Reference #:   2021-50-IP
From: Inpatient Value, Incentives, and Quality Reporting Outreach and Education
Support Contractor
Sent: May 3, 2021
To: ListServe Recipient List
Subject: New Status Classifications for SA/O in HQR

The Centers for Medicare & Medicaid Services (CMS) announces an update to the status classifications for Security Administrator/Officials (SA/O) in the Hospital Quality Reporting (HQR) system.

Effective immediately, all SA/Os who do not log into an organization within 90 days will be listed as INACTIVE for that organization. If you are the SA/O for multiple organizations, you will need to log into each of those organizations to remain in ACTIVE status.

To re-activate your account, log into the HQR system, https://hqr.cms.gov/ and complete one of the following steps:

Method 1: Go to **My Profile**

- If you only have one organization, then your account is now active, and no further steps are needed
- If you have multiple organizations, then you can select your desired organization from the "My Organizations" tab in My Profile

Method 2: Change Organization link

- Click the "Change Organization" button on any page
- Highlight the name of your Organization
- Once in that organization, you are logged in

If you are the SA/O for multiple organizations, then follow the same steps for each organization where you are listed as INACTIVE.

Please do not respond directly to this email. For further assistance regarding the information contained in this message, please contact the QualityNet Help Desk at qnetsupport@hcqis.org, or by calling, toll-free 866.288.8912 (TTY: 877.715.6222), weekdays from 7 a.m. to 7 p.m. CT.