REGISTRATION USER GUIDE

For Eligible Hospitals

Medicaid

Promoting Interoperability (PI) Program

March 2020
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Disclaimer

The Centers for Medicare & Medicaid Services (CMS) is providing this material to guide the Medicaid Eligible Hospitals and Dually Eligible Hospitals in using the CMS Promoting Interoperability (PI) Registration System.

Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of posting, the PI program is constantly changing, and it is the responsibility of each hospital to remain abreast of the program requirements.

Medicare and Medicaid regulations can be found on the CMS website at https://www.cms.gov
Step 1 – Getting Started

This is a step-by-step guide for the Eligible Hospitals (EHs) Promoting Interoperability (PI) Program. The page layout consists of the registration screen with written instructions to the right, as well as helpful tips.

To get started, click on the link at the top of the page or type the website into your computer’s browser.

STEPS

Enter the Promoting Interoperability Program URL (located at the top of the page) into your web browser.

Click Continue to start the registration process.

TIPS

If you are a hospital that meets all of the following qualifications, you are ‘dually eligible’ for the Medicare and Medicaid Promoting Interoperability Programs:

- You are a sub-section (d) hospital in the 50 U.S. States or the District of Columbia or CAH; and
- You have a CMS Certification Number ending in 0001-0879 or 1300-1399; and
- You have at least 10% Medicaid patient volume.

You must register for ‘Both Medicare & Medicaid’ when registering for the program.
Step 1 - Continued
Carefully review the screen for important information.

Promoting Interoperability Programs
Registration System

Warning

(*) Red asterisk indicates a required field.

WARNING: Only authorized registered users have rights to access the Promoting Interoperability Programs Registration System.

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.
- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
  - The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
  - Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

*Check this box to indicate that you acknowledge that you are aware of the above statements

Select the Continue button to go to the LOGIN page or select the Previous button to go back to the WELCOME page.

Steps
Please read the statements on the page and check the box to indicate that you acknowledge that you are aware of the statements.

Click Continue to start the registration process.
Step 2 – Login Instructions

Review the Login Instructions for Eligible Hospitals for help in obtaining a user name and password for the Identification and Authentication (I&A) System.

<table>
<thead>
<tr>
<th>Login Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Promoting Interoperability</strong></td>
</tr>
<tr>
<td>CMS is dedicated to improving interoperability and patient access to health information. To better reflect this focus, the Promoting Interoperability Program is renamed to the Promoting Interoperability (PI) Program.</td>
</tr>
</tbody>
</table>

| **Eligible Professionals (EPs)** |
| If you are an EP, you must have an active National Provider Identifier (NPI) and have a National Provider Enrollment and Revalidation System (NPPES) web user account. Use your NPPES user ID and password to log into this system. |
| If you are an EP who does not have an NPI and/or an NPPES web user account, navigate to NPPES to apply for an NPI and/or create an NPPES web user account. |

| **Eligible Hospitals** |
| If you are an Eligible Hospital, you must have an active NPI. If you do not have an NPI, apply for an NPI in NPPES. |
| Users working on behalf of an Eligible Hospital(s) must have an Identity and Access Management system (IAM) web user account (User ID/Password) and be associated to the Eligible Hospital(s). You are working on behalf of an Eligible Hospital(s) and do not have an IAM web user account. Create a Login in the IAM System. |

| **Associated with both Eligible Professionals (EPs) and Eligible Hospitals** |
| If you are an EP using your NPPES web user account, you may also be permitted to work on behalf of a hospital. Navigate to the IAM System and use your NPPES User ID and password to request to work on behalf of an organization. |
| 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 (IAM) web user account (User ID/Password) can be associated to both an Eligible Professional(s) and an organization(s). If you do not have an IAM web user account, Create a Login in the IAM System. |

| **Account Management** |
| If you are an existing user and need to reactivate your account, visit the IAM System. |
| If you are having issues with your User ID/Password and are unable to log in, please contact your hospital’s Medicaid Eligible Hospital and Quality Hospitals: Contact External User Services Help Desk: https://externalusersupport.com or 888-444-2049 or ExternalSupportLogistics.com |
| Medicaid Eligible Professionals: Contact the Quality Payment Program help desk at 1-888-202-5292 and choose the Promoting Interoperability Program legacy call option or QPPDQA.HHS.gov. |
| Medicaid only hospitals and Medicaid eligible professionals: Contact your EMR state Medicaid Administrator. |

TIPS
- **User ID and Password are case sensitive**
- **Users registering on behalf of the hospitals will need the hospital’s CMS Certification Number (CCN) and National Provider Identifier (NPI)**
Step 2 – Continued

For information about the CMS Identity and Access (I&A) System, refer to I&A Quick Reference Guide. The guide includes information on how to:

• 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.

