



# **2014 PQRS Group Practice and ACO GPRO Web Interface Reporting Method**



**Question & Answer  
Session  
Support Call**

***Program Year 2014***

# Disclaimer

*This presentation was current at the time it was published or uploaded onto the web. Medicare policy changes frequently so links to the source documents have been provided within the document for your reference.*

*This presentation was prepared as a service to the public and is not intended to grant rights or impose obligations. This presentation may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their contents.*

# Announcements

1. We ask that you wait until we have completed any announcements before you submit questions through the Q&A box, and that you submit your question only once.
2. **Review the GPRO Web Interface measure specifications and supporting documents** on the [GPRO Web Interface](#) page of the CMS website.

# Announcements (cont.)

3. **Upcoming planned system outages:** The Portal will be unavailable for scheduled maintenance; therefore, the GPRO Web Interface will not be accessible during the following periods:
- **Every Tuesday** starting at 8:00 pm ET–Wednesday at 6:00 am ET
  - **Every Thursday** starting at 8:00 pm ET–Friday at 6:00 am ET
  - **Third weekend of each Month** starting Friday at 8:00 PM ET–Monday at 6:00 AM ET
    - Next Maintenance Weekend: 2/20/2015 – 2/22/2015
  - See the [Physicians and Other Health Care Professionals Quality Reporting Portal](#) (Portal) for the complete list of scheduled system outages

# Announcements (cont.)

4. **Submit measures questions** for daily and weekly support calls through the QualityNet Help Desk, [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org), by 12:00pm ET the day prior to the support call:
- Include in the subject line:
    - Date of the support call
    - Include “2014 GPRO Web Interface”
    - Type of organization you are representing (i.e., Pioneer ACO, PQRS group practice, MSSP ACO)
    - An example of the subject line for a measures question submitted for the January 26<sup>th</sup> Daily Support call by a PQRS group practice:  
“1/26/15 2014 GPRO WI Support Call - PQRS group practice”
  - Questions that are submitted will be answered as time allows during the support call
  - All inquiries opened through QualityNet will receive a written resolution

# Reminders

## 1. GPRO Web Interface Key Dates

Action Required	Dates
Download patient ranking files from GPRO Web Interface	1/5/2015 – 1/9/2015
Access training version of the GPRO Web Interface	1/12/2015 – 1/23/2015
Enter and Submit 2014 quality data through the GPRO Web Interface	1/26/2015 – 3/20/2015 <i>Closes at 8:00pm ET / 7:00pm CT / 6:00pm MT / 5:00pm PT</i>
Generate, view, and print reports	3/30/2015 – 4/24/2015

# Reminders (cont.)

## 2. Upcoming 2014 GPRO Web Interface Support Calls

Date	Time	Topic
2/5/2015	1:00 - 3:00pm ET	Weekly GPRO Web Interface Q&A Session
2/12/2015	1:00 - 3:00pm ET	Weekly GPRO Web Interface Q&A Session
2/19/2015	1:00 - 3:00pm ET	Weekly GPRO Web Interface Q&A Session
2/26/2015	1:00 - 3:00pm ET	Weekly GPRO Web Interface Q&A Session
3/5/2015	1:00 - 3:00pm ET	Weekly GPRO Web Interface Q&A Session
3/12/2015	1:00 - 3:00pm ET	Weekly GPRO Web Interface Q&A Session
3/16/2015 - 3/20/2015	1:00 - 2:00pm ET	Daily GPRO Web Interface Q&A Sessions
4/8/2015	1:00 - 2:00pm ET	GPRO Web Interface Lessons Learned

# Reporting Requirement Reminders

- ACOs and PQRS group practices with 100 or more EPs must completely report:
  - a minimum of 411 consecutively ranked beneficiaries in each module; OR
  - 100 percent of beneficiaries if they have fewer than 411 beneficiaries available in the sample
- PQRS group practices with 25-99 EPs must completely report:
  - a minimum of 218 consecutively ranked beneficiaries in each module; OR
  - 100 percent of beneficiaries if they have fewer than 218 beneficiaries available in the sample



# Satisfactory Reporting Reminders

- Satisfactorily reporting all 22 GPRO Web Interface quality measures qualifies PQRS EPs and ACO participating EPs to:
  - earn the 2014 PQRS incentive payment and
  - avoid the 2016 PQRS payment adjustment
  - avoid the 2016 VM downward adjustment\*
- EPs participating in an ACO or PQRS group practice who meet 2014 GPRO Web Interface submission requirements will satisfy their CQM reporting for the EHR Incentive Program.
  - EPs must still individually attest separately to the EHR Incentive Program for other program requirements

