Value Modifier Informal Review Request Quick Reference Guide

TABLE OF CONTENTS

I. Introduction....2

II. Getting Started....4

III. Questions....5

IV. Accessing the Value Modifier Informal Review Request Interface....6

a. Accessing the Value Modifier Informal Review Request Interface from the CMS Enterprise Secure Portal....6

b. Accessing the Value Modifier Informal Review Request Interface via the QualityNet Communication Support Page (CSP)....10

V. Submitting a Value Modifier Informal Review Request....13

VI. Canceling an Existing Value Modifier Informal Review Request....19

VII. Accessing Value Modifier Informal Review Request Information Through Resources Page....21

VIII. Troubleshooting Browser Settings....22

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Version 0.4

I. Introduction

This Quick Reference Guide illustrates how to access and submit a Value-based Payment Modifier (referred to here as the Value Modifier) Informal Review Request, and how to cancel an existing Value Modifier Informal Review Request.

As established by section 3007 of the Affordable Care Act (ACA), the Value Modifier provides for differential payment under the Medicare Physician Fee Schedule (PFS) to physicians and other eligible professionals based on the quality of care furnished to their Medicare Fee-for-Service (FFS) beneficiaries compared to the cost of care during a performance period. The ACA requires application of the Value Modifier to all physicians and groups of physicians by January 1, 2017. As finalized in the 2016 Medicare Physician Fee Schedule Final Rule with Comment Period (80 FR 71274), CMS will also apply the Value Modifier to Physician Assistants (PAs), Nurse Practitioners (NPs), Clinical Nurse Specialists (CNSs), and Certified Registered Nurse Anesthetists (CRNAs) beginning January 1, 2018. CMS computes the Value Modifier at the Tax Identification Number (TIN) level, which means that all eligible professionals who are subject to the Value Modifier in 2018 and billing under a given TIN will receive the Value Modifier computed for that TIN. The 2018 Value Modifier will not be applied to nonphysician eligible professionals who are not PAs, NPs, CNSs, or CRNAs.

CMS will apply the 2018 Value Modifier to payments for physicians, PAs, NPs, CNSs, and CRNAs in groups with two or more eligible professionals and those who are solo practitioners, as identified by their TIN. CMS will also apply the 2018 Value Modifier to physicians, PAs, NPs, CNSs, and CRNAs in TINs that participated in a Medicare Shared Savings Program (subsequently Shared Savings Program) Accountable Care Organization (ACO) in 2016.

This adjustment is based on the solo practitioners' or groups' reporting to the Physician Quality Reporting System (PQRS) for performance period 2016 and performance on claims-based quality outcome and cost measures.

1. TINs with 10 or more eligible professionals that include at least one physician could be subject to an upward, neutral or downward Value Modifier adjustment of -2.0% to +2.0
2. TINs with fewer than 10 eligible professionals that include at least one physician, and physician solo practitioners could be subject to an upward, neutral or downward Value Modifier adjustment of -1.0% to +2.0
3. TINs with no physicians and at least one nonphysician, including solo practitioners, who are subject to the 2018 Value Modifier could be subject to an upward, neutral or downward Value Modifier adjustment of -1.0% to +2.0

In September 2017, CMS will make the 2016 Annual Quality and Resource Use Reports (QRURs) available to every solo practitioner and group practices nationwide. The 2016 Annual QRUR shows how a groups or solo practitioners, as identified by their TIN, performed in 2016 on the quality and cost measures used to calculate their 2018 Value Modifiers. The Annual QRUR also shows how the Value Modifier will apply to payments under the PFS for services furnished in 2018 by physicians, PAs, NPs, CNSs, and CRNAs billing under the TIN.

For TINs that do not include an eligible professional subject to the Value Modifier, the QRUR is for informational purposes only and will not affect the TIN's payments under the Medicare PFS in 2018.

For solo practitioners and groups with two or more eligible professionals who are subject to the 2018 Value Modifier, CMS established a 60-day Informal Review Period, to request a correction of a perceived error. For more information about the 2018 Value Modifier and the 2016 Annual QRUR, how to submit an informal review request, and the deadline for submitting an informal review request, please visit:

https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/2016-QRUR.html

Information about the Value Modifier is available at: https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/ValueBasedPaymentModifier.html

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Version 0.4

II. Getting Started

Authorized representatives of a group can submit a Value Modifier Informal Review Request on the CMS Enterprise Portal at https://portal.cms.gov using an Enterprise Identity Management (EIDM) account with one of the following Physician Quality and Value Programs Roles:

- For a solo practitioner (TIN with only one National Provider Identifier [NPI] that bills under the TIN):
  - Individual Practitioner
  - Individual Practitioner Representative
- For a group with two or more eligible professionals (TIN with two or more NPIs that bill under the TIN):
  - Security Official
  - Group Representative

Authorized representatives must sign up for a new EIDM account or modify an existing account at https://portal.cms.gov. Reference guides that provide step-by-step instructions for requesting each Physician Quality and Value Programs role for new, existing or migrating EIDM accounts are available at:

https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html

- If a solo practitioner has already accessed their 2016 Annual QRUR, then the same person can submit a Value Modifier Informal Review Request using his/her EIDM User ID and Password.
- If a solo practitioner does not have an authorized representative with an EIDM account, an authorized representative can be identified and must sign up for an EIDM account with the Individual Practitioner Representative role.
- If a solo practitioner representative has an existing EIDM account, but not one of the individual-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to the individual's existing EIDM account. To check that the EIDM account is still active, please contact the QualityNet Help Desk.
- If a group has already accessed its 2016 Annual QRUR, then the same person can submit a Value Modifier Informal Review Request using his/her EIDM User ID and Password.
- If a group does not have an authorized representative with an EIDM account, then one person representing the group must sign up for an EIDM account with the Security Official role.
- If a group has a representative with an existing EIDM account, but not one of the group-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to that person's existing EIDM account. To check the EIDM account is still active, please contact the QualityNet Help Desk.

III. Questions

For questions related to an EIDM account, contact the QualityNet Help Desk.

- Monday – Friday: 8:00 am – 8:00 pm Eastern Time Zone
- Phone: 1-866-288-8912/ TTY 1-877-715-6222
- Fax: (866) 329-7377
- Email: qnetsupport@hcqis.org

For questions about how to access your reports on the CMS Enterprise Portal, information contained in your 2016 Annual QRUR, how to submit an Informal Review Request, or to provide feedback to CMS, please contact the Physician Value Help Desk.

