Important Information on Accessing 2010 Feedback Reports for Physician Quality Reporting Initiative (PQRI) and/or Electronic Prescribing (eRx) Incentive Program

The Centers for Medicare & Medicaid Services (CMS) would like to share this important information with eligible professionals who participated in the 2010 Physician Quality Reporting Initiative (PQRI) and/or the 2010 Electronic Prescribing (eRx) Incentive Program.

Please note: In 2011, the PQRI program name changed to the Physician Quality Reporting System.

Feedback Report Availability

Feedback reports for the 2010 eRx Incentive Program are now available. Feedback reports for the 2010 PQRI will be available in late September or early October 2011.

Feedback reports are compiled at the TIN level, with individual-level reporting (by National Provider Identifier-level [NPI-level]) information for each eligible professional who reported at least one valid eRx quality-data code (QDC) on a claim submitted under that TIN for services furnished during the reporting period. Group Practice Reporting Option (GPRO) participants will only have reporting or performance data at the TIN level and not at the eligible professional level.

Participants are able to use the “Verify Report Portlet” look-up tool, available on the Physician and Other Health Care Professionals Quality Reporting Portal (Portal), to verify if a 2010 feedback report exists for the organization’s TIN and its NPIs. The TIN or NPI entered in the search field must be the one used by the eligible professional to submit Medicare claims and valid PQRI or eRx QDCs during that reporting period. This tool is available at http://www.qualitynet.org/pqri on the Internet.

If a 2010 feedback report is available for your organization’s TIN and its NPIs, there are three ways to access your report:

1) **Individuals Authorized Access to CMS Computer Services (IACS):** Eligible professionals can log on to the secure Portal on QualityNet at http://www_qualitynet.org/pqri to access their feedback report(s) based on their TIN or GPRO TIN. Access to the Portal requires registration in the IACS system to obtain a user ID and password. Information on creating and/or updating an IACS account is included later in this message.

or

2) **Alternative Feedback Report Method:** An individual eligible professional can simply call their respective Carrier or Medicare Administrative Contractor (MAC) provider contact center to request their confidential 2010 PQRI and/or eRx feedback reports that will contain information based on the eligible professional’s individual NPI. If an eligible professional reported individually as part of a group practice (not a GPRO), a report must be requested for each eligible professional in the group practice by contacting their Carrier/MAC provider contact center to request a feedback report based on the individual NPI. In addition to PQRI or eRx information, these reports will provide individual eligible professionals with information on their Medicare Part B Physician Fee Schedule (PFS) allowed charges for the respective 2010 reporting period, upon which an incentive payment is based.
Please note: This method of accessing feedback reports is not applicable to GPROs since there are no NPI-level feedback reports for them; only the GPRO TIN-level feedback report is available for GPROs.

For a list of Provider Contact Centers, visit http://www.cms.gov/MLNProducts/Downloads/CallCenterTollNumDirectory.zip on the CMS website.

Additional information about this alternative feedback report request process can be found by accessing Special Edition MLN Matters® article (SE0922) Alternative Process for Individual Eligible Professionals to Access Physician Quality Reporting System (Physician Quality Reporting, formerly called Physician Quality Reporting Initiative or PQRI) and Electronic Prescribing (eRx) Feedback Reports.

or

3) A Web-based Support Page: When available, additional information on this new request method, called Quality Reporting Communication Support Page, will be provided through the usual CMS communication channels.

Creating an IACS Account

TIN-level feedback reports are only available through a secured website and require an IACS account. IACS is the security system CMS uses to register users and control issuance of User IDs, passwords, and access to CMS web-based applications. Through IACS, provider organizations will be able to manage users whom they authorize to conduct transactions on their behalf, which may include staff and contractors.

Please remember that eligible professional and group practice provider enrollment information must be current in the Medicare Provider Enrollment Chain and Ownership System (PECOS) in order to request an IACS account. For more information, including a link to Internet-based PECOS, visit http://www.cms.gov/MedicareProviderSupEnroll/ on the CMS website. For PECOS issues, please contact the External User Services (EUS) Help Desk from 7:00 a.m.-7:00 p.m. ET at 1-866-484-8049 or EUSsupport@cgi.com.

Users are encouraged to review the IACS Quick Reference Guides on the Portal prior to beginning the IACS new user registration process. The New User Registration Menu for CMS Applications is at https://idm.cms.hhs.gov/idm/user/newregistration.jsp.

Any person registering for an IACS account to access program feedback reports is allowed one account. This person is the only one allowed to register for an account (someone cannot set it up for them) and must use their own e-mail address when registering.

