

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Centers for Medicare & Medicaid Services



The Centers for Medicare & Medicaid Services (CMS) is launching a new instrument for 2013 called the MAC Satisfaction Indicator (MSI). The MSI is a tool that measures providers' satisfaction with their Medicare claims administrative contractor(s). Your input will help your MAC to improve the services that they offer you. Participation is voluntary, but you must register to participate. Complete the application at <https://adobeformscentral.com/?f=eMRKPqaWpqMxNOmTQpSKDA> on the Internet. For more information, visit <http://www.cms.gov/Medicare/Medicare-Contracting/MSI> on the CMS website.

MLN Matters® Number: SE1329

Related Change Request (CR) #: Not Applicable (N/A)

Related CR Release Date: N/A

Effective Date: N/A

Related CR Transmittal #: N/A

Implementation Date: N/A

### Mobile Apps for the OPEN PAYMENTS program (Physician Payments Sunshine Act)

Note: This article was revised on June 4, 2014, to add a reference to MLN Matters® article SE1402 (<http://www.cms.gov/outreach-and-education/medicare-learning-network-mln/mlnmattersarticles/downloads/SE1402.pdf>) to alert users to new Mobile App changes stemming from user feedback. All other information remains the same.

### Provider Types Affected

This MLN Matters® Special Article is intended for physicians, providers and suppliers submitting claims to Medicare contractors (Fiscal Intermediaries (FIs), carriers, Home Health and Hospice Medicare Administrative Contractors (HH&H MACs), Durable Medical Equipment MACs (DME MACs), and A/B MACs) for services to Medicare beneficiaries.

#### Disclaimer

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## What You Need to Know

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The Centers for Medicare & Medicaid Services (CMS) announced July 17, 2013, the availability of two new mobile applications (mobile apps) for the OPEN PAYMENTS program (Physician Payments Sunshine Act), which are designed to assist in helping physicians, applicable manufacturers, and applicable Group Purchasing Organizations (GPOs) track much of the data necessary for successful program reporting. Both apps are compatible with the iOS (Apple™) and Android platforms; they are available free through the iOS Apple™ Store and Google Play™ Store.

The two new mobile apps track contact information of physicians and industry, share information between the physician and industry apps using mobile technology, and track payments and other transfers of value in real-time.

One app is targeted specifically to physicians (*OPEN PAYMENTS Mobile for Physicians*) and the other is for industry, including applicable manufacturers and applicable GPOs (*OPEN PAYMENTS Mobile for Industry*). A picture of the app icons is shown below.



Physician



Industry

Ultimately, the goal of these apps is to make tracking payment information easier and more convenient, and to improve the accuracy of payment information by tracking payments as they occur throughout the year.

You and your staff should read more information about the apps in the Background section below.

## Background

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### Why are these apps needed?

The new OPEN PAYMENTS mobile applications will assist physicians and the industry in tracking financial relationships. The two free mobile apps will help physicians and health care industry users to track their payments and other financial transfers that the industry will report under the OPEN PAYMENTS program (Physician Payments Sunshine Act). Created by a provision of the Affordable Care Act, OPEN PAYMENTS creates greater public transparency about the financial transactions between doctors, teaching hospitals, drug and device manufacturers, and other health care businesses.

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CMS has made these apps available to facilitate accurate reporting of required information, which will be available to the public and will be published annually on the OPEN PAYMENTS website. CMS's goal is about providing user-friendly tools for doctors, manufacturers, and others in the health care industry to use in working with CMS to implement the law in a smart way. These two apps are innovative options for doctors and the industry to accurately and securely track their financial ties and other transfers of values as required under this important transparency program.

To support the "OPEN PAYMENTS" program, CMS designed the mobile applications (one each for physicians and health care industry users), merging this proven and efficient format with real-time 24-hour tracking technology. The apps offer on-the-go convenience for users to track financial data. Both apps are compatible with the iOS (Apple™) and Android platforms; they are available free through the iOS Apple™ Store and Google Play™ Store.

### **What are the reporting requirements of OPEN PAYMENTS?**

August 2013 marked the beginning of pharmaceutical and device manufacturers and Group Purchasing Organizations (GPOs) collecting and preparing to report payments and other transfers of value made to physicians and teaching hospitals, as well as certain ownership and investment interests, as required by the OPEN PAYMENTS program.

Physicians are not required to report any information to CMS, though they may wish to use this app to help validate reports submitted by manufacturers to CMS about payments they have received. (Reporting requirements do not apply to physician claims payments.)

Financial information entered into the apps will help health care industry entities meet the timely reporting requirements of the OPEN PAYMENTS program. Financial data loaded into the apps does not interact with CMS systems and cannot be used for direct data reporting to CMS or its contractors. In addition, CMS will not validate the accuracy of data stored in the apps, nor will it be responsible for protecting data stored in the apps.

For physician users, the *OPEN PAYMENTS Mobile for Physicians* mobile app will help them assure that industry information reported about them is accurate by:

- Tracking payments and other transfers of value received from their health care industry affiliations in real-time, as they occur;
- Transferring user profile and high level information associated with the event or situation in which the "transfer of value" occurred between physicians and industry; and
- Storing personal contact information.

Industry app users hold the responsibility for accuracy and completeness of their official reports. For industry users, the *OPEN PAYMENTS Mobile for Industry* mobile app will facilitate their reporting by:

- Tracking their payments and other transfers of value assigned to physicians and teaching hospitals, in real-time;

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- Transferring user profile and high level information associated with the event or situation in which the “transfer of value” occurred between physicians and industry;
- Helping to ensure greater accuracy of information about financial relationships with physicians; and
- Collecting physician user profile information.

### **What is a mobile app?**

A mobile application (or mobile app) is a software application designed to run on smartphones and other mobile devices.

### **Is use of the apps completely voluntary?**

The use of the apps is voluntary. The apps are available for the user’s own information collection and to serve as a personal storage depository only.

### **How can I obtain the mobile apps?**

You can download the mobile apps directly from your app store (e.g., iOS Apple™ or GooglePlay™); search for either *OPEN PAYMENTS Mobile for Physicians* or *OPEN PAYMENTS Mobile for Industry*, depending on which app you are downloading and follow your normal downloading instructions.

### **What if I have questions about the functions and uses of the apps?**

For more information on functionality and usage of the apps, visit the Frequently Asked Questions for *OPEN PAYMENTS Mobile for Physicians & OPEN PAYMENTS Mobile for Industry document*, available at <http://www.cms.gov/Regulations-and-Guidance/Legislation/National-Physician-Payment-Transparency-Program/Downloads/Mobile-App-Public-FAQs.pdf> on the CMS website.

You can also view a demonstration of the app during the upcoming National Provider Call on August 8, 2013. To register, visit MLN Connects Upcoming Calls at <https://www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events.html> on the CMS website.

For help with the apps you can contact the OPEN PAYMENTS helpdesk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov). Please also send any comments or suggestions regarding the apps’ functionality to our help desk, as we are continuing to explore opportunities to leverage technology solutions that will help enable successful program implementation.

## **Additional Information**

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For more information about the OPEN PAYMENTS program, read the MLN Matters® Special Article SE1303, “Information on the National Physician Payment Transparency Program: OPEN PAYMENTS,” available at <http://www.cms.gov/Outreach-and-Education/Medicare->

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[Learning-Network-MLN/MLNMattersArticles/Downloads/SE1303.pdf](#) on the CMS website.

More information about OPEN PAYMENTS is available at <http://www.cms.gov/Regulations-and-Guidance/Legislation/National-Physician-Payment-Transparency-Program/index.html> on the CMS website.

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