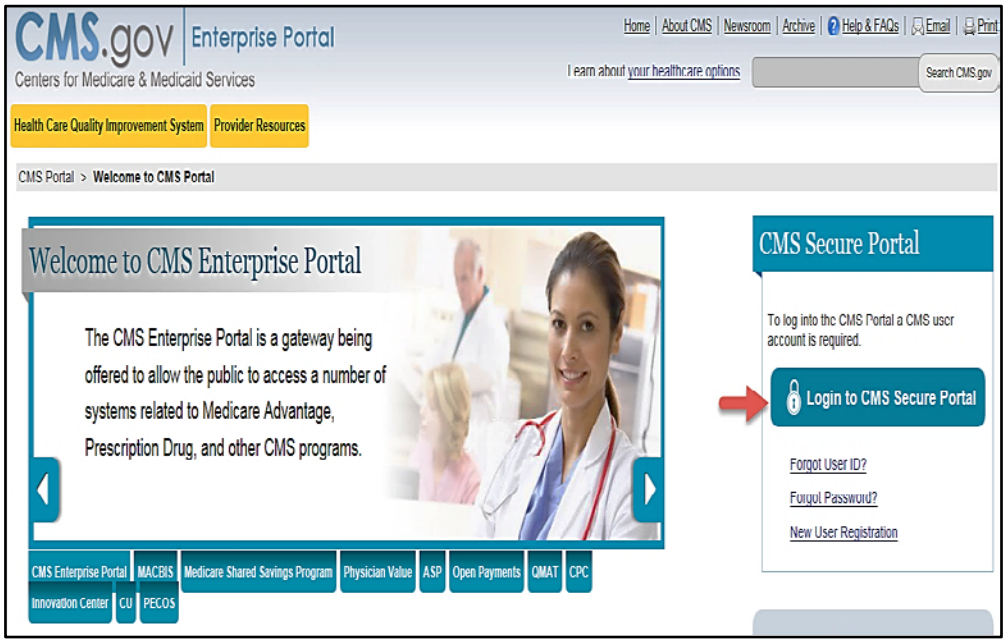
- Monday – Friday: 8:00 am – 8:00 pm Eastern Time Zone
- Phone: 1-888-734-6433 (option 3)
- Email: pvhelpdesk@cms.hhs.gov

IV. Accessing the Value Modifier Informal Review Request Interface

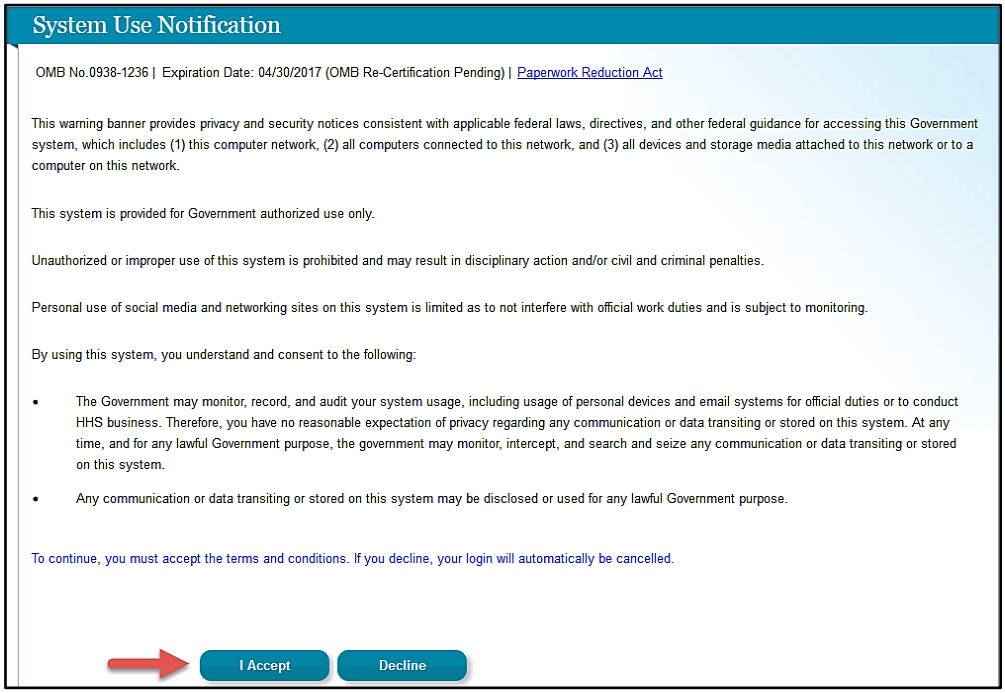
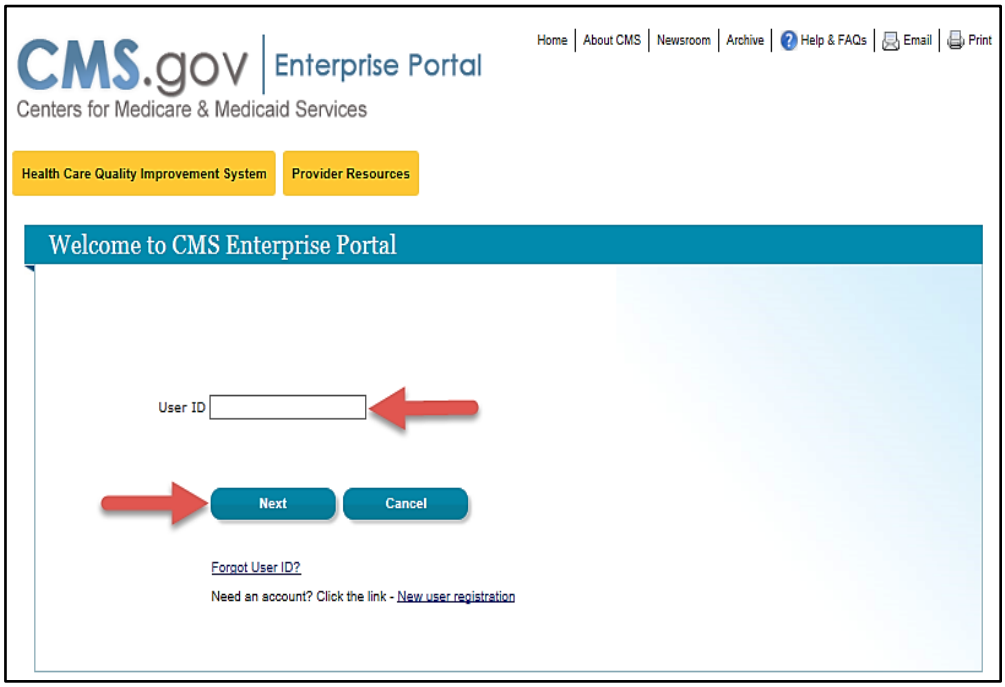
There are two ways to access the Value Modifier Informal Review Request interface:

- CMS Enterprise Secure Portal
- QualityNet Communications Support Page (CSP)

a. Accessing the Value Modifier Informal Review Request Interface from the CMS Enterprise Secure Portal

