Job Aid PQRI 2007 Incentive Payment and Feedback Reports August 28, 2008

Who to Call for Information

IACS registration: EUS Help Desk at 1-866-484-8049 or TTY 1-866-523-4759 7am-7pm EST Eussupport@cgi.com

For help accessing the PQRI Report Delivery System and to find out if a feedback report is available for a specific TIN: QualityNet Help Desk at 1-866-288-8912 7am-7pm CST Qnetsupport@ifmc.sdps.org http://www.qualitynet.org >Physician Office tab> PQRI

For information about the distribution status of the incentive payment and incentive payment adjustments due to overpayment collection: *Carrier/MAC Contact Centers See Call Center Directory on CMS website* <u>http://www.cms.hhs.gov/MLNGenInfo/</u>

Frequently Asked Questions

IACS Access

Question 1:

Our practice participated in the 2007 Physician Quality Reporting Initiative (PQRI), and we are anxious to register our security official (SO) in Individuals Authorized Access to CMS Services (IACS). Who do we contact if we have problems obtaining our SO role?

Answer 1:

If you need assistance with the Individuals Authorized Access to CMS Services (IACS) registration process (i.e. forgot ID, password resets, etc.), contact the External Users Services (EUS) Help Desk at 1-866-484-8049, TTY/TDD at 1-866-523-4759 (Monday-Friday 7:00 a.m.-7:00 p.m. EST) or via e-mail at <u>EUSSupport@cgi.com</u>.

Question 2:

What are the steps for an individual eligible professional or organization to access the 2007 PQRI Feedback reports?

Answer 2:

For step by step instructions for attaining an Individuals Authorized Access to CMS Services (IACS) account which is required to access the 2007 PQRI Feedback report, please refer to the following documents:

MLN SE0830 - Steps to Access 2007 PQRI Feedback Reports by Individual Eligible Professionals

https://www.cms.hhs.gov/PQRI/Downloads/PQRISE0830.pdf -OR-

MLN SE0831 - Steps to Access 2007 PQRI Feedback Reports by Organizations https://www.cms.hhs.gov/PQRI/Downloads/PQRISE0831.pdf

Incentive Payment

Question 1:

How was my incentive payment calculated?

Answer 1:

To determine how the incentive payment was calculated and to understand key terms used in PQRI analysis and documentation please refer to the following document: A Guide for Understanding the 2007 PQRI Incentive Payment. This can be found at: <u>https://www.cms.hhs.gov/PQRI/Downloads/PQRIIncentivePayment.pdf</u>

Question 2:

What Remittance Advice Code (RAC) will be given with incentive payments?

Answer 2:

For paper checks, contractors will place an explanatory message on the P4R lump sum bonus payments that says: "This check is for a P4R payment." For electronic transmissions, provider adjustment code "LS" (lump sum) will appear in PLB03-1 on the outgoing 835.

Question 3:

Are PQRI incentive payments subject to offsets, if there are any?

Answer 3:

Yes, the lump-sum incentive payments are subject to offsets. Payments are made to the Tax ID (TIN) of the first PIN tied to that TIN. So if that initial PIN has an offset, carriers will apply it to the lump sum.

Question 4:

How will the 2007 PQRI 1.5 percent incentive payment be calculated? (CMS PQRI FAQ 8262)

Answer 4:

Participating physicians and other eligible professionals who successfully report as prescribed by the Tax Relief and Health Care Act of 2006, Division B, Title I, Section 101 may earn a 1.5% incentive payment, subject to a cap. The potential 1.5% incentive will be based on allowed charges for covered professional services: (1) furnished during the reporting period of July 1 through December 31, 2007, (2) submitted to the carrier or A/B MAC by February 29, 2008, and (3) paid under the Medicare Physician Fee Schedule (PFS). Because claims processing times may vary by time of the year and Medicare Carrier/Medicare Administrative Contractor (MAC), CMS will use an actuarial completion factor in the calculation of financial-incentive amounts to compensate for the claims submitted by professionals by February 29, 2008, but not yet processed by that date.

