Inpatient Quality Reporting (IQR) Program

Support Contractor

**A Demonstration for Submitting
QRDA Category I Files for CY 2016 Reporting**

Presentation Transcript

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Artrina Sturges: Thank you very much, Matt, and good afternoon everyone. My name is Artrina Sturges and I'm your host for today's event. Before we start, I would like to make a few announcements. This presentation is being recorded, and the transcript of the presentation, along with the questions and answers, will be posted to the Inpatient website, *www.qualityreportingcenter.com*, within 10 business days, and posted to *QualityNet* at a later date.   If you registered for the event, a reminder email, as well as, a link to the slides, was distributed about two hours ago. If you did not receive the email, the slides are available for download on our Inpatient website, again, *www.qualityreportingcenter.com*. Our speaker for today's event is Jennifer Seeman. Jennifer is a Hospital Quality Reporting Electronic Health Record Program Manager, CMS Portfolio, Program and Project Management Support Contractor.

This presentation demonstrates how to submit Quality Reporting Document Architecture Category I files to successfully meet its IQR and EHR Incentive Program requirements for calendar year 2016 reporting.

It is our intent that you will be able to locate the Secure File Transfer section within the *QualityNet Secure Portal*, upload QRDA Category I files, troubleshoot common file errors, and learn how they run and review the information captured in the reports. So, at this time, I will turn the webinar over to Jennifer.

Jennifer Seeman: Thank you, Artrina. We will start with the Identify Secure File Transfer within QSP.

When you go to *QualityNet.org*, there are two areas that you can log into the secure site of the portal. Those areas are indicated on the slide showing. You can click either of these links to get to the login page.

When you select Inpatient Quality Reporting Program that will take you to the next login page.

Where you'll enter your user ID, password, and VIP security code.

The landing page for the secure portal is the screen showing now, and to upload files, you'll want to select Secure File Transfer as indicated also on the slide.

This will bring you to the upload folder options. You'll want to select DataUpload from the screen.

Once you select DataUpload, you'll then be given the option to select test data or production data. And, I just want to clarify, test data submissions do not count for program credit. Files must be submitted through the production data folder to meet program reporting requirements. The process is the same for either folder. The files will be validated against the same rules and be subjected to the same measure engine and outcome for either test or production submission.

Once you determine if you're selecting, submitting, test or production files, you will then select "ehrqrda" as the reporting program, and then select Upload.

Once you select the Upload button…

It will take you to your local folders, and you can select the files that you would like to submit, and click open.

Then, files will then show within the window. And, as they're going through antivirus scanning and so on. You can submit multiple files within the new zip folder, if you zip those files prior to uploading.

If you want to see the file status, you can select sent on the screen.

And what will show then is the list of files that have been uploaded, and you can see when that file was last uploaded by the modified date and most recent. You can also select different sorting options, as indicated in the upper, right-hand corner of that screen.

After the upload is complete, you should get the email notification that the files have been uploaded successfully. You'll get a second notification once the files have completed processing. This is a very important process as – if you don't receive the second notification, you – it may indicate that there is an issue with the system. And, if you have not received the second notification within 24 hours of your upload, please contact the *QualityNet* Help Desk for assistance.

The data upload notification – this is just an example of what that email looks like. This is the first email. It does not mean that your files have been processed. It simply means that they have been uploaded into the system.

The second email notification looks like this. It will indicate the batch ID, the upload date and time, the number of files that were in that batch, and the number of files that were either accepted or rejected. This is the one that indicates your files have completed processing, and you should always look for this one before your try to run the reports, or troubleshoot any files that you've uploaded.

The next thing I want to go over is how to run and review reports. So, we'll step through each of the reports available through the *QualityNet Secure Portal*.

When you are on that landing page that we first went through, you'll want to go to My Report and you'll select Run Reports from that drop-down.

And then, select Run Reports from the next screen.

For Report Program, you'll want to select IQR; the EHR reports fall under that program. And then, in Report Category, you will see, depending on your user role, EHR Reporting Feedback Reports, or EHR Reporting Submission Reports.