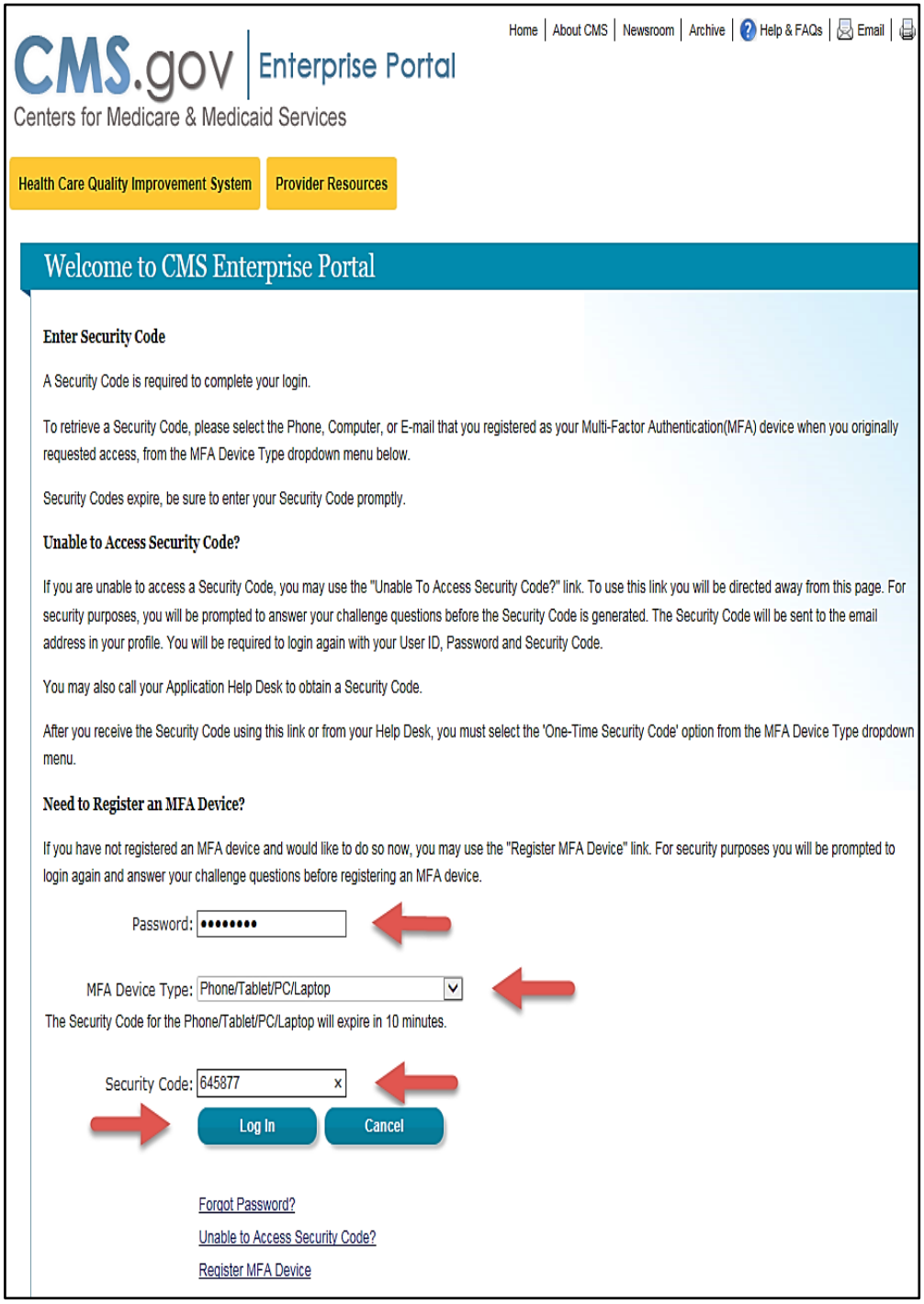
Steps	Screenshots
1. Go to https://portal.cms.gov/ and select ***Login to CMS Secure Portal***. ***Note:*** *The CMS Enterprise Portal supports the following internet browsers:* • Internet Explorer 11 (without compatibility mode) • Firefox • Chrome • Safari *Enable JavaScript and adjust any zoom features to ensure the screen is not too wide.*	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Steps	Screenshots
2. Read the **Terms and Conditions on the System Use Notification** screen and select ***I Accept*** to continue. ***Note:*** *Selecting* ***Decline*** *will end the session and return you to the* ***CMS Enterprise Portal Landing*** *screen.*	
3. Enter your **EIDM User ID** and select ***Next***.	

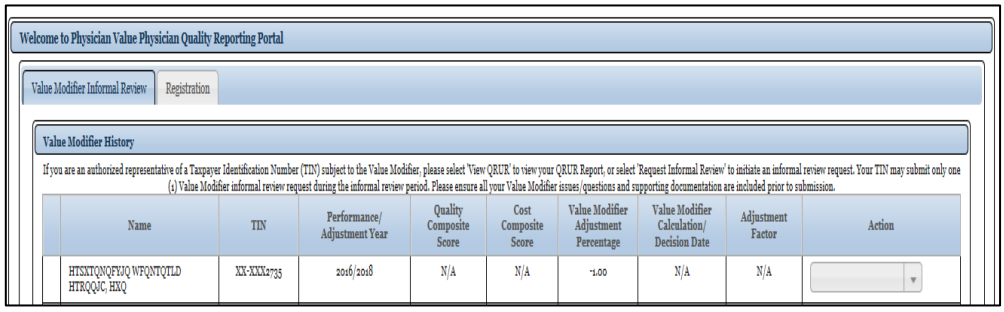
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Version 0.4

Steps	Screenshots
4. Complete the **Multi-Factor Authentication (MFA)** process. MFA will need to be completed each time you log in to the **CMS Enterprise Portal**. a) Enter your ***EIDM* Password** information. b) Select your ***MFA Device Type*** from the drop-down menu. ***Note*:** *You previously registered to complete the MFA process when setting-up your **Physician Quality and Value Programs** account. Please ensure that you select the same **MFA Device Type** selected during your initial account set-up. You will not be able to complete the MFA process if your selection from the **MFA Device Type** does not match your initial selection when setting-up your account.* c) Select ***Send*** to receive a Security Code. ***Note:*** *The **Send** option will be displayed only when one of the following MFA Device Types is selected:* • *Text Message-Short Message (SMS)* • *Interactive Voice Response (IVR)* • *Email* d) Retrieve the security code from the selected MFA Device. e) Enter the ***Security Code*** and select ***Log In***.	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

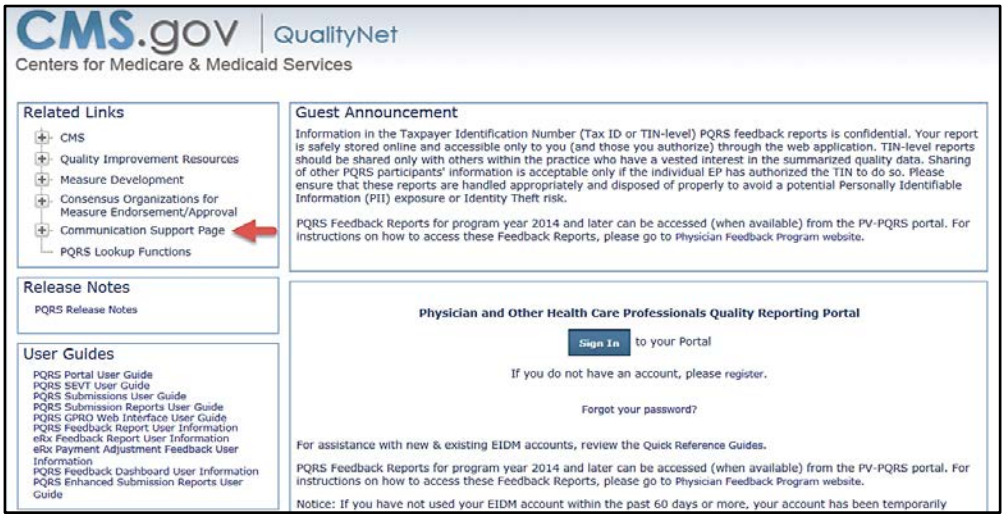
Version 0.4

Steps	Screenshots
5. Select ***Value Modifier Informal Review*** from the **PV-PQRS** drop-down menu.	
The **Value Modifier Informal Review Request Interface** will be displayed with the **Value Modifier History Table** present on the screen.	

