



## Steps for Individuals Authorized Access to CMS Computer Services (IACS)-Defined Organizations to Access their Physician Quality Reporting Initiative (PQRI) Feedback Reports – JA0831

**Note:** Special Edition (SE) article SE0831 was revised to modify certain language to keep it current.

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**Contractors Affected**

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

**Provider Types Affected** Group practices that are corporations or limited liability companies in which at least one eligible professional reported PQRI quality measures data to Medicare



- PQRI Feedback Reports are available on a secure website to IACS-defined organizations that reported PQRI quality measures in a given year.
- For access to certain Centers for Medicare & Medicaid Services (CMS) provider Internet applications, including PQRI, an organization must first register in the CMS security system known as IACS. IACS registration provides a User ID and password that may be used to access CMS applications, such as the “PQRI Feedback Report” application.
- Providers should only register in IACS once. As a result of that single registration, they are able to access certain other CMS Internet applications in addition to the PQRI Feedback Report application.

## Registering in IACS as an “Organization”

**Note:** Providers should not register as an organization in IACS if they are a private practice that is a sole proprietorship with or without employees that is paid directly by Medicare. Those practices must register as “Individual Practitioners” and access their PQRI Feedback Reports personally because they may not have the requisite Internal Revenue Service (IRS) documents described below.

- This process will take roughly ten business days following submission of IRS documents.
  - For a provider to access their PQRI Feedback Report, they should register in IACS as an “organization” if they are:
    - A group practice as described at the beginning of this document which receives Medicare payments on behalf of its members, or
    - An individual practitioner who has reassigned benefits to a group practice **and** is directed by that group practice to register in IACS to access the PQRI Feedback Reports of that group practice. Professionals who have reassigned Medicare benefits to a group practice should otherwise NOT register in IACS to view the group practice’s PQRI Feedback Reports.
- IACS-defined “organization” registration requires entry of a legal business name (LBN) and a Taxpayer Identification Number (TIN) (the Employer Identification Number (EIN)).
- CMS will verify that information against IRS documents submitted by the Security Official (SO) for the organization.
- One PQRI Feedback Report will be prepared for each TIN to which Medicare payments are sent.
- The group practice will be responsible for sharing the National Provider Identifier-level PQRI information with the appropriate professionals in the group practice.
- Up to 10 individuals can be approved as End Users to access the PQRI feedback report for each organization registered in IACS.

Provider Needs to Know...

## Steps for “Organizations” to Access their PQRI Feedback Reports

### Step 1: Organization's SO Registration and Approval in IACS

- If the provider's organization already has a SO approved in IACS, they should not register another SO.
- IACS employs a delegated-approval model where:
  - The SO for the organization is the first person in that organization to register in IACS;
  - The SO is the person who registers the organization in IACS and updates the organization’s profile information in IACS;
  - There can be only one SO for an organization; and

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- The SO is trusted by the organization to approve subsequent registration requests of Backup SOs and User Group Administrators (UGAs) and can approve the application (e.g., the PQRI Feedback Report Application) access requests of UGAs and End Users. Because of these approval roles, the **SO is not permitted to access any applications, including the PQRI Feedback Report application.**
  - The person registering to be a SO should do the following:
    - Go to <https://applications.cms.hhs.gov> on the CMS website and register as an SO. The SO should then receive an email from CMS End User Services (EUS) Help Desk requesting IRS documentation. The email will include the address to which the documentation should be sent; and
    - Submit IRS documentation containing IRS letterhead, a typed LBN and a typed TIN (EIN) to the EUS Help Desk. Examples include photocopies of an IRS CP-575 form, IRS 147C letter, or a Federal Tax Deposit Coupon. The LBN and TIN used to register in IACS must match the LBN and TIN that are shown on the IRS documents.
  - Within about ten business days and once the IACS registration information has been verified by the EUS Help Desk, the SO will receive an IACS User ID and password via two separate emails.

**Note:** It is strongly suggested a Backup SO be designated as well. This will avoid delays and confusion in the event an SO leaves the organization or is otherwise unavailable.

### Step 2: Organization's UGA(s) Registration in IACS and Approval by the SO

- A UGA registers the User Group within an IACS-defined organization and updates the UG profile information in IACS. The SO or UGA is trusted to approve the access requests of End Users for that User Group.
- The person registering to be a UGA should go to <https://applications.cms.hhs.gov> on the CMS website and register as a UGA for an organization. IACS will send an email to the SO for approval. If approved, the UGA will receive an IACS User ID and password via two separate emails.
- In rare cases where there will be only one user in a User Group, that user must register as a UGA. The UGA may be approved to access the PQRI Feedback Report negating the need for End Users to register.

### Step 2a: Organization End Users Registration in IACS and Approval by the UGA

**Note:** This step is optional if the UGA will access the PQRI Feedback Report application as described above in Step 2.

