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*National Provider Call*

## **Technical User Guide Location and Technical Help Desk Support**

CMS

Date: September 2015

Module 4 of 4: Technical User Guide Location and  
Help Desk Contact Information



Welcome to the Centers for Medicare & Medicaid Services presentation, “Technical User Guide Location and Help Desk Contact Information.”

## Purpose

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- QTSO website
- Review location of Hospice technical training webinars
- Review location of technical user guides pertinent to hospice providers
- Review technical help desk contact information

The purpose of this presentation is to review the following:

- QTSO website
- Hospice online recorded training webinars
- Types and location of technical user guides that are available and pertinent to hospice providers.
  - These technical user guides support the CMSNet and QIES user ID registration, QIES user ID password maintenance, HIS data submission and CASPER reports for hospice providers.
- Review Technical Help Desk Contact Information



## Hospice Technical Training Webinars

- Eight recorded webinars are available
  - Hospice Introduction to the QIES ASAP and CASPER Reporting Systems
  - Module 1: CMSNet user ID Registration Process
  - Module 2: Installing the Juniper Software to Access CMSNet
  - Module 3: QIES user ID Registration Process
  - Module 4: Hospice Item Set (HIS) File Submission Process
  - Module 5: Retrieving the Hospice Final Validation Report in CASPER
  - Module 6: Interpreting the Final Validation Report
  - Module 7: CASPER Reports for Hospices

Eight recorded technical training webinars are available on the QTSO website. Handouts accompany each of the recordings should providers wish to reference them while viewing the webinars.

The webinars are accessible using the directions below:

- From the QTSO website home page (<https://www.qtso.com/>), select the Online Training link located in the left navigational bar near the bottom of the page and the QTSO e-University web page displays.
- Select the Hospice link on the QTSO e-University web page.
- Enter your first and last name and email address in the Name and Email Address fields.
- Select the Go! Button and the Recorded Training Sessions page displays.
- Select the Hospice Introduction to QIES ASAP and CASPER Reporting Systems link from the Recorded Training Sessions box to begin the first recording in the training module series.

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# **CMSNet User ID Technical Documentation**



This section outlines the technical documentation available for the CMSNet user ID and installation of the Juniper software.

## CMSNet User ID and Juniper Software Installation Information

- CMSNet Information page:  
<https://www.qtso.com/cmsnet.html>
  - CMSNet Online Registration Instructions and link to the CMSNet Online Registration application
  - Installation Guide for CMSNet Remote Users
  - CMSNet Frequently Asked Questions
  - CMSNet Submission Access link

The CMSNet Information page on the QTSO website (<https://www.qtso.com/cmsnet.html>) provides a variety of information regarding the CMSNet user ID registration process, as well as a link to access the CMS Network.

- CMSNet Online Registration Instructions
  - Provides step-by-step instructions to register for a CMSNet user ID.
  - These instructions should be used when registering for a CMSNet user ID in the CMSNet Online Registration application.
- Link to the CMSNet Online Registration application.
- The Installation Guide for CMSNet Remote Users
  - Provides step-by-step instructions for installing the Juniper communications software.
  - The instructions should be closely followed while installing the Juniper software.
- Link to CMSNet Frequently Asked Questions (FAQs)
  - The FAQs document provides minimum hardware and software requirements for the workstation used to submit HIS data and access hospice-specific reports in the CASPER Reporting application.
  - Also included in the document are frequently asked questions and answers about the CMSNet user ID registration process.

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# QIES User ID Technical Documentation



This section outlines the technical documentation available for QIES user ID registration process and management of the password associated to the QIES user ID.

# QIES User ID Registration Information

- Welcome to the CMS QIES System for Providers web page
  - Link to the Provider User Registration application
    - Provider User Registration User's Guide
  - Link to the QIES User Maintenance application
    - QIES User Maintenance Application User's Guide

Technical information to assist providers through the QIES user ID registration process or to manage the password associated to the QIES user ID is available on the Welcome to the CMS QIES System for Providers web page. From this webpage, users can access the following:

- Provider User Registration Application where providers register for the QIES user ID.
  - The Provider User Registration User's Guide is available within the Provider User Registration application.
  - The guide provides detailed step-by-step instructions to guide providers through the QIES User ID registration process.
- QIES User Maintenance Application (QUMA) where providers manage the user information associated to the QIES user ID, as well as, reset, update or change the password associated to the QIES user ID. A link to access this application is also available on the Hospice Submissions system and CASPER Reporting application web pages.
  - The QIES User Maintenance Application (QUMA) User's Guide provides step-by-step directions to assist providers to manage the password associated to the QIES user ID or update user information associated to the QIES user ID.

