



## Provider Inquiry Assistance

### Alternative Process for Individual Eligible Professionals to Access Physician Quality Reporting Initiative (PQRI) and Electronic Prescribing (E-Prescribing) Feedback Reports - JA0922

Related CR Release Date: N/A

Date Job Aid Revised: October 20, 2009

Effective Date: N/A

Implementation Date: N/A

**Key Words** SE0922, PQRI, E-Prescribing, Feedback

**Contractors Affected**

- Part A/B Medicare Administrative Contractors (A/B MACs)
- Medicare Carriers

**Provider Types Affected** Individual Eligible Professionals (EPs) requesting reports based on their individual National Provider Identifier (NPI) have an alternative means of accessing those reports.



MLN Matters® article SE0922 conveys the creation of an alternative process that individual EPs may use to request 2007 Re-Run and 2008 PQRI feedback reports based on their individual NPI.

#### Alternative PQRI Feedback Report Request Process

**Provider Needs to Know...**

- Physicians and other practitioners who qualify as individual EPs under the Centers for Medicare & Medicaid Services (CMS) PQRI and the 2009 E-Prescribing Incentive Program can request feedback reports through their claims processing contractor.
- This new process eliminates the need for individual EPs to register in IACS for their feedback report.

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### Reports Based on Individual NPI

- Beginning on October 19, 2009, individual EPs can call their respective carrier or A/B MAC Provider Contact Center to request 2007 Re-Run and 2008 PQRI feedback reports that will contain data based on their individual NPI.
- This means that EPs who are part of a group practice can get their individual feedback reports as well.
- When requesting feedback reports, EPs will be asked to provide an e-mail address.
- EPs can then expect to receive the e-mailed feedback report within 30 days of the request.
- If no report is available, the provider will receive an e-mail notification.

### Reports Based on Taxpayer Identification Number (TIN) or Group Practice

- EPs who request feedback reports based on TIN or group practice information will still be required to access their PQRI feedback reports via the PQRI Portal after first registering in the Individuals Authorized Access to the *CMS* Computer Services (*IACS*) security system.
- An IACS user identification and password is required to access the PQRI Portal.
- The PQRI Portal may be found at <http://www.qualitynet.org/pqri> on the CMS website.

### How to Choose the Correct Contact to Answer Questions

- CMS has provided the following resources to answer questions about the PQRI and E-Prescribing programs, incentive payments, feedback reports, and IACS registration and account issues.
  1. **The A/B MACs and Carrier Provider Contact Centers** can provide answers to questions concerning incentive payment status. Examples of questions include:
    - Was my incentive payment sent?
    - What is my incentive payment amount?
    - What does my Remittance Advice(s) mean?

The list of Provider Contact Centers is available at

<http://www.cms.hhs.gov/MLNProducts/Downloads/CallCenterTollNumDirectory.zip> on the CMS website.

2. **The Quality Net Help Desk can provide** general PQRI and E-Prescribing information, as well as, answer questions about PQRI feedback report availability and access coding, measures, and the feedback reports themselves. Examples of questions they can assist with include:
    - Do I have a PQRI feedback report available for this TIN or NPI?
    - When will my PQRI feedback reports be available?
    - Why am I unable to view my PQRI feedback report on the PQRI Portal?
    - Did I qualify for a PQRI incentive payment?
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- When will my PQRI incentive payment be available?
  - Can you explain a specific part of my PQRI feedback report?

The **Quality Net Help Desk** can be contacted by phone at 1-866-288-8912 (Monday – Friday from 7:00 a.m. – 7:00 p.m. CST) or by email at [gnetsupport@sdps.org](mailto:gnetsupport@sdps.org) via the Internet.

3. The **External User Services (EUS)** can resolve issues concerning IACS registration and account issues such as:

- Registering in IACS;
- Accessing IACS account;
- Changing IACS account; and
- Approving users in their organization.

The **EUS** can be contacted by phone at 1-866-484-8049 (Monday – Friday from 7:00 a.m. - 7:00 p.m. EST) or by email at [EUSsupport@cqi.com](mailto:EUSsupport@cqi.com) via the Internet.

### Information Providers Should Remember

- EP and group practice provider enrollment information must be current in the Medicare Provider Enrollment Chain and Ownership System (PECOS) in order to request an IACS account.
- An IACS account is needed to access the PQRI Portal and view or download TIN-level PQRI feedback reports.
- More information, including a link to Internet-based PECOS is available at <http://www.cms.hhs.gov/MedicareProviderSupEnroll> on the CMS website.
- A list of Provider Enrollment contact numbers is available at [http://www.cms.hhs.gov/MedicareProviderSupEnroll/downloads/contact\\_list.pdf](http://www.cms.hhs.gov/MedicareProviderSupEnroll/downloads/contact_list.pdf) on the CMS website.

**Note:** E-Prescribing feedback reports for data submitted in calendar year 2009 will be available in late 2010. CMS will notify EPs when they can begin requesting these reports using this alternative process.

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#### Background

- In the past, EPs could only access PQRI feedback reports through a secure website after first registering in the CMS security system known as IACS.
  - CMS is now offering an alternative feedback report request process which will be available beginning October 19, 2009.
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The related MLN Matters® article can be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0922.pdf> on the CMS website.

#### Additional Information Sources

- For information about IACS, providers can go to <http://www.cms.hhs.gov/IACS> on the CMS website.
  - PQRI Program information and resources are available at <http://www.cms.hhs.gov/PQRI> on the CMS website.
  - The MLN Matters® article (MM6394) listing individual EPs under these incentive programs may be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM6394.pdf> on the CMS website.
  - There are two related job aids to MM6394 that are available as follows:
    - "Program Overview: 2009 Physician Quality Reporting Initiative (PQRI)" at <http://www.cms.hhs.gov/ContractorLearningResources/downloads/JA6394A.pdf> and
    - "Program Overview: 2009 Electronic Prescribing (E-Prescribing) Incentive Program" at <http://www.cms.hhs.gov/ContractorLearningResources/downloads/JA6394b.pdf> on the CMS website.
  - The 2007 Re-Run and 2008 PQRI Feedback Report User Guide is available at <http://www.cms.hhs.gov/PQRI/2008/list.asp#TopOfPage> on the CMS website.
  - *A Guide for Understanding the 2008 PQRI Incentive Payment* is available at <http://www.cms.hhs.gov/PQRI/downloads/GuideUnderstanding2008PQRIIncentivePayment072109.pdf> on the CMS website.
  - *A Guide for Understanding the 2007 Re-Run PQRI Incentive Payment* is available at [http://www.cms.hhs.gov/PQRI/Downloads/GuideforUnderstanding2007Re-RunPQRIIncentivePayment063\\_508.pdf](http://www.cms.hhs.gov/PQRI/Downloads/GuideforUnderstanding2007Re-RunPQRIIncentivePayment063_508.pdf) on the CMS website.
  - To access the PQRI Portal and to verify the 2007 Re-Run or 2008 PQRI feedback report availability for a TIN or NPI, providers can go to <http://www.qualitynet.org/pqri> on the Quality Net website.
  - The *PQRI Portal User Guide* is available at [http://www.cms.hhs.gov/PQRI/30\\_EducationalResources.asp#TopOfPage](http://www.cms.hhs.gov/PQRI/30_EducationalResources.asp#TopOfPage) on the CMS website. This document will be available by October 30, 2009.
  - For general E-Prescribing information, providers should go to <http://www.cms.hhs.gov/eRxIncentive> on the CMS website.
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Reference  
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