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National Provider Call

Hospice Item Set (HIS) Data Submission

CMS

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Module 1 of 4: Tips for Successful HIS Record Submission



Welcome to the Centers for Medicare & Medicaid Services presentation, “Tips for Successful HIS Record Submission.”

Four technical training modules are available that address the following topics:

- Tips for Successful Hospice Item Set (HIS) Record Submission
- Accessing and Interpreting Hospice FVR & Reviewing Top Ten Errors
- CASPER Reports Available to Hospice Providers
- Location of Technical Documentation & Technical Help Desk Support Contact Information

This module provides tips to promote successful HIS record submission.

Purpose

- Review CMSNet and QIES user IDs:
 - Purpose
 - CMSNet user ID registration tips
 - Juniper software installation tips
 - QIES user ID registration tips
 - QIES user ID password maintenance tips
- Tips for submitting Hospice Item Set (HIS) data

The purpose of this presentation is to provide, at a high level, information that enables you to successfully submit Hospice Item Set (HIS) data to CMS through the QIES ASAP system.

The following topics are included in this presentation:

- CMSNet and QIES user ID registration information
- Tips to reset or update the password associated with the QIES user ID
- Tips for submitting Hospice Item Set (HIS) data

Purpose of CMSNet and QIES User IDs

- CMSNet user ID is required to access CMS' private network (CMSNet)
- QIES user ID is required to access:
 - Assessment Submission and Processing (ASAP) system to submit HIS data
 - Certification and Survey Provider Enhanced Reporting (CASPER) Reporting application to access various hospice-specific reports
- Each provider is allowed two (2) CMSNet and two (2) QIES user IDs

Two user IDs are required to submit HIS data to CMS' Quality Improvement and Evaluation System (QIES) Assessment Submission and Processing (ASAP) system and access hospice-specific reports in the CASPER Reporting application.

Each provider is allowed two (2) CMSNet and two (2) QIES user IDs. User IDs and passwords may not be shared.

CMSNet User ID Registration



The CMSNet user ID registration tips will now be presented.

CMSNet User ID Registration Tips

- Allows access into CMS' private network
- To complete the registration, you must have available your provider's CMS Certification Number (CCN), state, and ZIP code
- Verify the CCN with your business office prior to beginning the registration process

The CMSNet user ID is the first of the two required user IDs. This ID allows access to the CMS private network where the ASAP system and CASPER Reporting application reside.

It is vital that you have the correct six-digit CCN when registering for a CMSNet user ID; therefore, you are encouraged to verify the CCN with your business office prior to beginning the registration process.

CMSNet User ID Registration Tips

- The CMSNet user ID registration is an online, self-registration process. The CMSNet Online Registration application link is available on the QTSO website (<https://www.qtso.com/cmsnet.html>)



CMSNet user ID registration is an online, self-registration process.

Shown here is the CMSNet Online Registration section on the CMSNet Information page of the QIES Technical Support Office (QTSO) website. You may access this page using this link: <https://www.qtso.com/cmsnet.html>.

The first two links in the CMSNet Online Registration section are CMSNet Online Registration Instructions and CMSNet Online Registration.

The CMSNet Online Registration Instructions document provides step-by-step instructions to guide you through the CMSNet user ID online registration process. It is recommended that you print the CMSNet Online Registration Instructions document and refer to it as you are registering for your CMSNet user ID.

The second link, titled CMSNet Online Registration, allows access to the online registration application.

CMSNet User ID Registration Tips

- The information you enter into the online registration application is validated for accuracy
 - If the information is inaccurate, a message displays on the web page
 - Reenter the correct information
 - If you feel the information entered is correct, contact the CMSNet Remote User Help Desk
 - The CMSNet Remote User Help Desk contact information is as follows:
 - Phone: (888) 238-2122
 - E-mail: MDCN.mco@palmettogba.com

The CMS Certification Number (CCN), state, and ZIP code entered into the CMSNet Online Registration application are validated for accuracy. If the information is incorrect, an online message displays. You must reenter the correct information.

If you feel the information entered is correct, contact the CMSNet Remote User Help Desk for assistance. The CMSNet Remote User Help Desk contact information is as follows:

Phone: (888) 238-2122

E-mail: MDCN.mco@palmettogba.com

CMSNet User ID Registration Tips

- Allow two full business days to receive your login information
- Login information is sent from the mdcn.mco@palemettogba.com e-mail address
- If you do not receive your login information e-mail, check your spam folder prior to contacting the CMSNet Remote User Help Desk for assistance

Once all required registration fields have been completed, an online “Request Successfully Submitted” message displays and login information is sent to the e-mail address entered at the time of registration.