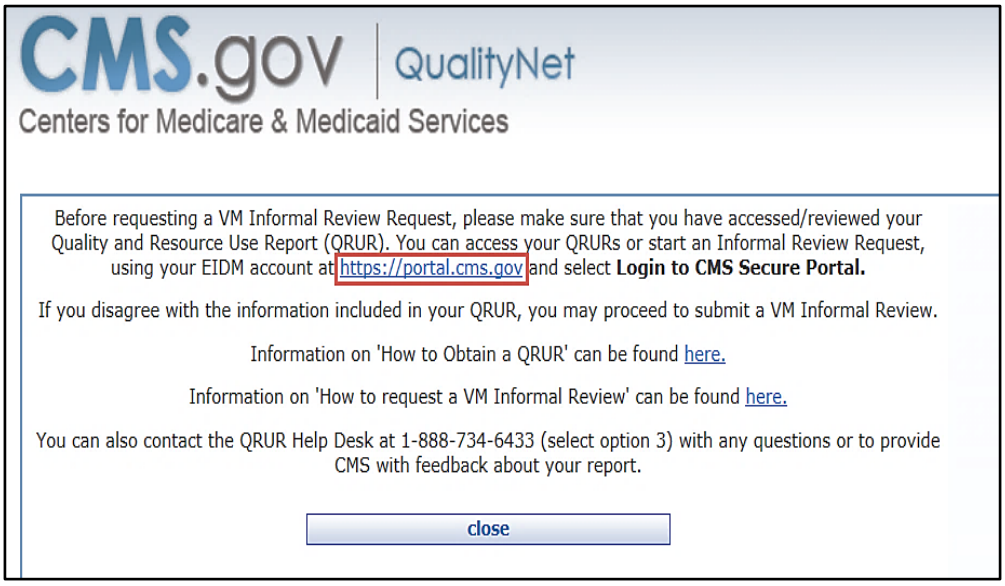
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Version 0.4

b. Accessing the Value Modifier Informal Review Request Interface via the QualityNet Communication Support Page (CSP)

Steps	Screenshots
1. Go to https://qnpapp.qualitynet.org/pqrs/home.html. Under the related links section, select ***Communication Support Page***.	
2. Select ***Informal Review Request*** from the ***Communication Support Page*** drop down.	

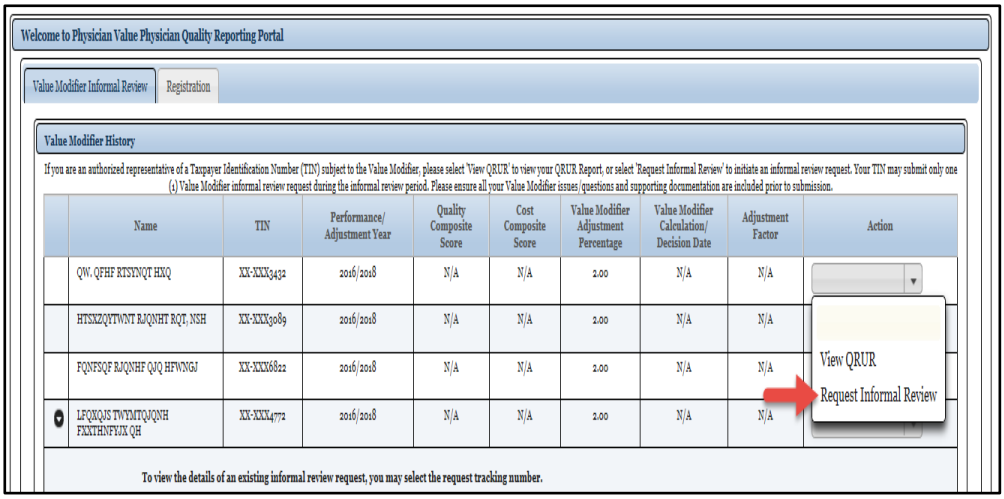
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Steps	Screenshots
3. Select ***Value Modifier Informal Review*** from the ***Informal Review Request*** drop down.	
4. A Value Modifier informal review request message will be displayed. After reading the message, select https://portal.cms.gov to be navigated to the **CMS Enterprise Secure Portal**.	

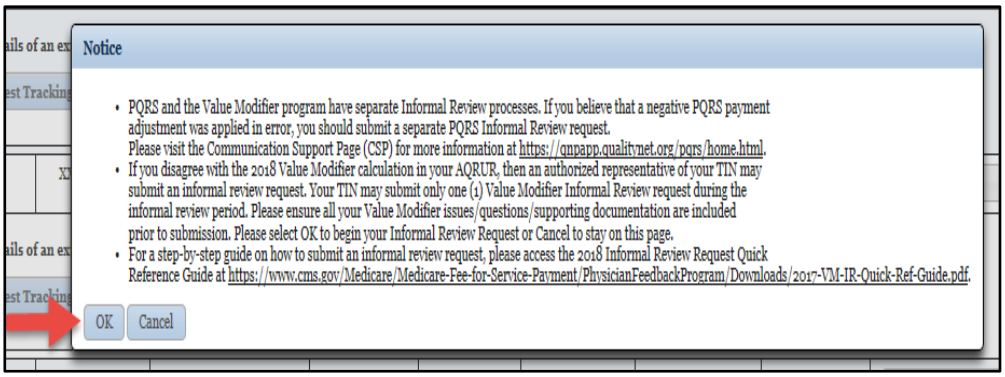
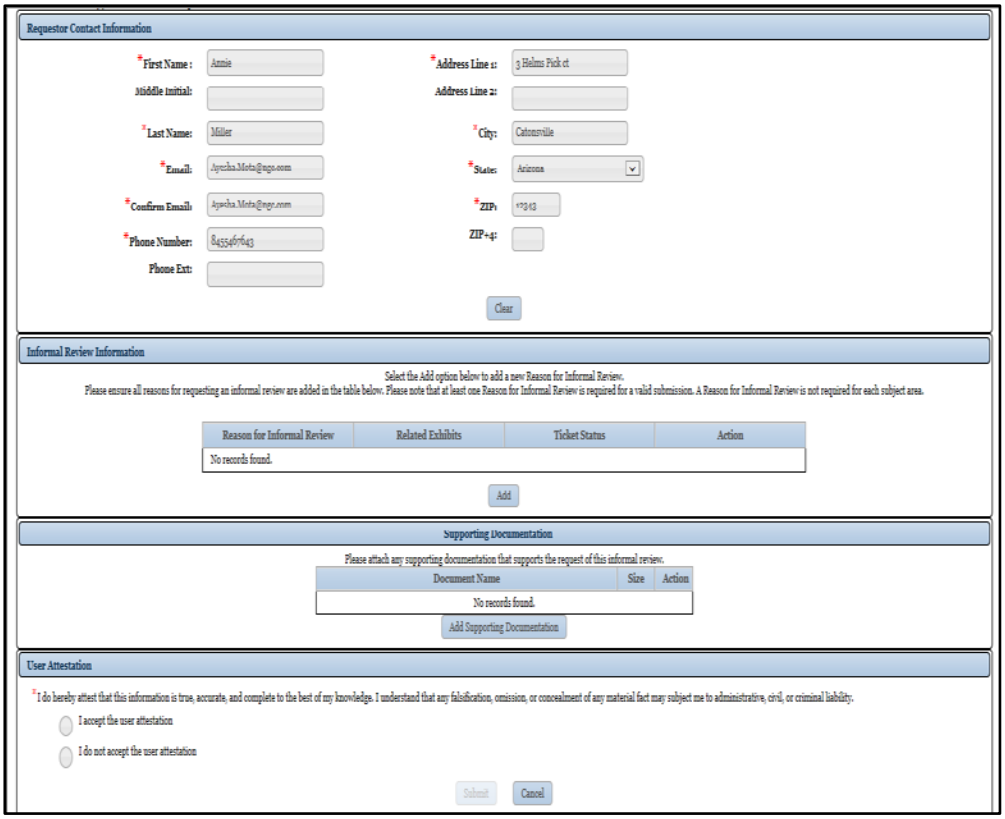
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Steps	Screenshots
5. Refer to section IV-A: Accessing the Value Modifier Informal Review Request Interface from the CMS Enterprise Secure Portal and complete steps 1-5.	

