

Hospital Outpatient Quality Reporting Program

Support Contractor

QualityNet Reports and Utilization of the Secure File Transfer Presentation Transcript

Moderator:

Karen VanBourgondien, BSN
Educational Coordinator, Hospital OQR Program SC

Speaker:

Mollie Carpenter, RN, BSN
Educational Coordinator, FMQAI/HSAG

October 15, 2014

PRESENTATION

Karen

VanBourgondien: Thank you, Erin. Hello, and welcome to the Hospital Outpatient Quality Reporting Program webinar. Thank you for joining us today. My name is Karen VanBourgondien, and I am the education coordinator. If you have not yet downloaded today's handout, you can get them from our website at www.oqrsupport.com. Go to the **Hospital OQR Program** tab, click on the **Education** link, then click on the **Webinar** link. You will find the handouts at the top of that page.

Before we begin today's program, I would like to highlight some important dates and announcements. November 1, 2014, is the next deadline for data submissions for Q2 2014 for April 1 through June 30, 2014. November 1 is also the deadline for outpatient population and sampling submission. Be aware also that November 1 is the deadline for web-based measures answered on the QualityNet Secure Portal.

ListServe announcements will be forthcoming for future Hospital OQR Program webinars as we get closer to those dates. On November 19, CMS will present the 2015 OPPI/ASC final rule.

Hospital Outpatient Quality Reporting Program

Support Contractor

The learning objectives for this program are listed here on slide 4. This program is being recorded. A transcript of today's presentation and the audio portion of today's program will be posted at oqrsupport.com at a later date. During today's webinar, please do not use the chat feature on the WebEx screen. We do not monitor this function during the program. We will follow this presentation with a question-and-answer session until the top of the hour.

I am pleased to introduce today's speaker, Mollie Carpenter, who joined FMQAI/HSAG in 2010 and began work on the OQR team last year. Mollie earned her associate's degree at Broward Community College and her BSN at St. Petersburg College. She has experience in critical care, the emergency department, cath lab, special procedures, PACU, quality, abstraction, and administration. Now, I will turn the presentation over to Mollie.

Mollie Carpenter: Thank you, Karen. Hello everyone, and welcome. Today we are going to talk about the QualityNet reports and the Secure File Exchange. First, to get started, you will need to log on to the QualityNet.org website. From the QualityNet home page, select **Login** on the left-hand side of the home page. This will take you to the QualityNet Secure Portal. In order to continue, you must have already completed the proofing process and downloaded your VIP access. If you have not completed this process, you can obtain information about how to do this on the QualityNet website.

If you need additional training on how to enroll in the Secure Portal, go to the QualityNet home page and scroll down to the bottom of the page. On the right-hand side you will see a blue box that is labeled **Training**. Select **Secure Portal Enrollment Training**. This video will walk you through the enrollment process. We have had several questions regarding this

Hospital Outpatient Quality Reporting Program

Support Contractor

enrollment process, so here are some answers to frequently asked questions.

If you have more than one person sharing the same computer, you would only need to download one Symantec VIP Access, and each user would use the same token. The VIP Access is actually associated with the computer being used.

If you work from more than one computer, you would need to download the VIP Access on each device, or download it to your mobile device. For information on how to download the VIP token to your mobile device, go to the QualityNet home page. On the right-hand side of the page, click on **Portal Resources**. If you upload data from more than one facility from the same computer, you can use the same VIP access. You will just need to contact QualityNet and have them associate that token with each account that you have.

This process has been put into place to comply with the Federal Information Security Management Act, or FISMA, and the National Institute of Standards and Technology, NIST, Requirements for Government Systems, and it provides a higher level of information security. You will need to submit your personal answers to the identity questions online to Experian, and this information is not saved by CMS. This is only used to verify who you are.

After you log in to the QualityNet Secure Portal, this is the screen that will be displayed. You will need to select our program. Just scroll down and click on the **Outpatient Hospital Quality Reporting Program**. Now the login screen will appear.

Hospital Outpatient Quality Reporting Program

Support Contractor

To log in to the Secure Portal, make sure you open your Symantec VIP access token, then enter your user name and password. Then copy the security code from the VIP access. Remember, the security number changes every 30 seconds, so if you have less than 10 seconds left, you may want to wait for the next number to come up so you will have enough time to complete the log-in. After you have entered all this information, click the **Submit** button at the bottom of the screen. Every time you enter your log-in, this is the warning that appears. You will need to accept this warning in order to continue to the Secure Portal.

Once you have successfully logged in, you can now choose what you would like to do. If you want to look at reports for your facility, select the **My Reports** tab in the middle of this QualityNet Secure Portal home page. Once you select the **My Reports** button, it will then give you three options to choose from, depending on what you need to do. You can select **Run Report**, **Search Report**, or **Analytics Report**. For the purpose of this presentation, we will select **Run Report**.

