

Introduction to Clinigence ACO Registry PY2018

Agenda

- ▶ The ACO Reporting Timeline
- ▶ The Clinigence MSSP Submission Process
- ▶ The Clinigence MSSP Registry
- ▶ The Collection Process
 - Entering the data
 - Approving the data
- ▶ CMS Support Calls
- ▶ Next Steps

ACO Reporting Timeline

▶ **November 20, 2018 – December 7, 2018**

- ACO completes the organization census of providers, practices, TINs and NPIs.
- ACO and Clinigence establish the EIDM Web Interface Submitter roles.

▶ **January 7, 2019**

- Clinigence downloads the Beneficiary Sample file from the CMS Web Interface.

▶ **January 10, 2019**

- Clinigence MSSP Registry end-user training

ACO Reporting Timeline

▶ **January 7 - January 22, 2019**

- Clinigence loads the sample list into the Registry.
- Clinigence assigns beneficiaries to practices and providers using the sample list data, the ACO-provided organization census, and for integrated practices - clinical data.
- Integrated practices only: Clinigence pre-populates the responses in the registry using the extracted EMR data or other data feeds.
- ACOs train the registry users and set up user credentials.

▶ **January 11 – January 22, 2019**

- Clinigence MSSP Registry becomes available for chart abstraction. Clinigence will notify each ACO as their Registry becomes available.

▶ **January 22, 2019**

- CMS Web Interface becomes available. Clinigence Registry users do not need to log in to the CMS Web Interface, but can do so to monitor their progress.

ACO Reporting Timeline

▶ January 11-22 - March 22, 2019

- ACO's use the Clinigence Registry to collect and approve their data.
- If there are problems during the collection phase, submit your issues at support.clinigence.com or via email to support@clinigence.com.

***NOTE:** If the issue pertains to a specific patient you **must** go to the support site to enter patient information. Email is not HIPAA-compliant. Please identify the patient using the Patient ID, not the HICNO.*

ACO Reporting Timeline

▶ **February 1, February 15, March 1, 2019**

- Clinigence uses the data in the Registry and the CMS-provided claims-based data to test export and submission to CMS.
- Clinigence provides interim submission reports and performance reports.

▶ **March 12, 2019**

- **Target date for ACOs to complete chart abstractions.** This gives us a few days to confirm that all chart abstractions needed are complete and resolve any errors found during submission.

