

CENTERS FOR MEDICARE & MEDICAID SERVICES
CONTINUING EDUCATION (CMSCE)

**08-10-2016, Physician Quality Reporting System (PQRS)
Feedback Reports and Informal Review Process for
Program Year 2015 Results
MLN Connects® National Provider Call**

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Continuing Education Credit Information

Continuing Education Credit

The Centers for Medicare & Medicaid Services (CMS) is evaluating this activity for continuing education (CE) credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit will be available on the MLN Connects® National Provider Call detail page on the CMS website and within the Learning Management and Product Ordering System (LM/POS) post-assessment.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management and Product Ordering System (LM/POS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password for the LM/POS. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LM/POS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMS-Upgrade.pdf>.

Learning Management and Product Ordering System (LM/POS) Instructions

In order to receive continuing education credits (CEUs) for this live activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessment and evaluation are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management and Product Ordering System (LMS/POS) no later than two hours following the end of the National Provider Call. Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

To register (if you do NOT have an account):

1. Go to the LM/POS Homepage <https://learner.mlnlms.com>;
2. Click on "Create Account;" and
3. Enter information for all the required fields (with the red asterisks) and click "Create."

***NOTE:** When you get to the 'Organization' field, click on Select. From the "Select Organizations" screen, leave the "Find Organization" field blank and click Search. Select "**CMS-MLN Learners Domain - Organization**" and click Save.

Please add MLN@cms.hhs.gov to your address book to prevent Medicare Learning Network® (MLN) communication from going into your spam folder.

To login (if you already have an account):

1. Go to the Learning Management and Product Ordering System (LM/POS) Homepage <https://learner.mlnlms.com>; and
2. Enter your login ID and password and click on "Log In."

Finding the Post-Assessment:

1. Go to the LM/POS Homepage <https://learner.mlnlms.com>;
2. Enter your login ID and password and click on "Log In;"
3. Click on "Training Catalog" in the menu beneath the MLN logo;
4. Enter "**08-10-2016: PQRS Feedback Reports**" in the "search for" box and click "search;"
5. Click on the title;
6. Click "Enroll;"
7. Click "Access Item;"
8. Scroll down on the page and click on the link titled "Post-Assessment;"
9. Click "Open Item;"
10. A new window will open. Click "Post-Assessment" in this new window for it to display;
11. Complete the assessment and click "close;"
12. Click the grey and white "x" in the upper right-hand corner to close the window; and
13. Click "OK" when prompted about closing the window.

Accessing Your Transcript and Certificate

[Please click here for instructions for accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

[Please click here for CMS' Privacy Policy.](#)

Help

- For assistance with registration or technical teleconference assistance email us at cms-mlnconnectsnpc@blhtech.com or view the HELP page frequently asked questions at <http://www.eventsvc.com/blhtechnologies/apage/faq.html>.
- For assistance with the Medicare Learning Network® (MLN) Learning Management and Product Ordering System (LM/POS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.



Activity Information

Activity Description

This MLN Connects® National Provider Call provides an overview of the 2016 Physician Quality Reporting System (PQRS) negative payment adjustments, PQRS feedback reports, and the PQRS informal review process for program year 2015 results and 2017 payment adjustment determination.

Target Audience

This activity is designed for physicians, individual eligible professionals, group practices, Comprehensive Primary Care (CPC) practice sites, Accountable Care Organizations (ACOs), therapists, practice managers, medical and specialty societies, payers, and insurers.

Learning Objective

By the end of the teleconference, learners should be able to:

- Recognize the Physician Quality Reporting System (PQRS) as the program that applies a negative 2% PQRS payment adjustment to 2017 payments under the Medicare Physician Fee Schedule (MPFS) to individual eligible professionals (EPs) and PQRS group practices who did not satisfactorily report 2015 PQRS data;
- Identify informal review as the process that allows individual EPs, Comprehensive Primary Care (CPC) practice sites, PQRS group practices, and Accountable Care Organizations (ACOs) to request a review of their payment adjustment determination;
- Recognize that CMS will reverse the application of the PQRS payment adjustment if the determination is made that satisfactory reporting was achieved;
- Identify September 9, 2016 through November 15, 2016 as the 2015 PQRS informal review request period;
- Recognize that informal review requests must be submitted electronically through the Quality Reporting Communication Support Page (CSP); and
- Recognize that an Enterprise Identity Management System (EIDM) account is needed to access feedback reports.