To apply for an NPI click on "NPPES" link in the body of the screen.

If you cannot remember your password, contact the External User Services Help Desk at:
Phone: 1-866-484-8049, or
Web: https://eus.custhelp.com, or
Email: EUSSupport@cgi.com
**Step 3 – Multi Factor Authentication (MFA)**

If you have not already set up your MFA in I&A by March 28th, and the user name and password entered on the Login page are correct, you will be presented the “Information on Multi- Factor Authentication (MFA)” screen between March 28th, 2020 and September 30th, 2021.

**Information on Multi-Factor Authentication (MFA)**

Attention: Multi-Factor Authentication will soon be required when logging into the Registration System.

We are implementing Multi-Factor Authentication to ensure your data is secure. We do this by sending a temporary code to you to verify your identity. The code can be sent to you either via a phone number (either by voice or Text/SMS) or an email.

Multi-Factor Authentication is currently optional when logging into the Registration System, but will become required in 305 days. Select the “Go to I&A to Set up MFA” button to log into I&A and set up your MFA before returning to log in to the Registration System. Select “Continue” if you do not wish to set up your MFA at this time and would like to continue to the Registration System.

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**STEPS**

Eligible Hospitals may choose to set up their MFA by selecting the “Go to I&A to set up MFA” button. If the user has set up MFA in I&A, he/she will be not be presented this screen but will instead be directed to the next screen “Request Code for Multi- Factor Authentication (MFA)”

If the user clicks continue they will presented the Welcome Screen.

If the user clicks Go to I&A to set up MFA, the user is directed to I&A to set up MFA. When the user logs in again to the Registration System (after setting up MFA), they will be presented the “Request Code” screen after the “Login Instructions” screen.
Step 4 – Request Code for Multi-Factor Authentication (MFA)

If the user name and password you entered are correct, and you have set up MFA in I&A, you will be presented the “Request Code for Multi-Factor Authentication (MFA)” screen after March 28th, 2020.

If the user clicks continue they will be presented the Welcome Screen.

If the user clicks Go to I&A to set up MFA, the user is directed to I&A to set up MFA. When the user logs in again to the Registration System (after setting up MFA), they will be presented the “Request Code” screen after the “Login Instructions” screen.

STEPS

Eligible Hospitals may choose to set up their MFA by selecting the “Go to I&A to set up MFA” button. If the user has set up MFA in I&A, he/she will be not be presented this screen but will instead be directed to the next screen “Request Code for Multi-Factor Authentication (MFA)”
Eligible Hospitals have to select either “Private Device” or “Public Device” to indicate the type of device they are using.

If the user selects “Private Device”, and clicks on Verify Code after entering the code, the Consent screen will be presented to the user.

If the user selects “Public Device”, and clicks on Verify Code after entering the code, the Welcome Screen will be presented to the user.

The user also has to option to click the Resend button to receive the code again.
Step 6 – Consent

By selecting the Consent button, you are agreeing to let the system install a cookie on your Private Device. This will give you the ability to bypass Multi-Factor Authentication for the next 24 hours when logging into the Registration System. Note that if you decline installing the cookie, you will be required to enter a new verification code if you choose to login again.

Click Consent Verification Code

Eligible Hospital Users can choose if they want install cookies on their private devices, which will let them bypass the MFA for the next 24 hours.

Click Consent Verification Code
Step 7 – Welcome
If your login was successful you will receive the "Welcome Screen".

Although registration is done in this system, the demonstration and attestation to Meaningful Use (MU) of Certified Electronic Health Record Technology (CEHRT) by providers, and obtaining the qualified EHR Incentive payment, is done with the Promoting Interoperability program of the Medicaid Affiliated State or Territory that the providers choose to register with in this system.

TIPS

The Welcome screen consists of three tabs to navigate through the registration process

- Home
- Registration
- Status
Step 8 – Registration

The Registration Instruction screen lists all the Tax Identifiers (TIN) associated to the logged in user.

**STEPS**

Click on *Register* in the Action column to continue the registration process.