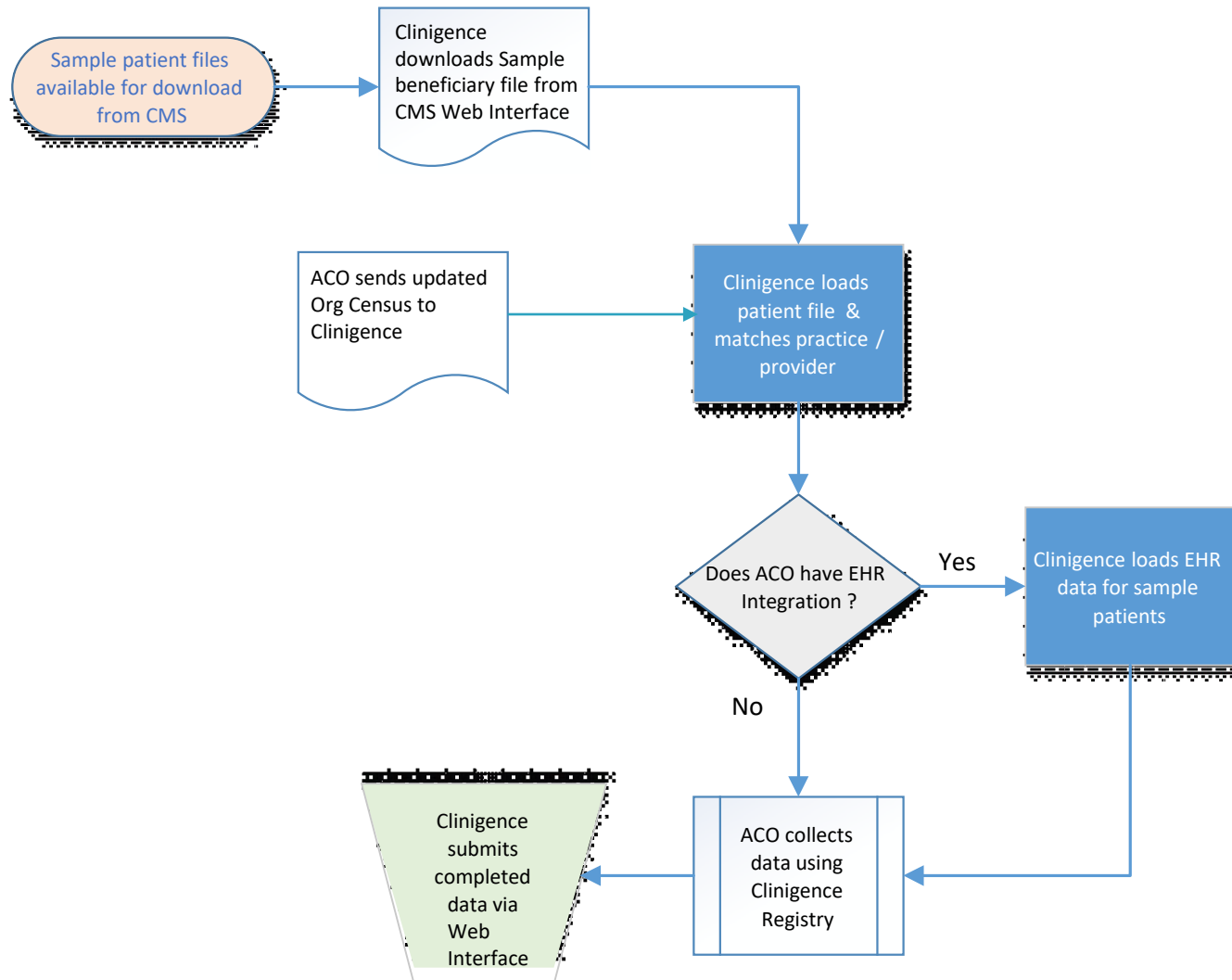
▶ **March 12 – 22, 2019**

- Clinigence performs the final submission and disables the Save feature in the Registry. We can submit as many times as needed, but only the final submission is used.
- ACO's have this period to correct any errors they may notice.

ACO Reporting Timeline

- ▶ **March 22, 2019, 8 pm ET**
 - All data must be submitted in the CMS Web Interface.
- ▶ **March 22 - March 31, 2019**
 - Clinigence exports all data and reports from CMS Web Interface for future reference.
 - Clinigence generates and delivers final submission packets.
 - CMS Web Interface access is disabled.

The ACO Submission Process



Loading the Patient File/Patient Assignments

- ▶ Clinigence loads the Sample Beneficiary file.
- ▶ Based on CMS claims data, each patient is assigned to:
 - **1 practice:** The sample TIN is matched to that in the organization census. For TINs with more than 1 practice the sample NPIs are matched against the organizational census NPI to identify the specific practice.
 - **and 1 provider:** The sample NPIs are matched to those in the organization census.
- ▶ Optional: If the practice has integrated its EHR with Clinigence or if the ACO provides alternative data feeds, then that clinical data is used to prepopulate the MSSP Registry.

The Clinigence Registry

- ▶ The Clinigence MSSP Registry is used to collect and confirm the answers to the clinical questions CMS asks.
- ▶ The tool takes the user through a step-by-step wizard for each clinical domain.
- ▶ The MSSP Registry is updated every year to reflect the latest CMS requirements.

