

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 529	Date: August 7, 2009
	Change Request 6441

Change Request 6441 is no longer sensitive and may be communicated to the public and posted to your Web site.

Subject: Physician Quality Reporting Initiative (PQRI) and E-Prescribing Alternative Feedback Report Request Process

I. SUMMARY OF CHANGES: This CR directs carriers and A/B MACs to have their provider inquiry customer service representatives (CSRs) collect information from Individual Eligible Professionals (EPs) requesting feedback reports for their individual National Provider Identifier (NPI). The CSRs shall handle and track these inquiries in accordance with Pub 100-09, Chapter 6, sections 30 and 90. To facilitate the collection of the data by the CSRs needed to fulfill requests for feedback reports, this CR directs EDS to modify the MCS to capture several pieces of information. On a weekly basis, the contractor’s designated primary and backup Data Custodians shall email a file created by the system batching all of the feedback report requests to the PQRI data custodian.

NEW / REVISED MATERIAL

EFFECTIVE DATE: October 1, 2009

IMPLEMENTATION DATE: October 5, 2009

II. CHANGES IN MANUAL INSTRUCTIONS:

R/N/D	Chapter / Section / Subsection / Title
	N/A

III. FUNDING:

Section A: For *Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), and/or Carriers:*

Funding for implementation activities will be provided to contractors through the regular budget process.

Funding will be available only to those contractors not using the MCS Desktop Tool.

Section B: For *Medicare Administrative Contractors (MACs):*

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

Funding will be available only to those contractors not using the MCS Desktop Tool.

IV. ATTACHMENTS:

One-Time Notification

**Unless otherwise specified, the effective date is the date of service.*

Attachment – One-Time Notification

Pub. 100-20	Transmittal: 529	Date: August 7, 2009	Change Request: 6441
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SUBJECT: Physician Quality Reporting Initiative (PQRI) and E-Prescribing Alternative Feedback Report Request Process

Effective Date: October 1, 2009

Implementation Date: October 5, 2009

I. GENERAL INFORMATION

A. Background:

CMS will provide confidential feedback reports on calendar year 2008 and 2009 PQRI reporting to Individual Eligible Professionals (EPs) at or near the time that the lump sum incentive payments are made in 2009 and 2010, respectively. Additionally, CMS will provide confidential feedback reports on calendar year 2009 E-Prescribing reporting to Individual EPs at or near the time that the lump sum incentive payments are made in 2010. In the past, the only option for accessing PQRI Feedback Reports was via a secure Web Site after first registering in the CMS security system known as the Individuals Authorized Access to CMS Computer Services (IACS). With this instruction, we are introducing an alternative process for Individual EPs requesting feedback reports based on their National Provider Identifier (NPI) beginning in 2009. Individual EPs will be able to call the carrier or A/B MAC provider contact center to request feedback reports for their individual NPI.

B. Policy:

PQRI feedback reports for data submitted in calendar 2008 will be available in 2009. PQRI and E-Prescribing feedback reports for data submitted in calendar year 2009 will be available in 2010. The alternative approach to obtaining feedback reports described by this change request (CR) is available only for Individual EPs at the individual NPI level for feedback reports available in 2009 and 2010. Requests for feedback reports based on Tax Identification Numbers (TINs) or by groups will still be required to access their PQRI Feedback Reports via a secure Web Site after first registering in IACS.

This CR directs carriers and A/B MACs to have their provider inquiry customer service representatives (CSRs) collect information from Individual EPs requesting feedback reports. The CSRs shall handle and track these inquiries in accordance with Pub 100-09, Chapter 6, §§30 and 90. To facilitate the collection of the data by the CSRs needed to fulfill requests for feedback reports, this CR directs EDS to modify the MCS to capture several pieces of information. On a weekly basis, the contractor's designated primary and backup Data Custodian shall e-mail a file created by the system batching the feedback report requests to the PQRI data custodian at PSpec@sdps.org. This e-mailed file shall be in a tab delimited format and meet specific file specifications outlined in Business Requirement 6441.7. The PQRI data custodian will then take responsibility for fulfilling requests for PQRI or E-Prescribing feedback reports by generating and emailing the reports directly to the Individual EPs as well as resolving report processing issues such as delivery errors and invalid requests.

