

DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Medicare & Medicaid Services



News Flash – The Centers for Medicare & Medicaid Services (CMS) has posted 18 new FAQs about HIPAA version 5010 implementation, and one PDF document containing 27 Q&As specific to the Wednesday, March 30, CMS-hosted 5010 national provider teleconference on provider testing and readiness. To review these FAQs, visit the CMS FAQ database at <http://questions.CMS.hhs.gov> and search for “5010.” For more information, you can also go to http://www.cms.gov/Versions5010andD0/downloads/033011_National_Call_Resource_Mailbox_Qs_and_As.pdf on the CMS website.

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Steps for IACS Defined “Individual Practitioners” to Access Their Physician Quality Reporting System (Physician Quality Reporting, formerly called PQRI) and Electronic Prescribing (eRx) Incentive Program Feedback Reports

Note: This article was revised on June 29, 2011, to modify certain language to keep the article current. See also MLN SE0922 at <http://www.cms.gov/MLNMattersArticles/downloads/SE0922.pdf> for an alternative process for accessing feedback reports.

Provider Types Affected

This document is directed to individual eligible professionals who reported Physician Quality Reporting System or Electronic Prescribing (eRx) Incentive Program quality measures data to Medicare and will access their feedback reports. If the eligible professional is paid by Medicare Part B under his or her SSN, this is the **only option** for accessing feedback reports via the Physician and Other Health Care Professionals Quality Reporting Portal (Portal) with an Individuals Authorized Access to CMS Computer Services (IACS) account.

Eligible professionals described above cannot have staff or others register to access their feedback reports.

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Note: This article does **not apply** to (1) professionals who have reassigned all of their Medicare benefits to one or more group practices or who are paid under a Taxpayer Identification Number (TIN) or Employer Identification Number (EIN), or (2) to group practices that are limited liability companies or corporations, including those that are solely owned. Group practices that are limited liability companies or corporations, even those that are solely owned, must register in IACS as “organizations.” Registering as an organization follows a delegated authority model that begins with registration by a Security Official who represents the organization (the group practice) and requires submission of IRS documents. For details on registering as an IACS “organization,” see MLN Matters article SE0831 at <http://www.cms.gov/MLN MattersArticles/downloads/SE0831.pdf> on the CMS website.

Provider Action Needed

Physician Quality Reporting and eRx Incentive Program feedback reports are available on a secure website to those eligible professionals who successfully reported at least one valid Quality-Data Code (QDC) in a given year. Following are the steps eligible professionals need to take to access their feedback reports. For access to certain CMS provider Internet applications, including feedback reports, you must first register in the CMS security system known as Individuals Authorized Access to CMS Computer Services, or IACS. IACS registration provides you with a User ID and password that may be used to access CMS applications such as the feedback reports. You only register in IACS once. As a result of that single registration, you are able to access certain other CMS Internet applications, including the Portal for access to the feedback reports.

Your IACS User ID and password permit you access to confidential or sensitive Medicare information. Safeguard your IACS User ID and password once you receive them. They were assigned to **you**, based on information you furnished to IACS. **Do not** share them with others or give others permission to use them. Do not write your User ID and password on papers or documents that others may see. As a security measure, you are **required to** change your IACS password after you receive it, and to do so **every 60 days thereafter**. (User IDs cannot be changed.)

“Check the Verify TIN Report” Portlet at <http://www.qualitynet.org/pqri> to see if a Physician Quality Reporting or eRx Incentive Program feedback report is available for your Tax Identification Number (TIN).

A Four-Step Process to Access Feedback Reports

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Step One: Determine if you should register under the “Individual Practitioner” role in IACS to access your Physician Quality Reporting or eRx Incentive Program Feedback Report.

Registering in IACS as an Individual Practitioner for purposes of accessing the PQRI application means that you are enrolled in Medicare with a private practice and paid by Medicare Part B under a Social Security Number (SSN), with or without employees.

Step Two: Confirm your Medicare provider enrollment.

CMS will match your IACS registration information with the Medicare provider enrollment data before allowing you to use your IACS User ID and password to access the PQRI application. Therefore, update your Medicare enrollment information if necessary before attempting to register in IACS.