The Clinigence Registry

▶ Accessing the Registry:

1. Login to Clinigence (solution.clinigence.com)
2. Select ACO Tools
3. Select Attributed Registries
4. Select [Q1 2019 ACO Reporting to CMS](#)

▶ Setting up Registry Credentials:

1. Login to Clinigence (solution.clinigence.com)
2. Select Configuration
3. Select either:
 - Create Administrator Account (All practices)
 - Create Practice Administrator Account (Single Practice)

The Clinigence Registry

Reports

Export Rows containing: All

☐ not attributed
 ☐ incomplete
 ☒ complete
 ☒ approved

Match	TIN	Practice	Patient Name	HICAN	Patient ID	Provider	MRF	CARE	CAD	DM	HF	HTN	IVD	PREV
All		All					All	All	All	All	All	All	All	All
	148440924	Spalding Medical	Abbott, Bryce	932040680	124869									
	449167819	Muscogee Clinic	Abbott, Jacob	479839220	61358									
	407926285	Oconee Internal Medicine	Acevedo, Jacquelyn	384126034	60881									
	735360778	Cambria Internal Medicine	Acevedo, Jasmine	894594016	60902									
	449167819	Muscogee Clinic	Acevedo, Jennie	864781043	65886									
	195880888	Donalsonville Clinic	Acevedo, Iodi	839184689	64860									
	080123848	Irwinton Internal Medicine	Acevedo, Sammy	089179905	59734									
	781128644	Ellijay Medical	Acosta, Eli	888659077	66143									
	390609869	Warren Medical Care	Acosta, Jennifer	939703755	65253									
	471058282	Monroe Family Medicine	Acosta, Kerry	960011901	61537									
	590366413	Fayette Medical Care	Acosta, Latonya	071682294	64421									
	591276378	Baldwin Medical Care	Acosta, Patrick	665646056	124098									
	471058282	Monroe Family Medicine	Adams, Sonia	834375157	474015									
	195880888	Donalsonville Clinic	Adkins, Jermaine	625637872	58650									
	276383320	Waycross Clinic	Adkins, Neil	971797474	64753									
	472541517	Warrenton Clinic	Adkins, Raul	977930930	62889									
	887762991	Monroe Family Medicine	Aguilar, Cesar	750645519	59164									
	148440924	Spalding Medical	Aguilar, Dan	035885089	89550									
	148440924	Spalding Medical	Aguilar, Joyce	684984705	60891									
	390609869	Warren Medical Care	Aguilar, Kareem	911776120	65492									
	735360778	Cambria Internal Medicine	Aguirre, Ipanne	948193205	61168									

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The Clinigence Registry

Legend: not attributed incomplete complete approved

Patient ID	Provider	MBF	CARE	CAD	DM	HF	HTN	IVD	PREV
			All	All	All	All	All	All	All

Consecutive, Ranked Patients

- ▶ For reporting year 2018 CMS is again requiring the ACOs to complete 248 consecutive, ranked patients.
- ▶ If the sample contains fewer than 248 patients for a clinical domain, the ACO must complete 100% of the patients in the sample for that domain.
- ▶ If a patient ranked <248 is “skipped” (Medical Record not found, patient not qualified for measure, Other CMS Reason) then the next ranked patient must be completed.

The Clinigence Registry

Reports

Export Rows containing: All

not attributed incomplete complete approved

Match	TIN	Practice	Patient Name	HICAN	Patient ID	Provider	MRF	CARE	CAD	DM	HF	HTN	IVD	PREV
All							All	All	All	All	All	All	All	All
				932040680	124869									
				479839220	61358									
				384126034	60881									
				894594016	60902									
				864781043	65886									
	195880888	Donalsonville Clinic	Acevedo, Jodi	839184689	64860									
				089179905	59734									
				888659077	66143									
				939703755	65253									
				960011901	61537									
				071682294	64421									
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	276383320	Waycross Clinic	Adkins, Neil	971797474	64753									
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	390609869	Warren Medical Care	Aguilar, Kareem	911776120	65492									
	735360778	Cambria Internal Medicine	Aguirre, Joanne	948193205	61168									