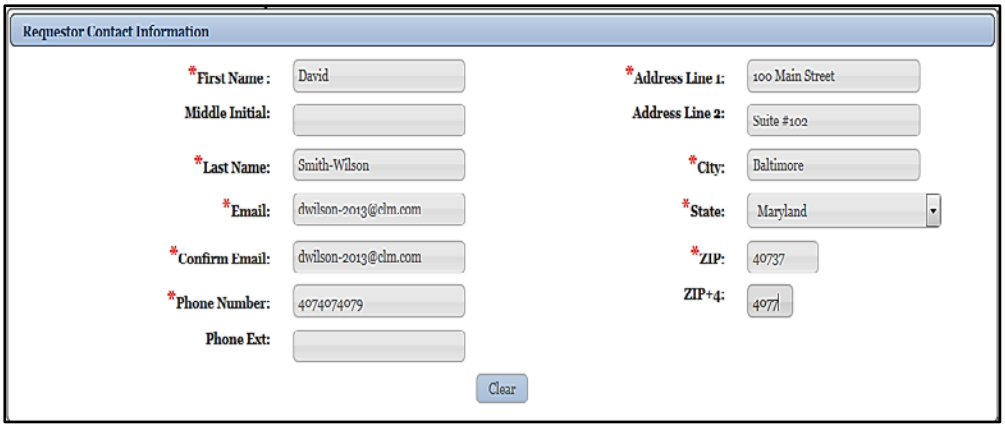
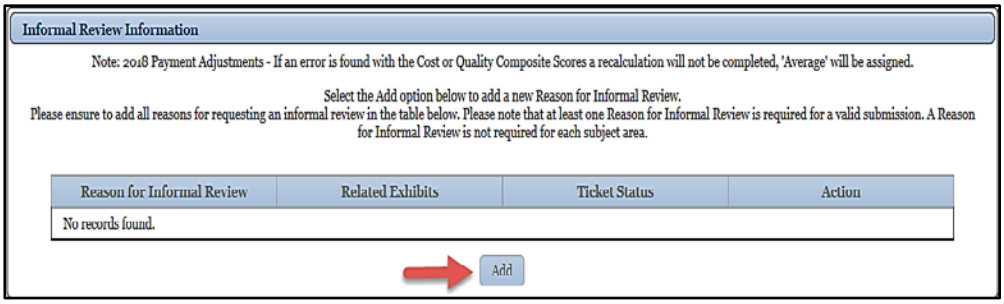
V. Submitting a Value Modifier Informal Review Request

Steps	Screenshots
1. Refer to **Section IV: Accessing the Value Modifier Informal Review Request Interface** for steps on how to access the Value Modifier Informal Review Request Interface. ***Note:*** *You can access the Value Modifier Informal Review Request Interface via one of the following methods to submit an Value Modifier Informal Review Request as described in* ***Section IV****:* • *Section IV - A. Directly from the CMS Enterprise Secure Portal* • *Section IV – B. Via QualityNet Communication Support Page (CSP)*	
2. Within the **Value Modifier History** table, you will see a list of the TIN(s) that are associated with your EIDM account. To request an informal review for the 2018 Value Modifier, select ***Request Informal Review*** under the **Action** column to the right of the TIN for which you want to request an informal review. ***Note:*** *Selecting* ***View QRUR*** *will display the appropriate attestation message prior to opening the QRUR.*	

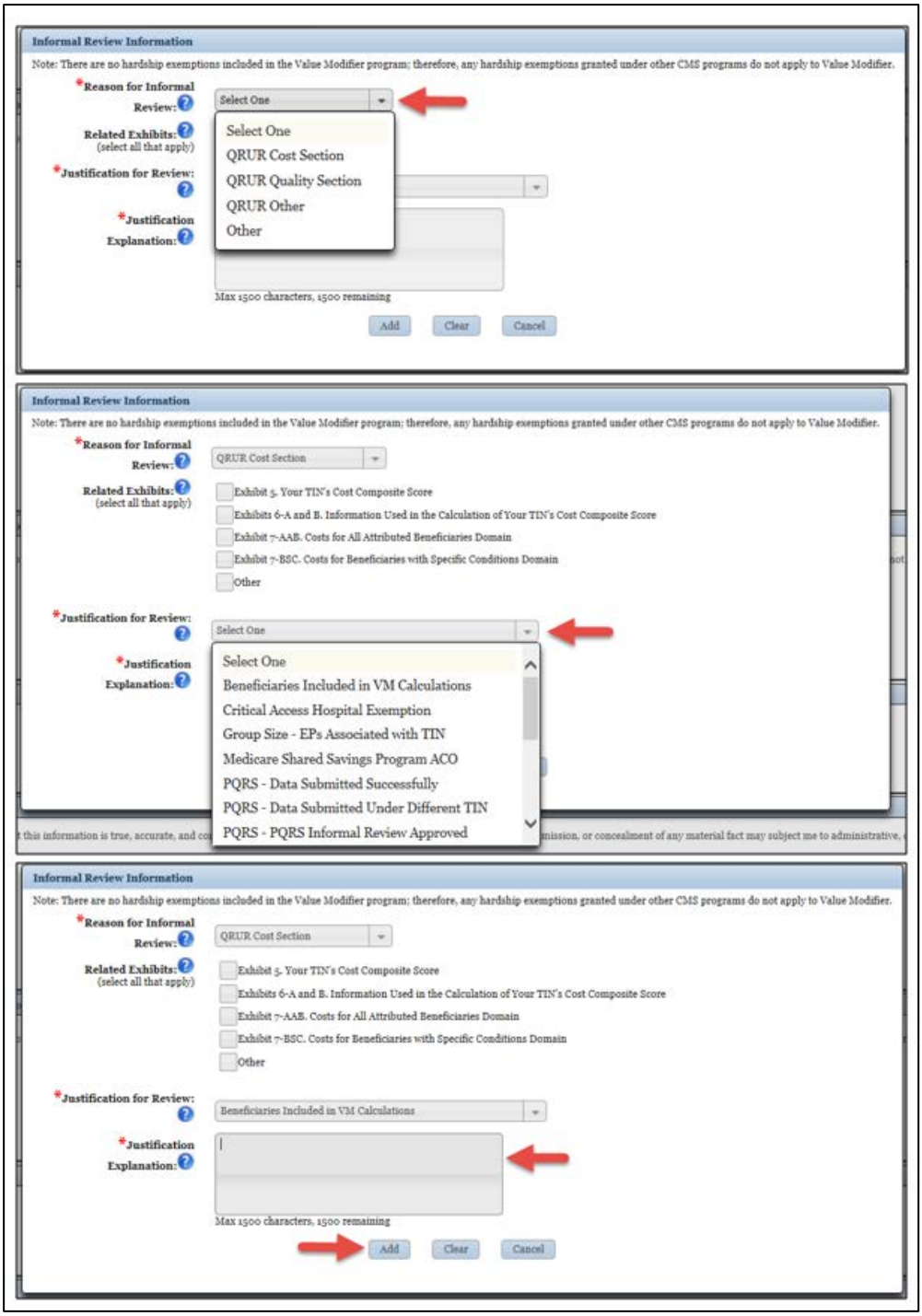
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

