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. EST.
II. Introduction

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

The Affordable Care Act (ACA) establishes a Value Modifier that provides for differential payment to physician solo practitioners or physician groups under the Medicare Physician Fee Schedule (Medicare PFS) based on the quality of care furnished to Medicare Fee-for-Service (FFS) beneficiaries compared to the cost of care during a performance period. Further, the statute requires that Medicare begin applying the Value Modifier on January 1, 2015, with respect to items and services furnished by specific physician solo practitioners and physician groups (as determined by the Secretary), and to apply it to all physician solo practitioners and physician groups with 2 or more eligible professionals beginning no later than January 1, 2017. The statute requires that the Value Modifier must be implemented in a budget neutral manner. Generally this means that upward payment adjustments for high performance must balance the downward payment adjustments applied for poor performance.

Beginning in 2017, the Centers for Medicare and Medicaid Services (CMS) will apply a Value Modifier adjustment to physician solo practitioners and physician groups with 2 or more eligible professionals their Medicare Taxpayer Identification Number (TIN). This adjustment is based on the physician solo practitioners’ or physician groups’ reporting for the Physician Quality Reporting System (PQRS) in performance period 2015 and performance on claims-based quality outcome and cost measures. Physician solo practitioners and physician groups with 2-9 eligible professionals could be subject to an upward or neutral Value Modifier adjustment, while physician groups with 10+ eligible professionals could be subject to an upward, neutral, or downward Value Modifier adjustment.

In September 2016, CMS made the 2015 Annual Quality and Resource Use Reports (QRURs) available to every physician solo practitioner and physician group practices nationwide. The 2015 Annual QRURs show how physician solo practitioners and physician groups performed in 2015 on the quality and cost measures used to calculate the 2017 Value Modifier. For physician solo practitioners and physician groups with 2 or more eligible professionals who are subject to the 2017 Value Modifier, the QRUR shows how the Value Modifier will apply to physician payments under the Medicare PFS for physicians who bill under the TIN in 2017. For all other TINs, the QRUR is for informational purposes only and will not affect the TIN’s payments under the Medicare PFS in 2017.

For physician solo practitioners and physician groups with 2 or more eligible professionals that are subject to the 2017 Value Modifier, CMS established a 60-day Informal Review Period, to request a correction of a perceived error. For more information about the 2017 Value Modifier and the 2015 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/2015-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 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.
III. 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 physician solo practitioner (TIN with only 1 National Provider Identifier [NPI] that bills under the TIN):
  - Individual Practitioner
  - Individual Practitioner Representative

- For a physician group with 2 or more eligible professionals (TIN with 2 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 physician solo practitioner has already accessed their 2015 Annual QRUR, then the same person can submit a Value Modifier Informal Review Request using his/her EIDM User ID and Password.
- If a physician 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 physician 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 ensure that the EIDM account is still active, please contact the QualityNet Help Desk.
- If a physician group has already accessed its 2015 Annual QRUR, then the same person can submit a Value Modifier Informal Review Request using his/her EIDM User ID and Password.
- If a physician 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 physician 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 ensure the EIDM account is still active, please contact the QualityNet Help Desk.
IV. Questions

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

- Monday – Friday: 8:00 am – 8:00 pm EST
- Phone: (866) 288-8912 TTY (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 2015 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 EST
- Phone: 1-888-734-6433 (select option 3)
V. **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

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>

**Note:** The CMS Enterprise Portal supports the following internet browsers:

- Internet Explorer 8 (without compatibility mode)
- Internet Explorer 9 (without compatibility mode)
- Internet Explorer 10 (without compatibility mode)
- Internet Explorer 11 (without compatibility mode)
- Mozilla-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. EST.
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. EST.
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.

The Multi-Factor Authentication process is now complete. You will be re-directed to your initial selection, the Value Modifier Informal Review Request Landing 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. EST.
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.
B. Accessing the Value Modifier Informal Review Request Interface via the QualityNet Communication Support Page (CSP)

Steps


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. EST.
### Steps

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3.</strong></td>
<td>Select <strong>VM Informal Review</strong> from the <strong>Informal Review Request</strong> drop down.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>4.</strong></td>
<td>A <strong>VM informal review request message</strong> will be displayed. After reading the message, select <a href="https://portal.cms.gov">https://portal.cms.gov</a> to be navigated to the <strong>CMS Enterprise Secure Portal</strong>.</td>
</tr>
</tbody>
</table>

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. EST.
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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. EST.
8. 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**.

The Multi-Factor Authentication process is now complete. You will be re-directed to the Provider Welcome Screen.

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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. EST.
9. 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. EST.
VI. Submitting a Value Modifier Informal Review Request

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 1. Refer to Section V: 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 V:  
  - Section V - A. Directly from the CMS Enterprise Secure Portal  
  - Section V – B. Via QualityNet Communication Support Page (CSP) | ![Screenshot of Value Modifier Informal Review Request interface] |
| 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 2017 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. | ![Screenshot of Value Modifier History table] |

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. EST.
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### Steps

<table>
<thead>
<tr>
<th>Requestor Contact Information Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Verify the EIDM pre-populated information.</td>
</tr>
</tbody>
</table>

**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.

### Screenshots

![Screenshot of Requestor Contact Information](image1)

![Screenshot of Informal Review Information](image2)

### 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. EST.
<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informal Review Information Section (cont’d)</td>
<td><img src="image" alt="Informal Review Information" /></td>
</tr>
</tbody>
</table>
| 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: Group Size, QRUR Cost, QRUR Quality, QRUR Other, Registration 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) Enter **Justification for Review**.  
d) 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 Cancelation Alert, ensuring this is the action to be completed.  
e) Repeat steps 3 – 4 from this section to add additional reasons for informal review to the question entry table (optional). |
### Steps

#### User Attestation Section

7. 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.