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Broken link =
Practice not
integrated or patient
not found

Unbroken link =
Patient match found
in integrated clinical
data. (Integrated
Practices only)

Clinical domain
(measure)
abbreviation

Working with the Registry

- ▶ Based on the data in their EMR and/or paper charts users validate pre-populated data and select the answers to questions which are not populated.
- ▶ Sort the list of patients by those with incomplete data to get started.

Reports

Export

Rows containing: Incomplete Data

Legend: not attributed (grey circle), incomplete (red circle with white), complete (green circle), approved (green checkmark)

Match	TIN	Pract	ID	Provider	MRF	CARE	CAD	DM	HF	HTN	IVD	PREV
All		All			All	All	All	All	All	All	All	All
	954505159	Greensburg Clinic	Acevedo, Alfred	920024830164640								
	766910698	Moultrie Family Medicin	Acevedo, Salvatore	855315829 66336								
	954505159	Greensburg Clinic	Andersen, Dale	682213899 64506								
	954505159	Greensburg Clinic	Andrade, Mike	125596551 89664								
	982898001	Floyd Clinic	Atkinson, Cherie	743336945 60464								
	542764364	Greensburg Clinic	Avery, Lashonda	898843608164340								

Entering the Data

- ▶ Select the patient name and the summary for that patient appears. This shows which clinical domains include the selected patient in the sample and the completeness of the data for each.

Data collection is complete for this clinical domain

The screenshot displays the 'CMS Groups' section for a patient named Acevedo, Salvatore. The patient's details include age (79 years), date of birth (2/19/1935), gender (Female), and EMR ID(s). Below this, the 'Attributed Groups Summary' section shows the HICAN number (8553158291) and a 'Comments (0)' button. A table lists three clinical domains with their completion status and an 'Edit' button for each:

Completion Status	Clinical Domain	Action
100% complete	Medical Record Found	Edit
0% complete	CAD - Coronary Artery Disease - Composite	Edit
0% complete	IVD - Ischemic Vascular Disease	Edit

At the bottom of the interface, the copyright notice reads: © 2010-2015 Clinigence, Inc. | About Us | Contact | Version 3.5

Entering the Data

- ▶ Select Edit for the clinical domain you want to update.
- ▶ Each measure group has a series of questions with answer drop-downs.
- ▶ The number of questions for each clinical domain will depend on the answers you select.

The screenshot displays the Clinigence data entry interface for a patient named Acevedo, Salvatore, 79 years old (2/19/1935), Female. The interface includes a 'CMS Groups' section with an 'Attributed Groups Summary' and a 'HICAN: 0553156291' identifier. A progress indicator shows 67% completion. A yellow callout box states: 'As you answer questions the progress indicator updates'. The main content area is titled 'Composite' and contains several sections: 'CAD Confirmed' with a 'Yes' dropdown, 'LDL-C Controlled' with a 'Yes' dropdown, and 'ACO-CAD-2: Lipid Control'. A dropdown menu is open for 'LDL-C Controlled', showing options: 'No', 'Yes', 'No - Denominator Exception - Medical Reasons', 'No - Denominator Exception - Patient Reasons', and 'No - Denominator Exception - System Reasons'. At the bottom, there are radio buttons for 'Yes' and 'No'. The interface also includes a 'Comments (0)' button and 'Cancel' and 'Save' buttons.

Entering the Data

- ▶ When all the questions have been answered for a clinical domain, the progress indicator will show 100%.
- ▶ Select Save at any point to save your work.