When you are in the feedback category, the lists of reports you'll see are the same as the submission report category. The difference is generally, again, based on user role in which categories you have available. You'll see some different parameter options within the report and so on. But, essentially, the functionality and information contained on the report is the same.

The report parameters for this example of the Submission Detail Report, the required parameters are indicated by an asterisk. The one thing I would say about the differences between the feedback category and the submission category, in this case, is that, if you run reports through the submission category, you'll have the option to enter the batch ID that comes with the second email. As you're troubleshooting files, this is helpful information, because it will further limit the information that you want to look at on those reports, and allow you to focus specifically on one batch, as you're doing your troubleshooting.

The next page is also just the additional parameters that are optional for reporting. Again, if you want to indicate file status, you can select either accepted or rejected. And, you can also select, or choose to select, only test or production files, as the test case indicator parameter allows.

Once you've entered your parameters and select it to run the report, the next screen that will come up, gives you the option to run the same report, go back to run a new report, or to search reports. If you've completed that report, and you want to go and see its status, you click on Search Reports.

And Search Reports will take you to, basically, your report queue. And, this will be a list of any of the reports that you've previously run in *QualityNet*. They'll stay in this queue until you delete them. The blue circle with the arrow indicates that the report is in process, not completed yet. The green check mark will indicate that the report is completed and available for viewing.

As we step through the examples, the first one is the Submission Detail Report. This report is very important in troubleshooting if you have files that are rejected. This is the report that you want to use to identify the errors within that file. It will list submitter, provider, and certification number, if indicated within the file. It will indicate the batch ID, upload date file status, obviously, if it's rejected and, then, the feedback message related to that file. This report is available to be run on test or production data. And, again, it is a critical report when identifying errors within your files, and what needs to be corrected prior to resubmission.

The Submission Summary Report basically will display either test or production data. It's just a summary of counts by measure, files accepted or rejected, and it just provides a summary level of the files submitted.

The eCQM Performance Summary Report is a useful report for production data only. That's an important thing to remember with this report. It does provide aggregate, level-performance information at a measure level. So, if you have submitted multiple files, in this example for ED, and you want to see what your cumulative performance rates look like, for any of the production data that you've submitted, the eCQM Performance Summary Report is the report that you would want to look at.

The eCQM Submission Status Report is also for production data only, and the purpose of this report is to give you an overview of where you're at, from a submission perspective, in regards to reporting requirements. So, you will show if a measure has been submitted. If you have submitted a zero denominator, or case threshold exemption, for a measure, it will indicate the last date of submission, and it will indicate whether or not you've met QRDA's requirements for Meaningful Use or IQR Program.

The important part of this report is to note that, it is only specific to QRDA requirements, and does not indicate that any other program requirements have been met, for either Meaningful Use or IQR.

The eCQM Submission and Performance Feedback Report is another key report. Particularly, when you are testing, this report will show test or production data, and it will show patient-level, measure-outcome data. So, if you have submitted QRDA files, containing specific patients, and you want to evaluate how our system has determined the outcome of the measures that you've reported, this is the report that you want to look at. It will tell you each measure that the patient has had reported, and the outcome of that measure, along with some – the message that indicate what that measure outcome was.

Moving onto troubleshooting of common file errors.

One of the questions that I get asked a lot is, is to where to find resources. Particularly, the CMS guides have come up. So, the eCQM Library page is the page that's showing on this slide. When you scroll down to the bottom…

…toward the bottom of this page, you'll see QRDA resources. For QRDA resources, this page will give you the *CMS Implementation Guide for Eligible Professionals and Hospital Quality Reporting*, as well as, the *Appendix*. These documents both apply to 2016 program you're reporting.