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# Hospice Item Set (HIS) Data Submission Technical Documentation



This section outlines the technical documentation available for the Hospice Item Set (HIS) data submission process.

# HIS Data Submission Technical Documentation

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- Hospice Submission User's Guide

- Locations:

- Welcome to the CMS QIES System for Providers web page
    - Hospice User Guides and Training web page

Hospice Submission User's Guide provides technical information for submission of the HIS data to the QIES ASAP system, as well as accessing the system-generated Final Validation Report.

The user's guide is available in the following locations:

- Welcome to the CMS QIES Systems for Providers web page
- Hospice User Guides and Training page on the QTSO website (<https://www.qtso.com/hospicetrain.html>)

Providers are encouraged to print a copy of the user's guide and refer to it as needed for HIS record submission and accessing and interpreting the Hospice Final Validation Report.

# HIS Data Submission Technical Documentation

## Hospice Submission User's Guide (continued)

- Contains seven important sections
  - Section 1 – Introduction
  - Section 2 – Overview
  - Section 3 – Functionality
  - Section 4 – Reports
  - Section 5 – Error Messages
  - Appendix A – Quick Reference
  - Appendix B – Resident Match

The Hospice Submission User's Guide includes the following sections and information:

Section 1 – Introduction: Provides general information about the user's guide

Section 2 – Overview: Provides system requirements (software and hardware) in addition to applicable software training that should be obtained prior to using the system

Section 3 – Functionality: Provides step-by-step instructions for submission of the HIS data

Section 4 – Reports: Provides a brief description of the Hospice Final Validation and other reports that are available to providers in the CASPER Reporting application

Section 5 – Error Messages: Contains a list of all possible error messages that could return for an HIS record on the Hospice Final Validation Report

Appendix A: Quick Reference to Hospice File Submissions, Submission Status, and Final Validation Reports. This is a condensed referencing document that contains information about submitting the HIS record files to the QIES ASAP system, verifying the status of the submission and the final validation reports for the HIS data submissions. It is recommended that a printed copy of this document be posted near the workstation used to submit HIS data to the ASAP system.

Appendix B – Resident Match: Describes in detail the resident-matching process used to associate HIS records with existing or new patient (resident) records.

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# CASPER Reporting Technical Documentation



This section outlines the technical documentation available for the CASPER Reporting application.

# CASPER Reporting Technical Documentation

## •CASPER Reporting User's Guide

–Available in the following locations:

- Welcome to the CMS QIES System for Providers web page
- Hospice User Guides and Training web page

–Contains four important sections

- Section 1 – Introduction
- Section 2 – Functionality
- Section 3 – Hospice Provider Reports
- Appendix A – Quick Reference to Hospice File Submissions, Submission Status, and Final Validation Reports

The CASPER Reporting User's Guide provides technical information for requesting and accessing hospice-specific reports. The user's guide is available in the following locations:

- Welcome to the CMS QIES Systems for Providers web page
- Hospice User Guides and Training page on the QTSO website (<https://www.qtsso.com/hospicetrain.html>)

The CASPER Reporting User's Guide includes the following information:

Section 1 – Introduction: Provides general information about the user's guide

Section 2 – Functionality: Provides step-by-step instructions to assist providers to utilize the CASPER Reporting application

Section 3 – Hospice Provider Reports: Provides step-by-step instructions to assist providers to request, access and interpret the hospice-specific reports available in the Hospice Provider Reports category

Appendix A – Quick Reference to Hospice File Submissions, Submission Status, and Final Validation Reports. This is a condensed referencing document that contains information about submitting the HIS record files to the QIES ASAP system, verifying the status of the submission and the final validation reports for the HIS data submissions. It is recommended that a printed copy of this document be posted near the workstation used to submit HIS data to the ASAP system.

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# CMSNet Help Desk Contact Information



Contact the CMSNet Help Desk should you have technical questions regarding the CMSNet user ID registration process or installation of the Juniper software.

CMSNet Help Desk Contact Information:

- Phone at (888) 238-2122
- E-mail at [mdcn.mco@palmettogba.com](mailto:mdcn.mco@palmettogba.com)

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# QIES Technical Support Office (QTSO) Help Desk Contact Information



Contact the QTSO Help Desk should you have technical questions regarding the following:

- QIES user ID registration
- Managing the password associated to the QIES user ID
- Submission of HIS data
- Accessing and/or interpreting the Hospice Final Validation Report
- Requesting or interpreting hospice-specific reports available in the CASPER Reporting application
- Accessing or viewing the online recorded technical training webinars

QTSO Help Desk Contact Information:

- Phone at (877) 201-4721
- E-mail at [help@qtso.com](mailto:help@qtso.com)