*\*Indicates PQRS group practices only because ACO participating EPs are exempt for this reporting year*

# IACS Reminders

- Please be sure you have set up your IACS account and established the correct IACS roles for quality reporting.
  - Each user needs ***dual submission roles*** to be able to submit data in the GPRO Web Interface:
    - PQRS Submitter role (requested in IACS); AND
    - GPRO Submission 2014 role ***or*** ACO Submission 2014 role; requested in the PQRS QualityNet Roles Management System [QRMS]

**Presenter: Catherine Hersey, CMS Contractor**

# **WHAT DOES “CONSECUTIVELY COMPLETED” MEAN?**

# Consecutively Completed Requirement

- ACOs and PQRS Group Practices with 100+ EPs must complete 411 *consecutive* patients per module
- PQRS Group Practices with 25-99 EPs must complete 218 *consecutive* patients per module

# Defining Consecutively Completed

- “Consecutively” means that:
  - Data has been entered for patients, in order, by rank
- “Completed” means that you have:
  - Found the Medical Record; and
  - Confirmed the patient’s eligibility for the sample; and
  - Confirmed the patient’s eligibility for the module/measure in which they are ranked; and
  - Provided all the information required in the GPRO Web Interface.

# Skipping Patients

- If you skip a patient for any of the following reasons:
  - a) the medical record was not found;
  - b) the patient is not eligible for the sample for one of the following reasons:
    - Patient died, is in hospice, a non-US resident, or HMO-enrolled;
  - c) the patient is not eligible for the measure/module in which they are ranked for one of the following reasons:
    - Diagnosis could not be confirmed, where applicable; or
    - Patient meets measure specific exclusion criteria, where applicable; or
    - An age or gender change affects eligibility

then an additional patient, on a one to one basis, must be completed according to the criteria noted on the previous slide.

# Example

This table indicates that patients ranked 4-6 were skipped; therefore, those beneficiaries are ***not*** counted in your completion rate.

Patient Rank	Medical Record Found and Eligibility Confirmed	Abstracted all information required in the module	Will patient count towards required number?	Notes
1 -3	Yes—confirmed	Yes—complete	Yes	—
4	No—Medical Record Not Found	N/A	No	This patient is skipped
5	No—Patient meets clinical exclusion criteria	N/A	No	This patient is skipped.
6	No—Patient deceased during the performance year	N/A	No	This patient is skipped
7 – 411*	Yes—confirmed	Yes—complete	Yes	—
412*	Yes—confirmed	Yes—complete	Yes	Must complete additional patient to make up for skipping Rank #4
413*	Yes—confirmed	Yes—complete	Yes	Must complete additional patient to make up for skipping Rank #5
414*	Yes—confirmed	Yes—complete	Yes	Must complete additional patient to make up for skipping Rank #6

*\*For PQRS Group Practices with 25-99 EPs, these numbers correspond to 218, 219, 220, and 221, respectively*

2014 GPRO Web Interface

# **RESOURCES & WHERE TO GO FOR HELP**



# Resources

- **GPRO Web Interface:** [http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/GPRO\\_Web\\_Interface.html](http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/GPRO_Web_Interface.html)
  - PQRS group practice and ACO support call presentations
  - 2014 XML Specification
  - 2014 Supporting Documents (in the Downloads section)
    - *Data Guidance is included as a separate tab in each of the supporting documents' workbooks*
  - 2014 GPRO Web Interface assignment specification and sampling documents
- **Shared Savings Program:** <http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/index.html>
- **Pioneer ACO Model:** <http://innovation.cms.gov/initiatives/Pioneer-ACO-Model/>
- **PQRS Portal:** <https://www.qualitynet.org/portal>

# Resources (cont.)

Go to the CMS PQRS GPRO Web Interface page at [http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/GPRO\\_Web\\_Interface.html](http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/GPRO_Web_Interface.html)

## 2014 GPRO Web Interface Support Calls:

In addition to the training presentations, CMS will host support calls for those PQRS group practices who registered to report 2014 PQRS via the GPRO Web Interface and ACOs submitting data via the GPRO Web Interface. Support calls will be held on the following dates:

