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I. Introduction

In **September 2016**, the Centers for Medicare & Medicaid Services (CMS) made the 2015 Physician Quality Reporting System (PQRS) feedback reports available to all eligible report recipients through the CMS Enterprise Portal at https://portal.cms.gov.

PQRS is a quality reporting program that encourages individual eligible professionals (EPs) and group practices participating via the group practice reporting option (GPRO), referred to as PQRS group practices, to report information on the quality of care to Medicare. PQRS gives participating EPs and PQRS group practices the opportunity to assess the quality of care they provide to their patients, helping to ensure that patients get the right care at the right time.

By reporting on PQRS quality measures, individual EPs and PQRS group practices can also quantify how often they are meeting a particular quality metric. The program applies a negative payment adjustment to individual EPs and PQRS group practices who did not satisfactorily report data on quality measures for Medicare Part B Physician Fee Schedule (Medicare PFS) covered professional services in 2015. Those who report satisfactorily for the 2015 program year will avoid the 2017 PQRS negative payment adjustment.

There are two types of PQRS feedback reports available:

- **PQRS Payment Adjustment Feedback Report**
  The PQRS Payment Adjustment Feedback Report provides payment adjustment information at the Medicare Taxpayer Identification Number (TIN) level, with individual-level reporting by National Provider Identifier (NPI), for each EP who reported quality measures data under the TIN for services furnished during the reporting period (January 1, 2015 - December 31, 2015).

- **PQRS Payment Adjustment Measure Performance Detail Report**
  The PQRS Payment Adjustment Measure Performance Detail Report provides NPI-level performance information for an EP who reported quality measures data during the reporting period (January 1, 2015-December 31, 2015).

For more information on PQRS or the payment adjustment, visit the PQRS webpage at https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/index.html

A User Guide for the 2015 PQRS feedback reports is also available to assist individual EPs and PQRS group practices with understanding and interpreting the 2015 PQRS feedback reports.

This Quick Reference Guide (QRG) illustrates how to access and generate the following reports:

- PQRS Payment Adjustment Feedback Report
  - Adjustment Summary
  - Individual Adjustment Detail
  - GPRO Adjustment Detail
- PQRS Payment Adjustment Measure Performance Detail Report
  - Claim Measure
  - Registry Measure
  - Measure Group Measure
  - QCDR Measure
  - EHR QRDA I Measure
  - EHR QRDA III Measure
  - GPRO Registry Measure

- GPRO EHR QRDA I Measure
- GPRO EHR QRDA III Measure

II. Getting Started

Authorized representatives of individual EPs and PQRS group practices can access the 2015 PQRS feedback reports at https://portal.cms.gov using an Enterprise Identity Management (EIDM) account with one of the following roles in the **Physician Quality and Value Programs** application:

For a group with 2 or more EPs (TIN with 2 or more NPIs that bill under the TIN):

- Security Official
- Group Representative

For an individual EP (TIN with only 1 NPI that bill under the TIN):

- Individual Practitioner
- Individual Practitioner Representative

Having an EIDM account with one of these roles will allow you to access the Annual Quality and Resource User Reports (QRURs), Mid-year QRURs and Supplemental QRURs.

Instructions for obtaining an EIDM account are available at:

Physician Feedback Program/Value-Based Payment Modifier webpage.

- If a physician solo practitioner representative has an existing EIDM account, but not one of the individual-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to the individual's existing EIDM account. To ensure the EIDM account is still active, please contact the QualityNet Help Desk.
- If a group does not have an authorized representative with an EIDM account, then one person representing the group must sign up for an EIDM account with the Security Official role.
- If a group has a representative with an existing EIDM account, but not one of the group-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to that person's existing EIDM account. To ensure the EIDM account is still active, please contact the QualityNet Help Desk.

For questions about information contained in your 2015 PQRS feedback reports, setting up an EIDM account and/or resetting the EIDM password, please contact the QualityNet Help Desk:

- Monday – Friday: 8:00 a.m. – 8:00 p.m. Eastern Time
- Phone: (866) 288-8912 (TTY (877) 715-6222)
- Fax: (888) 329-7377
- Email: qnetsupport@hcqis.org

For retrieving a forgotten password, navigate to https://portal.cms.gov, and select the **Forgot Password** link located in the **Login to Secure Portal** section. Step-by-step instructions on how to retrieve an EIDM password are available on page 25 of the CMS Enterprise Identity Management User Guide located at the following link:

https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/IACS/Downloads/IACS-EIDM-Migration-User-Guide.pdf

For questions about how to access your 2015 PQRS feedback reports or to provide feedback to CMS, please contact the Physician Value Help Desk:

- Monday – Friday: 8:00 a.m. – 8:00 p.m. Eastern Time
- Phone: (888) 734-6433 (press option 3); (TTY (888) 734-6563)

III. Access the 2015 PQRS Feedback Reports

You can access 2015 PQRS feedback reports from the CMS Enterprise Portal.

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>
1. Go to https://portal.cms.gov and select Login to CMS Secure Portal.

Note: The CMS Enterprise Portal supports the following internet browsers:

Internet Explorer 8 (without compatibility mode)
Internet Explorer 9 (without compatibility mode)
Internet Explorer 10 (without compatibility mode)
Internet Explorer 11 (without compatibility mode)
Mozilla Firefox
Chrome
Safari

Enable JavaScript and adjust any browser zoom features to ensure you are not seeing the screen in too wide of a view.
</td><td>


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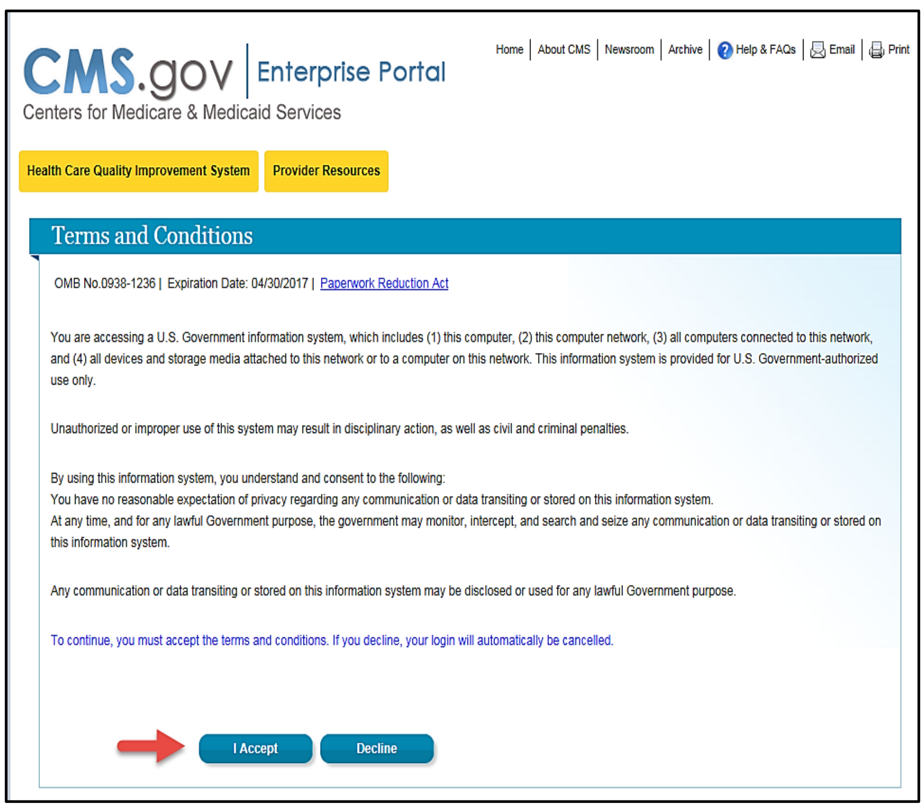
<tr><td>
2. Read Terms and Conditions and select I Accept to continue.

