![CMS logo — CENTERS FOR MEDICARE & MEDICAID SERVICES]

# 2014  PQRS Group Practice and ACO GPRO Web Interface Reporting Method

## IACS and PQRS Portal Roles Management

### Training Presentation

*Program Year 2014*

# About this Presentation

- This presentation covers information related to the GPRO Web Interface reporting mechanism. If you are submitting data through another reporting mechanism, please visit [www.cms.gov/pqrs](www.cms.gov/pqrs) for more information on how to submit data for PQRS.

# Announcements

1. Upcoming planned system outages:

   The Portal will be unavailable for scheduled maintenance; therefore, the Web Interface will not be accessible during the following periods:

   – **Every Tuesday** starting at 8:00 pm ET through Wednesday at 6:00 am ET

   – **Every Thursday** starting at 8:00 pm ET through Friday at 6:00 am ET

   – **Third weekend of each Month** starting Friday at 8:00 PM ET through Monday at 6:00 AM ET

   – See the Physician Quality Reporting Portal (Portal) for the complete list of planned system outages

2. Reminder to review the IACS Quick Reference Guides posted at: https://www.qualitynet.org/portal/server.pt/community/pqri_home/212

# Announcements (cont.)

3.  Reminder to review the GPRO Web Interface measure specifications and supporting documents on the CMS GPRO Web Interface website at: http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/GPRO_Web_Interface.html

4.  Upcoming 2014 GPRO Web Interface support calls

| Date | Topic |
| --- | --- |
| 11/13/2014 | Assignment and Sampling Overview |
| 11/19/2014 | *(ACO Only)* GPRO Web Interface Measures Overview |
| 11/20/2014 | *(PQRS Group Practice Only)* GPRO Web Interface Measures Overview |
| 12/4/2014 | Beneficiary Sample List & Training Environment Instruction |
| 12/11/2014 | Detailed XML Training |

# Agenda

- IACS and QRMS Overview

- IACS and QRMS Roles

- Setting Up a New IACS Account for a Group Practice or ACO

- Setting Up User Accounts in IACS and QRMS

- Maintaining IACS and QRMS Accounts

- Resources and Where to Call for Help

**Presenter: Kevin Ernst, QualityNet Help Desk**

# IACS AND QRMS OVERVIEW

# IACS and QRMS Overview

- Individuals Authorized Access to the CMS Computer Services (IACS) allows the user to apply a single User ID to access many CMS applications
  - Users are limited to one IACS account per person
    - An existing IACS account cannot be transferred to another individual
    - An account can be associated to multiple Tax Identification Numbers (TINs)
- QualityNet Roles Management System (QRMS) allows the user to request a GPRO Submission 2014 role or ACO Submission 2014 role
  - NOTE: If a group practice reported during a previous submission period and had requested a QRMS role then the existing QRMS role will grant the necessary access for the 2014 GPRO Web Interface.

# Why Create IACS and QRMS Accounts?

- Access the PV-PQRS registration system and the PQRS Portal to access the GPRO Web Interface

- Access the patient list for your Group Practice or ACO in the GPRO Web Interface

- Access the GPRO Web Interface training environment

- Enter quality data on behalf of your PQRS group practice or ACO through the GPRO Web Interface for complete and accurate reporting

# IACS Account for Group or ACO

- For a PQRS group practice user to access the Web Interface, IACS accounts must be associated with the group practice **TIN**

- For an ACO user to access the Web Interface, IACS accounts must be associated with the **ACO Primary TIN** used when registering for the ACO program

- If your Organization and users reported data via the GPRO Web Interface in a previous program year, your existing IACS accounts may be utilized
  - You will need to ensure your account is still active