Allow two full business days to receive your CMSNet User ID information. The e-mail with login information is sent from the mdcn.mco@palemettogba.com e-mail address.

If you do not receive the login information e-mail within two business days, please check your spam folder prior to contacting the CMSNet Help Desk for assistance.

CMSNet User ID Registration Tips

- Two e-mails are sent from mdcn.mco@palmettogba.com:
 - The first contains your CMSNet user ID
 - The second e-mail contains the following information:
 - Temporary password associated with the CMSNet user ID
 - Links to access the Juniper software installation document
 - Frequently Asked Questions or FAQ's
 - Contact Information



Two e-mails sent from the mdcn.mco@palemettogba.com e-mail address contain the following information:

- The first contains your new CMSNet user ID.
- The second e-mail contains the following information:
 - Temporary password associated with the CMSNet user ID
 - Link to access the Installation Guide for CMSNet Remote Users. This user's guide provides instructions for installing the Juniper Client software
 - Link to access a Frequently Asked Questions (FAQs) document
 - Help desk contact information

CMSNet User ID Registration Tips

- Questions regarding the CMSNet user ID registration process should be directed to the CMSNet Help Desk by:
 - Phone at (888) 238-2122
 - E-mail at mdcn.mco@palmettogba.com

Should you have questions while registering for the CMSNet user ID, contact the CMSNet Help Desk by phone at (888) 238-2122 or by e-mail at mdcn.mco@palmettogba.com.

Installing Juniper Software



The next step is to install the Juniper Client software on the workstation that will be used to submit HIS data to the QIES ASAP system and access reports in the CASPER Reporting application. The Juniper Client software is the communications software that allows access into the CMS private network.

Installing Juniper Software Tips

- The Installation Guide for CMSNet Remote Users should be used as a guide for installing the Juniper software
- A link to the Installation Guide is available on the CMSNet Information page



After receiving the e-mail with your temporary password, you are ready to install the Juniper software.

The Installation Guide for CMS Remote Users contains instructions for installing the software. A link to the guide is available beneath the CMSNet Installation Guide & FAQ's heading on the CMSNet Information page on the QTSO website.

You are encouraged to print the guide prior to beginning the steps to download the required software on your PC.

Installing Juniper Software Tips

- You must complete the steps exactly as identified in the Installation Guide for CMSNet Remote Users
- You must have Administrative Rights to complete the installation process
 - Contact your IT support personnel for their assistance with this step if you do not have administrative privileges
 - The administrative privileges are only necessary for the set up and first successful log in to the Juniper client
 - Installation guide for CMSNet Remote Users contains additional information about the administrative privileges

For successful software installation, you must complete the steps exactly as identified in the Installation Guide for CMSNet Remote Users.

You must have Administrative Rights to complete the installation process. Contact your company's IT support personnel for assistance with the software installation if you do not have administrative privileges. The administrative privileges are only necessary for the set up and first successful log in to the Juniper Client software.

Refer to the Installation Guide for Remove Users should you have additional questions about the administrative privileges.

Installing Juniper Software Tips

- Once the Juniper software is successfully installed, a web bookmark titled Hospice is available so that you may access the Welcome to the CMS QIES System for Providers page
 - The CMS QIES System for Providers page contains a link to access the Hospice Registration application where you register for a QIES user ID
- Once you are logged into the CMS Network, you are not allowed to access the internet, network printers, or e-mail until you log out of the network

Once the Juniper software has been successfully installed, a web bookmark titled “Hospice” displays. This bookmark allows you to advance to the Welcome to the CMS QIES System for Providers page.

The Welcome to the CMS QIES System for Providers page contains a link to access the Hospice Registration application where you register for a QIES user ID.

NOTE: Once you are logged into the CMS Network, you are not allowed to access the internet, network printers, or e-mail until you log out of the network.

Installing Juniper Software Tips

- Contact the CMSNet Remote User Help Desk at (888) 238-2122 if:
 - You require assistance with any of the functions outlined in the Installation Guide for CMSNet Remote Users
 - You have difficulty connecting to the CMS network after you have completed the Juniper software installation

Contact the CMSNet Remote User Help Desk at (888) 238-2122 should you require assistance with:

- Any of the functions outlined in the Installation Guide for CMSNet Remote Users
- Connecting to CMS' private network after you have completed the Juniper software installation

QIES User ID Registration



The QIES user ID registration tips will now be presented.