Note: If you select Decline, then you will be returned to the CMS Enterprise Portal Landing screen.
</td><td>


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</table>

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

3. Enter the EIDM **User ID** information and select ***Next*** on the **Welcome to CMS Enterprise Portal** screen.

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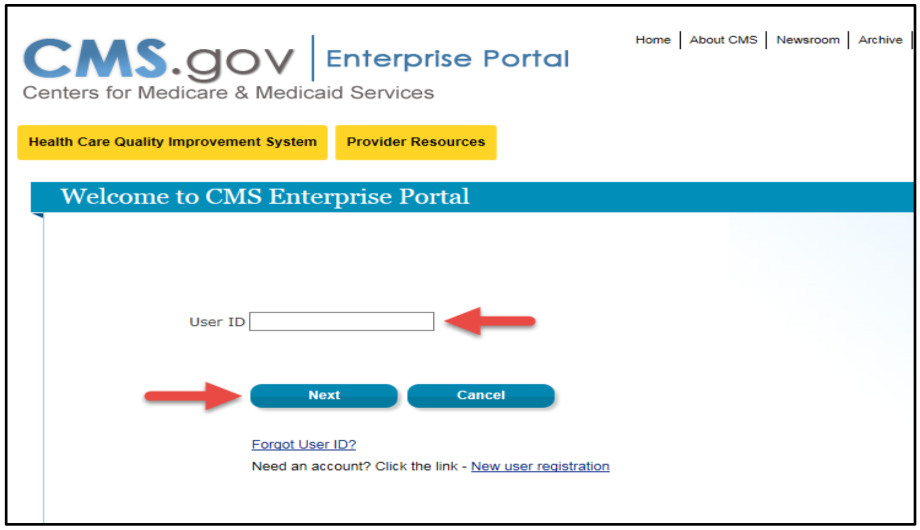

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<tr><td>

4. You are directed to the **Multi-Factor Authentication (MFA)** process each time you log in and attempt to access the feedback reports interface.
   a. Enter the EIDM **Password**.
   b. Select the **MFA Device Type** from the drop-down menu.

Note*: You previously registered to complete the MFA process when setting up your EIDM account. Please ensure that you select the same* ***MFA Device Type*** *you selected when registering for the MFA process during your initial account set-up.*

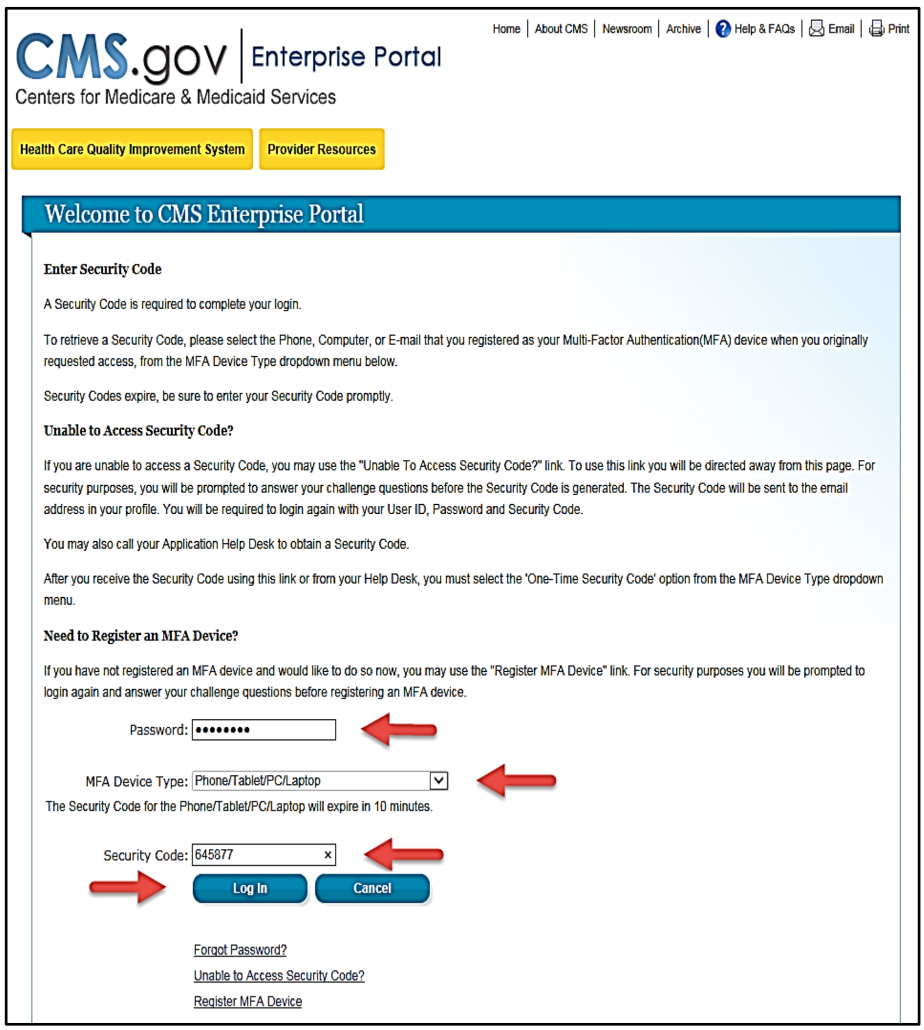
   c. Select ***Send*** to retrieve the **Security Code**.

Note: *The* ***Send*** *option will appear only when the following* ***MFA Device Type*** *is selected:*

- Text Message-Short Message Service (SMS)
- Interactive Voice Response (IVR)
- Email

Enter the **Security code** and select ***Log In***.

</td><td>



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</table>

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

5. Select the **PV-PQRS** tab at the top of the screen and then select ***feedback reports*** from the drop-down menu.

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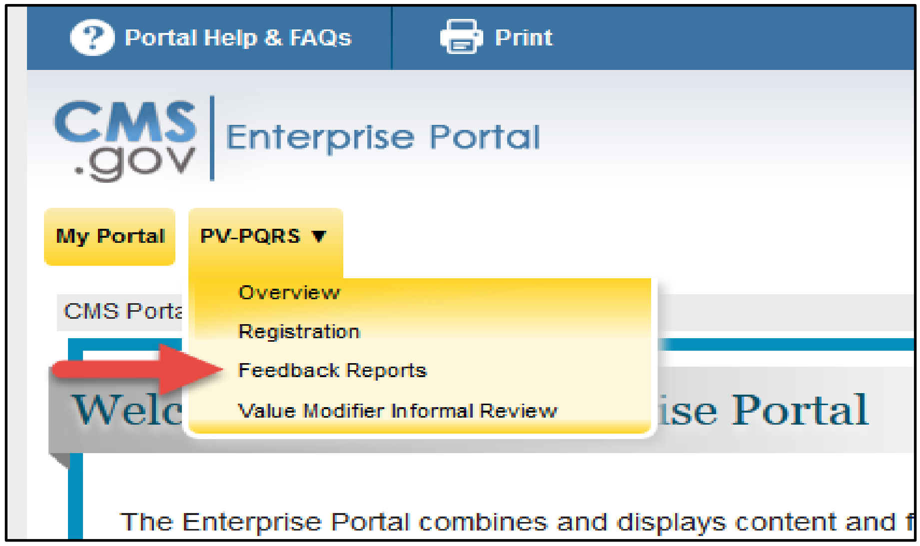
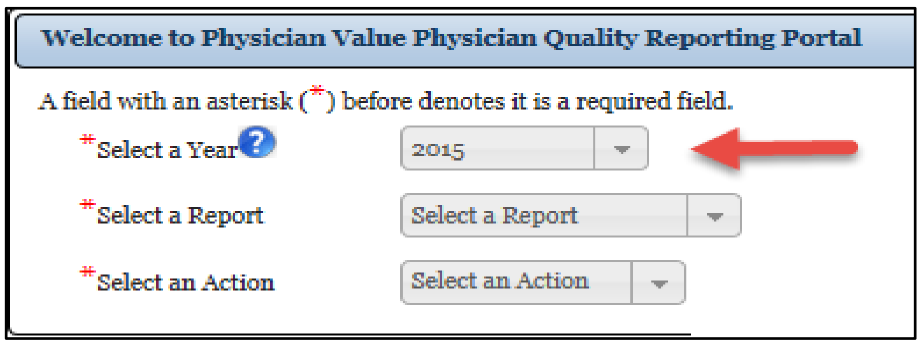