Question 5:

What services were included in the 1.5 percent lump-sum incentive payment for the 2007 Physician Quality Reporting Initiative? (*CMS PQRI FAQ 9338*)

Answer 5:

The potential 1.5% lump-sum incentive payment for the 2007 Physician Quality Reporting Initiative (PQRI) will be based on all allowed charges for covered professional services: (1) furnished during the reporting period of July 1, 2007 through December 31, 2007, (2) paid under the Medicare Physician Fee Schedule (PFS), (3) fully processed to final-action status by the final Friday in February, 2008, and (4) multiplied in the course of PQRI analysis by an actuarially-determined completion factor.

Feedback Reports – General Questions/Info

Question 1:

When will 2007 Physician Quality Reporting Initiative (PQRI) provider feedback reports be made available to participating providers and what information will they contain? (*CMS PQRI FAQ 8274*)

Answer 1:

CMS confidential feedback reports are now available. The participant feedback reports contain reporting and performance information at the individual NPI level and aggregated at the TIN level.

Question 2:

Our group practice (Tax Identification Number or TIN) participated in the 2007 Physician Quality Reporting Initiative (PQRI). I am anxious to view my feedback report at the

individual (National Provider Identifier or NPI) level to see my quality reporting results and to see if I qualified for a lump-sum incentive payment.

Answer 2:

2007 feedback reports will be available to each practice, identified by Tax Identification Number (TIN) under which at least one eligible professional reported 2007 Physician Quality Reporting Initiative (PQRI) quality measures data. Reports available to the practice will include information on reporting rates, clinical performance, and incentives earned by individual professionals, with summary information on reporting success and incentives earned at the practice (TIN) level. Please see also CMS PQRI FAQ #8252, #9266, #9267. The incentive payment, aggregated at the TIN level, will be issued either electronically or via check to the TIN by the Carrier or A/B Medicare Administrative Contractor (MAC) in mid-July 2008.

Question 3:

We have multiple providers within our practice. Will we get a feedback report for each of the providers who participate in the Physician Quality Reporting Initiative (PQRI)? (*CMS PQRI FAQ 8275*)

Answer 3:

One 2007 PQRI feedback report will be prepared for each TIN. The group practice will be responsible for sharing NPI-level information with the appropriate professionals within the group practice.

Feedback Reports – Not Found/Not Loading

Question 1:

I am on the Physician Quality Reporting Initiative (PQRI) Portal and my 2007 PQRI feedback report will not display. Who should I contact?

Answer 1:

Contact the QualityNetHelp Desk at 1-866-288-8912 or <u>qnetsupport@ifmc.sdps.org</u> (Monday-Friday 7:00 a.m.-7:00 p.m. CT) for Physician Quality Reporting Initiative (PQRI) report processing issues.

Question 2:

I am on the Physician Quality Reporting Initiative (PQRI) Portal and am unable to access my 2007 PQRI feedback report so I can download it. Who should I call for help?

Answer 2:

Contact the QualityNet Help Desk at 1-866-288-8912 or <u>qnetsupport@ifmc.sdps.org</u> (Monday-Friday 7:00 a.m.-7:00 p.m. CT) for Physician Quality Reporting Initiative (PQRI) report processing issues or other unanswered detailed report questions.

Question 3:

I have an authorized Physician Quality Reporting Initiative (PQRI) user role, but when I access the PQRI Portal system using my Individuals Authorized Access to CMS Computer Services (IACS) user name and password, the system tells me I do not have a feedback report under my Tax Identification Number (TIN). Why?

Answer 3:

For questions about accessing PQRI feedback reports, contact the QualityNet Help Desk at 1-866-288-8912. You may not have a report because of unsuccessful submission of valid quality-data codes (QDC). A QDC is considered valid for 2007 if it pertains to a 2007 PQRI quality measure and is submitted on a claim with the diagnosis and procedure codes that render the claim an opportunity to report the measure to which the QDC pertains, per the 2007 PQRI quality measure specifications. In order to receive a 2007 PQRI feedback report, at least one EP within the TIN must have submitted at least one valid quality-data code (QDC), identified with the EP's NPI, on at least one Part B Medicare claims for the 2007 PQRI reporting period (July 1-December 31, 2007).

Please review your records of the codes you submitted for the 2007 PQRI, including the remittance advice (RA) you received for PQRI QDC line items. If, after reviewing your documentation and the 2007 PQRI measure specifications and other information available on the CMS PQRI website, you still have questions about how your PQRI-related claims were processed, you may contact your current Carrier or A/B Medicare Administrative Contractor (MAC). The Provider Call Center Toll-Free Numbers Directory, updated frequently, offers information on how to contact the appropriate provider call center and is available for download at: <u>http://www.cms.hhs.gov/MLNGenInfo/01_Overview.asp</u>.

