



2013 Physician Quality Reporting System (PQRS) and Electronic Prescribing (eRx) Incentive Program

Process for Individual Eligible Professionals to Access National Provider Identifier (NPI)-Level PQRS and eRx Incentive Program Feedback Reports

Background

Eligible professionals may request to have their individual National Provider Identifier (NPI)-level feedback reports sent via email within two to four weeks of the request, by utilizing the Quality Reporting Communication Support Page (Communication Support Page).

What You Need to Know

- As of March 16, 2012, individual eligible professionals are able to request their NPI-level PQRS or eRx Incentive Program feedback reports through the Communication Support Page.
- The Communication Support Page will fulfill feedback report requests within two to four weeks.
- Requesting the NPI-level feedback report eliminates the need for individual eligible professionals to register in IACS for their TIN-level feedback reports, which contain NPI-level data.

NPI-Level Feedback Report Request

STEP 1: Verify a Feedback Report is Available

To ensure a PQRS and/or eRx Incentive Program feedback report is available, check the "Verify Report Portlet" at <http://www.qualitynet.org/pqrs>.

- Search by rendering NPI. The individual rendering NPI must be the one used by the eligible professional to submit Medicare claims and valid PQRS and/or eRx Incentive Program quality-data codes.
- A list of all available reports will appear for the NPI entered.
- If no report is available, the message "No report is available for the NPI xxxxxx1234" will appear.

STEP 2: Access the Communication Support Page

Go to <http://www.qualitynet.org/pqrs>, and select "Communication Support Page" under the "Related Links" section in the upper left-hand corner of the window, or go to the direct link at https://www.qualitynet.org/portal/server.pt/community/communications_support_system/234.

STEP 3: Create the Request

Select “Create NPI Level Report Request” to request an NPI-level feedback report for PQRS or the eRx Incentive Program.

Note: Eligible professionals who are paid under multiple TINs by Medicare Part B will have to submit a separate request for each TIN they work under. The TIN may be a Social Security Number (SSN) or Employer Identification Number (EIN).

STEP 4: Fill Out the Request Form Completely

Fill out all required fields and attest to the information’s validity in order to receive the NPI-level feedback report.

If the requested feedback report is not available for the TIN/NPI, the Communication Support page will automatically email you a notification. See STEP 1 above for information on how to verify that a report is available.

Additional Information

- For help using the Communication Support Page, click on the “Help” icon located on the Communication Support Page at https://www.qualitynet.org/portal/server.pt/community/communications_support_system/234.
- Information about accessing PQRS NPI-level and TIN-level feedback reports is also available in the *PQRS Feedback Report User Guide* on CMS website <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS>.
- Information about accessing eRx Incentive Program NPI-level and TIN-level feedback reports is also available in the *eRx Incentive Program Feedback Report User Guide* on CMS website <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ERxIncentive>.
- For help accessing the Communication Support Page, IACS, the Portal, or for questions about your feedback report(s) or the programs themselves, contact the QualityNet Help Desk at **1-866-288-8912** (TTY 1-877-715-6222) or via e-mail at Qnetsupport@sdps.org. Hours of operation are Monday through Friday 7:00 a.m. to 7:00 p.m. CST.
- For questions concerning the status of incentive payments and any offset applied, contact your Carrier or A/B MAC call center. The Provider Call Center Toll-Free Numbers Directory is available for download at http://www.cms.gov/MLNGenInfo/01_Overview.asp on the CMS website.