II. BUSINESS REQUIREMENTS TABLE

Number	Requirement	Responsibility
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		A / B M A C	D M E M A C	F I I E R	C A R R I E R	R H I	Shared-System Maintainers				Other
							F I S S	M C S	V M S	C W F	
6441.1	Contractors shall take telephone requests for PQRI and E-Prescribing feedback reports from Individual Eligible Professionals (EPs) requesting the reports through the provider contact center, handling and tracking the inquiries in accordance with Pub 100-09, Chapter 6, §§ 30 and 90.	X			X						RRB
6441.2	MCS/MCS DT shall collect the following pieces of information from Individual EPs requesting PQRI and/E-Prescribing feedback reports using the NPI, pre-populating the capture screen with information available in the system: <ul style="list-style-type: none"> ▪ Provider First Name ▪ Provider Last Name ▪ Individual Provider NPI ▪ Provider E-mail Address (this is where the report(s) will be sent) ▪ Provider Phone Number (XXX-XXX-XXXX format) ▪ Caller's Name from provider organization (FirstName LastName format—separate first name and last name by a space) ▪ Requested Report Type (PQRI, E-Prescribing or Both) 						X				
6441.3	Contractors shall evaluate how the CSRs will collect the information referenced in 6441.2 and shall modify their processes as necessary.	X			X						RRB
6441.4	Contractors shall train CSRs on how to collect the PQRI and E-Prescribing feedback report request data.	X			X						RRB
6441.5	MCS shall collect the information so that it is used for producing a file meeting the specifications in 6441.7 and that can be emailed in accordance with 6441.9.						X				
6441.6	Contractors shall designate a primary and a back up Data Custodian who shall develop a process to batch requests for PQRI and E-Prescribing feedback reports weekly.	X			X						RRB
6441.7	MCS shall create a file that shall be used by contractors to meet the following specifications of a tab delimited file format: <ul style="list-style-type: none"> • This is a Text file, which should be read by any text editor such as notepad • The file name should be of the format PQRI_XXXXX_YYYYMMDD.txt (example: PQRI_987656_20090210.txt). XXXX=carrier 						X				

Number	Requirement	Responsibility									
		A / B	D M E	F I	C A R R I E R	R H I	Shared-System Maintainers				Other
							F I S S	M C S	V M S	C W F	
	report and a value of 3 represents both reports).										
6441.8	MCS shall create a weekly job that shall run at the Data Center to generate the file referenced in 6441.7. The EDC will transmit the generated file to the MACs/Carriers local datacenter if so desired by the MAC/Carrier. When there is no data available, the report will include a line that says “no data available.”							X			CDCs and EDCs
6441.9	The Data Custodian at the Carrier shall email the data file(s) referenced in 6441.7 and 6441.8 to the CMS PQRI data custodian at PSpec@sdps.org by 5:00 PM local time every Monday. For weeks with a Monday holiday, the Data Custodian shall email the data file(s) by 5:00 PM local time Tuesday. The Data Custodian at each Carrier may send one email with one or more data files attached per week containing all feedback report requests for that week. Each data file attachment shall be named using the format in 6441.10.				X						RRB, OCSQ
6441.9.1	The Data Custodian at the MAC shall email the data file referenced in 6441.7 and 6441.8 to the CMS PQRI data custodian at PSpec@sdps.org by 5:00 PM local time every Monday. For weeks with a Monday holiday, the Data Custodian shall email the data file by 5:00 PM local time Tuesday. Each data file attachment shall be named using the format in 6441.10.	X									OCSQ
6441.10	The Data Custodian shall name the data file referenced in 6441.7 using the following format: PQRI_XXXXX_YYYYMMDD.TXT For zip files, contractors shall use the following naming convention: PQRI_XXXXX_YYYYMMDD.ZIP . For all file types: XXXXX=carrier or A/B MAC contract #. Carriers with multiple contracts or contractor numbers shall determine the most efficient and practical method of compiling the requests and then determine the contractor number to use for their naming convention. A/B MACs shall use the roll-up number for the Part B workload type articulated in the chart in CR 6259 as the contract #. YYYYMMDD is the date the file was sent. Zip files shall contain .txt files only.	X			X						RRB, OCSQ
6441.11	The Data Custodian shall populate the subject line of the email sent to the data custodian referenced in 6441.9 or 6441.9.1 with the data file attached with: “NDS Submission: “Carrier Name or A/B MAC Jurisdiction	X			X						RRB, OCSQ