Participation

Register for the teleconference, participate in the teleconference, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the beginning of this document.

Speaker Bios & Disclosures (alphabetical by last name)

The planners/developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Regina Chell, panelist, has professional experience in designing, developing, assessing, evaluating, and implementing quality assessment and performance improvement programs. Prior to joining the Centers for Medicare & Medicaid Services (CMS), Ms. Chell led the implementation of a disease management clinic for the treatment of heart failure. She has spoken nationally on a wide variety of topics and has published several white papers regarding the fragmentation, complexity, and multiplicity of stakeholders in health care.

Ms. Chell has nothing to disclose.

Anna Deahl, panelist, has more than 20 years of experience in implementing, executing, and successfully managing government programs and projects. Ms. Deahl currently serves as the Brilljent project manager, lead of the Education and Outreach and Advanced Inquiry Support Team, and member of the Physicians Quality Reporting System (PQRS) program. She recently served as the lead and senior project advisor in a multiyear contract with the American Institutes for Research. She also served as a senior consultant on the Medicaid and Children Policy and Implications and Evaluations (MACPIE) Electronic Health Records (EHR) project.

Ms. Deahl has nothing to disclose.

Kevin Ernst, presenter, has been a part of the PQRS program since 2008, serving primarily as a subject matter expert for the Tier I Help Desk. In this capacity, Mr. Ernst has served as a liaison to CMS communicating trends, analyzing program rules and working with program experts. He now serves with Physician Quality Programs Management and Implementation (PQPMI) on the education and outreach team to develop materials for the end-user community.

Mr. Ernst has nothing to disclose.

Dr. Daniel Green, panelist/planner/developer, has been employed by the Centers for Medicare & Medicaid Services (CMS) as a medical officer in the Division of Ambulatory Care, since 2007. Dr. Green has worked on the Physician Quality Reporting System (PQRS) since its inception and is the registry and Electronic Health Records (EHR) lead for the program. He also serves as an advisor for the measure selection/implementation for the program.

Dr. Green has disclosed that he is currently an OB/GYN Board Review faculty member at Exampro.

Bobby Harris, panelist, has been employed by the Centers for Medicare & Medicaid Services (CMS) as a Health Insurance Specialist, since 2012. Prior to his employment at CMS, Mr. Harris was employed by the United States Air Force for 23 years.

Mr. Harris has nothing to disclose.

Alesia Hovatter, panelist, has been employed by the Centers for Medicare & Medicaid Services (CMS) for over six years. Ms. Hovatter currently serves as the lead for Physician Compare in the Quality Measurement & Value-Based Incentives Group.

Ms. Hovatter has nothing to disclose.

Fiona Larbi, panelist, has been employed by the Centers for Medicare & Medicaid Services (CMS) since April 2012. Ms. Larbi currently serves as a Health Insurance Specialist in the Division of Value-Based Payment where she works on the Physician Feedback/Value-Based Payment Modifier Program. Prior to her employment with CMS, Ms. Larbi practiced in various clinical settings including critical care and nursing administration.

Ms. Larbi has nothing to disclose.

Matthew Mittleman, panelist, has professional experience in developing training and conferences to help improve health care disparities. Mr. Mittleman worked on a large National Healthcare Disparities Project, where he provided data and supported quality improvement initiatives nationwide. He currently leads the Physician Quality Reporting System (PQRS) Tier II Help Desk, which assists organizations with reporting quality measures to the Centers for Medicare & Medicaid Services (CMS).

Mr. Mittleman has nothing to disclose.

