



EHR Incentive Programs

A program of the Centers for Medicare & Medicaid Services

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CMS Has Updated the EHR Information Center with New Self-Service Options

Following months of review and collective input, the Electronic Health Record (EHR) Information Center Interactive Voice Response (IVR) system has been enhanced to provide users with an increased number of options and services to make accessing and reviewing data easier than ever before.

For eligible professionals (EPs), eligible hospitals or critical access hospitals (CAHs), the revised functionality vastly improves the efficiency in obtaining the desired information, while also offering a more varied amount of information and options for callers.

CMS is proud to announce that providers can now obtain information through an extensive IVR Self-Service option. Included in this option is a reinforced privacy protection module that requires your individual National Provider Identifier (NPI), the last five digits of your Tax Identification Number (TIN) and your EHR registration ID. Once accepted, this newly enhanced Self-Service tool allows you to:

- Obtain registration status
- Acquire attestation status
- Review payment information
- Check progress towards meeting the \$24,000 threshold amount

Users may access these new options by following the steps outlined below:

- Begin by dialing (888) 734 6433
- Press 3 for Self Service
- Enter the authentication elements

These options will be available on the IVR effective February 16, 2012.

EHR Information Center Hours of Operation:

7:30 a.m. – 6:30 p.m. (Central Time) Monday through Friday, except federal holidays.

(Please note that General Information and Self-Service options may be reached via IVR 24 hours a day, except during periods of planned system maintenance or upgrades).

Supplementary information on the program may also be viewed by visiting the [FAQs section](#) of the EHR Incentive Programs website, where users can search for any questions they have about the Medicare or Medicaid EHR Incentive Programs.

Want more information about the EHR Incentive Programs?

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