</td></tr>
<tr><td>

6. Select a year ***(2015)*** from the **Select a Year** drop-down menu.

Note: *When you select the year "2015" the "Select an Action" field will be displayed. Refer to Step 8 of this section for more information about the "**Select an Action**" field.*

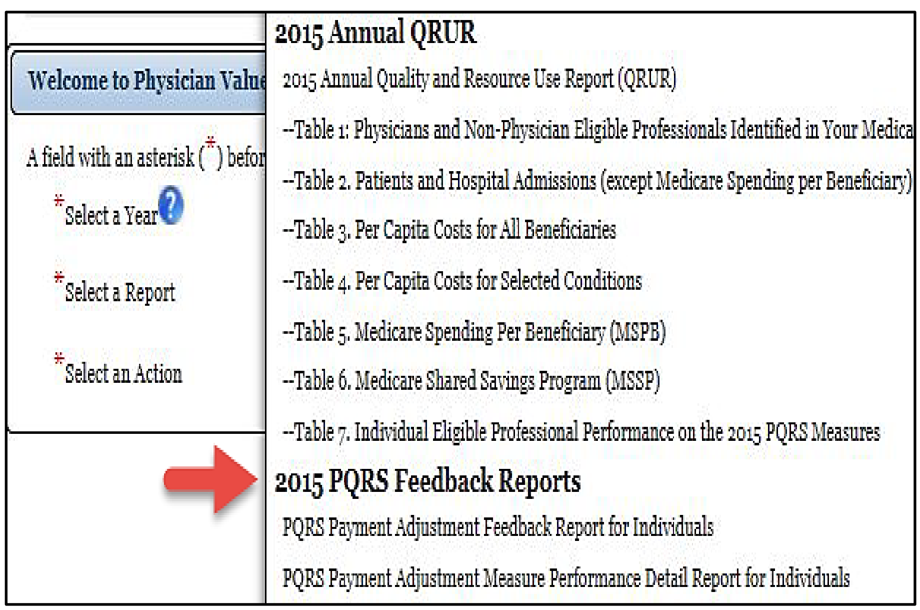
</td><td>



</td></tr>
<tr><td>

7. Select a PQRS feedback report.
   a. Users with an Individual Practitioner or Individual Practitioner Representative role will choose between the following reports:
      - PQRS Payment Adjustment Feedback Report for Individuals
      - PQRS Payment Adjustment Measure Performance Detail Report for Individuals

