

Center of Clinical Standards and Quality

Tips for Using the Quality Reporting Communication Support Page for the Electronic Prescribing (eRx) Incentive Program and Physician Quality Reporting System (PQRS)

General Information

- The Quality Reporting Communication Support Page (Communication Support Page) allows individual eligible professionals and group practices to do the following:
 - Submit a request for a hardship exemption to the eRx payment adjustment;
 - Request National Provider Identifier (NPI) level PQRS and eRx feedback reports; and
 - Submit a request for a PQRS informal review.

In addition to the functions above, The Communication Support Page allows group practices, Electronic Health Record (EHR) Data Submission Vendors, Registry Vendors and Maintenance of Certification Boards to self-nominate/register to participate in the PQRS and eRx Program. Please note that Individuals Authorized Access to Centers for Medicare & Medicaid Services Computer Services (IACS) account is required to self-nominate/register.

- The Communication Support Page is located on the [Physician and Other Health Care Professionals Quality Reporting Portal](#) (Portal) home page in the upper left-hand corner under “Related Links” on the Portal home page.
- A [user manual](#) for the Communication Support Page is available on the Portal via the “Help” icon located on the lower right corner of the page.

Requesting Significant Hardship Exemptions, Feedback Reports and Informal Reviews

- You do not need to register for an IACS account or log-in to the Portal to request a significant hardship exemption, a feedback report or an informal review and therefore can go directly to the [Communications Support Page](#) to begin your request.
- It is important to note that the requestor is the reporting eligible professional or designated point of contact for those group practices participating in the Group Practice Reporting Option (GPRO). While designated staff may submit the request on behalf of the eligible professional or GPRO point of contact, the Centers for Medicare & Medicaid Services (CMS) advises that the contact information entered be that of the eligible professional or GPRO point of contact. This ensures that the final determination goes to the eligible professional and not the submitter.
- When eligible professionals request an Electronic Prescribing (eRx) Incentive Program hardship exemption for themselves, they should select the “Health Care Provider” option in the required Requestor Relationship field.

- The “Help Desk” requestor role is only to be used by the QualityNet Help Desk staff in the event that help desk staff submits a request on behalf of the eligible professional or group practice.

Individual Eligible Professional vs. Group Practice

- The “Group Practice” selection is **only** for those group practices who completed the self-nomination process to participate under eRx GPRO for the program year for which the request applies for (e.g. only group practices that self-nominated for 2013eRx GPRO can request a hardship exemption for the 2014 eRx payment adjustment) . All other eligible professionals will need to make requests using the “Individual Eligible Professional” selection. **Note:** The system is not able to automatically reject requests received from those who did not self-nominate to participate in eRx GPRO. Therefore, the request will be accepted by the system. Entering a request under the “Group Practice” option when you are not a eRx GPRO may result in your practice still being subject to the eRx payment adjustment.

National Provider Identifier (NPI) and Tax Identification Number (TIN)

- When submitting a request as an individual eligible professional, the *individual* rendering NPI of the eligible professional must be entered in the NPI field. For example, if you are a solo practitioner but are incorporated (i.e., as a PC or LLC) you use your individual NPI. If you are a physician or other health care professional in a 5-person group practice and each person intends to make a request, each practitioner still should file using his or her individual rendering NPI.
- When submitting a request, eligible professionals and group practices must enter the **last 6 digits** of the TIN used to bill Medicare. The TIN may be either an Employee ID Number (EIN) or a Social Security Number (SSN), whichever is used by the individual NPI rendering provider as the Federal Tax ID Number on Part B claims.
- It is very important that requestors or submitters verify that they have entered the correct TIN and NPI information when using the Communication Support Page. Entering inaccurate information may result in a denial of your request, or an incorrect approval which will not remove the provider from the eRx payment adjustment list.

Creating a Self-Nomination/Registration Request

- You must sign-in to the [Physician and Other Health Professionals Quality Reporting Portal](#) with an IACS account to self-nominate/register. If you do not have an IACS account you will be able to register for one on the same page.
- Once you are signed into the Portal, click the *Create Self Nomination Request* link located on the left side of the web page. This will take you to the self nomination screens on the Communication Support Page.
- Select a Requestor Type. The Requestor Type options are as follows:
 - Group Practice Reporting Option Group Practice,
 - Maintenance of Certification Program Incentive Entity,
 - Electronic Health Record Data Submission Vendor or
 - Registry
- Fill out the required fields on the screens that follow. See the [user manual](#) for additional information or click the Help icon on the Communication Support Page.

Questions or Problems Accessing the Communication Support Page?

- If you experience a problem accessing the Communication Support Page, please try the following steps:
 - In your Internet browser, select Tools/Internet Options/Advanced
 - Scroll down toward the bottom and locate the “Use TLS 1.0” choice
 - Place a checkmark in the “Use TLS 1.0”
 - Click the “Ok” box
 - Attempt to access the site again
- Please note that Windows XP and Internet Explorer are required to access the Communication Support Page and therefore Apple products are not supported. Contact the QualityNet Help Desk as indicated below if you do not meet the software requirements and are therefore unable to access the page to submit your request.
- For questions and assistance with the Communication Support Page, contact the QualityNet Help Desk at 866-288-8912 (TTY 877-715-6222) from 7:00 a.m.–7:00 p.m. CST Monday-Friday, or via e-mail to qnet support@sdps.org.
- For additional information about the eRx Incentive Program and PQRS, visit our websites. The CMS websites serve as the primary and authoritative source for all publicly available information and CMS-supported educational and implementation support materials for the eRx Incentive Program and PQRS.
 - eRx Incentive Program website: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ERxIncentive>
 - PQRS website: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS>