DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CMS/
CENTERS for MEDICARE & MEDICAID SERVICES

Office of Clinical Standards and Quality

Tips for Using the 2012 Program Year Quality Reporting Communication Support Page to Enter an eRx Hardship Exemption Request to Avoid the 2013 eRx Payment Adjustment

Submission Period March 1, 2012 through June 30, 2012

General Information

- Go directly to the Communication Support Page using the following link: https://www.qualitynet.org/portal/server.pt/community/communications_support_system/234.

- If you are on the Physician and Other Health Care Professionals Quality Reporting Portal (Portal) home page (www.qualitynet.org/pqrs), the link to the Communication Support Page is located in the upper left-hand corner under "Related Links" on the Portal home page.

- You do not need to register for an account or log into the Portal to use the Communication Support 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. You can also access the user manual directly using the following link: https://www.qualitynet.org/imageserver/pqri/documents/2012_PQRS_eRx%20Communication%20Support%20Page%20User%20Manual.pdf

Requesting a Hardship Exemption

- The "Group Practice" selection is **only** for those group practices who completed the self-nomination process and were selected by CMS to participate in the 2012 Group Practice Reporting Option (GPRO). All other eligible professionals will need to request a hardship using the "Individual Eligible Professional" selection. **Note:** The system is not able to automatically reject requests received from those who are not a CMS-approved 2012 eRx GPRO. Therefore, the request will be accepted by the system. Entering a request under the Group Practice type when you are not a CMS-approved 2012 eRx GPRO may result in a denial of your hardship exemption request.

- CMS is requesting that the user submit only one request for a significant hardship exemption. Please select the hardship category that best represents the situation that will prevent the eligible professional or group practice participating in GPRO from submitting the required number of electronic prescriptions for services provided from January 1, 2012 – June 30, 2012. If more than one hardship category applies, you can use the justification field to explain this.

- When eligible professionals request a hardship exemption for themselves, they should select the "Health Care Provider" option in the required Requestor Relationship field. Please note that practice office staff can request a hardship exemption on behalf of the eligible professional.

- When requesting a hardship exemption as an individual eligible professional, the *individual* rendering National Provider Identifier (NPI) of the eligible professional must be entered in the NPI field. For example, if you are a solo practitioner who wants to request a hardship exemption 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 file for the hardship, each practitioner still should file using an individual NPI.

- When requesting a hardship exemption, eligible professionals and group practices must enter the **last 6 digits** of the Tax Identification Number (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 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 hardship exemption request, or an incorrect approval which will not remove the provider from the payment adjustment list.

Questions?

- For questions, 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 qnetsupport@sdps.org.

- For additional information about the eRx Incentive Program, visit www.cms.gov/eRxIncentive. This website serves as the primary and authoritative source for all publicly available information and CMS-supported educational and implementation support materials for the eRx Incentive Program.