Question 4:

I am an eligible professional who participated in the 2007 Physician Quality Reporting Initiative (PQRI). The security official (SO) within our group practice informed me that my individual feedback report information is available online. After accessing the PQRI Portal as part of my Taxpayer Identification Number's (TIN's) User Group, I was able to view my National Provider Identifier (NPI) Reporting Detail in Table 2. I referenced the 2007 PQRI Feedback Report User Guide (see

https://www.qualitynet.org/imageserver/pqri/documents/PQRI%20Reports%20User%20G uide.pdf) and see that there is a third table which displays individual NPI performance information. Why is my Table 3 missing?

Answer 4:

Table 1 of the 2007 Physician Quality Reporting Initiative (PQRI) feedback report is only accessible at the Taxpayer Identification Number (TIN) level. It is up to the TIN to distribute PQRI feedback information. Each eligible professional (EP) who participated in 2007 PQRI will receive information in Table 2. Table 3 is not available at the NPI level if the eligible professional had no reported instances for any 2007 PQRI measures.

Feedback Reports – Questions on Results

Question 1:

My internal records indicate that I reported more 2007 Physician Quality Reporting Initiative (PQRI) quality-data codes than my feedback report shows. Who should I contact?

Answer 1:

If Physician Quality Reporting Initiative (PQRI) participants work with a clearinghouse to process claims, contact the clearinghouse. Otherwise, contact your Contact carrier/MAC to review the remittance advice (RA)s.

Question 2:

We have received our 2007 Physician Quality Reporting Initiative (PQRI) lump-sum incentive payment from our Medicare Carrier or A/B Medicare Administrative Contractor (MAC). After reviewing our online feedback report (packaged at the Tax Identification Number (TIN) level, we have questions on the amount of the incentive payment. Who should we contact?

Answer 2:

Please see CMS PQRI FAQs #8234, #8262, #8419, and #8519 related to the 2007 PQRI incentive payment. If you have additional questions on your incentive payment amount at the Tax Identification Number (TIN) level, contact your current Medicare Carrier or A/B Medicare Administrative Contractor (MAC). The Provider Call Center Toll-Free Numbers Directory offers information on how to contact the appropriate provider call center, updated frequently, is available for download at:

http://www.cms.hhs.gov/MLNGenInfo/01_Overview.asp.

Question 3:

After reviewing our 2007 Physician Quality Reporting Initiative (PQRI) feedback report, we have some detailed questions related to the construct of the measures we reported. What is the best way to locate the specific measure developer with our questions?

Answer 3:

Please see CMS PQRI FAQ #8515 for measure owner contact information and where to submit specific 2007 measure-related questions or comments.

Additional PQRI FAQs are available at <u>http://www.cms.hhs.gov/pqri/01_overview.asp?</u>

2007 PQRI feedback reports:

Reports are now accessible through a secure, on-line mechanism

• Available beginning mid-July, 2008

- Adobe PDF format
- Include:
 - TIN-level reporting and financial information
 - Individual professional-level reporting & performance information
 - National-average performance comparison information

To access 2007 PQRI feedback reports:

Register in CMS security system Individuals Authorized Access to CMS Computer Services (IACS) to access reports

- Registration is free
- Allow time for processing

Register in IACS as an organization if you are:

- A group practice which receives Medicare payments on behalf of its members, or
- A solo eligible professional who will use one or more employee(s) to access PQRI.

<u>Note</u>: One feedback report will be prepared for each TIN. The group practice will be responsible for sharing NPI-level information with the appropriate professionals in the group practice.

Professionals who reassigned Medicare payments to a group practice should NOT register in IACS unless they are one of the individuals designated to do so by the group practice.