In the short example, I've brought up the error that was received on the example report summary, or the Submission Detail Report, my apologies, and that CONF number, that CMS 0079, is a message that the reporting period effective date range does not match from the program calendar year discharge quarters. And, we've communicated that the reporting parameter within the file must align with one of the calendar year discharge quarters. That is spelled out in the IG. One thing about this error that I will tell you is, if you bring up the document and search for CMS 0079, that number won't come up. So, the example I've provided is, you know, has something to do with the reporting period. If you search the document for either the CONF number or some key element of that

error, to help you find the correction information that you need, is what I'm showing here. So, you can see how the reporting range, reporting period, should be formatted, to correct this error. Once you've identified how it should be correct in the file…

…you can then go to your file and find the appropriate template, and make the correction, so that the dates align. Obviously, this is an example of when it does not align, because one-three of sixteen does not allow, does not align, with a calendar year quarter.

And with that, I will hand the presentation back over to Artrina to cover resources. Thank you.

Artrina Sturges: Thank you very much, Jen.

Just to take a few moments just to review some of the information, so that we make sure that you have easy access, as you're troubleshooting your files as you're going through. We always recommend visiting *QualityNet* Help Desk, if you have questions regarding the utilization of the Pre-Submission Validation Application, or as you've heard it called the PSVA tool. And, if you have any questions about the data upload process, please contact the Help Desk, and we have their information here.

If you have general program questions regarding the IQR Program or any policy-type question, please contact us with the information listed there. Specifically, questions regarding the EHR Incentive Program should be directed to the EHR Information Center. And, of course, if you have additional questions, if you have issues you've identified with eCQM logic, or you have questions regarding what you're finding in the QRDA IG, the CMS IG for 2016, or for 2017, please contact us through JIRA. Be sure to search the menus to see if there are others out there who have a question that is similar to your own, because that may provide the information that you need. Otherwise, that gives you a great opportunity to enter a new issue, to help others in the community, who may be dealing with the same issues you are. So, I just want to make sure we provide that information for you.

In terms of the utilization of the eCQI Resource Center, it's interesting because they see it kind of as a one-stop shop for everything that's related to the standards, and the tools that support reporting of eCQMs. We just always want to make sure that we remind you that that resource is there. If you specifically want to look for information regarding the measures, how we interpret the measures that information is there, as well. If you have questions about value sets and what you would – which one you should be choosing for reporting, the Value Set Authority Center information is here, as well.

As Jen mentioned earlier, the eCQM Library is always a valuable resource. And, it contains everything from the specifications for the eCQMs, and that's whether you're eligible hospital or eligible provider, so we make sure we have that information for you. As Jen mentioned, and pointed out, the QRDA Implementation Guides are there. And, then, any additional resources that you might want, like, let's say, you're kind of new and trying to understand some aspects, there's a guide to the eCQMs that's available on the website, along with some other resources. So those should be very beneficial to you.

And, last, but not least, we certainly want to mention the *Quality Reporting Center*. So, this is a very important place to visit in terms of understanding upcoming events, archived webinar-related materials. So, let's say you have some questions about using the PSVA tool, but you're not quite sure where to go. Start with the *Quality Reporting Center* because, again, we have archives of presentations that will help you to step through the process, and understand things better. So, I always want to make sure that you rely on that resource, and understand that's where all the pieces of information can be found.

And, at this time, what we'd like to do is, we'd like to start to address the questions that have been entered into the chat box. If you could, if you haven't already, please go ahead and put your questions in there. And, if you have a specific slide that you would like the group to review, and to give you feedback, please let us know. So, at this time, we'll go ahead, and we'll open the floor for questions and answers. Thank you.

Veronica Dunlap:	Thank you, Artrina. Hello, everyone. This is Veronica and thank you for submitting your questions through our chat feature today. Let's get started. Our first question, "Will vendors be able to access these secure files?"
Jennifer Seeman:	This is Jen, so if a vendor is authorized to submit for a hospital, then they would also have report authorization, given permission from that hospital, they would be able to run submission and feedback reports.
Veronica Dunlap:	Thank you. Our next question, "How does a hospital or a vendor obtain the special permission to be able to upload their data?"
Jennifer Seeman:	So, if they need a new *QualityNet* account, or a change to a role, you can either work through an existing security administrator for a facility, or reach out to the *QualityNet* Help Desk.
Veronica Dunlap:	Next question, "Can you submit test and production file through the PSVA tool?"
Jennifer Seeman:	That is correct. You can submit those test and production files through PSVA. Keep in mind that originally, it was communicated that only test files would go through, that is, in fact, because the submission period for production files just opened on October first.
Veronica Dunlap:	"How long can we submit test files until?"
Jennifer Seeman:	The test files can be submitted right up to the end of the submission period for 2016.
Veronica Dunlap:	Next question, "What is the purpose of sending test data?"
Jennifer Seeman:	So, it's actually very important to send test data. Ultimately, you want to make sure that your QRDA files are formatted correctly. You also want to verify the measure outcomes are as you expected from your system. So, it's going to be very important to verify that, through testing, as opposed to, you know, just taking for granted that you believe your production files will meet system requirements.