**Presenter: Kevin Ernst, QualityNet Help Desk**

# IACS AND QRMS ROLES
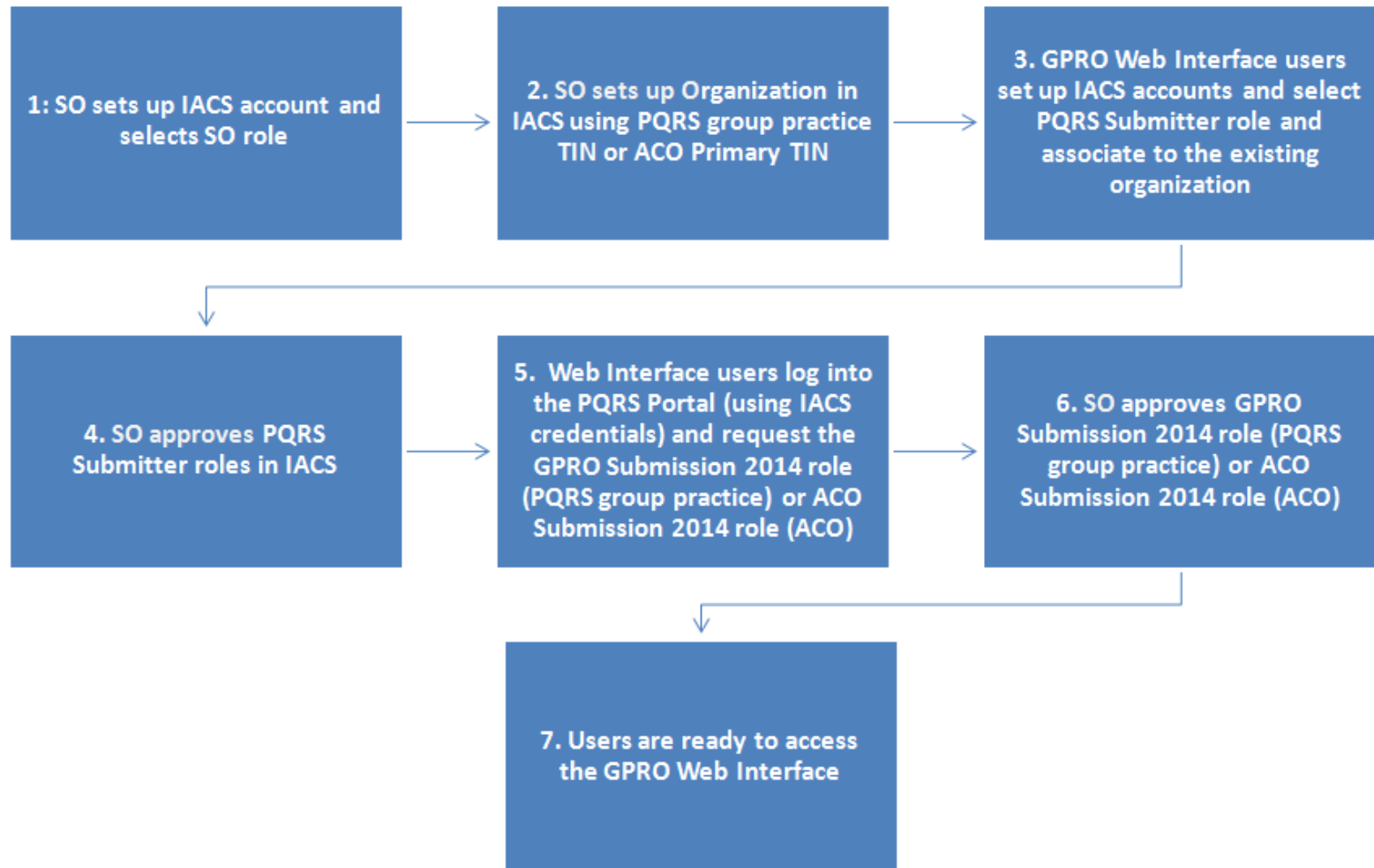
# Security Official (SO) Role

- The Security Official (SO) is the authorized representative of the PQRS group practice or ACO and registers the group in IACS

- There is one SO for your group with 2 factor Authentication Approver Role
  - The SO will need to choose the preferred 2nd factor notification method, either by selecting email, SMS/mobile, or interactive voice response number

- The SO approves roles for the data submitters in your group including:
  - PQRS Submitter role in IACS
  - GPRO Submission 2014 or ACO Submission 2014 role within the PQRS QRMS

- The SO cannot submit data for your group in the GPRO Web Interface

- If the PQRS group or ACO already has a SO (with 2 factor), make sure the SO account is active.  If it is not active, follow the steps in IACS to reactivate.
  - **NOTE:** This SO role is different than the SO role used for PV-PQRS registration

# IACS and QRMS Roles

- The SO must be set up for your group (through IACS) in order to approve both the Submitter role and the GPRO or ACO Submission 2014 role

- Each user needs *dual submission roles\** to be able to submit data in the GPRO Web Interface:

  - PQRS Submitter role (requested in IACS)

  - GPRO Submission 2014 role *or* ACO Submission 2014 role  (requested in the Physician Quality Reporting Portal (PQRS) QualityNet Roles Management System (QRMS)

\*The PQRS Submitter role in IACS and the ACO 2014 Submission role in QRMS are both needed to access the web interface.  Both roles together can be called *dual submission roles*.