Jennifer Stephen-Ogbe, presenter, has been employed as the lead PQRS Subject Matter Expert (SME) on the help desk since 2014. From 2007 to 2009, Ms. Stephen-Ogbe worked on the PQRS (PQRI) program during its inception as a contractor.

Ms. Stephen-Ogbe has nothing to disclose.

Aucha Prachanronarong, panelist, currently serves as the Director of the Division of Electronic and Clinician Quality (DECQ), Quality Measurement and Health Assessment Group, Center for Clinical Standards and Quality, at the Centers for Medicare & Medicaid Services (CMS). Her division is responsible for managing the Physician Quality Reporting System (PQRS), the Physician Compare website, and the Clinical Quality Measure portion of the Electronic Health Record (EHR) Incentive Programs.

Ms. Prachanronarong has nothing to disclose.

Anastasia Robben, panelist and/or planner/developer, has been employed by NewWave Telecom & Technologies, as the lead of Communications for the PQPMI team, since May 2014. Ms. Robben has developed educational printed materials, web-based training (WBT) courses, and slide presentations for Medicare providers on Physician Quality Reporting System (PQRS). She has also conducted seminars, teleconferences, and one-on-one training for PQRS.

Ms. Robben has nothing to disclose.

Courtney Rose, panelist and/or planner/developer, has been employed by NewWave Telecom & Technologies, a contractor for the Centers for Medicare & Medicaid Services (CMS), since May 2014 as a Subject Matter Expert (SME) working on the Physician Quality Reporting System (PQRS). From March 2009 to April 2014, Ms. Rose worked on PQRS for other CMS contractors. Ms. Rose earned a Bachelor of Science in English and has assisted in creating and editing many of the PQRS educational documents, FAQs, listserv notifications and presentations available on the CMS PQRS website.

Ms. Rose has nothing to disclose.

Jessica Schumacher, presenter, has been employed by Mathematica Policy Research, from February 2013 through May 2016 as a program analyst. From 2011 to 2013, Ms. Schumacher was employed in the same capacity by General Dynamics Information Technology, and from 2003 to 2010, she was a psychiatric research assistant at the University of Iowa Hospitals and Clinics. She has five years of experience working with CMS on Physician Quality Reporting System (PQRS) related contracts. Currently, Ms. Schumacher is a subject matter expert for PQRS group practices participating via Group Practice Reporting Option (GPRO), and has conducted CMS-sponsored

Virtual Office Hour sessions, support calls, teleconferences, and is a QualityNet Help Desk Tier II representative.

Ms. Schumacher has nothing to disclose.

Marilyn Sherwood, presenter, has been employed by NewWave Telecom and Technologies, since August 2015, as part of the Tier II PQPMI of the QualityNet Help Desk. Ms. Sherwood was previously employed by General Dynamics Information Technology (GDIT) where she served on the Tier I QualityNet Help Desk.

Ms. Sherwood has nothing to disclose.

Cindy Shible, panelist, has been employed by the Centers for Medicare & Medicaid Services (CMS) since October 2015 and currently serves as the education and outreach lead for Physician Quality Reporting System (PQRS). Ms. Shible has taught workshops and classes to both medical staff and patients on database management, clinical quality, and chronic disease self-management. She was previously employed by the Walter Reed National Military Medical Center as a disease management nurse.

Ms. Shible has nothing to disclose.

Kimberly Sullivan, presenter, has been employed by NewWave Telecom and Technologies since May 2014, as the Task Lead for Physician Quality Reporting System (PQRS) Education & Outreach, on the PQPMI contractor. Ms. Sullivan has previously served in other PQRS-related communication roles at Edaptive Systems and the Iowa Foundation for Medical Care.

Ms. Sullivan has nothing to disclose.

Brian Warren, presenter, has been employed by NewWave Telecom and Technologies since August 2015, as a Physician Quality Reporting System (PQRS) subject matter expert. Mr. Warren was previously employed as a Supervisor for General Dynamics Information Technology (GDIT) where he also worked with the PQRS program.

Mr. Warren has nothing to disclose.