email and Confirm Email fields.)
- First name
- Last name
- Address1
- City
- State
- Phone
- Zip code
- Requestor Relationship

On the screen, these fields are marked with an asterisk. (See Figure 5-1.)

L.f. and Million		* Required Field
Legal Business Name (as enrolled in PECOS)*:		
TIN (Last 4 digits)*:	NPI*:	
Emsil*:	Confirm Email*:	
Contact Information (Requestor)		
First Name*: M.I.:	Last Name*:	
Address 1*:	Address 2:	
City*:	State*:	
Phone*:	Zip Code*:	
Ext:	Requestor Relationship*:	

Figure 5-1. Required User and Contact Information

### 5.2 Request National Provider Identifier Level Reports

To request a feedback report:

1. From the Program Year dropdown box, select the appropriate program year. The Program Year displays an empty value by default. Once you have selected the program year, the available reports for that year will be enabled for selection. (See Figure 5-2.)

#### Figure 5-2. Select Program Year for selection of reports

#### Request NPI Level Reports



2. Click the checkbox next to *one or more* of the reports you wish to generate. (See Figure 5-3.)

#### Figure 5-3. Select Reports



Once the form is submitted, a confirmation email will be generated and delivered to the email address entered in the User Information section of the form. (See Figure 5-1.)

### 5.3 Request Hardship Exemption

To request a hardship exemption from the 2012 Electronic Prescribing Payment Adjustment:

- 1. Click the button next to one of the following reasons. (See Figure 5-4.)
  - I registered to participate in the Medicare or Medicaid Electronic Health Record (EHR) Incentive Programs for 2011 and have adopted Certified Electronic Health Record technology. (If choosing this reason, you must also enter your Registration ID # and CMS EHR Certification ID #. The CMS EHR Certification ID # is a 15 digit alphanumeric value.)
  - I have an inability to electronically prescribe due to local, State, or Federal law or regulation.
  - I have limited prescribing activity.
  - I had insufficient opportunities to report the electronic prescribing measure.
  - I practice in a rural area without sufficient high speed internet access.
  - I practice in an area without sufficient available pharmacies for electronic prescribing.
- 2. In the Justification for Hardship Exemption box, type an explanation justifying your request for exemption. (See Figure 5-4.)
  - This field becomes required if you click any of the buttons in Section 5.3, Step 1.
  - This field is limited to 250 words or 1,000 characters.

Figure 5-4. Request Hardship Exemption

Request Hardship Exemption Select one AND complete Justification for Hardship Exemption)		
O I registered to participate in the Medicare or Medicaid EHR Incentive Programs for 2011 and have adopted Certified EHR technology		
Registration ID #CMS EHR Certification ID #		
O I have an inability to electronically prescribe due to local, State, or Federal law or regulation		
O I have limited prescribing activity		
O I had insufficient opportunities to report the electronic prescribing measure		
O I practice in a rural area without sufficient high speed internet access		
O I practice in an area without sufficient available pharmacies for electronic prescribing		
Justification for Hardship Exemption (required if submitting a hardship exemption): Maximum of 250 words or 1,000 characters		

## 5.4 Accept User Agreement





- 1. Regardless of the type of request you are submitting, you must *check* the box next to the "I accept User Agreement" statement. (See Figure 5-5.)
- 2. Once you have checked the aforementioned box, click *Submit*.

## 6 TROUBLESHOOTING & SUPPORT

For additional information about submitting requests, click *Help* in the lower right corner of the Communication Support Page screen. (See Figure 4-2.)

### 6.1 Error Messages

Using a tab key or a mouse click from a field that is not populated or does not meet the required criteria will trigger pop-up error messages. For example, the following pop-up error message will appear when NPI field is not populated.



### Figure 6-1. Required Field Error Message

If all required fields have not been completed, once you click *Submit*, error messages are displayed directing you to correct or enter missing information.

If you enter the Communication Support Page after the hardship exemption submission period has ended, the following Hardship Exemption Submission Alert Message is displayed. (See Figure 6-2.)

#### Figure 6-2. Hardship Exemption Submission Alert Message



## 6.2 Special Considerations

This section is to be developed.

## 6.3 Support

Contact	Organization	Phone	Email	Role	Responsibility
QualityNet Help Desk	SDPS	1-866-288-8912	Mail to: QNet Support, qnetsupport@ sdps.org	Help desk support	1 <sup>st</sup> level user support & problem reporting

### Table 6-1. Points of Contact

## **APPENDIX A – ACRONYMS**

This section describes the acronyms used in this document.

Acronym	Description
EHR	Electronic Health Record
eRx	Electronic Health Record
CMS	Centers for Medicare & Medicaid Services
IACS	Individuals Authorized Access to CMS Computer Services
NPI	National Provider Identifier
PECOS	Provider Enrollment Chain Ownership System
TIN	Tax Identification Number

## GLOSSARY

**Electronic Prescribing** – Electronic Prescribing is a process of entering information about prescriptions at the point of care and sending that information over a secure network to a select pharmacy. The pharmacy receives the prescription and can begin filling it right away.

**Eligible Professionals** – Eligible professionals are defined for both Physician Quality Reporting System and Electronic Prescribing Incentive Program programs as Medicare physicians, practitioners, and therapists including: Doctor of Medicine, Doctor of Osteopathy, Doctor of Podiatric Medicine, Doctor of Optometry, Doctor of Oral Surgery, Doctor of Dental Medicine, Doctor of Chiropractic, Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist (and Anesthesiologist Assistant), Certified Nurse Midwife, Clinical Social Worker, Clinical Psychologist, Registered Dietician, Nutrition Professional and Audiologists (as of 1/1/2009), Physical Therapist, Occupational Therapist and Qualified Speech-Language Therapist (as of 7/1/2009). Eligible professionals are defined for Electronic Prescribing Incentive Payment Adjustment as: Doctor of Medicine, Doctor of Osteopathy, Podiatrist, Nurse Practitioner, and Physician Assistant. To read more, refer to Eligible Professionals,

https://www.cms.gov/PQRS/Downloads/Eligible\_Professionals03-08-2011.pdf.

**Feedback Reports** – Confidential reports available to TIN/eligible professionals regarding their reporting and clinical performance rates.

**National Provider Identifier (NPI)** – A unique identification number for covered health care providers.

**Physician Quality Reporting System** – The quality reporting system that supports the Physician Quality Reporting System. Through the initiative, eligible providers who satisfactorily report data on quality measures for covered professional services provided during the specified program year receive an incentive payment

**Tax Identification Number (TIN)** – An identification number used by the Internal Revenue Service in the administration of tax laws.