Veronica Dunlap: Next question, "I have been submitting test files via the PSVA tool. Your demonstration is different than what I have been doing. Is the end result the same?"

Jennifer Seeman: That is correct. Files that come in through PSVA basically land in the upload system. It just, kind of, sort of, bypasses the secure-portal aspect of it. If you submit, and you get the successful submission message through PSVA, the end result is the same. Now, what I'll also say is that, when you submit through PSVA, you will also get the email notifications from the CMS system, just like if you submitted directly into the portal.

Veronica Dunlap: Next question, "Will any notification email be sent if we are using a vendor?"

Jennifer Seeman: So, the email notifications go to the email address associated with the user uploading the files. So, if a vendor uploads for a hospital, the hospital will not receive that notification. It will go to the user.

Veronica Dunlap: Next question, "Should we validate our reports before sending our files?"

Jennifer Seeman: So, I'm not sure what is meant by "report" in this situation. I know that in some of the interactions I've had, facilities refer to their QRDA files as "report," basically, exports from their system. So, if that is what is meant here, then yes, you should validate those files, either through the CMS test system through the portal, or in PSVA.

Veronica Dunlap: Next question, "Will the same email notification sent if the files were uploaded using the PSVA tool?"

Jennifer Seeman: That is correct. Those CMS emails should be received if you upload files through PSVA.

Veronica Dunlap: Next question, "We have three facilities. Can we submit for all three facilities at once in the PSVA tool, or do we need to submit each facility separately?"

Jennifer Seeman: Nope. They can all be submitted together. I think, some facilities have reported that they'll separate individual facilities by batch, but it's not

	necessary. The files will come in and be processed appropriately, regardless.
Veronica Dunlap:	"Will this also work if we submit our files through the *QualityNet Secure Portal*?"
Jennifer Seeman:	I'm not sure what that refers to. I mean the three facilities?
Veronica Dunlap:	Yes.
Jennifer Seeman:	Correct. You can submit multiple facilities within a batch through the portal, as well.
Veronica Dunlap:	Next question, "I'm uploading test files successfully, using the PSVA tool. Is it okay to upload the production files using PSVA?"
Jennifer Seeman:	Yes, it is. You just select the production folder in PSVA and will correlate to the production folder in the CMS system.
Veronica Dunlap:	Next question, "Are there are any size requirements for the zip file uploaded?"
Jennifer Seeman:	I don't believe there is a zip-file size limit, but I do know that individual file limit is five megabytes.
Veronica Dunlap:	"What is the difference between PSVA and the Quality Secure – *QualityNet Secure Portal* test?"
Jennifer Seeman:	The PSVA is testing only the validation rules. Meaning, it's looking at the formatting of the files and the required aspects within each template. There are additional validations done by the CMS system, related to authorization of the user submitting the file for that particular CCN. There are additional validations in regards to submission periods and dates being acceptable. The CMS system also, in addition, performs measure outcome, so the PSVA tool currently does not validate any level of clinical data.

Veronica Dunlap: Next question, "The PSVA tool offers the ability to submit to CMS both production and test files?"

Jennifer Seeman: That is correct.

Veronica Dunlap: "Is the run report feature live yet?"

Jennifer Seeman: The run report feature should be live, yes.

Veronica Dunlap: "If the eCQM file has not processed, what is *QualityNet's* advice after contacting the *QualityNet* Help Desk? Should we resubmit the file?"