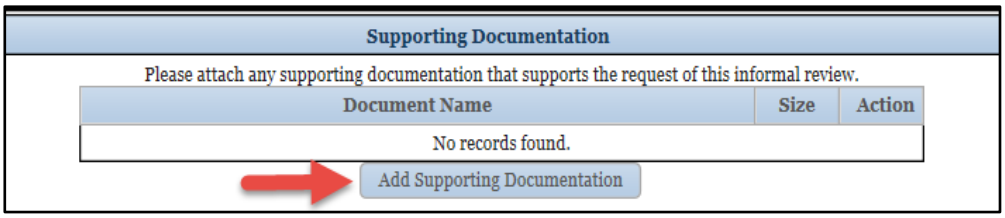
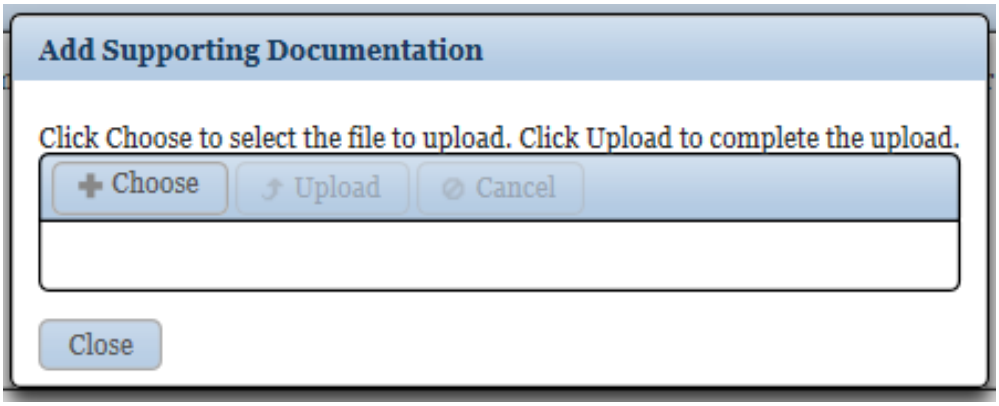
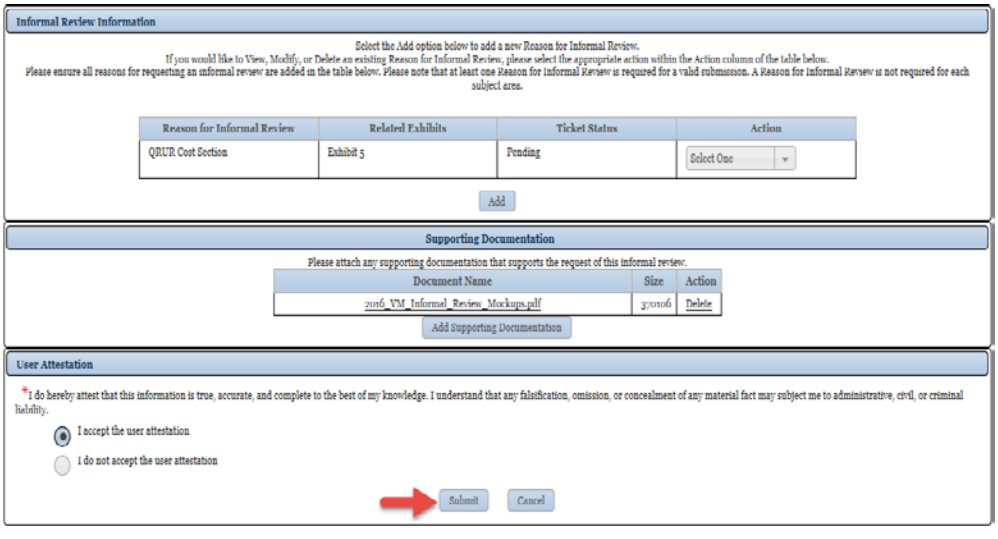
Steps	Screenshots
3. A message will be displayed providing information for you to review before beginning an informal review request. After reading the information provided, select ***OK*** to continue an informal review request.	
The **Informal Review Request** screen will be displayed. There are four (4) sections to a Value Modifier Informal Review Request: • **Requestor Contact Information** • **Informal Review Information** • **Supporting Documentation** • **User Attestation** ***Note:*** *All fields denoted with a red asterisk are required fields.*	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Steps	Screenshots
Requestor Contact Information Section 4. Verify the EIDM pre-populated information. ***Note:*** *When a new Value Modifier Informal Review request is started, the* ***Requestor Contact Information*** *section will be the only section that is pre-populated using information from EIDM. If changes are needed to the pre-populated information: (1) select the field that needs to be updated and enter the correct information or (2) select* ***Clear*** *to clear all pre-populated fields.*	
Informal Review Information Section 5. Select ***Add*** to add a **Reason for Informal Review** to the question entry table. ***Note:*** *A pop-up window will be displayed with fields corresponding to a reason for informal review.*	

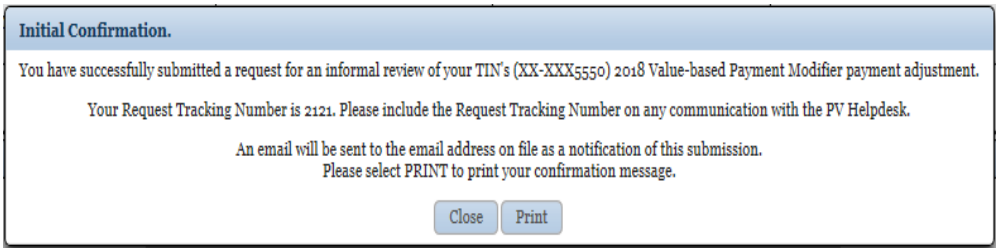
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Steps	Screenshots
Informal Review Information Section (continued) 6. a) Select an option from the ***Reason for Informal Review*** drop-down menu. ***Note:*** *The options for the* ***Reason for Informal Review*** *field are:* ***QRUR Cost Section***, ***QRUR Quality Section***, ***QRUR Other***, *and* ***Other***. b) Select an option from the **Related Exhibits** from check-box menu (optional). ***Note:*** *The available options for the* ***Related Exhibits*** *field varies based on the selection made for* ***Reason for Informal Review*** field. c) Select an option from the ***Justification for Review*** drop-down menu. d) Enter **Justification Explanation** e) Select ***Add.*** ***Note:*** *Selecting* ***Add*** *will add the reason for informal review to the question entry table. Selecting* ***Clear*** *will clear all information selected/entered in the pop-up window. Selecting* ***Cancel*** *will display the Cancellation Alert, ensuring this is the action to be completed.* f) Repeat steps 5 – 6 from this section to add additional reasons for informal review to the question entry table (optional)	