</td><td>



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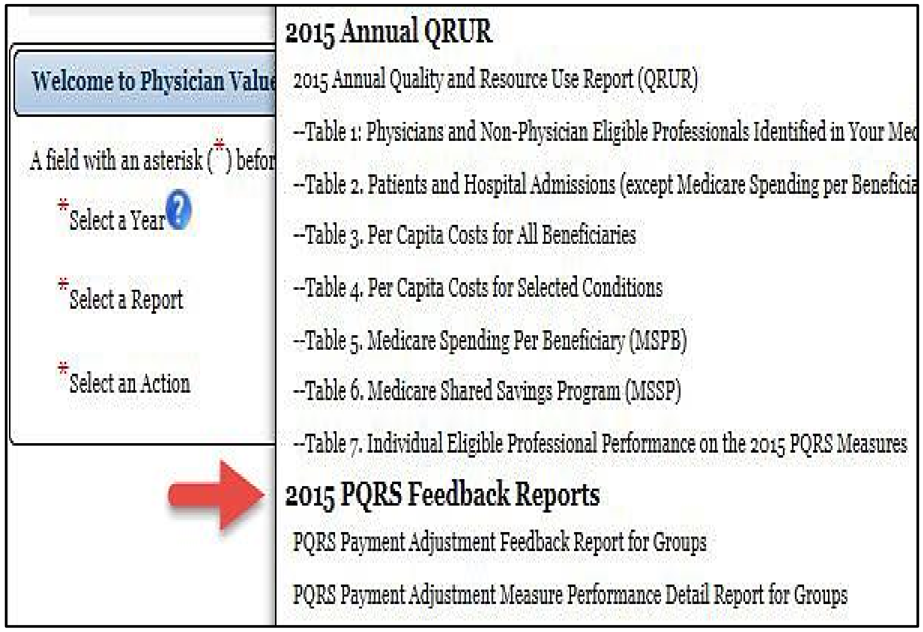
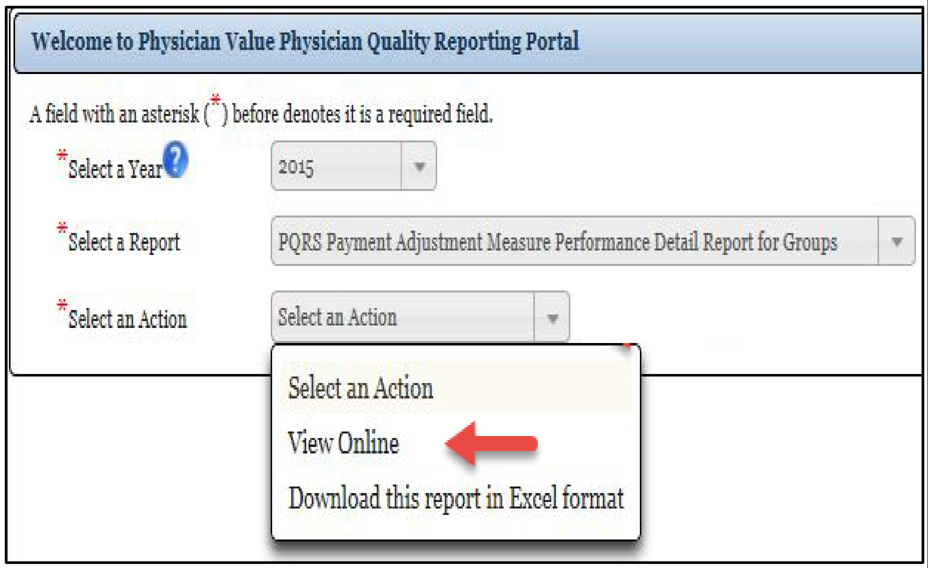
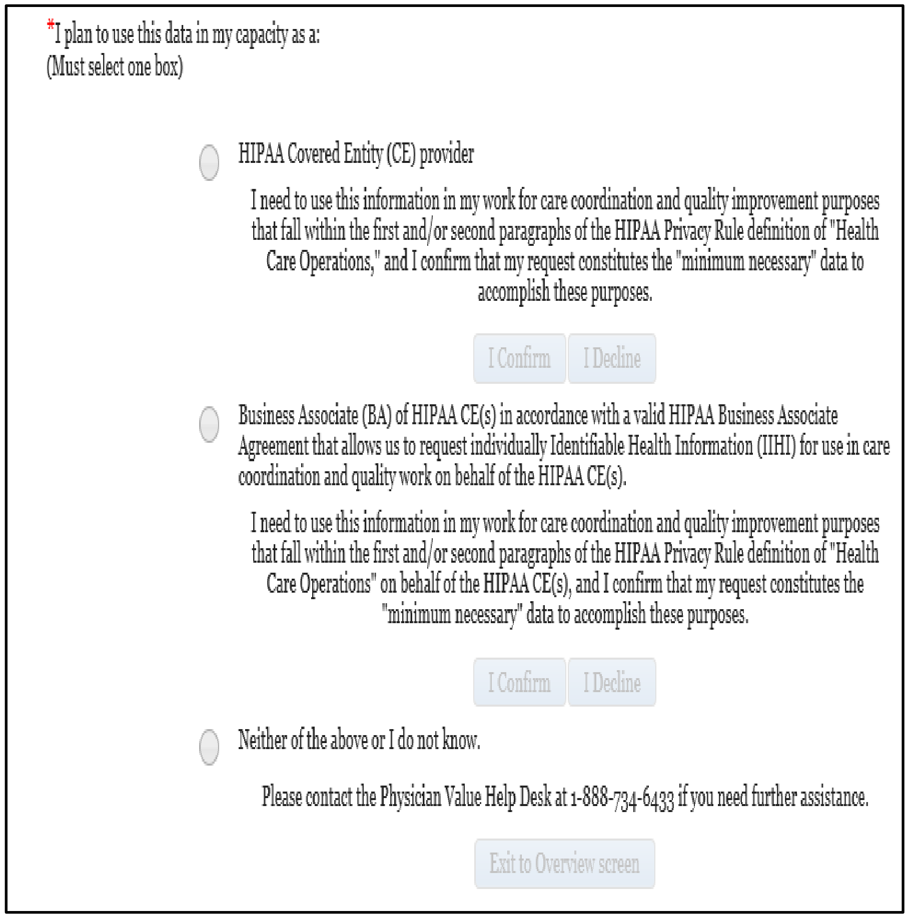
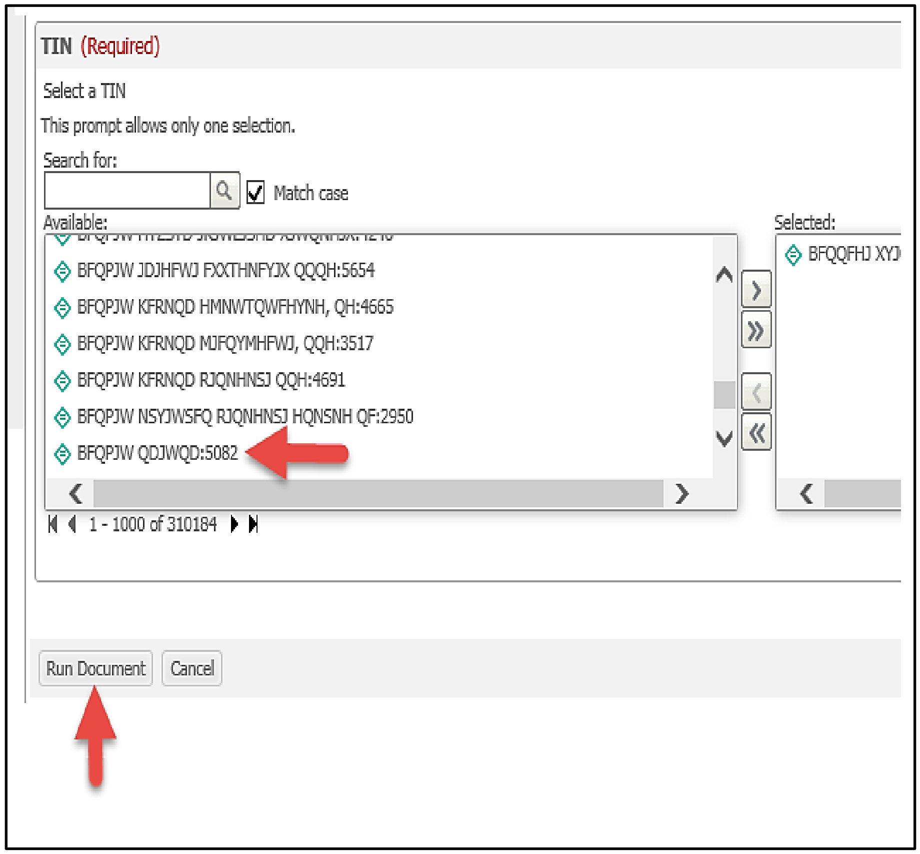
</table>

Steps	Screenshots
b. Users with a Security Official or Group Representative role will choose between the following reports: • PQRS Payment Adjustment Feedback Report for Groups • PQRS Payment Adjustment Measure Performance Detail Report for Groups ***Note:*** *If you do not see the* ***2015 PQRS feedback report*** *in the drop-down menu:* • *Verify that you selected* ***2015*** *from the* ***Select a Year*** *drop-down menu* *OR* • *Call the QualityNet Help Desk to ensure that you logged in with an EIDM account with a correct role*	
8. Select ***View Online*** from the **Select an Action** drop down menu. ***Note:*** *The action "View Online" will allow you to view the report online in MicroStrategy. The action "Download this report in Excel format" will allow you to download the report directly to Excel. Refer to* ***Section V*** *for more information about downloading the report to Excel.*	

Steps	Screenshots
9. Read the **Attestation Message** and make the appropriate attestation selection. a. Select one of the options under "***I plan to use this data in my capacity as a***:" b. Then, select ***I Confirm*** to continue. ***Note:*** *If you select "**Neither of the above or I do not know**," the option to **Exit to the Overview** screen will be enabled.*	

Steps	Screenshots
10. You are now in the **MicroStrategy Web Platform.** ***Note:*** *Depending on which report you selected, you will be prompted to select a TIN or NPI. The prompt screen shows only the TIN(s) or NPI(s) associated with your EIDM account.* a. PQRS Payment Adjustment Feedback Report (for Individuals or Groups) i. Select <u>one</u> **TIN** from the **Available** TINs: ii. Select a TIN and either double-click the mouse or click on the arrow button to move the TIN from Available to Selected. iii. You can also filter the list of Available TINs by entering the name or last 4 digits of a TIN in the “Search for” field. ***Note:*** *Select only **one TIN** each time you attempt to retrieve a **<u>PQRS Payment Adjustment Feedback Report</u>**.* ***Note:*** *For better search results, it is recommended to search by the last 4 digits of the TIN.* ***Note:*** *TIN Prompt will only appear for the following reports:* • *PQRS Payment Adjustment Feedback Report (All Users)* • *PQRS Payment Adjustment Measure Performance Detail Report (Group User only)* iv. Select ***Run Document.*** ***Note:*** *You will need to wait several seconds while the system generates your **2015 PQRS feedback report**.*	

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

b. PQRS Payment Adjustment Measure Performance Detail Report for Individuals

Note: *The NPI Prompt will only appear for users with an individual EIDM role who run this report.*

i. Select <u>one</u> **NPI** from the **Available** NPIs.