The screenshot displays the Clinigence CMS Groups interface for a patient named Acevedo, Salvatore, 79 years old (2/19/1935), Female. The interface shows a progress indicator at 100% and a 'Comments' button highlighted with a yellow callout. The callout text reads: 'Use the Comments button to record relevant information'. The interface also includes a 'CAD - Coronary Artery Disease' section with a 'CAD Confirmed' dropdown set to 'Yes', a '279 Module Rank' indicator, and a 'CAD Confirmation' section. Below this, there is a 'LDL-C Controlled' dropdown set to 'Yes' and a 'Has Diabetes or LVSD' section with radio buttons for 'Yes' and 'No'. The interface also shows a 'Comments (0)' button and 'Cancel' and 'Save' buttons.

Entering Values

- ▶ Certain questions require you to enter values, such as lab results. CMS has provided a range of “valid values” for each item and you will not be able to enter a value that is outside that range.
- ▶ For example, CMS has established a range for LDL-C of 0-500 mg/dl. If the patient’s latest LDL-C is 600 mg/dl, you will not be able to enter 600.

Entering Values

The screenshot displays the Clinigence interface for a patient named Acevedo, Salvatore, 79 years old (DOB 2/19/1935), Female. The interface includes a 'CMS Groups' tab, an 'Attributed Groups Summary' section with a '60%' progress indicator, and a 'Lipid Profile Performed' section with 'Yes' and 'No' radio buttons. A 'Date Drawn' field is set to 11/10/2014. A yellow callout box highlights the 'LDL-C Value' field, which contains the number 600. A red error message box is overlaid on the form, stating: 'The page at https://demo.clinigence.com says: LDL-C Value must be between 0 and 500'. The error message box has an 'OK' button. The 'LDL-C Value' field is also highlighted with a yellow border. A yellow callout box points to the 'LDL-C Value' field, stating: 'Hover the cursor over the field to see the range of valid values.'

Acevedo, Salvatore
79 years (2/19/1935)
Female
EMR ID(s):

CMS Groups

Attributed Groups Summary Edit Group Measures

HICAN: 8553158291

60%

IVD - Ischemic Va

275 Module Rank

Lipid Profile Performed
☒ Yes ☐ No

Date Drawn
11/10/2014

LDL-C Value
600

The page at https://demo.clinigence.com says:
LDL-C Value must be between 0 and 500
OK

ACO-IVD-1: Complete Lipid Panel and LDL-C Control

ACO-IVD-2: Use

The error message gives you the acceptable range. In this example, you can enter 500 and add a Comment giving the actual value.

Hover the cursor over the field to see the range of valid values.

Entering Dates

- ▶ Certain clinical domains require you to enter a date or date range for an item. Most require that the date falls within the measurement period (Jan. 1, 2018 through Dec. 31, 2018).

The screenshot shows a web form titled "IVD - Ischemic Vascular Disease" with a "Cancel" and "Save" button. A progress indicator shows 40% completion. Below the title, it says "275 Module Rank". The form contains a section "Lipid Profile Performed" with radio buttons for "Yes" (selected) and "No". To the right, there is a "Date Drawn" section with a text input field containing "01/06/2015" and a calendar for January 2015. The calendar shows the date 6th highlighted. A red box is drawn around the date 17th. A yellow box highlights the "Date Drawn" section. Another yellow box highlights an error message that says: "The page at https://demo.clinigence.com says: Lipid Panel Performed Date must be in 2014". An "OK" button is next to the error message. The top right of the form has "Cancel" and "Save" buttons. The bottom right of the form has a vertical scrollbar.

IVD - Ischemic Vascular Disease

Cancel Save

40%

275 Module Rank

ACO-IVD-1: Complete Lipid Panel and LDL-C Control

Lipid Profile Performed

☒ Yes ☐ No

The page at <https://demo.clinigence.com> says: ✕

Lipid Panel Performed Date must be in 2014

OK

Date Drawn

01/06/2015

January 2015

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sorting the Lists

- ▶ In addition to sorting the rows, you can sort on each clinical domain column.