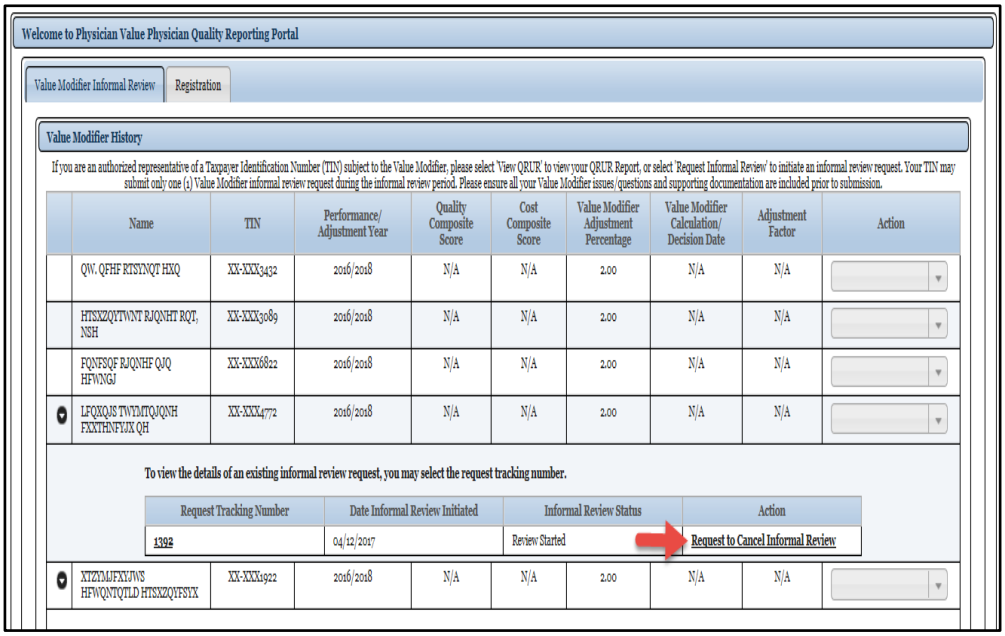
Steps	Screenshots
Supporting Documentation Section 7. Select ***Add Supporting Documentation*** to the **Supporting Documentation** table.	
Supporting Documentation Section (cont'd) 8. a) Select ***Choose*** to locate file to be attached to the informal review request. b) Select ***Upload***. ***Note:*** *Selecting* ***Upload*** *will add the selected file to the supporting documentation table. Selecting* ***Cancel*** *will clear the selected file information in the pop-up window. Selecting Close will close the pop up window.* c) Repeat steps 7 – 8 from this section to add additional supporting documents to the supporting documentation table. ***Note****: The selected file must be in one of the following formats: doc, .docx, .msg, .pdf, .xls or .xlsx.' and under 2MB*	
User Attestation Section 9. After all relevant reasons for informal review have been added to the question entry table; select ***I accept the user attestation*** and then select ***Submit***. ***Note:*** ***Submit*** *will be disabled until the* ***User Attestation*** *has been accepted.*	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

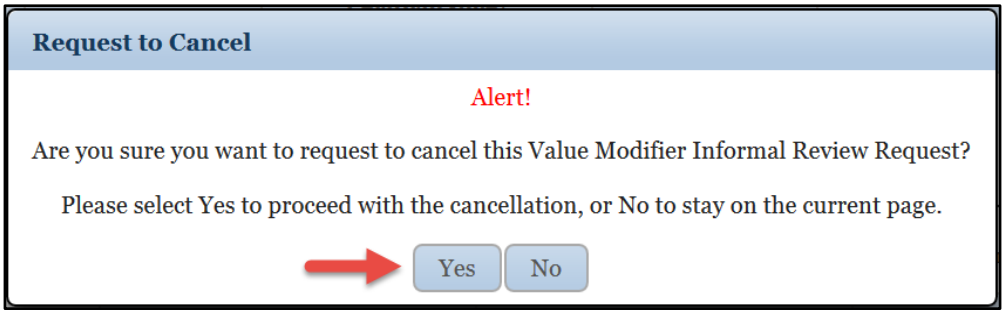
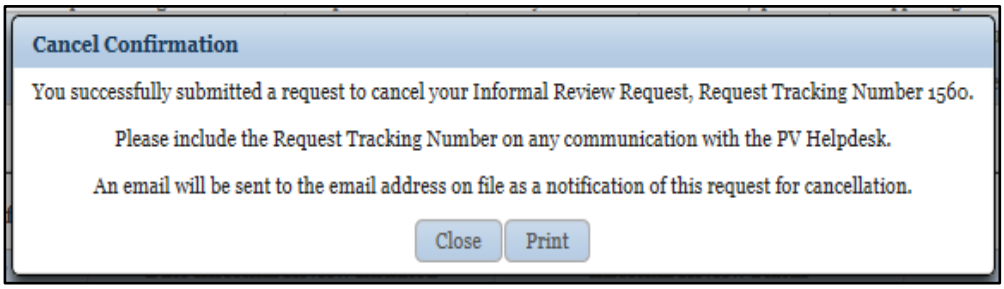
Version 0.4

Steps	Screenshots
The **Initial Confirmation** message will be displayed. ***Note:*** *Selecting* ***Close*** *on the* ***Initial Confirmation*** *message will navigate the user to the* ***Value Modifier Informal Review*** *screen.*	

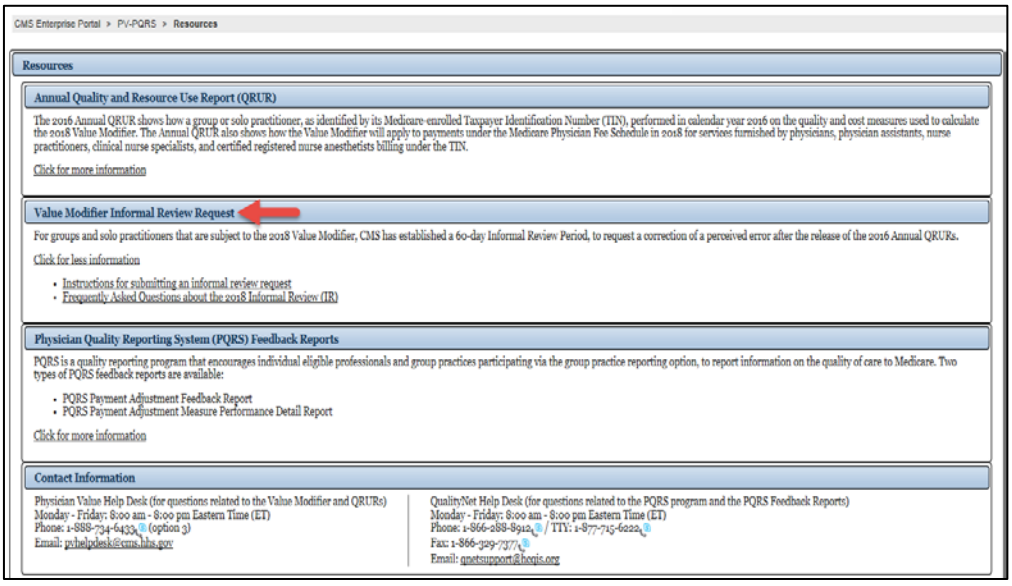
VI. Canceling an Existing Value Modifier Informal Review Request