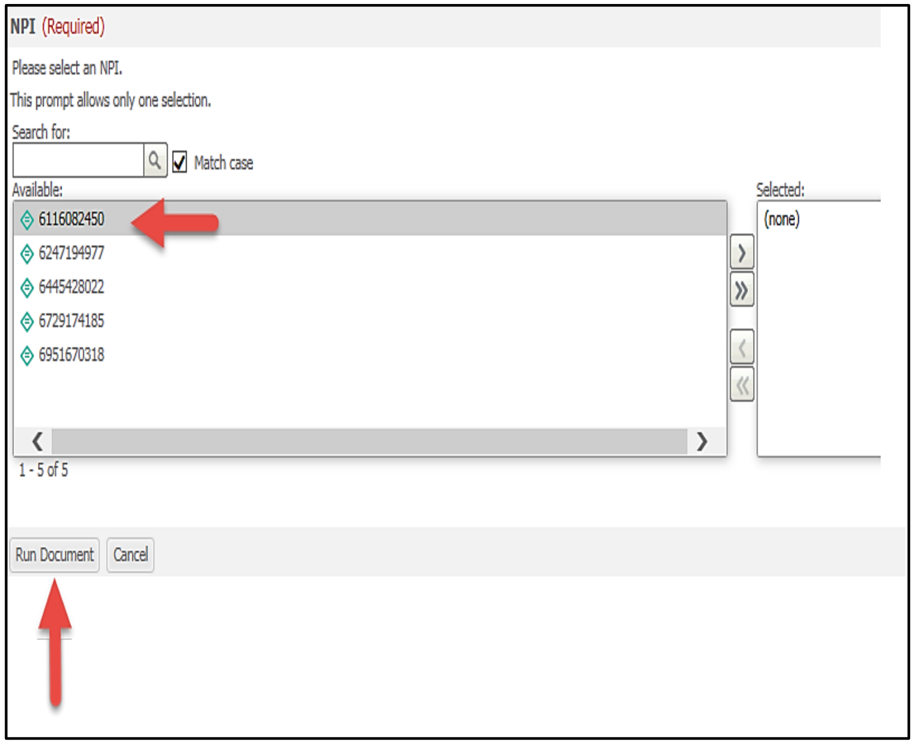
ii. Select an NPI and either double-click the mouse or click on the arrow button to move the NPI from Available to Selected.

Note: *Select only **one NPI** each time you attempt to retrieve a **<u>PQRS Payment Adjustment Measure Performance Detail Report.</u>***

iii. Select ***Run Document.***

Note: *You will need to wait several seconds while the system generates your **2015 PQRS feedback report**.*

</td><td>



</td></tr>
</table>

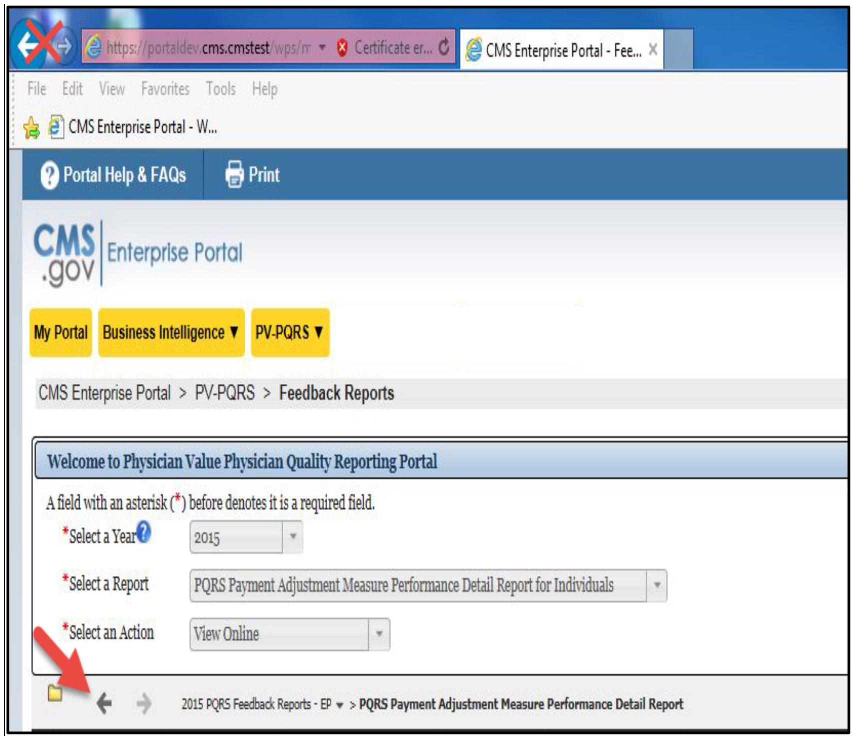
IV. Navigating the 2015 PQRS Feedback Reports

<table>
<tr><th>Global Note</th><th>Screenshot</th></tr>
<tr><td>

1. Use the **back arrow button** on the **MicroStrategy Platform Toolbar** to navigate between screens when viewing your report.

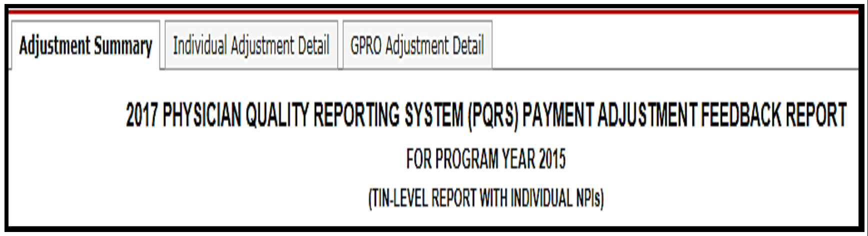
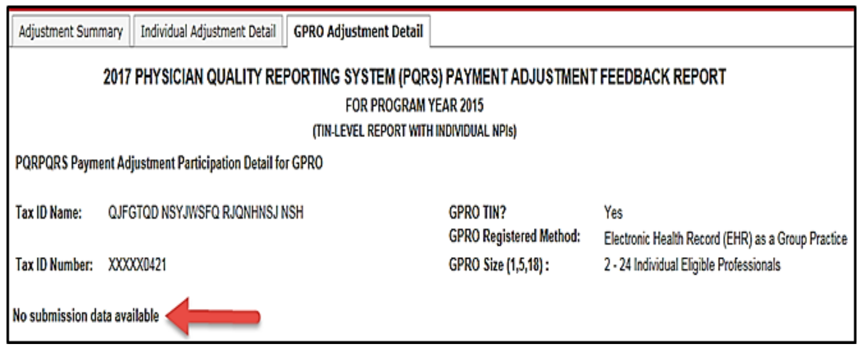
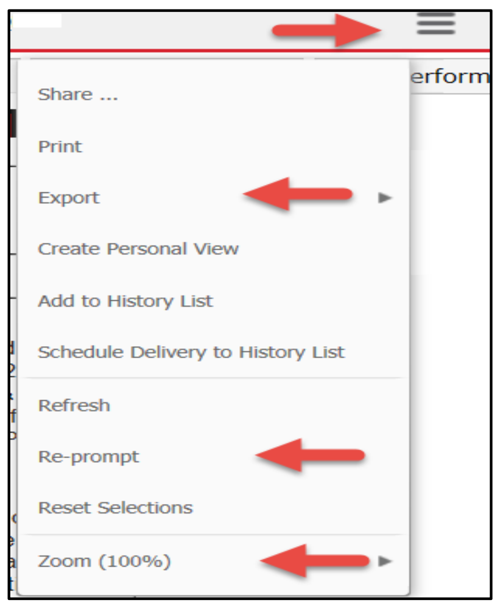
Note:** Please do not use the **browser's arrow buttons.