- **11/05/14:** GPRO Web Interface Overview and Q&A Session ([Presentation](#))
- **11/12/14:** IACS Overview and Q&A Session ([Presentation](#))
- **11/13/14:** Assignment and Sampling Overview and Q&A Session ([Presentation](#))
- **11/19/14:** Measures Specification Overview and Q&A Session (ACOs only)
- **11/20/14:** Measures Specifications Overview and Q&A Session (PQRS group practices only)([Presentation](#))
- **12/04/14:** Detailed Web Interface Training and Q&A Session ([Presentation](#))
- **12/11/14:** Detailed XML Training and Q&A Session ([Presentation](#))
- **01/15/15:** GPRO Web Interface Q&A Session ([Presentation](#))
- **01/26/15 – 01/30/15:** Daily GPRO Web Interface Q&A Sessions (**01/26/15 Presentation**, [01/27/15 Presentation](#))
- **02/05/15:** Weekly GPRO Web Interface Q&A Session
- **02/12/15:** Weekly GPRO Web Interface Q&A Session
- **02/19/15:** Weekly GPRO Web Interface Q&A Session
- **02/26/15:** Weekly GPRO Web Interface Q&A Session
- **03/05/15:** Weekly GPRO Web Interface Q&A Session
- **03/12/15:** Weekly GPRO Web Interface Q&A Session
- **03/16/15 – 03/20/15:** Daily GPRO Web Interface Q&A Sessions (weekdays only)
- **04/08/15:** GPRO Web Interface Lessons Learned

# Resources (cont.)

The QualityNet Portal is located at <https://www.qualitynet.org/portal>

**CMS.gov** | **QualityNet**  
Centers for Medicare & Medicaid Services

**Related Links**

- CMS
- Quality Improvement Resources
- Measure Development
- Consensus Organizations for Measure Endorsement/Approval
- Communication Support Page

**Guest Instructions**

Welcome to the Physician and Other Health Care Professionals Quality Reporting Portal. Please click on the Sign In button located in the center of the page.

[Download and install Adobe Reader](#) to view User Guides in accessible PDF format.

**User Guides**

- PQRS Portal User Guide
- PQRS SEVT User Guide
- PQRS Submissions User Guide
- PQRS Submission Reports User Guide
- PQRS GPRO Web Interface User Guide
- PQRS Feedback Report User Guide
- eRx Feedback Report User Guide
- eRx Payment Adjustment Feedback User Guide
- PQRS Feedback Dashboard User Guide

**PQRS Verify Report**

Enter a TIN or NPI to verify that a feedback report exists for your organization. The TIN or NPI must be one used to submit Medicare claims and valid PQRI quality data codes.

☒ **TIN** ☐ **NPI**

TIN: e.g. 01-2123234 or 012123234  
NPI: e.g. 012123234

**Guest Announcement**

Information in the Taxpayer Identification Number (Tax ID or TIN-level) PQRI feedback reports is confidential. Your report is safely stored online and accessible only to you (and those you authorize) through the web application. TIN-level reports should be shared only with others within the practice who have a vested interest in the summarized quality data. Sharing of other PQRI participants' information is acceptable only if the individual EP has authorized the TIN to do so. Please ensure that these reports are handled appropriately and disposed of properly to avoid a potential Personally Identifiable Information (PII) exposure or Identity Theft risk.

**Physician and Other Health Care Professionals Quality Reporting Portal**

to your Portal

If you do not have an account, please register.

[Forgot your password?](#)

For assistance with new & existing IACS accounts, review the Quick Reference Guides.

Notice: If you have not used your IACS account within the past 60 days or more, your account has been temporarily disabled as required by the CMS security policy. You should have received an e-mail at the e-mail address associated with your IACS account profile instructing you how to get your account re-enabled. If you need further assistance, please contact the QualityNet Help Desk at 1-866-288-8912, or [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org).

Notice: If you are experiencing difficulties viewing the PQRS Communications Support Page with Internet Explorer 9.0, please ensure that you are using the compatibility view feature by doing the following: Open Internet Explorer, Select Tools, Select Compatibility View

**For support**, please contact the QualityNet Help Desk at 866-288-8912, TTY 877-715-6222, or via email at [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org)

**Scheduled System Outages**

PQRS system and applications will be down for maintenance during the dates below. For questions, contact the QualityNet Helpdesk.

Every Tuesday starting at 8:00 PM ET through Wednesday at 6:00 AM ET  
Every Thursday starting at 8:00 PM ET through Friday at 6:00 AM ET  
Third weekend of each month starting at 8:00 PM ET through Monday at 6:00 AM ET

# Resources (cont.)

## The QualityNet Portal

The screenshot shows the CMS.gov QualityNet portal. The header includes the CMS.gov logo and 'QualityNet Centers for Medicare & Medicaid Services'. The page is divided into several sections:

