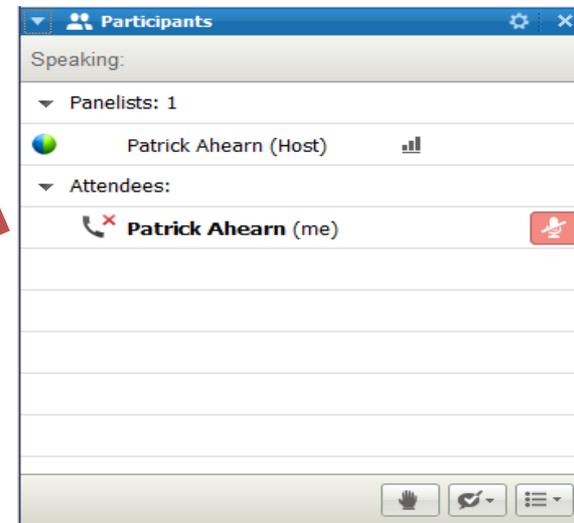


# Joining The Webinar

- Click on the weblink found in the WebEx invitation email distributed by CMS. This will launch the WebEx software on your computer.
- The window to the right will pop up on your screen.
- Dial into the teleconference using the information provided.
  - Note: the access code and attendee ID will change for each webinar
- Once you are connected, you should see a phone icon next to your name in the WebEx.
  - The red 'X' indicates that your line is muted
  - If you do not see the phone icon, please hang up and try again





# 2013 Physician Quality Reporting System (PQRS) Group Practice Reporting Option (GPRO) and Accountable Care Organization (ACO) Web Interface



*Program Year 2013*

*Q&A Session*

*February 27, 2014*

**Lisa Lentz, MPH**

**Health Insurance Specialist**

**Center for Clinical Standards and Quality**

# Announcements

- 1. Reminder about the upcoming planned system outages:** The Portal will be *unavailable* for scheduled maintenance; therefore, the Web Interface will not be accessible during the following periods:
  - **\*NEW\* Tuesday, 3/4/2014**, starting at 8:00 pm ET and ending at 12:00 am ET
- 2. Reminder to review the Support Call Q&A Materials:**
  - CMS has posted the 2/20/2014 support call presentation and the Cumulative Q&A Document for all support calls up through 2/6/2014
  - CMS has posted the Pre-filled Elements document
  - Groups are strongly encourage to reference these documents for information about submission and how to report GPRO Web Interface measures
- 3. Reminder about End of Web Interface Submission:**
  - Group practices will have until **11:59 pm ET on Friday, 3/21/2014**, to submit data through the Web Interface

**Note:** *The scheduled Portal maintenance weekend in March will be postponed until after 12:00 am ET on Saturday, 3/22/2014, so it will not interfere with final Web Interface submissions.*

**Presenters: Maggie Cole-Beebe and Courtney Rose,  
Contractors**

# **SKIPPING PATIENTS**

# Skipping Patients

- Patients for which the ACO or GPRO has selected “no medical record found”, “diagnosis not confirmed” or “not qualified for the sample” (for CMS approved reasons, deceased, entered hospice, enrolled in an HMO, moved out of the country) are considered “skips”
- The GPRO Web Interface will produce a warning when 10% of a given sample has been skipped
  - This warning is only a system warning
  - ACOs and GPROs will **not** be penalized for skipping 10% of a module’s sampled patients

# Skipping Patients (cont.)

- **For ACOs:** If there seems to be a consistent unexplainable pattern that CMS observes in your skips, then it may raise a flag, and that may be one of the selection criteria for a targeted audit or for targeted education with your ACO
- **For ACOs and groups with 100+ EPs:** As long as you have met the minimum requirement of 411 consecutively completed patients (or 100% of the sample if fewer than 411 are available), then you will have completely reported on the module
- **For PQRS GPROs with 25-99 EPs:** As long as you have met the minimum requirement of 218 consecutively completed patients (or 100% of the sample if fewer than 218 are available), then you will have completely reported on the module

# Skipping Patients (cont.)

- Use of "Other CMS Approved Reason" in the GPRO Web Interface requires CMS approval
  - These approvals are made on a case-by-case basis
- Contact the Quality Net Help Desk to request approval
  - You will know if your reason was approved when you receive a resolution to your ticket
  - Retain a copy of your incident ticket number for your records
  - Include the ticket number and that you received approval from CMS within the comments section of the Web Interface
- If you're importing data by XML, make sure you haven't defaulted the value in the confirmation tag to "15" to populate with skip for "Other CMS Approved Reason"