Jennifer Seeman: So, if you have submitted a file, and you have not received the second email, the first step is to contact *QualityNet* Help Desk. I would say, if you have not received an update, I would reach back out to them, prior to resubmitting, unless they've given you that guidance. The reason being, there are times when there is troubleshooting if there is a system issue. But I would confirm with the Help Desk. If you have reached out to them, I would confirm with them before resubmission of your files.

Veronica Dunlap: Thank you. Next question, "The submission report gives numerator-denominator, pass-fail status, but is there any report that gives more data on which specific data element causes the fallout? For example, the anticoagulant medication is missing."

Jennifer Seeman: At this time, there is not. We have received feedback about that, and we are evaluating that, potentially for future release, at this time.

Veronica Dunlap: Next question, "Is a file considered the one file per patient for the quarter?"

Jennifer Seeman: In general, I would say yes, if I refer to a file, it is that individual QRDA file, which would include all encounters in eCQMs for one patient for that quarter.

Veronica Dunlap: Next question, "What if the report comes back and says, 'No files have been processed.'"

Jennifer Seeman: So, if you have received the second email, confirming that your files have been uploaded and processed, and you are not seeing information on your report, I would reach out to *QualityNet* Help Desk. It could be a parameter issue. There could be something else going on with the file, and really we need to start with the Help Desk on those situations.

Veronica Dunlap: Thank you. Next question, "Can you filter and only see the file status of rejected?"

Jennifer Seeman: You can. So if you, when you're in the parameter page for most reports, when you get down to the lower options, I believe there is a file status parameter where you, and it defaults to all, but if you click on that drop-down for selected reports, you should be able to select either accepted, or rejected, or both. Again, depending on which report you're looking at.

Veronica Dunlap: Next question, "I have run a Submission Detail Report and it is not showing my rejected files, is there a known issue with this?"

Jennifer Seeman: It could depend on the error and the category. Again, I think what we would do is start with the Help Desk here. Open a ticket with them. Let them know the batch IDs from your second email, and the parameters that you're using to run the reports, so that we can confirm what's going on with that.

Veronica Dunlap: Next question, "If we use a vendor to submit files, are we able to view this data in *QualityNet,* based on the hospital ID?"

Jennifer Seeman: Yes, hospital users should be able to view reports through the feedback category.

Veronica Dunlap: Next question, "How much time does it take for hospitals to upload all of their patient files? We are trying to assess our staffing to handling the file upload process."

Jennifer Seeman: Yeah, unfortunately, I don't have much information to offer here. I expect it's dependent on each facility's specific processes. I apologize; I just don't have that level of information to share.

Veronica Dunlap:	Next question, if we could possibly, Deb, get to slide 37 it looks like, and the question is…
	"Can we run these reports after our vendor submits our files?" And it looks like they are referencing the submission status.
Jennifer Seeman:	Yup, the eCQM Submission Status Report should be available to facilities through the feedback category, even if the vendor submitted data for them.
Veronica Dunlap:	Okay, and if we can get to slide 38, please.
	Our next question is, "How do you know what file the patient is associated with?"
Jennifer Seeman:	So, the patient ID is blocked out on this particular example, and the file name is listed just below that, so I'm not sure I exactly follow the question, so the, it's just sorted by, the patient's ID, and that patient's file and measures would be listed below that.
Veronica Dunlap:	Next question, "Can we submit our production files in the testing folder before sending to our vendor?"
Jennifer Seeman:	Yes, if you are generating your own QRDAs, but your vendor is submitting for you, yes, you should be able to test through the test system. As a note, it is secure, so there is no need to worry about PHI in the test submissions just the same as the production system.
Veronica Dunlap:	Thank you and we have a few questions on slide 43, if we can get to that slide.
	Our first question is, "What utility is used to display the XML QRDA file in this format?"
Jennifer Seeman:	This particular one that I used is just an XML Notepad. I will say that CMS doesn't necessarily endorse the use of any particular XML editor application. I know that there are several out there, and available, some that provide much more detail, or this is a pretty basic one. But this specific one is just XML Notepad; it's actually a free option.