1. If you have **not** submitted a Medicare enrollment application (CMS-855) since November 2003, you will need to do so before registering in IACS. See <http://www.cms.gov/MedicareProviderSupEnroll/> for more information about the Medicare enrollment process. To facilitate your enrollment into the Medicare program or to update your enrollment with Medicare, you should review the following downloadable file at <http://www.cms.gov/MedicareProviderSupEnroll/downloads/Enrollmenttips.pdf> before submitting an enrollment application to a Medicare Administrative Contractor (MAC) or your Medicare Carrier.
2. If you submitted an enrollment application since November 2003, proceed to Step Three.
3. If you are unsure when the enrollment application was submitted, you may wish to contact your Carrier or MAC.

Note: There are avoidable mistakes that can lead to an inability to match IACS data with provider enrollment data. When registering in IACS, always enter information as it was entered in your Medicare enrollment form (855). Common reasons for mismatched data:

- Use of first name initial instead of first name;
- Use of nicknames, e.g. Ken vs. Kenneth;
- Use of different first names, e.g. Randal vs. David;
- Middle names included as part of the first name;
- Misspellings in names, e.g. Ray vs. Roy and Smyth vs. Smyth;
- Special characters in the last name, .e.g. dashes or apostrophes;
- Generational and/or certification/degree information in last name field; and
- Inclusion or exclusion of hyphen in name fields.

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Step Three: Proceed to register as an Individual Practitioner in IACS.

Go to <https://applications.cms.hhs.gov> on the CMS website. "A Quick Reference Guide" is available to assist with the registration process. This can be found by going to <http://www.qualitynet.org/pqri> and selecting the "Quick Reference Guide" link in the middle of the page.

The IACS registration process confirms your identity by checking the data you enter against Social Security Administration records. Once your identity information is confirmed and you complete the registration process, you will receive an IACS user ID and password, each in a separate e-mail. You will, however, be in a "pending status" until your Medicare enrollment has been confirmed.

In confirming Medicare enrollment, CMS will match your IACS registration information against Medicare enrollment data available after November of 2003. Confirmation occurs within one business day of receipt of your IACS user ID and password.

If your Medicare enrollment is confirmed you will receive a third e-mail from CMS that states: "You are currently registered in IACS as an Individual Practitioner. IACS has confirmed your Medicare enrollment. Additional provider applications may now be available to you. Please sign into your IACS account and review the options available to you under 'Modify Profile' for more information."

Note: If your Medicare enrollment is confirmed, the IACS registration process will only take 24 hours.

If, within one business day of receiving your IACS User ID and password, you do **not** get an e-mail confirming your Medicare enrollment, take the following actions:

- If you have not submitted an enrollment application since November of 2003, update your Medicare 855 enrollment form. Follow the instructions in Step 2. In addition, if you are not receiving Medicare payments via Electronic Funds Transfer, you will also need to complete a CMS-588 "Electronic Funds Transfer (EFT) Authorization Agreement."
- If you have been approved to participate in Medicare since November 2003, have been billing the Medicare program, and have an active enrollment with Medicare, contact your Carrier or MAC.

Step Four: Enter the Portal

If you have successfully reported at least one valid ODC, have an IACS account and have successfully logged into it at <https://applications.cms.hhs.gov> and created a new password (it is a good idea after creating the new password to logout and back into the same site with the new password), then you may access your feedback

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report(s) by going to the Portal at <http://www.qualitynet.org/pqri> and using your IACS user ID and password.

Additional Help for Physician Quality Reporting, eRx Incentive Program, and IACS

For help accessing IACS, the Portal, or feedback reports, and for questions about your feedback report(s), contact the QualityNet Help Desk at **1-866-288-8912** (TTY 1-877-715-6222) or via e-mail at Qnetsupport@sdps.org. Hours of operation are Monday through Friday 7:00 a.m. to 7:00 p.m. CST.

For questions concerning the status of incentive payments and any offset applied, contact your Carrier or MAC provider call center. The Provider Call Center Toll- Free Numbers Directory, which offers information on how to contact the appropriate provider call center, is available for download at http://www.cms.gov/MLNGenInfo/01_Overview.asp on the CMS website.

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