- Related Links:** A list of links including CMS, Quality Improvement Resources, Measure Development, Consensus Organizations for Measure Endorsement/Approval, and Communication Support Page.
- Guest Instructions:** A welcome message for the Physician and Other Health Care Professionals Quality Reporting Portal, with a link to download and install Adobe Reader.
- User Guides:** A list of user guides, including the 'PQRS GPRO Web Interface User Guide', which is highlighted with a red box and an annotation.
- PQRS Verify Report:** A section for entering a TIN or NPI to verify a feedback report, with a 'Lookup' button.
- PQRS Look Up:** A section for entering a TIN or NPI to check if your organization is participating.
- Guest Announcement:** A notice about the confidentiality of PQRI feedback reports.
- Physician and Other Health Care Professionals Quality Reporting Portal:** A section with a 'Sign In' button and a 'Register' link.
- Scheduled System Outages:** A section listing maintenance dates for the PQRS system and applications.

Annotations with red arrows point to specific elements:

- A blue box with the text 'The GPRO Web Interface User Guide is posted on the Portal' points to the 'PQRS GPRO Web Interface User Guide' link in the User Guides section.
- A blue box with the text 'The complete list of 2015 Scheduled System Outages is posted' points to the 'Scheduled System Outages' section.

**Scheduled System Outages:**

PQRS system and applications will be down for maintenance during the dates below. For questions, contact the QualityNet Helpdesk.

Every Tuesday starting at 8:00 PM ET through Wednesday at 6:00 AM ET  
Every Thursday starting at 8:00 PM ET through Friday at 6:00 AM ET  
Third weekend of each Month starting Friday at 8:00 PM ET through Monday at 6:00 AM ET

Upcoming Maintenance weekend schedule:  
January (01/23 - 01/25)  
February (02/20 - 02/22)  
March (03/20 - 03/22)  
April (04/17 - 04/19)



# Resources (cont.)

- IACS Quick Reference Guides are provided on the Portal

**Physician and Other Health Care Professionals Quality Reporting Portal**

**Sign In** to your Portal

If you do not have an account, please [register](#).

[Forgot your password?](#)

For assistance with new & existing IACS accounts, review the [Quick Reference Guides](#).

Notice: If you have not used your IACS account within the past 60 days or more, your account has been temporarily disabled as required by the CMS security policy. You should have received an e-mail at the e-mail address associated with your IACS account profile instructing you how to get your account re-enabled. If you need further assistance, please contact the QualityNet Help Desk at 1-866-288-8912, or [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org).

Notice: If you are experiencing difficulties viewing the PQRS Communications Support Page with Internet Explorer 9.0, please ensure that you are using the compatibility view feature by doing the following: Open Internet Explorer, Select Tools, Select Compatibility View

**For support**, please contact the QualityNet Help Desk at 866-288-8912, TTY 877-715-6222, or via email at [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org)

# Where to Go for Help

- **QualityNet Help Desk (PQRS and IACS)**
  - E-mail: [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org)
  - Phone: (866) 288-8912 (TTY 1-877-715-6222)
  - Fax: (888) 329-7377
- **CAHPS for PQRS Survey Project Team**
  - E-mail: [pqrscahps@hcqis.org](mailto:pqrscahps@hcqis.org)
- **EHR Incentive Program Information Center**
  - Phone: (888) 734-6433 (TTY 888-734-6563)
- **VM Help Desk**
  - Phone: (888) 734-6433 Option 3 or [pvhelpdesk@cms.hhs.gov](mailto:pvhelpdesk@cms.hhs.gov)
- **Medicare Shared Savings Program ACO**
  - Information is available on the Shared Savings Program website at <http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/index.html>.
  - E-mail: [SharedSavingsProgram@cms.hhs.gov](mailto:SharedSavingsProgram@cms.hhs.gov)
- **Pioneer ACO**
  - E-mail: [PIONEERQUESTIONS@cms.hhs.gov](mailto:PIONEERQUESTIONS@cms.hhs.gov)

# Acronyms

- **ACO** – Accountable Care Organization
- **CAHPS** – Consumer Assessment of Healthcare Providers and Systems summary surveys
- **CMS** – Centers for Medicare & Medicaid Services
- **CQMs** – Clinical Quality Measures [for attestation]
- **eCQMs** – Electronic Clinical Quality Measures [for PQRS Portal submission]
- **EHR** – Electronic Health Record
- **EP** – Eligible Professional
- **FFS** – Fee-for-Service
- **GPRO** – Group Practice Reporting Option
- **NPI** – National Provider Identifier
- **ONC** – Office of the National Coordinator
- **PQRS** – Physician Quality Reporting System
- **PFS** – Physician Fee Schedule
- **VM** – Value-based Payment Modifier

Time for

# QUESTION & ANSWER SESSION