PQRI and eRx Quick-Reference Support Guide for Eligible Professionals

PQRI Feedback Report Availability and Access

- Do I have a PQRI feedback report available for this TIN or NPI?
  Go to the "Verify Report Portlets" at http://www.qualitynet.org/pqri
- Did I qualify for a PQRI incentive payment?
- When will my PQRI incentive payment be available?
- When will the PQRI feedback reports be available?
- How can I receive my NPI-level feedback report?
- How do I access my TIN-level PQRI feedback report?
- I cannot view my PQRI feedback report.
- PQRI Portal user Guide
  http://www.cms.hhs.gov/PQRI/30_EducationalResources.asp#TopOfPage

> **General PQRI Information:**
> http://www.cms.hhs.gov/PQRI
> **General eRx Information:**
> http://www.cms.hhs.gov/eRxIncentive
> **PQRI FAQs:** (CMS PQRI FAQs)
> **eRx FAQs:** (CMS eRx FAQs)

PQRI and eRx General Information

- I cannot access the PQRI Portal.
- How do I begin participating in PQRI and eRx?
  See PQRI and eRx Tip Sheets in the Educational Resources section of CMS PQRI and eRx websites.
- What are the reporting period(s) / reporting option(s) for PQRI and eRx?
- Who do I contact for PQRI and eRx technical questions (i.e. measure analysis)?
- Who do I contact for questions regarding PQRI and eRx measure construct?
- Where can I find a list of qualified Registries?
  http://www.cms.hhs.gov/PQRI/Downloads/ReportingOptionsSuggestions_071009_508_v2.pdf
- When is the next PQRI National Provider Call and Open Door Forum?
  http://www.cms.hhs.gov/PQRI/04_CMSSponsoredCalls.asp#TopOfPage
- PQRI Job Aid:
  http://www.cms.hhs.gov/ContractorLearningResources/downloads/JA6394A.pdf
- eRx Job Aid:
  http://www.cms.hhs.gov/ContractorLearningResources/downloads/JA6394b.pdf

Contact the QualityNet Help Desk

Phone: 866-288-8912   Email: qnetsupport@sdps.org

7:00 a.m. – 7:00 p.m. CST

IACS Registration and Account Issues

- I need help registering in IACS.
- I need help accessing my IACS account.
- I need help changing my IACS account.
- I need help approving users into my organization.
- See MLN Matters articles SE0747, SE0753, and SE0754, under Related Links Outside CMS
  http://www.cms.hhs.gov/IACS/04_Provider_Community.asp#TopOfPage

> **IACS Home**
> http://www.cms.hhs.gov/IACS/

Contact External User Services (EUS)

Phone: 866-484-8049   Email: EUSsupport@cgi.com

Or for TTY: 1-866-523-4759   7:00 a.m. - 7:00 p.m. EST

PQRI Incentive Payment Calculation & Feedback Report Access

- How was my 2008 PQRI incentive payment calculated?
  See: A Guide for Understanding the 2008 PQRI Incentive Payment
  http://www.cms.hhs.gov/PQRI/2008/list.asp#TopOfPage
- How was my 2007 Re-Run PQRI incentive payment calculated?
  See: A Guide for Understanding the 2007 Re-Run PQRI Incentive Payment
  http://www.cms.hhs.gov/PQRI/33_2007_PQRI_Program.asp#TopOfPage
- A Guide for Understanding PQRI Feedback Reports
  http://www.cms.hhs.gov/PQRI/2008/list.asp#TopOfPage
- How do I access my PQRI Feedback Report?
  Feedback reports will be available in late October 2009
  -TIN level (organization) reports are available on the PQRI portal at http://www.qualitynet.org/pqri
  An IACS account is required to access the portal.
  -NPI level (individual) reports can be requested through the Provider Contact Center.
  See Contact Center Directory on CMS website
  http://www.cms.hhs.gov/MLNProducts/Downloads/CallCenterTollNumDirectory.zip

Incentive Payment Status

- Was my PQRI incentive payment sent?
- What is my PQRI incentive payment amount?
- I have questions about my Remittance Advice(s).

Contact your Provider Contact Center

See Contact Center Directory on CMS website
http://www.cms.hhs.gov/MLNProducts/Downloads/CallCenterTollNumDirectory.zip

Medicare Provider Enrollment Updates

- Updated Medicare enrollment information is required for an IACS account, which is needed to access the PQRI portal and view TIN-level PQRI feedback reports.
  See http://www.cms.hhs.gov/MedicareProviderSupEnroll
- If you have not billed the Medicare program in more than a year or you have not updated your enrollment record with your designated Medicare contractor since November 2003, you will need to complete the Medicare enrollment application (CMS-855I or the Internet-based PECOS enrollment application). You will not be able to receive your IACS account until the Medicare contractor reviews and approves your Medicare enrollment application.
- After your Medicare enrollment information is approved, you will then need to register in IACS to obtain a user ID and password needed to access your TIN-level PQRI feedback report which is available on the PQRI Portal at http://www.qualitynet.org/pqri. Please note that the IACS user ID and password is time-limited.
- See Medicare Fee-for-Service Provider Enrollment Contact List
  http://www.cms.hhs.gov/MedicareProviderSupEnroll/downloads/contact_list.pdf