Veronica Dunlap: And, our additional question on this slide, "You mentioned making the corrections to the file, how and where do you make these corrections?"

Jennifer Seeman: So, I think it depends on a few different things. So, if this is a field that is entered through your EHR, and you're finding that the information is not coming into the file correctly, I think that you need to work with either your vendor, or your IT department, to understand the mapping. And, make sure that that information is correct. If it's something with the header, you know, you may be able to look at changes outside of that, or how your system is building the files, and that's very dependent on each individual facility's situation. So, it's, it just depends on what process you're using to build the QRDA file.

Veronica Dunlap: Next question, "If a vendor is authorized, will they need further action by their *QualityNet* Security Administrator to access these files for troubleshooting?"

Jennifer Seeman: If they have, if they're authorized, and have report access through *QualityNet,* they can view the reports, you know, within our system. As far the files that are submitted, that would be on an individual facility level, in regards to how the vendor would access any of those files, either prior to sending, or as they're submitting.

Veronica Dunlap: Great. If we could get to slide 28.

Our next question is, "What is the difference between the feedback and submission report? When do you use one over the other?"

Jennifer Seeman: Well, one thing is, regards, in regards to authorization; so a vendor has to be authorized to see feedback, submission reports are available to submitters. The parameters are a little bit different. There are some occasions when I would say that, the submission category is preferable, in the example that used for the eCQM Submission Detail Report. The ability to enter a batch, and only look at specific errors, is sometimes helpful. There are a few differences in parameters. Ultimately, the data that shows on the reports, through either category, should be the same.

Veronica Dunlap: Next question, "Should we expect that the feedback messages we receive using the PSVA tool will be the same as those received through submitting files through the *QualityNet Secure Portal*?"

Jennifer Seeman: For the most part, yes, and I will say that there may be a few examples. I don't have, or, example, exceptions. I don't have details on that, but I think if you get a different one, and you're unclear as to why, I would reach out to the Help Desk to help you sort through that.

Veronica Dunlap: Next question, "If I use the PSVA tool to submit test or production files, can I still run the EHR feedback report?"

Jennifer Seeman: So, the reports that are available on *QualityNet* will only show data that had been received into the system, either via the secure file transfer option or PSVA. If you just test in PSVA on your desktop, the CMS reports are not available.

Veronica Dunlap: Next question, "If this is for submissions for eCQM, how do we submit the Meaningful Use data?"

Jennifer Seeman: QRDAs being submitted for Meaningful Use is the exact same process as for IQR Program credit. If you submit four measures and you're submitting the same four eCQMs for IQR in Meaningful Use, you only need to do the one submission.

Veronica Dunlap: Next question, "My vendor says they will not be ready until the deadline for eCQM submission. Will I still be able to submit test files?"

Jennifer Seeman: So, the test option for 2016 won't close. The system is available and will be available, basically, for test submissions until our next deployment comes out. But once the submission period for 2016 has passed, there's little value in testing 2016 standards.

Veronica Dunlap: Next question, "If a vendor uploads test data for a provider, will the provider be able to review feedback reports for the test submission?"

Jennifer Seeman: Yes.

Veronica Dunlap: "Are the steps you identified for production data the same steps you would use for test data? If not, what is the difference?"

Jennifer Seeman: They are the same steps.

Artrina Sturges: And this is Artrina, one quick addition to that. I just want to make sure that everybody is aware. If you visit the *Quality Reporting Center* website, there is an area there for resources and tools specific to eCQM reporting. And, if you take a peek out there, there is a checklist that's available out there for test submissions. And, there's also a checklist out there that's been there since October third for production file submission.

So, that information is there to kind of help you step through the process. And the way the documents are set, it will step you through the process, whether you're using the PSVA tool to submit your files, or if you're going straight into the *QualityNet Secure Portal* to submit your files.

So, if you need those documents, please be sure to visit the *Quality Reporting Center* to obtain those. That will, I think, that will help a lot of people, in terms of feeling better about understanding what steps need to be taken, at what point.

Veronica Dunlap: Thank you, great. Thank you, Artrina. Next question, "Can we submit a zip file for each eCQM measure, or do we need to combine all files into a single zip file?"