QIES User ID Registration Tips

- The QIES user ID is required to log in to the QIES ASAP system to submit HIS data and the CASPER Reporting application to access hospice-specific reports
- Only personnel responsible for submitting HIS records or viewing associated hospice reports should register for a QIES user ID
- It is a violation of CMS security policy to share your personal QIES user ID and password with others

The QIES user ID is the second of the two required user IDs. This ID allows you to log into the QIES ASAP system to submit HIS data and to the CASPER Reporting application to access hospice-specific reports.

Only hospice personnel responsible for submitting HIS records or viewing the associated hospice reports should register for a QIES user ID.

It is a violation of CMS security policy to share your personal QIES user ID and password with others. This information should be kept confidential.

QIES User ID Registration Tips

- The QIES user ID registration process is an online, self-registration process that requires your provider's CCN.
- It is recommended that you verify the CCN with your business office prior to registration

The QIES user ID registration process is an online, self-registration process. Prior to beginning the online registration process, ensure that you have available your provider's CMS Certification Number (CCN).

It is vital that you have the correct six-digit CCN when registering for a QIES user ID; therefore, you are encouraged to verify the CCN with your business office prior to beginning the registration process.

QIES User ID Registration Tips



Shown here is the “Welcome to the CMS QIES Systems for Providers” web page.

The Hospice User Registration link allows users access to the Provider User Registration application. The Provider User Registration application is used to register for the QIES user ID.

NOTE: You must first log into the CMS network using your CMSNet user ID and password to access the “Welcome to the CMS QIES Systems for Providers” page.

QIES User ID Registration Tips

Fields marked with * are required.

* Access Type:

* CMS Certification Number (CCN):

* User First Name:

* User Last Name:

Birth Date (mm/dd/yyyy): (The forward slashes are required)

SSN: (No dash or space, Number only)

Home Address:

* Work Phone Number:

* Your Work Email Address:

* Re-enter Your Work Email Address:

* Password:

* Re-enter Password:

* What is the name of the street where you grew up? (Question 1)

The Provider User Registration User's Guide is available within the Provider User Registration application.

The user's guide provides step-by-step instructions for completing the QIES user ID registration and activation processes. You are encouraged to review the user's guide prior to beginning the registration process.

Ensure that all required fields in the Provider User Registration application are completed and accurate.

QIES User ID Registration Tips

- All fields marked with an asterisk (*) are required
- Commit the password you selected at the time of user ID registration to memory
 - User IDs and passwords may not be shared
- Upon successful completion of the required fields, the Confirmation of Hospice User ID Registration page displays
 - This page should be printed as it contains valuable information, such as the Facility ID to use to submit HIS records and for activating the QIES user ID

Remember the following tips to ensure successful QIES user ID registration:

All fields marked with an asterisk (*) are required.

Commit the password selected at the time of user ID registration to memory. QIES user IDs and passwords may not be shared.

Upon successful completion of the required fields, the “Confirmation of Hospice User ID Registration” page displays. This registration confirmation page should be printed, as it contains valuable information, such as the Facility ID to use to submit HIS records to the QIES ASAP system and information for activating the new QIES user ID.

QIES User ID Registration Tips

- The Confirmation of Hospice User ID Registration page contains information such as:
 - New QIES user ID
 - Some personal information that was entered into the registration application
 - E-mail address where e-mails are sent
 - Facility ID - the Facility ID (FAC_ID) is your provider's unique identifier, which is an important number that must be entered into the HIS software used to create the HIS records for submission to the ASAP system
 - Important notices

The “Confirmation of Hospice User ID Registration” page contains the following information:

- New QIES user ID
- Some personal information that you entered into the Hospice registration application
- E-mail address where a confirmation e-mail and an activation e-mail are sent
- Facility ID – the Facility ID (FAC_ID) is your provider's unique identifier used to identify HIS records submitted from your provider. The Facility ID must be entered into the software used to create the HIS records for submission to the QIES ASAP system. This is an important number needed for your HIS software.
- Additional information and notices. Refer to the QIES Provider User Registration User's Guide for a complete list of information provided.

QIES User ID Registration Tips

- Upon successful registration, the Provider User Registration system sends two e-mails to the e-mail address you provided during the registration process
- The first e-mail message contains “Online Registration Information” in the subject line and provides the following information:
 - Affirmation that the registration process was successfully completed
 - New QIES user ID
 - Personal information that was entered during the registration process
 - Important information about the new QIES User ID

Upon successful registration, the Provider User Registration system sends two e-mail messages to the e-mail address you provided with your registration information.