Register in IACS as an Individual Practitioner if you are:

- A solo eligible professional without employees who is paid directly by Medicare, or
- A solo eligible professional with one or more employees who is paid directly by Medicare <u>and</u> wants to access your PQRI feedback report personally (less time to approve, more automated)

Educational Resources:

PQRI Website - http://www.cms.hhs.gov/PQRI

MLN Matters articles to help providers register for access to CMS online computer services

- SE0747: <u>http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0747.pdf</u>
- SE0753: http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0753.pdf
- SE0754: <u>http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0754.pdf</u>

IACS Website – quick reference guides http://www.cms.hhs.gov/IACS/04_Provider_Community.asp#TopOfPage

National Provider Calls:

National Provider Calls are held monthly. Power point presentations for the calls are available on-line. For call information go to: <u>http://www.cms.hhs.gov/pqri/</u> Select CMS Sponsored Calls Link on the left-side navigation bar

To access power point presentations go to: <u>http://www.cms.hhs.gov/pqri/</u> Select CMS Sponsored Calls Link on the left-side navigation bar > Go to the Downloads section for a list of power point presentations.

The following are two key presentations for accessing the 2007 PQRI Feedback Reports:

Archived National Provider Call 7/9/2008 - Accessing your 2007 PQRI Feedback Reportshttp://www.cms.hhs.gov/PQRI/02_CMSSponsoredCalls.asp#TopOfPage

- IACS registration
- PQRI Portal
- Sample 2007 PQRI feedback reports and explanations

Archived National Provider Call 6/18/2008

http://www.cms.hhs.gov/PQRI/02_CMSSponsoredCalls.asp#TopOfPage

- 2007 PQRI incentive payments
- 2007 PQRI feedback reports
- 2008 PQRI reporting options measures groups, alternative reporting periods, registry-based participation

CMS PQRI Web Site	e References
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CMS PQRI Link	PQRI Topic	CMS URL
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http://www.cms.hhs.gov/PQRI/33_200 7_General_Info.asp#TopOfPage	CMS 2007 PQRI General Information Page	
and Downloads	Tax Relief and Health Care Act of 2006 Section 101 [PDF, 49 KB]	http://www.cms.hhs.gov/PQRI/Dow nloads/PQRITaxReliefHealthCareA ct.pdf
	2007 Physician Quality Reporting Initiative (PQRI) Quality Measures List [PDF, 64KB]	http://www.cms.hhs.gov/apps/ama/li cense.asp?file=/PQRI/Downloads/2 007PQRIMeasuresList.pdf
	2007 Physician Quality Reporting Initiative (PQRI) Measure Specifications [PDF, 812KB] – Updated 06/19/07	http://www.cms.hhs.gov/apps/ama/li cense.asp?file=/PQRI/downloads/2 007PQRIMeasure_Specifications.p df
	PQRI Measure Applicability Validation Process [PDF, 136KB]	http://www.cms.hhs.gov/PQRI/Dow nloads/PQRI_Validation.pdf
and Related Links	CMS 2007 PQRI General Information Page	
	All 2007 PQRI FAQs	http://questions.cms.hhs.gov/cgi-
	Note: Refer to FAQ #8515 for measure developer/owner information and related links	bin/cmshhs.cfg/php/enduser/std_alp .php?%20p_pv=&p_prods=0&p_cat s=&p_hidden_prods=∏_lvl1=0 &p_search_text=2007+PQRI&p_ne w_search=1&p_search_type=answ ers.search_nl
	PQRI Eligible Professionals	http://www.cms.hhs.gov/PQRI/10_E ligibleProfessionals.asp
	CR 5558 - Program Overview 2007 Physician Quality Reporting Initiative [PDF, 1MB]	http://www.cms.hhs.gov/transmittals /downloads/R265OTN.pdf
	CR 5640 - Physician Quality Reporting Initiative (PQRI) Coding & Reporting Principles [PDF, 1MB]	http://www.cms.hhs.gov/transmittals /downloads/R277OTN.pdf
CMS PQRI Link	PQRI Topic	CMS URL
http://www.cms.hhs.gov/PQRI/34_200 7_PQRI_Educational_Resources.asp #TopOfPage	CMS 2007 PQRI Educational Resources Page	
and Downloads	2007 PQRI Fact Sheet [PDF, 1.01MB]	