- An End User is usually a staff member who is trusted to perform Medicare business for the organization.
  - The person registering to be an End User should go to
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<https://applications.cms.hhs.gov> on the CMS website and register as an End User in an organization User Group. IACS will send an email to the UGA for approval.

- If approved, the End User will receive an IACS user ID and password via two separate emails.

### Step 3: Request a PQRI Feedback Report Application Role

- Both UGAs and End Users have the ability to request PQRI roles.
- The person requesting a PQRI application role should do the following:
  - Go to the IACS site at <https://applications.cms.hhs.gov> on the CMS website;
  - Read the contents of the CMS Applications Portal Warning/Reminder screen;
  - Enter the CMS Applications Portal by clicking the “Enter CMS Applications Portal” button at the bottom of the screen;
  - On the CMS Applications Portal Introduction page, click on the “Account Management” tab at the top of the screen;
  - On the Account Management page, click the “My Profile” link;
  - Login using their IACS User ID and password;
  - On the My Profile page, click the “Modify Account Profile” link;
  - On the Modify Account Profile page under Access Request, select “Modify Provider Profile” from the Select Action list box if this is their first time requesting access to an application via IACS. If their profile is already associated to other applications that use IACS, select “Add Application” from the Select Action list box;
  - Select the “PQRI User” role; and
  - There will be options to choose one of two PQRI roles: “PQRI Approver” or “PQRI User”. In most cases, “PQRI user” is the proper selection. The PQRI Approver should not be selected unless someone other than the SO will be designated to approve PQRI user requests. The assumption is that the SO will approve PQRI users.

### Step 4: Enter PQRI Feedback Report Application

To gain access to the PQRI Feedback Report, the user should go to <http://www.qualitynet.org/pqri> and use their IACS User ID and password.

### IACS Quick Reference Guides

More information on registering for the SO, BSO, UGA or End User role can be found at [http://www.cms.hhs.gov/IACS/04\\_Provider\\_Community.asp#TopOfPage](http://www.cms.hhs.gov/IACS/04_Provider_Community.asp#TopOfPage) on the CMS website.

- The Quick Reference Guides on this page address:
    - Registering as an SO, UGA, End User;
    - Request Access to CMS Application (request PQRI User role); and
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- There are also Quick Reference Guides for Approvers:
  - From the Web page stated above, click on “General User Guides and Resources” in the left column for the *Approver Guide*, which provides steps to approve registration requests (SO approves UGA, UGA approves End User), and for the SO to approve PQRI User role requests from UGA and/or End User.

**Additional Help for IACS**

CMS has established the EUS Help Desk to support access and registration to IACS. The EUS Help Desk may be reached by email at [EUSSupport@cqi.com](mailto:EUSSupport@cqi.com) or by phone on 1-866-484-8049 or TTY/TDD on 1-866-523-4759. Hours of operation are Monday through Friday 7AM to 7PM EST.

**Additional Help for PQRI**

- For help accessing the PQRI system and questions on the PQRI Feedback Report, providers can contact the PQRI Help Desk on 866-288-8912 or by sending an email to [qnetsupport@sdps.org](mailto:qnetsupport@sdps.org).
- For questions concerning the status of PQRI incentive payments and any offset applied, the provider may contact their 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.hhs.gov/MLNGenInfo/01\\_Overview.asp](http://www.cms.hhs.gov/MLNGenInfo/01_Overview.asp) on the CMS website.

**Background**

The Tax Relief and Health Care Act of 2006 required the establishment of a physician quality reporting system, including an incentive payment for eligible professionals who satisfactorily report data on quality measures for covered services furnished to Medicare beneficiaries during the second half of 2007 (the 2007 reporting period).

**Operational**

**Impact**

N/A

**Reference Materials**

The related MLN Matters® article can be found at <http://www.cms.hhs.gov/MLNmattersArticles/downloads/se0831.pdf> on the CMS website.

Additional information on registering as an individual practitioner may be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0830.pdf> on the CMS website.

Additional PQRI FAQs are available at [http://www.cms.hhs.gov/pqri/01\\_overview.asp](http://www.cms.hhs.gov/pqri/01_overview.asp) on the CMS website.

More information about accessing PQRI Participant Feedback Reports is posted on <http://www.cms.hhs.gov/PQRI> on the CMS website

The following MLN Matters articles may help providers to register for access to CMS online computer services:

- SE0747: "Individuals Authorized Access to CMS Computer Services (IACS)- Provider/Supplier Community (IACS-PC): THE FIRST IN A SERIES OF ARTICLES" at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0747.pdf>;
  - SE0753: "Individuals Authorized Access to CMS Computer Services – Provider/Supplier Community (IACS-PC): THE SECOND IN A SERIES OF ARTICLES ON THE IACS" at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0753.pdf>; and
  - SE0754: "Individuals Authorized Access to CMS Computer Services – Provider/Supplier Community (IACS-PC): THE THIRD IN A SERIES OF ARTICLES ON THE IACS-PC" at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0754.pdf> on the CMS website.
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