# Skipping Patients (cont.)

- It is critically important that you use the skip option appropriately and accurately
- Refer to information on skipping patients documented in the following sources:
  - Measure flows and the supporting documents, available through the GPRO Web Interface website under Downloads;
  - GPRO Web Interface Online Help. For instance:
    - Search for article "Marking a Patient as Skipped"
    - Reference the Instructional Videos, accessible under the Table of Contents, such as the "Medical Record Found" video

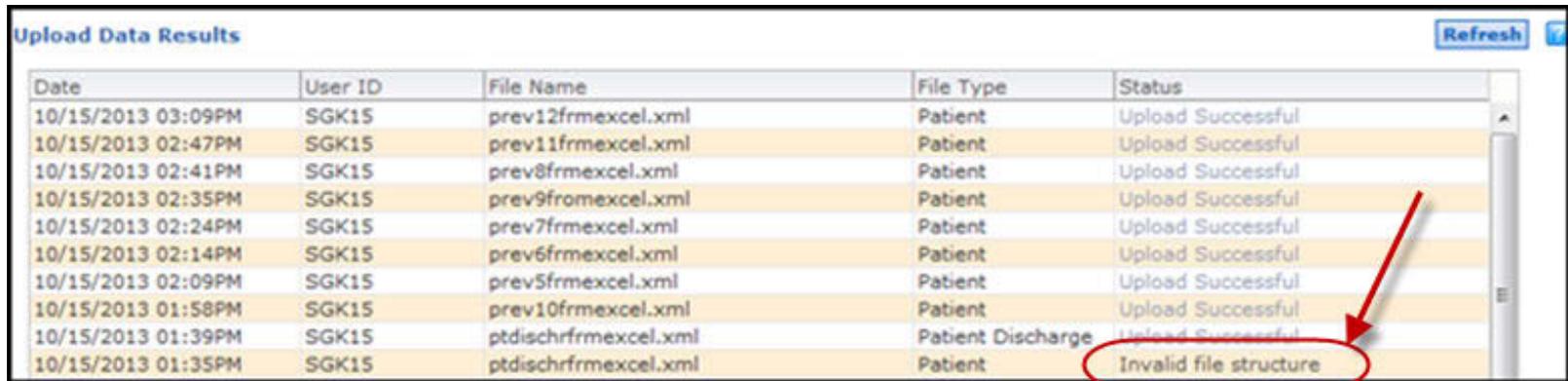
# “No – Other CMS Approved Reason”

- Once you have received CMS approval via QualityNet Help Desk, you may select “No – Other CMS Approved Reason”
  - This option should only be selected at the module/measure level when confirming whether or not a patient is appropriate for a disease module and/or a patient care measure
- Below are examples of when you should NOT select “No – Other CMS Approved Reason”
  - Patient Confirmation for Medical Record Found element
    - When **Medical Record Not Found or “No”** is selected, abstraction is complete for this patient and no other XML elements should be provided for this patient
    - When **Not Qualified for Sample** is selected, and the **Reason** and **Date** have been provided (for In Hospice, Moved out of Country, Deceased, or HMO Enrollment), abstraction is complete for this patient and no other XML elements should be provided for this patient