**TIPS**

- "Resubmit", "Modify", "Cancel" and "Reactivate" are the available Action web links for returning users.
- Only one action can be performed at a time on this page.
- If the user selects the Action web link of "Register" or "Resubmit" they will be directed to the Topics for Registration screen.
Step 9 – Identification Questionnaire
The legal business name (LBN) and taxpayer identification number (TIN) are pulled from National Plan and Provider Enumeration System (NPPES).

**STEPS**
Select the hospital CCN from the dropdown menu.

Click *Save & Continue*

**TIPS**
- The user must enter a CCN and NPI associated to the TIN in order to proceed with the registration
- For more information on TIN and EINs, visit the IRS website at http://www.irs.gov
Step 10 – Reason for this Registration
Review and follow the registration instructions below.

TIPS
- Data required for this registration is grouped into two topics. Both topics must be completed.
- Progress bars will indicate the progress.
- When both topics are completed, user can select Proceed with Submission.
Step 11 – Promoting Interoperability Program Questionnaire

STEPS

To register as Medicaid only Eligible Hospital:
Select the Medicaid incentive program
Select your Medicaid State/Territory
Select your Medicaid hospital type

To register as Both Medicare & Medicaid Eligible Hospital:
Select the Both Medicare & Medicaid incentive program
Select your Medicare hospital type, in addition to all the fields listed for the Medicaid only hospital

The Promoting Interoperability Program requires the use of Certified EHR Technology (CEHRT). Please visit CMS Website for additional information on Certified EHR Technology

Click Save & Continue

TIP
The CMS EHR certification number is required for Attestation, but is not for Registration
Step 12 – Business Address and Phone Number

The business address and telephone number are pulled from the hospital’s practice location stored National Plan and Provider Enumeration System (NPPES).

**STEPS**

1. Review the Business Address & Phone information and revise if applicable.
2. Enter your e-mail address and confirm the e-mail address.
3. Click **Save & Continue**.

You will receive an e-mail confirmation once you have successfully completed your registration.

**TIPS**

- *The fields can be updated on this screen. However, the data is not sent back to NPPES. If this information is incorrect, please update your NPPES account as well.*
- *The Business Address cannot be a P.O Box address.*
Step 13 – Registration Progress

Topics for this Registration will display when both Topics are completed.

**Reason for Registration**

You are an Eligible Hospital registering in the incentive program.

**Topics**

The data required for this registration is grouped into topics. In order to complete registration, you must complete ALL of the following topics. Select the TOPIC and provide the required information. The system will show when each TOPIC is completed.

1. Promoting Interoperability Program
   - Progress: 1 of 1
   - Completed

2. Business Address & Phone
   - Progress: 1 of 1
   - Completed

**Note:** When all topics are marked as completed, select the Proceed with Submission button to submit your registration.

**STEPS**

Click on *Proceed with Submission* to continue the registration process.

**TIPS**

- Data required for this registration is grouped into two topics. Both topics must be completed.
- Progress bars will indicate the progress for each topic.
- When both topics are completed user can select Proceed with Submission.
Step 14 – Verify Registration

Be sure to verify all the information.

**STEPS**

Review your registration information for accuracy

Click *Submit Registration* to continue

If you decide not to complete your registration at this time, you may click the *Exit* button, which will take you back to the Home Page.

Your registration information will not be sent to your Medicaid State or Territory for processing of your attestation or incentive payments if the ‘Submit Registration’ button is not clicked.

**TIP**

- If you decide not to complete your registration at this time, you may click the Exit button, which will take you back to the Home Page
- Click on Help link for additional guidance for the registration process
Step 15 – Registration Disclaimer

Be sure to read the entire disclaimer.

**STEPS**

Read the disclaimer and click on *Agree or Disagree* at the bottom of the page.

**TIPS**

- If Disagree is chosen, the user is directed to the Registration Instructions Page. To restart the process, click MODIFY in the Action column of the Registration Instructions Page.
- Clicking Agree is considered the same as an electronic signature and completes the submission process.
Step 16 – Submission Receipt

Successful Submission

You have successfully registered for the Promoting Interoperability Program. An email will be sent to the email address on file as a notification of this submission.

- You must submit your Medicaid Attestation information to qualify for your Promoting Interoperability Program Payment.
- You should print this page for your records.

Registration Tracking Information

Registration ID: 1000062648
LBN: HirschHospitalTest6125
Submitted Date: 05/02/2019
Submitted By: Frame0125 Lname0125
Reason(s) for Submission:
You are an Eligible Hospital registering in the incentive program.

Print Receipt

Please select the Print Receipt button to print this page.