Jennifer Seeman: It's really a reporting preference from a system perspective. You do not need to, or zip by eCQM, or anything like that. Again, it would just be a reporting preference.

Veronica Dunlap: Next question, "Will submitting the four measures for one quarter in 2016 fulfill the requirement for the eCQM portion of IQR and the EHR Incentive Program?"

Jennifer Seeman: That is correct. For four eCQM, a minimum of four eCQMs, for either third or fourth quarter 2016 discharges.

Artrina Sturges:	And, this is Artrina. One addition for that. Please keep in mind, when you're talking about reporting, as Jen mentioned, it isn't always QRDA, but you also can use a combination. So, you can use the QRDA file to report, or you can also report in terms of zero denominator, or case threshold. So, keep in mind, you've got three pieces of criteria there to do your reporting. Thank you, Roni.
Veronica Dunlap:	Thank you. Next question, "If we have a vendor submitting, will we still be able to run submission reports at the hospital?" I think we already, probably, addressed that; but is that possible for the hospital to also run the reports.
Jennifer Seeman:	That is correct; they can.
Veronica Dunlap:	Next question, "Do you have to download the PSVA tool to submit your file?"
Jennifer Seeman:	You do not have to use PSVA to test. It's encouraged. It is helpful in identifying validation errors within the file, but you can certainly also test directly to the CMS portal.
Veronica Dunlap:	Next question, "Are errors corrected in a template or on each individual file?"
Jennifer Seeman:	Again, I think that comes back to the process for the individual facility, and how they're building their QRDA files, and what template is impacted. So I don't think there's a blanket answer that can be given there.
Veronica Dunlap:	Next question, "Can more than one sign-on have data-submitter access? For example, can you have access to just look at the reports generated from submitting files, whether test or actual submissions?"
Jennifer Seeman:	So, I believe that the report access is, in part, tied to the user-upload role. So, I'm not sure if you don't have that role, honestly, what the report status is.

Veronica Dunlap: "For calendar year 2016 reporting, can files be submitted monthly, or quarterly, or annually?"

Jennifer Seeman: For 2016, the, only one quarter is required. I would recommend reporting as we've communicated one file per patient, per quarter.

Veronica Dunlap: Next question, "Which version of the PSVA tool are we required to be using?"

Jennifer Seeman: The, well, I don't have the version. I believe it's 1.2 that's out now. But, what I will say is, when you log into PSVA, it does a version check. And, it will require you to validate against the most recent, most up-to-date version of the tool, before it will allow you to submit.

Veronica Dunlap: Thank you. Next question, "How does *QualityNet* know how many patient files should have been submitted? If a thousand files submitted are successfully and one does not, what will occur?" Maybe that's a question for Artrina.

Artrina Sturges: In terms of the expectations, if, the expectation from CMS is that the files that you're submitting will be representative of your patient population, okay? So, if the attempt is, if you know that you have, let's say, in your example a thousand files that should be submitted, because they represent your population for that quarter, let's say we're talking about 2016 specifically. And, if you have one file that is not able to be accepted, then the expectation is that, you would do your best, or continue to rework that file, to have that file submitted for reporting. Because, again, as we talk about eCQMs and reporting for that particular aspect of the program, it is supposed to be representative of your total patient population. I don't know if Jen or Veronica wants to add anything to that.

Veronica Dunlap: No, that's correct. Thank you, Artrina. Our next question, "Can I resubmit production files, if necessary?"

Jennifer Seeman: Yes, the system will over, will look at, the most recent submission, in regards to meeting program credit; the production files can be resubmitted, if necessary.