Reports

Export Rows containing: Incomplete Data

not attributed incomplete complete approved

Match	TIN	Practice	Patient Name	HICAN	Patient ID	Provider	MRF	CARE	CAD	DM	HF	HTN	IVD	PREV
All		All					All	All	Inco	All	All	All	All	All
766910698	Moultrie Family Medicine	Acevedo, Salvatore	855315829	66336										
954505159	Greensburg Clinic	Chandler, Jesse	141453935	64615										
954505159	Greensburg Clinic	Cobb, Noe	497579689	64633										
982898001	Floyd Clinic	Everett, Rex	102710527	230049										
954505159	Greensburg Clinic	Fuller, Darcy	491138171	124136										
982898001	Floyd Clinic	Gamble, Mandy	591530921	63039										
766910698	Moultrie Family Medicine	Gibson, Donna	666379723	214197										
766910698	Moultrie Family Medicine	Green, Joan	531343643	66081										
954505159	Greensburg Clinic	Hansen, Julie	754194792	89430										
954505159	Greensburg Clinic	Hart, Chad	872803457	126127										
954505159	Greensburg Clinic	Juarez, Gustavo	670619219	64626										
954505159	Greensburg Clinic	Lam, Nick	021727549	64685										
954505159	Greensburg Clinic	Massey, Dwight	320004360	89355										
954505159	Greensburg Clinic	McClure, Guy	331778684	89766										
954505159	Greensburg Clinic	Ramirez, Antoine	640191824	126167										

Approving the Data

- As data collection progresses, you can sort by Unapproved Groups to quickly find those patients who need approval.

Reports

Export

Groups containing: Unapproved Groups

Match TIN ID Provider MRF CARE CAD DM HF HTN IVD PREV

All All All Inco All All All All All All

766910698 Moultrie Family Medicine Acevedo, Salvatore 855315829 66336

nsburg Clinic Chandler, Jesse 141453035 64615

nsburg Clinic Cobb, Noe 497579689 64633

s Clinic Everett, Rex 102710527 230049

nsburg Clinic Fuller, Darcy 491138171 124136

s Clinic Gamble, Mandy 591530921 63039

ltre Family Medicine Gibson, Donna 666379723 214197

ltre Family Medicine Green, Joan 531343643 66081

nsburg Clinic Hansen, Julio 754194792 89430

nsburg Clinic Hart, Chad 872803457 126127

nsburg Clinic Juarez, Gustavo 670619219 64626

nsburg Clinic Lam, Nick 021727549 64685

nsburg Clinic Massey, Dwight 320004360 89355

nsburg Clinic McClure, Guy 331778684 89766

nsburg Clinic Ramirez, Antoine 040191824 126167

s Clinic Short, Alisha 582573558 61729

954505159 Greensburg Clinic Solis, Arturo 269265694 64507

954505159 Greensburg Clinic Villegas, Tyson 740530679 126061

982898001 Floyd Clinic York, Kim 614090100 60476

not attributed incomplete complete approved

The data must be entered *and approved* for each clinical domain a patient qualifies for.

Approving the Data

- ▶ Drill down to the patient and clinical domain and select the Approved box for each clinical domain.

The image displays two overlapping screenshots of the Clinigence web application. The background screenshot shows the 'CMS Groups' section for patient Everett, Rex (68 years, 6/8/1946, Male, EMR ID(s): 15841). It lists four clinical domains: 'Medical Record Found' (100% complete), 'CAD - Coronary Arter' (33% complete), 'HF - Heart Failure' (0% complete), and 'IVD - Ischemic Vascu' (0% complete). The foreground screenshot is a detailed view of the 'Medical Record Found' domain. It shows a green circle with '100%' and a yellow box containing a checkmark and the word 'Approved'. Below this, there is a 'Medical Record Confirmation' section with a dropdown menu set to 'Yes'. Buttons for 'Cancel' and 'Save' are visible in the top right corner of the foreground window.