The first e-mail message contains “Online Registration Information” in the subject line. Included in the e-mail is the following information:

- Affirmation that the registration process was successfully completed
- New QIES user ID
- Personal information that was entered during the registration process
- Important information about the new QIES user ID

QIES User ID Registration Tips

- Second e-mail contains “Registration Activation Notification” in the subject line
- The activation key and instructions for activating the new QIES user ID are included in this e-mail
 - Note: The QIES user ID must be activated within 10 calendar days. If not activated in 10 calendar days, the account will be terminated
- Once the QIES user ID has been activated, you may log into the Hospice Submissions system to submit HIS data or into the CASPER Reporting application to view Hospice/HIS reports

The second e-mail contains “Registration Activation Notification” in the subject line and contains the activation key and instructions for activating the new QIES user ID.

Note: The QIES user ID must be activated within 10 calendar days. If not activated in 10 calendar days, the account will be terminated and the registration process will need to be repeated.

Once the QIES user ID is activated, you may log into the Hospice Submissions system to submit HIS data or into the CASPER Reporting application to view Hospice/HIS reports.

Updating CMSNet and QIES User ID Access

- To update or remove access associated with the CMSNet and QIES user IDs, complete the CMSNet Access Request form
 - Form available on the Hospice-IRF-LTCH-Swing Bed Information page on QTSO website

To update or remove access associated with the CMSNet and QIES user IDs, complete the CMSNet Access Request form.

The form is available on the Hospice-IRF-LTCH-Swing Bed Information page on QTSO website (<https://www.qtso.com/accessisbc.html>).

The completed form must be returned to the QTSO Help Desk, following the directions on the bottom of the form.

QIES User ID Registration Tips

- Questions regarding the QIES user ID registration process should be directed to the QTSO Help Desk by:
 - Phone at (877) 201-4721
 - E-mail at help@qtso.com

Should you have questions while registering for the QIES user ID, contact the QIES Technical Support Office (QTSO) Help Desk by phone at (877) 201-4721 or by e-mail at help@qtso.com.

QIES User ID Password Maintenance



A brief review of the process to reset or update the password associated to your QIES user ID will now be presented.

QIES User ID Password Maintenance

- QIES User Maintenance Application (QUMA) should be used to manage the password associated with the QIES User ID for any of these reasons:
 - Forgotten password or inactive account
 - Update expired password
 - Change password


The QIES User Maintenance Application (QUMA) should be used to manage the password associated to the QIES user ID.

Users can:

- Reset a forgotten password or reactivate an inactive account
- Update an expired password
- Change a password

NOTE: Passwords automatically expire after 60 days. When your password has expired, you are prompted to change your password when you log in to the Hospice Submission system or the CASPER Reporting application.

QIES User ID Password Maintenance


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Welcome to the CMS QIES Systems for Providers

[Hospice User Registration](#)

 [Hospice Submissions](#)

Hospice Submission User's Guide:

[CASPER Reporting](#) - Select this link to access the Final Validation and Provider reports.

CASPER Reporting User's Manual:

[QIES User Maintenance Application](#)


[QIES User Maintenance Application User's Guide](#)

[Hospice Forms](#)

A link to the QIES User Maintenance Application is available on the “Welcome to the CMS QIES Systems for Providers” web page. Selection of the link advances the user to QIES User Maintenance Application login page.

QIES User ID Password Maintenance




CENTERS FOR MEDICARE & MEDICAID SERVICES

Welcome to the CMS QIES Systems for Providers

[Hospice User Registration](#)

 [Hospice Submissions](#)

Hospice Submission User's Guide:

[CASPER Reporting](#) - Select this link to access the Final Validation and Provider reports.

CASPER Reporting User's Manual:

[QIES User Maintenance Application](#)

[QIES User Maintenance Application User's Guide](#)

[Hospice Forms](#)

The QIES User Maintenance Application User's Guide provides step-by-step instructions for managing your user profile information and managing your password. You are encouraged to print the user's guide and refer to it as you are managing your password.

QIES User ID Password Maintenance

- Questions regarding the QIES user ID password maintenance should be directed to the QTSO Help Desk by:
 - Phone at (877) 201-4721
 - E-mail at help@qtso.com

Should you have questions regarding the QIES user ID password maintenance, contact the QIES Technical Support Office (QTSO) Help Desk by phone at (877) 201-4721 or by e-mail at help@qtso.com.

Submitting Hospice Item Set (HIS) Data



This section will provide important tips for successful submission of Hospice Item Set (HIS) data.