Steps	Screenshots
1. Refer to **Section IV: Accessing the Value Modifier Informal Review Request Interface** for steps on how to access the Value Modifier Informal Review Request Interface. ***Note:*** *In order to Request to Cancel a Value Modifier Informal Review Request, you will first need to access the Value Modifier Informal Review Request Interface via one of the following methods.* • *Section IV – A. Directly from the CMS Enterprise Secure Portal* • *Section IV – B. Via QualityNet Communications Support Page (CSP)*	
2. Within the **Review Details** table, select ***Request to Cancel Informal Review*** under the **Action** column to request an informal review be canceled. ***Note:*** *Selecting the* ***Request to Cancel Informal Review*** *will display the* ***Cancellation Alert Message****.*	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

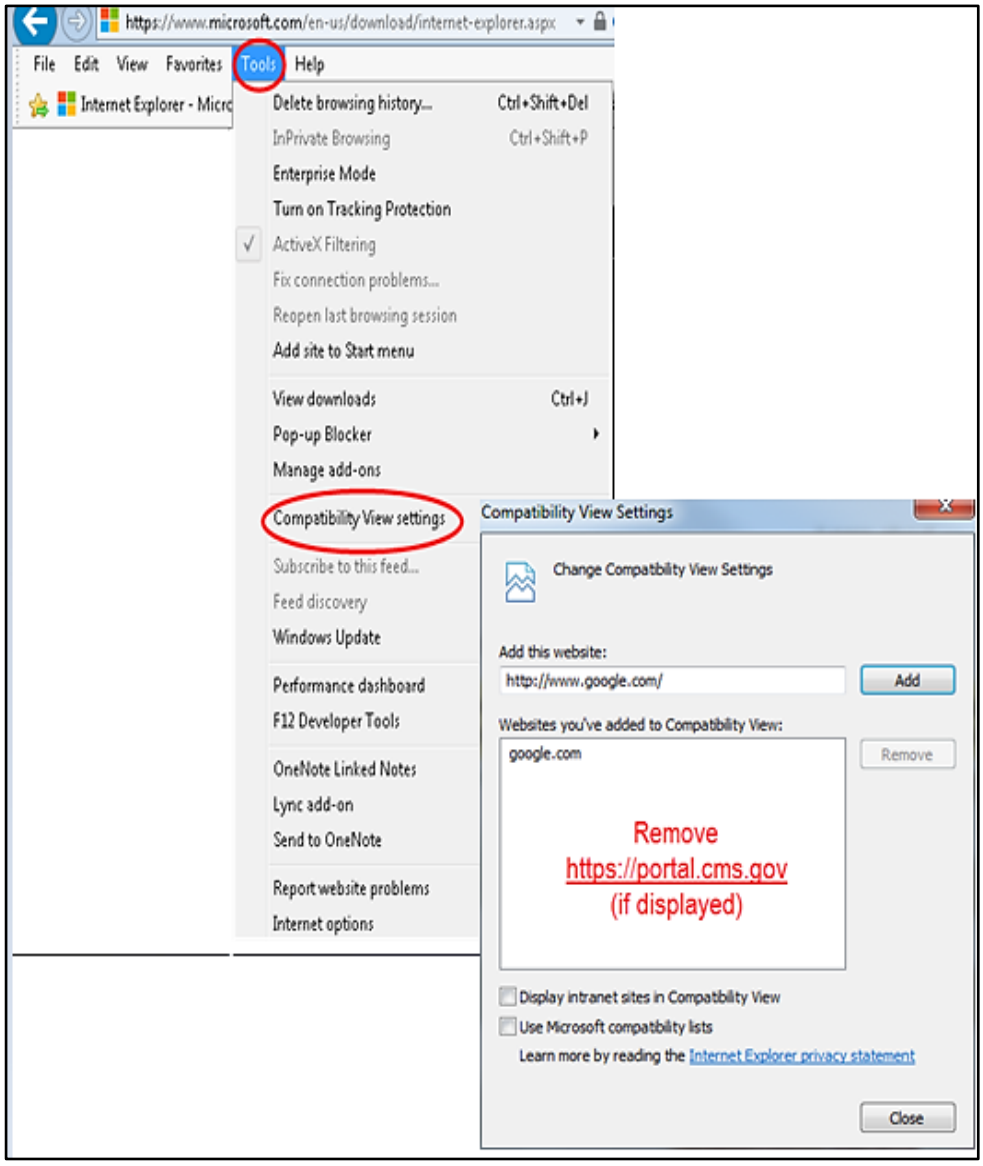
Steps	Screenshots
3. Select ***Yes*** on the **Cancellation Alert** message to confirm that you want to cancel the Value Modifier Informal Review Request. ***Note:*** *Selecting **No** on the Cancellation Alert Message will navigate the user back to the **Value Modifier Informal Review** screen.*	
The **Request for Cancellation Confirmation** message will be displayed. ***Note:*** *Selecting **Close** on the **Cancellation Confirmation** message will navigate the user to the **Value Modifier Informal Review** screen.*	

VII. Accessing Value Modifier Informal Review Request Information Through Resources Page

Steps	Screenshots
1. Select **Resources** under **PV-PQRS** drop down menu to access **Value Modifier Informal Review Request** related information.	
The following information is available under **Value Modifier Informal Review Request** section: • Instruction for submitting an informal review request- Instructions for submitting or cancelling a Value Modifier Informal Review Request • Frequently Asked Questions about the 2018 Informal Review (IR) ***Note:*** *To expand "Click for more information" to collapse "Click for less information".*	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

VIII. Troubleshooting Browser Settings

Steps	Screenshots
Troubleshooting If you are not using one of the supported browsers or are having trouble viewing the **CMS Enterprise Portal** using Microsoft Internet Explorer 11: 1. Ensure the browser is open. 2. Press the **Alt** key to display the Menu bar (or right-click the **Address bar** and then select **Menu bar**). 3. Select ***Tools*** on the **Menu bar**. 4. Select ***Compatibility View Settings***. 5. Remove the CMS Enterprise Portal web address if it appears in the **Websites you've added to Compatibility View** box. 6. Un-check all of the boxes below **Websites you've added to Compatibility View**. 7. Close the **Compatibility View Settings** box. 8. Close the current browser session. 9. Open a new browser session. 10. Go to https://portal.cms.gov and select ***Login to the CMS Enterprise Portal***. ***Note:*** *The **CMS Enterprise Portal** supports the following internet browsers:* • *Internet Explorer 11 (without compatibility mode)* • *Firefox* • *Chrome* • *Safari*	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

Version 0.4