# IACS and PQRS Portal Roles Management Workflow

1: SO sets up IACS account and selects SO role

2. SO sets up Organization in IACS using PQRS group practice TIN or ACO Primary TIN

3. GPRO Web Interface users set up IACS accounts and select PQRS Submitter role and associate to the existing organization

4. SO approves PQRS Submitter roles in IACS

5. Web Interface users log into the PQRS Portal (using IACS credentials) and request the GPRO Submission 2014 role (PQRS group practice) or ACO Submission 2014 role (ACO)

6. SO approves GPRO Submission 2014 role (PQRS group practice) or ACO Submission 2014 role (ACO)

7. Users are ready to access the GPRO Web Interface

# PQRS Submitter Role

- PQRS Submitter Role is for group practice/ ACO users accessing the GPRO Web Interface and submitting data in the GPRO Web Interface

- PQRS Submitter Role must be approved by the group SO

- There can be multiple PQRS Submitters for your group
  - Organizations will be limited to 15 PQRS Submitters
  - **NOTE: This is not the same role PQRS group practices used to register for GPRO.**

# GPRO Submission 2014 or ACO Submission 2014 Roles

- ***In addition to the PQRS Submitter Role,*** a GPRO Submission 2014 Role *or* ACO Submission 2014 Role is required for PQRS group practice/ ACO users accessing the GPRO Web Interface and submitting data in the GPRO Web Interface

- GPRO Submission 2014 Role or ACO Submission 2014 Role must be approved by the group SO
  - Cannot request ACO Submission 2014 Role until PQRS Submitter Role is approved by SO

- There can be multiple submission roles for your group
  - Organizations will be limited to 15 submission roles

**Presenter: Kevin Ernst, QualityNet Help Desk**

# SETTING UP A NEW IACS ACCOUNT FOR A GROUP / ACO

# For New GPRO Web Interface Users Who Do Not Have an IACS Account

- You need an IACS account to access the Web Interface
- Go to the CMS Applications Portal URL:
  - https://applications.cms.hhs.gov/
- Follow the steps to set up an account
  - An IACS account may be associated with multiple TINs, if needed
- Contact the QualityNet Help Desk if you have any questions about setting up your IACS account

# For New Security Officials Who Do Not Have an IACS Account

- If your organization is *not* set up in IACS for PQRS, your SO will first need to set up your Organization in IACS (https://applications.cms.hhs.gov/)
  - NOTE: This SO with 2 factor role is different than the SO role PQRS group practices used for registration in the GPRO
- Once your request is submitted, the QualityNet Help Desk will contact the SO to request verification documentation
- CMS approved IRS documentation used to set up your Organization includes:
  - CP 575, Letter 147C, Form 9787, CP 225, Letter 2645C, CP 210, CP 267, CP 403, CP 2100A, CP 504, Letter 387C, Letter 2782C
  - The IRS document must be on IRS letterhead and include your Organization's address and TIN/EIN

# Requirements for Submitting Data via 2014 GPRO Web Interface

| If you… | You need to… |
|---|---|
| Participated in GPRO Web Interface submission last year | Make sure your IACS account is still active. If it is not, you need to reactivate it.  For assistance, contact the QualityNet Help Desk. |
| Are a new PQRS group practice user in 2014 and **do not** have an IACS account | Register for an IACS account with the PQRS Submitter role, under the group practice TIN.   Once approved in IACS, request the GPRO Submission 2014 role within the PQRS Portal. |
| Are a new ACO user in 2014 and **do not** have an IACS account | Register for an IACS account with the PQRS Submitter role, under the **ACO Primary TIN**.  Once approved in IACS, request the ACO Submission 2014 role within the PQRS Portal. |
| Are a new PQRS group practice user in 2014 and have an IACS account | Make sure you have the IACS PQRS Submitter role for your TIN. If you do not, you may have to go through additional verification to obtain that role. You will then need to request the GPRO Submission 2014 role with the PQRS Portal. **NOTE: This is not the same role PQRS group practices used to register for GPRO.** |
| Are a new ACO user in 2014 and have an IACS account | Make sure you have the PQRS Submitter role with IACS associated with your **ACO Primary TIN**.  You will then need to request the ACO Submission 2014 role with the PQRS Portal. |

**Presenter: Kevin Ernst, QualityNet Help Desk**

# SETTING UP USER ACCOUNTS IN IACS AND QRMS

# Setting Up User Account in IACS

- Within IACS, you must ensure your account:
  - Has the PQRS Submitter role
  - Is associated with your Organization also associated to your Organization (PQRS group practice TIN or ACO Primary TIN)