### Screenshots

#### Informal Review Information

<table>
<thead>
<tr>
<th>Reason for Informal Review</th>
<th>Related Exhibits</th>
<th>Ticket Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>QI/RQ Quality Section</td>
<td>Exhibit 2</td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td>Group Size</td>
<td>N/A</td>
<td>Pending</td>
<td></td>
</tr>
</tbody>
</table>

**Add**

#### User Attestation

I hereby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any falsification, omission, or concealment of any material fact may subject me to administrative, civil, or criminal liability.

- [ ] I accept the user attestation
- [ ] I do not accept the user attestation

**Submit**  **Cancel**

#### Initial Confirmation

You have successfully requested an informal review on your Medicare Physician Fee Schedule 2017 payment adjustment under the Value-based Payment Modifier.

Your Request Tracking Number is 665. Please include the Request Tracking Number on any communication with the PV Helpdesk.

An email will be sent to the email address on file as a notification of this submission. Informal Review Request has been successfully submitted.

**Close**  **Print**

---

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. EST.
### VII. Modifying an Existing Value Modifier Informal Review Request

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 1. Refer to [Section V: 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 modify a Value Modifier Informal Review Request as described in [Section V](#):  
- Section V - A. Directly from the CMS Enterprise Secure Portal  
- Section V – B. Via QualityNet Communications Support Page (CSP) | ![Screenshot of the Value Modifier Informal Review Request Interface](image) |
| 2. Within the **Review Details** table, select the **Request Tracking Number** for the informal review request to be modified. | ![Screenshot of the Request Tracking Number](image) |

---

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. EST.
The Informal Review Request will be displayed with the latest information saved to the database.

Note: Selecting the Request Tracking Number will open the informal review request to be modified. If the informal review request has a status of Review Requested the user will be able to modify the requestor contact information, view/modify a Reason for Informal Review, delete a Reason for Informal Review or add a new Reason for Informal Review to the question entry table.

If the informal review request has a status of Review Started the user will only be able to modify the requestor contact information. If the informal review has a status of Review Started, then the user will need to contact the Helpdesk for assistance with modifying an existing informal review request.

Modifying Requestor Contact Information

3. a) Select field to be modified and enter updated information
   OR
   b) Select Clear to clear all fields and enter updated information into all 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. EST.
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. EST.
7. a) Within the Question Entry table, select Modify under the Action column to the right of the request for informal review you want to modify.

7. b) Review current information.
   c) Modify information that requires update.
   d) Select Update to update the reason for informal review information within the Question Entry table.

   Note: The updated reason for informal review information has not yet been saved. To save the updated information, you must select Submit under the User Attestation section.
8. a) Within the Question Entry table, select **Delete** under the **Action** column to the right of the reason for informal review you want to delete.

   **Note:** Upon selecting **Delete**, the **Delete Alert Message** will be displayed.

8. b) Select Yes on Delete Alert to confirm that you want to delete the reason for informal review entry.

   **Note:** The **Ticket Status** will be updated to **Delete Requested**.

9. a) Select **Add**.

   **Note:** A pop-up window will be displayed with fields corresponding to add a new reason for informal review.
### Steps

9. **b)** Select an option from the *Reason for Informal Review* drop-down menu.
   
   **c)** Select an option from the *Related Exhibits* check-box menu (optional).
   
   **d)** Enter *Justification for Review*.
   
   **e)** Select **Add**.
   
   **f)** Repeat Steps 8a – 8e to add additional reasons for informal review to the question entry table (if applicable).
   
   **g)** Enter *Justification for Review*.
   
   **h)** Select **Add**.

### Screenshots

- **User Attestation Section**
  
  10. 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 button will be disabled until the User Attestation has been accepted. All changes will not be saved to the database until Submit is selected.

### The Modification Confirmation message will be displayed.

**Note:** Selecting **Close** on the Modification Confirmation message will navigate the user to the Value Modifier Informal Review tab.

---

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. EST.
## VIII. Canceling an Existing Value Modifier Informal Review Request

### Steps | Screenshots
---|---
1. Refer to **Section V: 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 cancel a Value Modifier Informal Review Request as described in **Section V**:
- **Section V – A.** Directly from the CMS Enterprise Secure Portal  
- **Section V – B.** Via QualityNet Communications Support Page (CSP)

2. Within the **Review Details** table, select **Cancel Informal Review** under the **Action** column for the informal review request to be canceled.  
**Note:** Selecting the **Cancel Informal Review** will display the **Cancelation Alert Message**.

3. Select **Yes** on the **Cancelation Alert** message to confirm that you want to cancel the Value Modifier Informal Review Request.  
**Note:** Selecting **No** on the Cancelation Alert Message will navigate the user back to the **Value Modifier Informal Review** 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. EST.
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. EST.

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>The <strong>Cancelation Confirmation</strong> message will be displayed.</td>
<td><img src="image" alt="Screenshot" /></td>
</tr>
<tr>
<td><strong>Note:</strong> Selecting <strong>Close</strong> on the <strong>Cancelation Confirmation</strong> message will navigate the user to the <strong>Value Modifier Informal Review</strong> screen.</td>
<td></td>
</tr>
</tbody>
</table>
IX. Troubleshooting Browser Settings

**Steps**

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).
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.

**Note:** The CMS Enterprise Portal supports the following internet browsers:
- Internet Explorer 8 (without compatibility mode)
- Internet Explorer 9 (without compatibility mode)
- Internet Explorer 10 (without compatibility mode)
- Internet Explorer 11 (without compatibility mode)
- Mozilla-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. EST.