Veronica Dunlap:	Next question, "We received 20 invalid files using the PSVA tool. We submitted only the valid files to the *QualityNet Secure Portal* and it showed five additional rejected files, why didn't the PSVA tool find these?"
Jennifer Seeman:	Again, there are some differences in the validation process that we are working to align. So, it would, you know, we need to see what was showing on your Submission Detail Report to dive into that a little deeper.
Veronica Dunlap:	Next question, "Are statuses of warnings considered successful submission?"
Jennifer Seeman:	Yes, warnings will not prevent a file from being accepted by the system.
Veronica Dunlap:	"In regards to errors received, how do we know what the error is, and how to fix it?"
Jennifer Seeman:	So, if you receive a message that your file has been rejected from *QualityNet*, the report, the eCQM Submission Detail Report, for that file, is what you would want to look at to determine what errors were on the file.
Veronica Dunlap:	Next question, "In your example, you uploaded two documents, one was zip and the other was an XML. What is the difference?"
Jennifer Seeman:	*QualityNet* will accept either, either a zip file, a zip file containing multiple QRDA files, or an individual QRDA file. I expect most facilities might find it beneficial to submit as many files in a batch, in a zip, as they could. Processing-wise, there is no difference.
Veronica Dunlap:	Thank you. It looks like we have time for maybe one or two more questions. Our next question is, "If we submit quarter-three data because we are concerned about not having enough time to get the fourth-quarter data in, if, then, we are able to submit fourth quarter by the deadline, which quarter will CMS use?"
Jennifer Seeman:	The third quarter, I believe, if the reporting criteria have already been met. There won't be any value on the fourth-quarter data.

Veronica Dunlap: Okay and I think that does it for the questions and answers. If we have not verbally reviewed them with you on this webinar, they will be posted to our *qualityreportingcenter.com* website, and next, I will pass it over to Deborah Price, who will review the continuing education process. All yours, Deb.

Deborah Price: Well, thank you, Veronica. Today's webinar has been approved for one continuing education credit by the boards listed on this slide. We are now a nationally accredited nursing provider, and as such, all nurses report their own credits to their boards, using the number you see on the slide here on the bottom bullet. Provider number 16578.

We now have an online CE certificate process. You can receive the CE certificate two separate times. If you registered for the event through ReadyTalk®, a survey will automatically pop up, when my last slide is complete. And then, that survey will allow you to get your certificate. If, however, you have, you're in a room with other people, we will be sending the survey out in, within 48 hours, and you can use that survey, and pass it to other people in the room. And, that's the second way that you can receive your certificate. After completion of the survey, you click Done at the bottom of the screen of the survey. And then, another page will open up that will allow you to register into our Learning Management Center. It's a separate registration, so don't think that since you registered for ReadyTalk, you don't have to register for the Learning Management Center. They are separate sites. Anyway, it's a separate registration. We ask that you please use your personal email, if you can, to receive the certificate, because healthcare facilities have a tendency to put firewalls up.

If you do not immediately receive a response after registering on our Learning Management Center, which means that you have a firewall up somewhere. What we ask are you, for you to go back to the New User link and register your personal email. And if you can't get back to the New User link, then wait for the 48-hour survey that will be sent out to you.

This is what the survey will look like, in like, four slides, when my slides are done. It will pop up at the end of the event, and again, we will send it out to you within 48 hours. You fill out the form, and then, in the bottom right-hand corner, is a little gray box, Done. That's where you're going to click.

And then this page opens up, this page opens up for two links. There is a New User link and an Existing User link. The New User is if you have not received a CE certificate from us before, or if you have had problems in the past, we ask you to use a New User link. If you have not had any problems, go ahead and try the Existing User link, and go through that process.

This is what the New User link takes you to; you'll put your first and your last name, and your personal email, and a phone number. We're asking you to give us a phone number that will be linked to that email.

And, this is what the Existing User link looks like. You would put your user name, and that user name is your entire email address, including what's after the @ sign in your email, and, of course, the password that you registered with. If you don't remember the password, click over that box, and you will be allowed to reset your password. And, now we'd like to thank everyone for joining us today. We hope that you learned something. If we did not get to your questions, because I see that there's over 100, maybe 120, questions in our chat box, so it could be that we didn't get to your question. Don't worry, because we will be posting all of the answers to the questions on our website at a later date.

The website again is *www.qualityreportingcenter.com*. Once again, it's *www.qualityreportingcenter*, which is all word, one word, *.com*. And so, we'd like to thank you for attending, and we'll see you on next month's webinar. Goodbye, everyone.

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