		http://www.ener.htm.nev/DODI/Devu
	2007 PQRI Tip Sheet [PDF, 71KB]	http://www.cms.hhs.gov/PQRI/Dow nloads/2007 pqri fact sheet.pdf
	2007 Coding for Quality Handbook [PDF 1.07MB]	http://www.cms.hhs.gov/PQRI/Dow nloads/2007PQRITipSheet.pdf
	2007 Data Collection Worksheets [ZIP 1.2 MB]	http://www.cms.hhs.gov/PQRI/Dow nloads/PQRI_Coding_for_Quality_ Handbook.pdf
		http://www.cms.hhs.gov/PQRI/Dow nloads/PQRI_Worksheets.zip
Who Do I Call for Help Flow Diagram	Flowchart designed to assist end-user with navigating the help desks	http://www.cms.hhs.gov/PQRI. Coming Soon On the left side navigation content, click on the 2007 PQRI General Information. Go to the Downloads section to access the document.
A Guide for Understanding the 2007 PQRI Incentive Payment	Lists the steps for calculating the 2007 PQRI Incentive Payment and explains key terms used in PQRI analysis and documentation	https://www.cms.hhs.gov/PQRI/Do wnloads/PQRIIncentivePayment.pdf
and Related Links	CMS 2007 PQRI Educational Resources Page	
	MM5558 – Program Overview – 2007 Physician Quality Reporting Initiative (PQRI) [PDF, 1MB]	http://www.cms.hhs.gov/mlnmatters articles/downloads/mm5558.pdf
	MM5640 – Physician Quality Reporting Initiative (PQRI) Coding & Reporting Principles [PDF, 1MB]	http://www.cms.hhs.gov/MLNMatter sArticles/downloads/MM5640.pdf
CMS PQRI Link	Downloads	CMS URL
http://www.cms.hhs.gov/PQRI/02_CM SSponsoredCalls.asp#TopOfPage	CMS Sponsored Calls – Overview of 2007 Incentive Payments, How to register in IACS to access feedback reports, Overview of 2007 Feedback Reports	http://www.cms.hhs.gov/PQRI/Dow nloads/PQRINationalProviderCall20 080709.zip PowerPoint from 7/9/08 National Provider Call
Other Information	Description	Link/Attachment
IACS Quick Reference Guides	Points user to IACS registration guides specific to the Provider/Supplier community	http://www.cms.hhs.gov/IACS/04_P rovider_Community.asp#TopOfPag e

SE0747– Overview of IACS-Provider Community (IACS-PC) registration process plus registration instructions for Security Officials (SOs) and individual practitioners	http://www.cms.hhs.gov/MLNMatter sArticles/downloads/SE0747.pdf
SE0753 – Addresses questions, gives remaining instructions for registering provider organizations including registering as Backup Security Officials (BSO), User Group Administrator (UGA), and End User (EU); Discusses approving user requests	http://www.cms.hhs.gov/MLNMatter sArticles/downloads/SE0753.pdf
SE0754 – Physician Quality Reporting Initiative (PQRI) – Discusses final steps in accessing CMS enterprise applications	http://www.cms.hhs.gov/MLNMatter sArticles/downloads/SE0754.pdf
SE0830 - Steps to Access 2007 PQRI Feedback Reports by Individual Eligible Professionals	https://www.cms.hhs.gov/PQRI/Do wnloads/PQRISE0830.pdf
SE0831 - Steps to Access 2007 PQRI Feedback Reports by Organizations	https://www.cms.hhs.gov/PQRI/Do wnloads/PQRISE0831.pdf
Instructions for accessing the PQRI Portal on QualityNet	https://www.qualitynet.org/portal/ser ver.pt
Instructions for 2007 PQRI Feedback Report released 7/15/08	CMS PQRI Web Site under 2007 General Information:
	"2007 Feedback User Guide" available on the PQRI Portal under the User Guide Section at <u>https://www.qualitynet.org/portal/ser</u> <u>ver.pt</u>
	Community (IACS-PC) registration process plus registration instructions for Security Officials (SOs) and individual practitioners SE0753 – Addresses questions, gives remaining instructions for registering provider organizations including registering as Backup Security Officials (BSO), User Group Administrator (UGA), and End User (EU); Discusses approving user requests SE0754 – Physician Quality Reporting Initiative (PQRI) – Discusses final steps in accessing CMS enterprise applications SE0830 - Steps to Access 2007 PQRI Feedback Reports by Individual Eligible Professionals SE0831 - Steps to Access 2007 PQRI Feedback Reports by Organizations Instructions for accessing the PQRI Portal on QualityNet