

GENERAL		
FAQ Number	Question	Answer
19061	Under the Medicare and Medicaid Promoting Interoperability Programs, can scribes document in an EHR as long as the physician delegates this action, signs and verifies the documentation and the action is in accordance with applicable State law?	The 21st Century Cures Act amended The Health Information Technology for Economic and Clinical Health Act (title XIII of division A of Public Law 111-5) by adding section 13103(c) which allows a physician (as defined in section 1861(r)(1) of the Social Security Act) to “delegate electronic medical record documentation requirements specified in regulations promulgated by the Centers for Medicare & Medicaid Services to a person performing a scribe function who is not such physician if such physician has signed and verified the documentation” and the action is in accordance with applicable State law. Previously the Medicare and Medicaid EHR Incentive Programs did not specify the documentation requirements. For additional information on electronic medical record docmenation, please refer to other CMS requirements such as the Medicare physician fee schedule as well as FAQ 19061 (https://questions.cms.gov/faq.php?id=5005&faqid=19061).
2793	What is meaningful use, and how does it apply to the Medicare and Medicaid Promoting Interoperability Programs?	Under the Health Information Technology for Economic and Clinical Health (HITECH Act), which was enacted under the American Recovery and Reinvestment Act of 2009 (Recovery Act), incentive payments are available to eligible professionals (EPs), critical access hospitals, and eligible hospitals that successfully demonstrate are meaningful use of certified EHR technology. The Recovery Act specifies three main components of meaningful use: The use of a certified EHR in a meaningful manner; the use of certified EHR technology for electronic exchange of health information to improve quality of health care; and the use of certified EHR technology to submit clinical quality and other measures. For more information on the definition of meaningful use for each year of the program, see the program requirements pages on the Promoting Interoperability website: https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/index.html .
	What should I do if I am unable to login to the Registration System, or have forgotten my password?	If you are an existing user and need to reset your password, please visit the I&A System; or contact the External User Services Help Desk at Phone: 1-866-484-8049 Website: https://eus.custhelp.com Email: EUSsupport@cgi.com Users working on behalf of an Eligible Professional(s) may also work on behalf of an Eligible Hospital(s). An Identity and Access Management system (I&A) web user account (User ID/Password) can be associated to both an Eligible Professional NPI and an organization NPI. If you do not have an I&A web user account, create a login in the I&A System. Refer to the I&A Quick Reference Guide. The guide includes information on how to: <ul style="list-style-type: none"> • Create an account • Retrieve and reset usernames and passwords • Register to access CMS systems on behalf of an organization • Add and manage staff within an organization • Work in CMS systems on behalf of an individual or organization To locate your NPI number, visit: https://nppes.cms.hhs.gov/NPPES User name and password are case sensitive.
	A surrogate user (agent/office manager) is unable to select a provider for update in the Registration System, in spite of having an association with the provider in the I&A system.	The Surrogate user should check that an active association exists in the NPPES system for the provider’s NPI. If an association does not exist, create an association in NPPES with the provider NPI. If the association is available in NPPES, verify that a valid association exists in the I&A system. Successful updates of association contacts in I&A system do not automatically create the same association in the NPPES system. The association has to be created in NPPES system first.
	How can I get guidance or assistance relating to the Registration System?	Contact the NLR Production Support Help Desk at Email: NLRProdSupport@cms.hhs.gov Phone: 1-833-238-0203 (Toll free)
	Do Dually Eligible Hospitals (EH) have to update their registration information every program year?	Yes, Dual EHs still seeking to obtain Medicaid EHR Incentive payments need to update their registration information, in the Registration System, every program year. This will provide their Medicaid Affiliated State the opportunity to confirm/approve current registration information and create an ‘Active’ registration status for those Dual-EHs seeking EHR incentive payment from the State for the program year.
	ACRONYMS	Acronym Expansion CMS Centers for Medicare & Medicaid Services EHR Electronic Health Record EH Eligible Hospital EP Eligible Professional I&A Identification & Authentication System NPI National Provider Identifier NPPES National Plan and Provider Enumeration System NLR National Level Repository PI Promoting Interoperability SSN Social Security Number