</td><td>

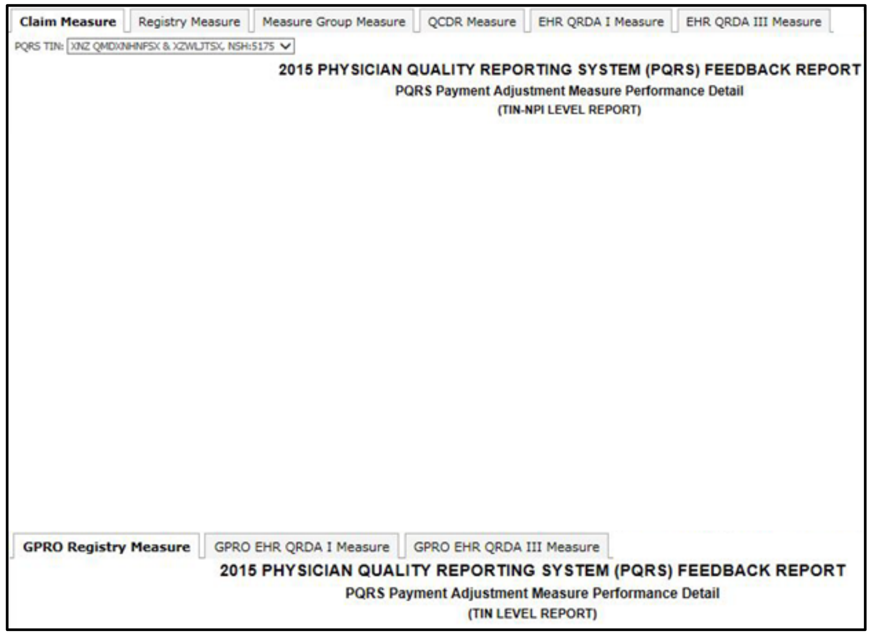


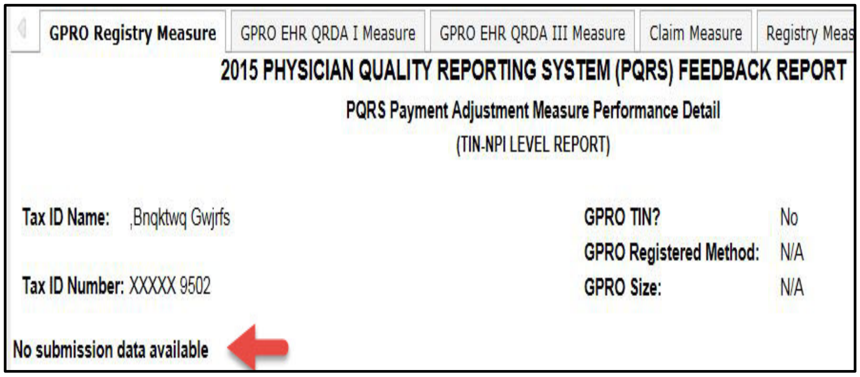
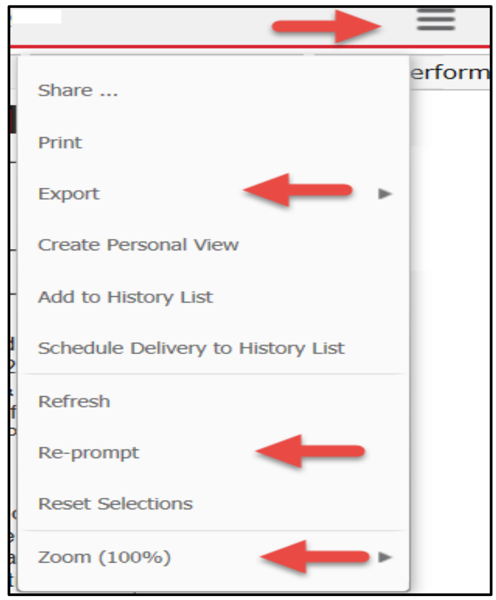
</td></tr>
</table>

A. PQRS Payment Adjustment Feedback Report (for Individuals or Groups)

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>The PQRS Payment Adjustment Feedback Report (for Individuals or Groups) contains the following sections:
Adjustment Summary
Individual Adjustment Detail
GPRO Adjustment Detail
1. Select any of the section tabs at the top of the screen to navigate to different sections of the PQRS Payment Adjustment Feedback Report.</td><td>
</td></tr>
<tr><td>2. The PQRS Payment Adjustment Feedback Report (for Individuals or Groups) will display the message “No data submission available” if there is no data available for any tab(s).</td><td>
</td></tr>
<tr><td>3. Use the commands from the drop-down menu at the top of the report to perform the following functions in the MicroStrategy Web Platform:
Export: To export the reports follow section V. Download and View the PQRS feedback reports in Excel Format.
Re-prompt: To run a report for a different TIN
Zoom: Ensure that the Zoom setting in the drop-down menu is set to 100%; otherwise, the report may not appear in the correct format.</td><td>
</td></tr>
</table>

B. PQRS Payment Adjustment Measure Performance Detail Report (for Individuals and Groups)

Steps	Screenshots
The **PQRS Payment Adjustment Measure Performance Detail Report for Individuals** contains the following sections • Claim Measure • Registry Measure • Measure Group Measure • QCDR Measure • EHR QRDA I Measure • EHR QRDA II Measure • GPRO Registry Measure • GPRO EHR QRDA I Measure • GPRO EHR QRDA III Measure ***Note:*** *All the above tabs are displayed in the* ***PQRS Payment Adjustment Measure Performance Detail Report for Individuals****, but the three (3) GPRO tabs may not display any information for users with an Individual role.* The **PQRS Payment Adjustment Measure Performance Detail Report for Groups** contains the following sections • GPRO Registry Measure • GPRO EHR QRDA I Measure • GPRO EHR QRDA II Measure • Claim Measure • Registry Measure • Measure Group Measure • QCDR Measure • EHR QRDA I Measure • EHR QRDA II Measure ***Note****: All the above tabs are displayed in the* ***PQRS Payment Adjustment Measure Performance Detail Report for Groups****, but the six (6) tabs for individual users may not display any information for users with Group role.* ***Note:*** *Due to a spacing limitation in this document the nine (9) tabs that will display at the top of this report are split into two (2) images for the purposes of this example. .* 1. Select any of the section tabs at the top of the screen to navigate to different sections of the PQRS Payment Detail Report.	

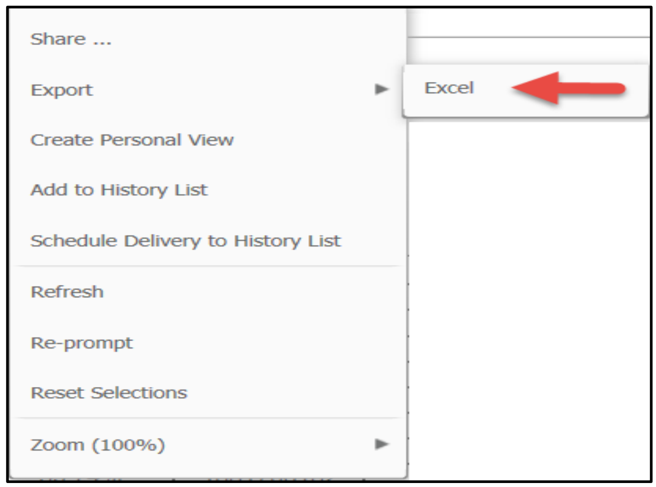
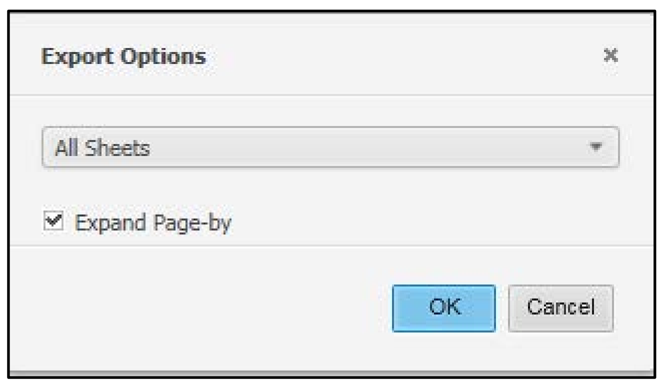
2. The PQRS Payment Adjustment Measure Performance Detail Report (for Individuals or Groups) will display the message **“No data submission available”** if there is no data available for any certain tabs.	
3. Use the commands from the drop-down menu at the top of the report to perform the following functions in the MicroStrategy Web Platform: • **Export:** To export the reports follow Section V. **Download and View the PQRS feedback reports in Excel Format.** • **Re-prompt:** To run a report for a different TIN • **Zoom:** Ensure that the Zoom setting in the drop-down menu is set to 100%; otherwise, the report may not appear in the correct format	