**Presenter: Jane Schiemer, Contractor**

# **XML FILE ERRORS**

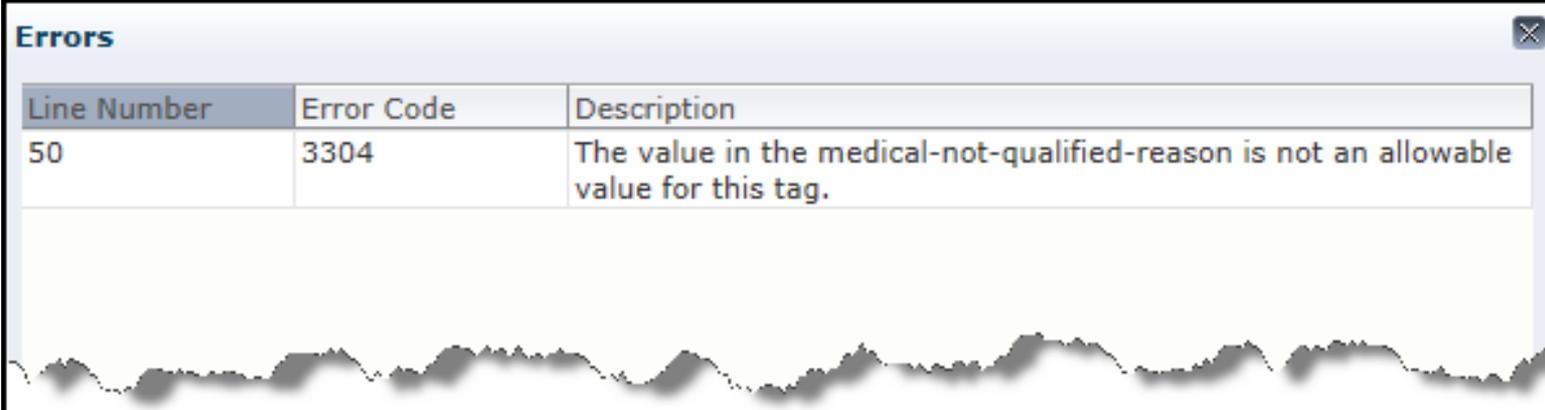
# XML File Errors



Date	User ID	File Name	File Type	Status
10/15/2013 03:09PM	SGK15	prev12frmexcel.xml	Patient	Upload Successful
10/15/2013 02:47PM	SGK15	prev11frmexcel.xml	Patient	Upload Successful
10/15/2013 02:41PM	SGK15	prev8frmexcel.xml	Patient	Upload Successful
10/15/2013 02:35PM	SGK15	prev9frmexcel.xml	Patient	Upload Successful
10/15/2013 02:24PM	SGK15	prev7frmexcel.xml	Patient	Upload Successful
10/15/2013 02:14PM	SGK15	prev6frmexcel.xml	Patient	Upload Successful
10/15/2013 02:09PM	SGK15	prev5frmexcel.xml	Patient	Upload Successful
10/15/2013 01:58PM	SGK15	prev10frmexcel.xml	Patient	Upload Successful
10/15/2013 01:39PM	SGK15	ptdischrfrmexcel.xml	Patient Discharge	Upload Successful
10/15/2013 01:35PM	SGK15	ptdischrfrmexcel.xml	Patient	<a href="#">Invalid file structure</a>

- If the XML file is valid, the **Status** will display **Upload Successful** when processing is complete
- If there are errors in the XML file, the **Status** will display **Invalid file Structure**
- The **Invalid file Structure** text will be a hyperlink, which can be selected to display the associated errors

# XML File Errors (cont.)



Line Number	Error Code	Description
50	3304	The value in the medical-not-qualified-reason is not an allowable value for this tag.

- Up to 500 errors appear in a grid with the **Line Number** of the error, the **Error Code**, and a **Description** of the error
- The error codes and valid values for each tag are detailed in the XML Specifications

**Presenter: Lisa Lentz, CMS**

**UPCOMING SUPPORT CALLS  
RESOURCES**

# Upcoming ACO and GPRO Web Interface Support Calls

- 3/6/2014: Weekly Submission Support Call
- 3/13/2014: Weekly Submission Support Call\*
- 3/17/2014: Submission Support Call\*
- 3/19/2014: Submission Support Call\*
- 3/21/2014: Submission Support Call\*
- 4/3/2014: Web Interface Lessons Learned Call

\* We have added 3 support calls during the last week of GPRO Web Interface submission for groups' and ACOs' convenience. **Please note: The cumulative GPRO support call Q&A document WILL NOT be updated after the 3/13/2014 support call, since all hands will be working to resolve QualityNet Help Desk tickets during the last week of submission.**

# Resources

- **GPRO Web Interface website:** [http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/GPRO\\_Web\\_Interface.html](http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/GPRO_Web_Interface.html)
  - ACO and GPRO Support Call Q&A cumulative document and presentations
  - 2013 XML Specification
  - 2013 Supporting Documents (in the Downloads section)
    - *Data Guidance is included as a separate tab in each of the supporting documents' workbooks*
  - 2013 GPRO Assignment Specification and Sampling Supplement documents
- **Pre-recorded webinars about GPRO topics:** <http://go.cms.gov/GPROPlaylist>
- **Medicare Shared Savings Program:** <http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/index.html>
- **PQRS Portal:** <https://www.qualitynet.org/pqrs>
- **GPRO Web Interface Online Help:**  
<https://www.qualitynet.org/imageserver/pqri/gpro/GPROWebHelp/Default.htm>
- **QualityNet Help Desk**
  - Monday – Friday: 7:00 am - 7:00 pm CT
  - **(866) 288-8912** (TTY 1-877-715-6222) or [qnetsupport@sdps.org](mailto:qnetsupport@sdps.org)

**Presenters: CMS and Contractors**

# **QUESTIONS & ANSWER SESSION**

# Submitting a Question

- WebEx interaction takes place in various panels on the right-hand side of the screen
- Chat Box: use this window to post technical questions or issues for troubleshooting support
  - Use the drop-down arrow to address your question/comment to the appropriate party (i.e. “Host”, “All Panelists”, etc.)
- Q&A Box: use this window to post questions related to the presentation or webinar topic
  - Questions entered in the Q&A box are automatically directed to all panelists/presenters