TIPS

- Wait 24 hours to contact your State to finish the registration, to allow for processing
- Click ‘Print Receipt’ to get a copy of the receipt for your records
- An unique Registration ID will be assigned to your submission
- If any of the system validations fail, the registration will be set to a status of "Rejected" or "Issue Pending"

STEPS

Successful Submission:
You must contact your State to complete your registration
Continue your registration using the State’s Medicaid EHR registration tool

Failed Submission:
Read the instructions on the screen and contact the appropriate department to correct your information
Step 17 – Status Summary

Review all current and previous information related to your account.

**STEPS**

Click the **Status** tab to view registration information

Click the **Select** button in the **Action** column to view the registration details

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<table>
<thead>
<tr>
<th>Name</th>
<th>Tax Identifier</th>
<th>National Provider Identifier (NPI)</th>
<th>CMS Certification Number (CCN)</th>
<th>Incentive Type</th>
<th>Current Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>HitechHospital16135</td>
<td>58-2446128 (EIN)</td>
<td>1538499958</td>
<td>100135</td>
<td>Medicaid</td>
<td></td>
<td>Select</td>
</tr>
</tbody>
</table>
Step 18 – Status Information

Review the details of your registration process.

Status Information

The following outlines the most recent events associated with your participation in the Promoting Interoperability Program through program year 2016.

For additional information on your registration, attestation(s), and payment(s), please select the appropriate tab.

Registration Information  Attestation Information  Payment Information

Your MEDICAID Promoting Interoperability Program registration was originally created on 05/02/2019. Your MEDICAID registration was last updated on 05/02/2019.

<table>
<thead>
<tr>
<th>Incentive Type</th>
<th>Registration Status</th>
<th>Status Reason</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEDICAID</td>
<td>Medicaid: Pending State Validation</td>
<td>Medicaid - Registration has been saved and will be sent to the State for review</td>
<td></td>
</tr>
</tbody>
</table>

Registration ID: 1000069448
Payee Name: HitchoHospitalTest123
EHR Certification Indicator: No
EHR Certification Number: N/A
Hospital Type: Medicaid - Acute Care Hospitals

Business Address:
Suite 119
Windsor Mill, MD 21244-2642
Phone #: (123) 456-7890 Ext:
E-Mail: joes.doe@gmail.com
Contractor ID: N/A
FI/Clearing/MAC: N/A
Medicaid State/Territory: CT

Please select the Previous button to return to the Status Selection Page and the View PDF button to view the contents of this page as a PDF.

TIPS

- **Registration Status** will be “Pending State Validation” until the registration process is completed at the Medicaid State
- **Other Registration Statuses** are “Issue Pending”, “In Progress” and “Rejected”
- The status reason is listed under the blue header in the center of the screen
- Click ‘Previous’ to return to the status selection page

https://ehrincentives.cms.gov
Have Questions?

There are many resources available to you. Use the Help link in the Registration System or check out the FAQ on the CMS PI Program Website.

STEPS

Click on the Help Link which is located on every screen

Resources

Contact the NLR Help Desk for Questions concerning registration by:

- Email at NLRProdSupport@cms.hhs.gov, OR
- Phone at 1-833-238-0203
- Hours of operation: Monday-Friday 8 AM – 5 PM Eastern Time (except on Federal holidays)

NPPES Help Desk assistance:

- Visit: https://nppes.cms.hhs.gov/NPPES/Welcome.do,
- Phone at (800) 465-3203 / TTY (800) 692-2326

TIP

For more information on the Promoting Interoperability Program, visit http://www.cms.gov/EHRIncentivePrograms
### Acronym Translation

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Expansion</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAH</td>
<td>Critical Access Hospital</td>
</tr>
<tr>
<td>CCN</td>
<td>CMS Certification Number</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
</tr>
<tr>
<td>EH</td>
<td>Eligible Hospital</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>EIN</td>
<td>Employee Identification Number</td>
</tr>
<tr>
<td>I&amp;A</td>
<td>Identification &amp; Authentication System</td>
</tr>
<tr>
<td>LBN</td>
<td>Legal Business Name</td>
</tr>
<tr>
<td>NPI</td>
<td>National Provider Identifier</td>
</tr>
<tr>
<td>NPPES</td>
<td>National Plan and Provider Enumeration System</td>
</tr>
<tr>
<td>NLR</td>
<td>National Level Repository</td>
</tr>
<tr>
<td>PI</td>
<td>Promoting Interoperability</td>
</tr>
<tr>
<td>TIN</td>
<td>Tax Identification Number</td>
</tr>
</tbody>
</table>