Everett, Rex
68 years (6/8/1946)
Male
EMR ID(s): 15841

CMS Groups

Attributed Groups Summary

HICAN: 1027105273

100% complete Medical Record Found

33% complete CAD - Coronary Arter

0% complete HF - Heart Failure

0% complete IVD - Ischemic Vascu

Everett, Rex
68 years (6/8/1946)
Male
EMR ID(s): 15841

CMS Groups

Attributed Groups Summary Edit Group Measures

HICAN: 1027105273

100% ☒ Approved

Medical Record Found

Cancel Save

Medical Record Confirmation

Medical Record Found

Yes

You're Done Collecting Data – Now What?

- ▶ When the ACO has finished data collection, Clinigence "locks" the registry, essentially allowing access in read-only mode.
- ▶ Clinigence recommends targeting completion for about 2 weeks prior to the CMS Web Interface shutdown (**shut-down for 2019 is March 22, 2019**). This allows the ACO to identify and react to any unexpected submission results such as low scores and make any corrections.

CMS Support Calls

- ▶ CMS Weekly Support Calls will begin Jan. 9, 2019 and are held each Wednesday at 1 pm EST during the collection period.
- ▶ These calls allow ACO personnel to ask questions of CMS subject matter experts.
- ▶ An FAQ from previous years' calls can be found here: qpp.cms.gov/about/resource-library

CMS Web Interface FAQ

► An example from the FAQ...

ID	Question	Answer
3.	When can I use "No - Medical Record Not Found?"	<p>The "No - Medical Record Not Found" option should be used only if there is truly an inability to locate and access the beneficiary's medical record. By virtue of being sampled into the CMS Web Interface, CMS has identified claims for this beneficiary submitted by your organization. CMS expects organizations to make a concerted effort to obtain medical records for their assigned and sampled beneficiaries. This includes collaborating with physicians and/or other clinic staff both inside and outside the organization (including but not limited to the three NPIs provided in the CMS Web Interface), as well as facilities both inside and outside the organization, with such collaboration attempts being repeated throughout the course of the data collection period, if needed.</p> <p>CMS encourages organizations to put systems and processes in place so that patient care is more coordinated for the dual purposes of patient safety and quality improvement.</p> <p>It is likely that data for sampled patients are available from medical records maintained by the organization's providers because sampled patients are those with:</p> <ol style="list-style-type: none">1. The largest share of their primary care services provided by the organization (i.e., they have been assigned to the organization)2. At least 2 primary care office or other outpatient visits billed by the organization³ during the reporting period. <p>"Medical Record Not Found" is not an appropriate response when you are able to locate and access a medical record, but are unable to locate certain data within it. Refer to Appendix B, Table B-1 for examples.</p>

You're Done Collecting Data – Now What?

- ▶ Clinigence performs the final submission to CMS. Based on this final submission Clinigence provides several supporting pieces of documentation including:
 - MSSP performance and submission reports
 - MSSP final submission exports
 - MSSP claims pre-population exports
 - Clinigence performance, comments, and diff reports
 - Clinigence files used for the final MSSP submission

Next Steps

- ▶ The steps required to prepare the Registry for collection will vary by ACO.
- ▶ The key data sources are:
 - Beneficiary Sample Excel file
 - EHR or data feeds for pre-population (optional)
 - CMS discharge dates and influenza immunization answers
- ▶ The MSSP Registry should be available for collection January 11-22 to March 22. The start date will depend on several factors such as complexity of the organizational census and whether data integration is required.

Next Steps

- ▶ The ACO Administrator sets up credentials for all users who will be involved in the data collection.
- ▶ Each ACO schedules a training session for their data collection users. Feel free to use any of the Clinigence MSSP Registry materials on the support site at support.clinigence.com ([ACO MSSP Registry](#))
- ▶ Each ACO prepares a plan with daily and/or weekly goals for data collection.

Questions