Tips to Successfully Submit HIS Data

- Important tips to remember before submitting your HIS records to the ASAP System:
 - Ensure that you have a CMSNet user ID and password and the Juniper software is correctly installed on your PC so that you may connect to the CMS network and access the QIES ASAP system
 - To successfully login to the QIES ASAP system you must have registered for AND activated your QIES User ID

To ensure successful submission of HIS data to the QIES ASAP system, the following steps must be performed:

- Complete the online registration for a CMSNet user ID and install the Juniper software on the workstation that will be used for submission of HIS data to the QIES ASAP system. These steps allow you access into CMS' private network where the QIES ASAP system resides.
- Complete the online registration for a QIES user ID AND activate that ID prior to the activation deadline.

Tips to Successfully Submit HIS Data

- Each hospice must utilize data entry software capable of formatting HIS records and exporting files in accordance with CMS' standard record layout specifications
- Ensure that the Facility ID you received when you registered for your QIES user ID is correctly entered into the HIS data entry software you choose to use
- The HIS file submission process should not be attempted if any of the above steps are not complete

Each hospice provider must utilize data entry software capable of formatting the HIS records and exporting the files in accordance with CMS' standard record layout specifications.

These specifications, called the Hospice Data Submission Specifications, must be utilized by the software vendor developing the data entry software. If the data entry software does not adhere to the rules contained in the data submission specifications, there is a risk that one or more HIS records will be rejected.

The Facility ID you received after successfully registering for a QIES user ID must be correctly entered into the HIS data entry software. The QIES ASAP system utilizes the Facility ID to identify to which provider the HIS record belongs. If the Facility ID received at the time of registration is not accurately entered into the software used to create HIS records, the HIS records will be rejected by the ASAP system.

The HIS file submission process should not be attempted if any of the above-mentioned steps are not complete.

Tips to Successfully Submit HIS Data

- Following submission of the file containing HIS records:
 - Online initial confirmation message displays. This message includes important information about the submission, including the Submission ID of the file
 - The Submission ID is the unique identifier assigned to the file when it is received by the ASAP system
 - Print initial confirmation message to help identify and locate the Hospice Final Validation report in the CASPER Reporting application

Following submission of the file containing the HIS records, an online confirmation message displays verifying that the file was received by the ASAP system. This online message contains important information about the submission, such as the Submission Date and Time and the Submission ID.

- The Submission Date and Time reflects the date and time (in hours, minutes and seconds) that the file was accepted into the ASAP system.
- The Submission ID is the unique identifier assigned to the file when it is received by the ASAP system.

You are encouraged to print the initial confirmation message to help identify and locate the Hospice Final Validation report in the CASPER Reporting application.

Tips to Successfully Submit HIS Data

- Refer to the Hospice Submission User's Guide
 - User's Guide is available for download in the following locations:
 - Welcome to the CMS QIES System for Providers web page
 - Hospice User Guides and Training page on the QTSO website (<https://www.qtso.com/hospicetrain.html>)

The Hospice Submission User's Guide includes the following information:

Section 1 – Introduction: Provides general information about the user's guide

Section 2 – Overview: Provides system requirements (software and hardware) in addition to applicable software training that should be obtained prior to using the system

Section 3 – Functionality: Provides step-by-step instructions for submission of the HIS data

Section 4 – Reports: Provides a brief description of the Hospice Final Validation and other reports that are available to providers in the CASPER Reporting application

Section 5 – Error Messages: Contains a list of all possible error messages that could return for an HIS record on the Hospice Final Validation Report

Appendix A – Quick Reference: A condensed referencing document that contains information about submitting the HIS record files to the QIES ASAP system, verifying the status of the submission and the final validation reports for the HIS data submissions. It is recommended that a printed copy of this document be posted near the workstation used to submit HIS data to the ASAP system.

Appendix B – Resident Match: Describes in detail the resident-matching process used to associate HIS records with existing or new patient (resident) records.

The Hospice Submission User's Guide is available for download in the following locations:

Welcome to the CMS QIES System for Providers web page. This is the web page where the Hospice Submissions and CASPER Reporting links are available.

Hospice User Guides and Training page on the QTSO website
(<https://www.qtso.com/hospicetrain.html>)

Tips to Successfully Submit HIS Data

- Questions regarding the process to submit HIS data to the ASAP system should be directed to the QTSO Help Desk by:
 - Phone at (877) 201-4721
 - E-mail at help@qtso.com

Should you have questions regarding the submission of HIS records to the ASAP system, contact the QIES Technical Support Office (QTSO) Help Desk by phone at (877) 201-4721 or by e-mail at help@qtso.com.

This concludes the Tips for Successful HIS Record Submission presentation.