# Setting Up GPRO or ACO Submission 2014 Role

- After ensuring your IACS account is set up with the PQRS Submitter Role, login to the Physician Quality Reporting Portal: https://www.qualitynet.org/pqrs
- Click on the Roles Management link in the Site Navigation
- Within the PQRS QualityNet Roles Management System (QRMS), you must request one of the following:
  - GPRO Submission 2014 (for PQRS group practices)
  - ACO Submission 2014 (for ACOs)
  - **NOTE**: Group practices who reported during a previous submission period and had requested a QRMS role can use the existing QRMS role will grant the necessary access for the 2014 GPRO Web Interface.
  - **NOTE**: This is not the same role PQRS group practices used to register for GPRO.

# Setting Up QRMS Accounts

- The SO can add this role for the PQRS Submitter in order to submit their reporting data

- The steps for adding the appropriate QRMS role are listed below:
  - The SO needs to log in to the PQRS Portal at [www.qualitynet.org/pqrs](www.qualitynet.org/pqrs)
  - Once they are logged in, they need to select "Add/Remove Role for User"
  - The User ID of the appropriate "PQRS Submitter" will need to be entered into the "IACS ID" box seen below, and click submit
  - "PQRS SUBMITTER" will need to be selected in the "Role" drop down menu, and click submit
  - The appropriate QRMS role will need to be selected in the "Available Authorization(s)" drop down menu, and click submit
  - The SO will select "Approved" or "Removed" in the "Approve or Remove" drop down menu, and click submit
  - Once the above steps have been successfully completed the SO will see the following confirmation screen
  - Once the SO gets the confirmation screen the "PQRS Submitter" should be able to access the Web Based Interface when available

**Presenter: Kevin Ernst, QualityNet Help Desk**

# MAINTAINING IACS AND QRMS ACCOUNTS

# Maintaining Your Accounts

- You must renew your password every 60 days
- If your account expires, you must follow the instructions within IACS to reactivate your account

**Presenter: Tom Campbell, CMS Contractor**

# RESOURCES & WHERE TO CALL FOR HELP

# Where to Go for Help

- **QualityNet Help Desk (PQRS & IACS)**
  - E-mail: qnetsupport@hcqis.org
  - Phone: (866) 288-8912  (TTY 1-877-715-6222)
  - Fax: (888) 329-7377
- **CAHPS for PQRS Survey Project Team**
  - E-mail: pqrscahps@hcqis.org
- **EHR Incentive Program Information Center**
  - Phone: (888) 734-6433 (TTY 888-734-6563)
- **VM Help Desk**
  - Phone: (888) 734-6433 Option 3 or pvhelpdesk@cms.hhs.gov
- **Medicare Shared Savings Program ACO**
  - Information is available on the Shared Savings Program website at http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/index.html.
- **Pioneer ACO**
  - E-mail: PIONEERQUESTIONS@cms.hhs.gov

# Acronyms

- ACO – Accountable Care Organization
- CAHPS –Consumer Assessment of Healthcare Providers and Systems summary surveys
- CMS – Centers for Medicare & Medicaid Services
- CQMs – Clinical Quality Measures [for attestation]
- eCQMs – Electronic Clinical Quality Measures [for PQRS Portal submission]
- EHR – Electronic Health Record
- EP – Eligible Professional
- FFS – Fee-for-Service
- GPRO – Group Practice Reporting Option
- NPI – National Provider Identifier
- ONC – Office of the National Coordinator
- PQRS – Physician Quality Reporting System
- PFS – Physician Fee Schedule
- VM – Value-based Payment Modifier

# Resources

- **GPRO Web Interface:** http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/GPRO_Web_Interface.html
    - PQRS group practice and ACO support call presentations
    - 2014 XML Specification
    - 2014 Supporting Documents (in the Downloads section)
        - *Data Guidance is included as a separate tab in each of the supporting documents' workbooks*
    - 2014 GPRO Web Interface assignment specification and sampling documents
- **PQRS Portal and IACS Quick Reference Guides:** https://www.qualitynet.org/pqrs
- **Shared Savings Program:** http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/index.html
- **Pioneer ACO Model:** http://innovation.cms.gov/initiatives/Pioneer-ACO-Model/
- **GPRO Web Interface Online Help:** https://www.qualitynet.org/imageserver/pqri/gpro/GPROWebHelp/Default.htm