Users should direct questions or concerns to the QualityNet Help Desk at 1-866-288-8912 or TTY 1-866-523-4759, (Monday - Friday 7:00 a.m.-7:00 p.m. CST) or via e-mail at qnetsupport@sdps.org.

Important Information on Updating IACS User Accounts and Passwords

CMS would like to remind users that CMS security policy requires IACS passwords to be changed every 60 days. An IACS user who has not changed his or her password in over 60 days will be prompted to do so at the next login attempt.

An IACS user who has not changed his or her password in over 120 days will first be prompted to answer the security questions established at registration. After successfully answering security questions, the user will then be prompted for a password change.
An IACS account is needed to access the Portal and view or download TIN-level feedback reports. Updating IACS user accounts and passwords is essential to maintaining this access and functionality.

Resources

If you are having difficulty with IACS registration or disabled accounts, follow the self-service instructions below on how to recover your IACS user ID and/or password and/or change your IACS password.

Instructions on Making IACS Account Management Changes (i.e., e-mail address, phone number, date of birth, authentication question information, password, etc.):

1. Sign in to the account at https://idm.cms.hhs.gov/idm/user/iacsTerms.jsp.
2. On the My Profile page, select the appropriate link for the change.
3. Enter the desired change. A justification is required for any User/Contact Information changes.
4. Select Save, OK, or Next to continue.
5. Once the changes are submitted for any User/Contact information, a request number will display. Record this number for reference. The request will be reflected in the system upon approval by the Approver.
6. Requested changes to the password and authentication questions will be reflected upon completion.

NOTE: If you are unable to access your account, contact the QualityNet Help Desk at 1-866-288-8912 (TTY 1-866-523-4759).

Instructions on Locked IACS Accounts:

- An IACS account is locked when a user enters incorrect sign on information three times consecutively.
  - The account may be unlocked by utilizing the “Forgot Your Password?” option located at the Login screen at https://idm.cms.hhs.gov/idm/user/iacsTerms.jsp.
  - You must successfully answer the authentication questions (reminder that these are case sensitive).
  - A new temporary password will be e-mailed to the e-mail associated with your account. This will allow you to Login at the above site and change the password when prompted.

Instructions on Expired Passwords:

IACS account passwords expire every 60 days.

1. Login to the IACS account with the expired password at https://idm.cms.hhs.gov/idm/user/iacsTerms.jsp.
2. Change the password when prompted.
3. When a user cannot remember his or her password, the “Forgot Your Password?” option may be utilized to obtain a new temporary password. The temporary password will be sent to the registered e-mail.

Note: Logging into the account at least once every 60 days keeps the account active.

Instructions on Disabled IACS Accounts Due to Inactivity:

The user has not signed in successfully to the account within the past 180 days. A request needs to be made to enable the account by contacting the QualityNet Help Desk at 1-866-288-8912 or TTY 1-866-523-4759 (Monday – Friday 7:00 a.m.-7:00 p.m. CST) or via e-mail at qnetsupport@sdps.org.

Recertification
CMS security policy also requires that existing IACS accounts be recertified each year. Beginning 45 days prior to the IACS anniversary date, notification will be sent to the user’s registered e-mail that the account needs to be recertified. The user will receive reminder e-mails once a week from the initial 45 day e-mail. Then, 15 days prior to the Certification Date, the user will receive a daily e-mail providing the number of days remaining to complete the Certification Request. The deadline is midnight on the Certification Date to submit the Certification Request. If the request is not completed by the deadline, the user’s IACS account will be archived. Once the user’s account has been archived, they will be required to register to establish a new account.

**Instructions on Recertifying IACS Accounts:**

2. Select Enter CMS Applications Portal. Select Account Management. Select My Profile. Log into IACS and then select Certify Account Profile.
3. Review account information, enter the justification and select Next.
4. To submit the certification request, select Submit on the Annual Certification Screen.
5. Record the Request Number and select OK to complete the Certification Process.

Additional information about Physician Quality Reporting can be found at [http://www.cms.gov/pqrs](http://www.cms.gov/pqrs) on the CMS website.

Additional information on the eRx Incentive Program can be found at [http://www.cms.gov/ERXincentive](http://www.cms.gov/ERXincentive) on the CMS website.

**Who to Call for Help**

Users who still have questions or need assistance should contact the QualityNet Help Desk at 1-866-288-8912 or TTY 1-877-715-6222 (Monday-Friday 7:00 a.m.-7:00 p.m. CST) or qnetsupport@sdps.org.