Number	Requirement	Responsibility									
		A / B M A C	D M E M A C	F I I E R	C A R R I E R	R H H I S S	Shared-System Maintainers				Other
						F I S S	M C S	V M S	C W F		
	#, as appropriate.										
6441.12	Contractors having no file to submit for the week shall email the CMS PQRI data custodian at PSpec@sdps.org stating: "We are 'Carrier Name or A/B MAC Jurisdiction#'; we have no file for this week." Contractors shall populate the subject line of this email as required in 6441.11.	X			X					RRB, OCSQ	
6441.13	The PQRI data custodian will contact the Data Custodian at the contractor in the event there is an empty file, no file attached to an e-mail (other than that described in 6441.12), or a corrupted file. The contractor shall work with the PQRI data custodian to resolve the problem. If the problem cannot be resolved within 24 hours from the initial contact, the PQRI data custodian shall alert CMS by contacting their Government Task Leader and Project Officer.	X			X					RRB, OCSQ	
6441.14	Contractors shall submit the names, email addresses and phone numbers of the designated primary and back up Data Custodians responsible for emailing the file containing the PQRI and E-Prescribing feedback report requests. Additionally, Carriers shall submit information concerning their method of compiling requests and naming convention required by 6441.10. Contractors shall submit this information to ProviderServices@cms.hhs.gov by September 1, 2009. Contractors shall also send notice of any Data Custodian changes to ProviderServices@cms.hhs.gov two weeks prior to the change.	X			X					RRB, OCSQ	
6441.15	Contractors shall perform user acceptance testing in September 2009 using test cases provided by CMS. CMS will deliver a file of dummy data to be placed into MCS or the desktop tool as if the user were calling with that information. The file will contain no more than 10 dummy data caller sets of information. MCS and the contractors shall then use the data to manually input into the system, run the job, create a file as specified in 6441.7, and email the dummy file to the email address in 6441.9 or 6441.9.1, as appropriate.	X			X					RRB, OCSQ	
6441.16	If the email address for the PQRI data custodian changes, CMS will advise the contractors of the change and the effective date. Contractors shall use the new email address on and after the effective date to submit the data file(s) containing the feedback report requests	X			X					RRB, OCSQ	

Number	Requirement	Responsibility									
		A / B M A C	D M E M A C	F I I E R	C A R I E R	R H H I I E R	Shared-System Maintainers				Other
						F I S S	M C S	V M S	C W F		
	to the PQRI data custodian.										

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility									
		A / B M A C	D M E M A C	F I I E R	C A R I E R	R H H I I E R	Shared-System Maintainers				Other
						F I S S	M C S	V M S	C W F		
	None										

IV. SUPPORTING INFORMATION

Section A: For any recommendations and supporting information associated with listed requirements:
"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:
	N/A

Section B: For all other recommendations and supporting information:

N/A

V. CONTACTS

Pre-Implementation Contact(s): Debra Shannon, Debra.Shannon@cms.hhs.gov, 410-786-9418 and Lynne Lockard, Lynne.Lockard@cms.hhs.gov, 410-786-2174

Post-Implementation Contact(s): Debra Shannon, Debra.Shannon@cms.hhs.gov, 410-786-9418 and Lynne Lockard, Lynne.Lockard@cms.hhs.gov, 410-786-2174

VI. FUNDING

Section A: For *Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), and/or Carriers:*

Funding for implementation activities will be provided to contractors through the regular budget process.

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