V. Download the PQRS Feedback Reports in Excel Format

There are two options for downloading the PQRS feedback reports to Excel:

- Using the MicroStrategy Toolbar – use this function to download the report after you have chosen the "View Online" option from "Select an Action."
- Using the "Select an Action" feature on the reports portal – use this function to download the report to Excel without generating the report online in MicroStrategy.

A. Download a PQRS feedback report to Excel Using the MicroStrategy Toolbar

Steps	Screenshots
1. Select the ***Export*** button on the **MicroStrategy Platform** toolbar and then select ***Excel.*** ***Note:*** *Selecting the* ***Excel*** *option will display an* ***Export Option*** *menu in a new window.*	
2. Select one (1) of the following options to determine the content of the exported report: a. ***All Sheets.*** Select this option to export the information displayed in all tabs included in the report to the Excel file. b. ***Current Sheet.*** Select this option to export only the information displayed on the active report tab to the Excel file. c. ***Expand Page-by*** (check box). Select this option to have each section of the report displayed in a separate tab. **Note:** By default, the export option is on ***All Sheets*** and the ***Expand Page-by*** check box is selected. If you un-check this check-box, each section of the report will be displayed in a single tab.	

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

3. Select <u>one (1)</u> of the following options:

- **Open**. This will open the PQRS Payment Adjustment Feedback Report in Excel. The file will open in Excel and will not be automatically saved.
- **Save**. The file will be saved in Excel format in the Downloads folder on your computer.
- **Save As**. You will be prompted with a Save As window on which you can choose the location where you would like to save the file.

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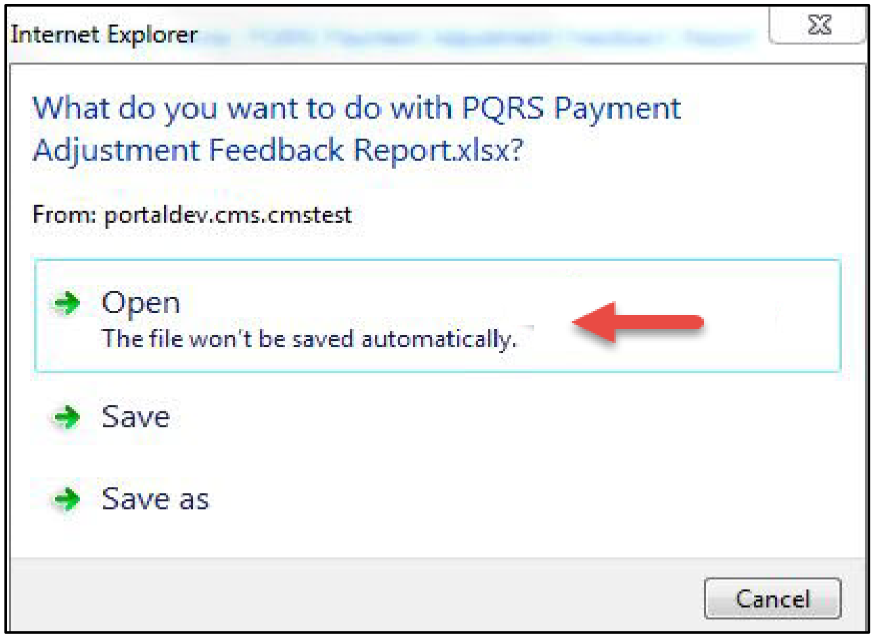

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<tr><td>

4. The **PQRS Payment Adjustment Feedback Report** is exported to Excel format.

Note: *Use the* ***Microsoft Excel*** *toolbar features* ***to Save*** *and/or* ***Print*** *the selected report.*

Note: *All the tabs in the Report will be exported to the Excel file.*

Note: *Exported cells may look truncated. Please expand the cells to view the whole content.*

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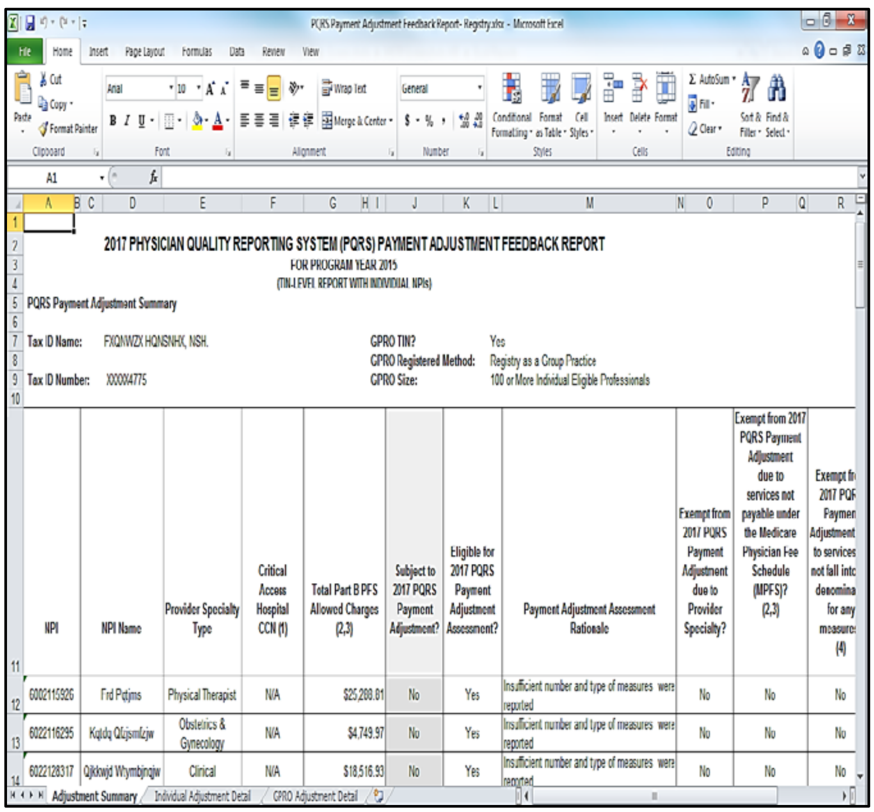

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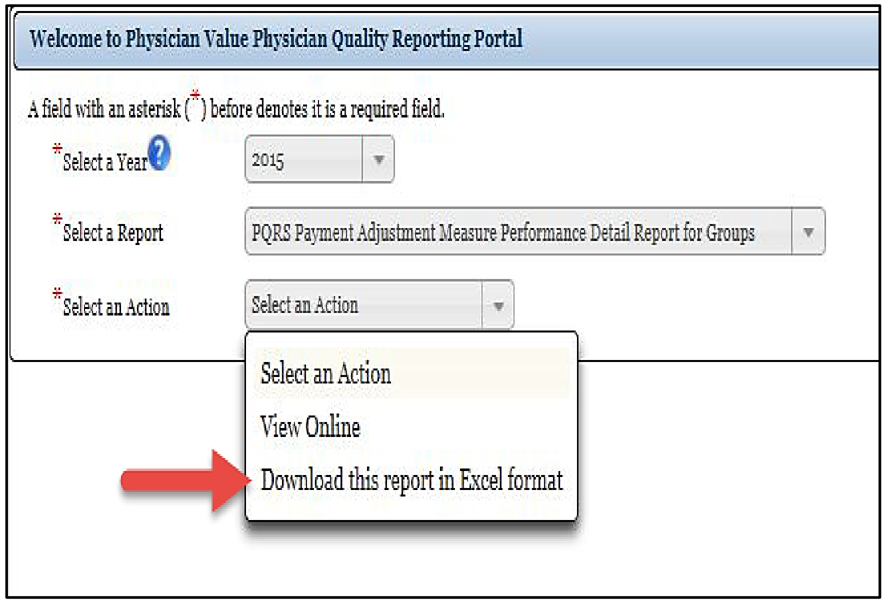
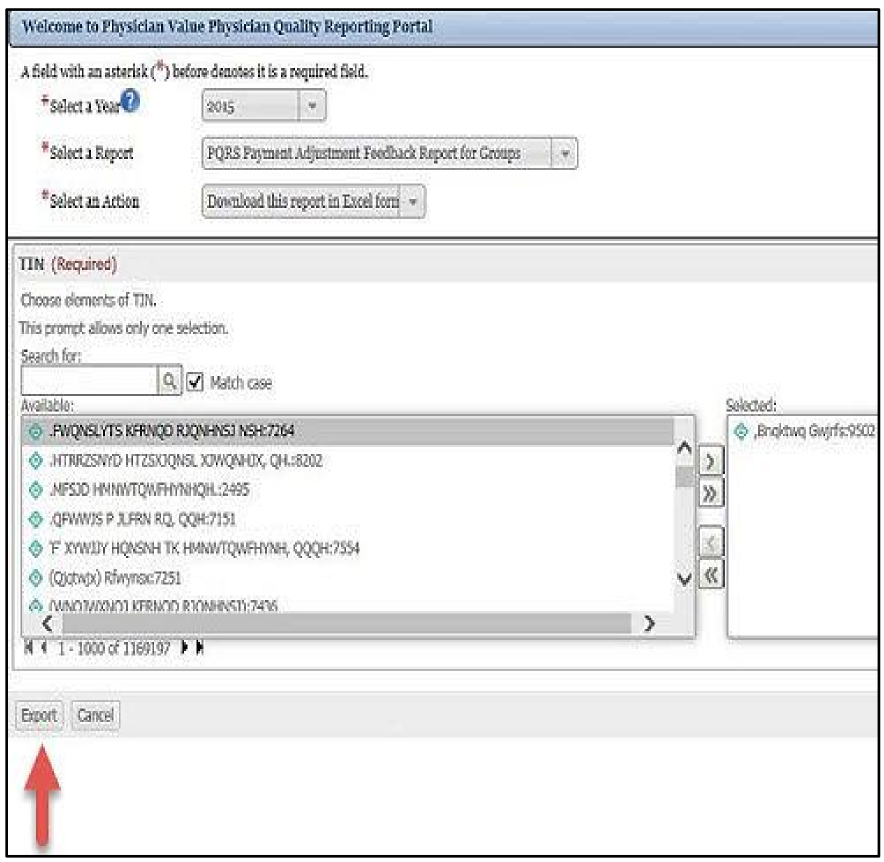
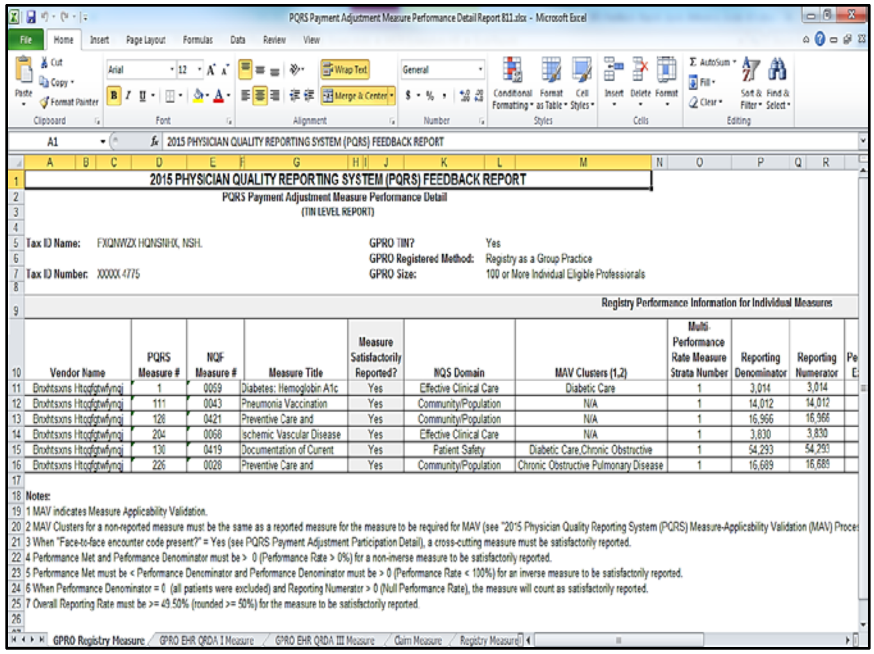
</table>

B. Download a PQRS feedback report from the Portal Using Select an Action

Steps	Screenshots
1. Select the year ***(2015)*** from the **Select a Year** drop-down menu and then select one of the PQRS feedback reports. • Choose the option to **'Download this report in Excel Format'**.	
2. Select one TIN or NPI (depending on which report you choose) from the **Available** TINs/NPIs. • Select ***Export.***	

Steps	Screenshots
3. The PQRS feedback report is exported to Excel format. ***Note:*** *Use the* ***Microsoft Excel*** *toolbar features* ***to Save*** *and/or* ***Print*** *the selected report.* ***Note:*** *All the tabs in the Report will be exported to the Excel file.* ***Note:*** *Exported cells may look truncated. Please expand the cells to view the whole content.*	

VI. Troubleshooting Browser Settings

Steps	Screenshots
Troubleshooting If you are not using one of the supported browsers or are having trouble viewing the **CMS Enterprise Portal** using Internet Explorer 9: • Ensure the browser is open, • Press the **Alt** key to display the Menu bar (or right-click the **Address bar** and then select **Menu bar**). • Select ***Tools*** on the **Menu bar**. • Select ***Compatibility View Settings***. • Remove the CMS Enterprise Portal web address if it appears in the **Websites you've added to Compatibility View** box. • Un-check all of the boxes below **Websites you've added to Compatibility View**. • Close the **Compatibility View Settings** box. • Close the current browser session. • Open a new browser session. • Go to https://portal.cms.gov and select ***Login to the CMS Enterprise Portal***. ***Note:*** *The **CMS Enterprise Portal** supports the following internet browsers:* • Internet Explorer 8 • Internet Explorer 9 • Internet Explorer 10 • Internet Explorer 11 • Mozilla Firefox • Chrome • Safari