After you make your selection on the previous screen, it brings you to this screen. Here you will need to select what you would like to do. Again, **Run Report**, **Search Report**, or **View Favorite Report**. We are going to select **Run Report**. Now we have to select the report program, either **OQR** or **ASC**, in the **Report Category**. We will select **OQR** for our report program. Next, click the arrow on the **Report Category**. This will drop down the report categories which will allow you to select a category you would like to view.

There are four report categories to choose from – **Annual Payment Update**, **Data Validation**, **Feedback**, and **Preview**. Now let's look at some of the reports that are found under each category.

Hospital Outpatient Quality Reporting Program

Support Contractor

Select the category **Annual Payment Update Reports**, then click the **View Reports** button to the right. A list will populate below the gray line with the reports that are found in this category. Here you can run the Claims Detail Report, Confidence Interval Report, or Provider Participation Report. The Claims Detail Report lists the Medicare claims that have been processed through the data warehouse. The Confidence Interval Report displays the confidence interval results for the APU. The Provider Participation Report displays a summary of the required data for participation in the program.

Now let's look at the reports that you can run under the **Validation Reports** category. The Case Detail Report lists all elements abstracted compared to the CDAC on each case. The Case Selection Report lists the patient information in the data warehouse for the cases selected for validation. The Mismatch Frequency Report displays a list of validated elements by frequency of mismatch, and the Validation Summary Report provides a summary of the validation reliability rate for each abstracted case.

Now let's talk about the **Feedback Reports**. There are 10 reports that you can select from the Feedback Reports category. I will not go through all of these reports. But some of the most frequently used reports from this category are the Case Status Summary Report, which displays the number of cases submitted, accepted, and rejected from the data warehouse, and the Population and Sampling Report, which displays a summary of population sampling for Medicare and non-Medicare patients by quarter and measure set.

The final report category is the **Public Reporting** category, which only has one report: the Preview Report. This report allows you to view your hospital's data that will be posted on the Hospital Compare website. This report is only available during the Hospital Compare preview period.

Hospital Outpatient Quality Reporting Program

Support Contractor

ListServe announcements are sent out to notify hospitals of the viewing period.

Please note that I have a national access account to QualityNet, so my screens may look a little different from the way that your screen will be displayed. But once you have decided what information you need for your facility, you will have selected the report that you want to run. For example, if the Claims Detail Report was selected, this would be the next screen displayed. Your provider name and number should automatically populate. You would then select the quarter for the data that you would want to view. Then select the format for the report displayed: either pdf or csv. Once you have entered all the data fields, select **Run Report** at the bottom of the screen.

Once you have clicked on the **Run Report** button on the previous screen, this confirmation screen will inform you that your report has been submitted. Now you can select your next action. If you want to view the report you submitted, then select **Search Reports** on the far right side of this page.

Once you have selected **Search Report**, a list of all the reports that you have requested will be displayed under the gray bar. Look at the **Status** column on the left of the report you want to view. If there is a green checkmark next to the report, it is ready to view. If there is not a green checkmark in the box, it is still in progress. Select the **Refresh Report Status** button above the gray bar. Wait for the green checkmark to appear, indicating that the report is ready.

From here you can select an action, which is located on the right side of the report bar. To view the report, select the magnifying glass. To download the report, select the green arrow. To add the report to your favorites, select the

Hospital Outpatient Quality Reporting Program

Support Contractor

gold star. And to delete the report, select the red circle with the line through it.

Now that we have seen where all the reports are located and how to select them, let's look at a few examples of some of the most frequently accessed reports.

First let's look at the Claims Detail Report. Remember, this report displays the claims that have been filed through the data warehouse. As you can see, the report will give you the patient's HIC number, the claim date, what measure that claim falls into, the patient's name, and date of birth. If the patient's name is missing from this report, you should still be able to locate the information by using the HIC number, dates of service, and date of birth. The name was added to this report to assist facilities in locating the patient. Oftentimes, the name is not listed on this report. The Claims Detail Report will provide users with the ability to monitor claims submitted in the final action status. This report includes only Medicare Fee-for-Service claims that have been finalized.

Let's look at the report data here on slide 24. In this example, there are five pain management cases listed. This indicates that your facility has billed Medicare for five pain management cases. This report assists you in identifying these Medicare patients. Remember, data submission for these measures include both Medicare and non-Medicare patients. You do not have to abstract these particular Medicare patients. This report just helps you identify which patients can be abstracted. You can abstract a random sample of those Medicare and non-Medicare patients that meet the measure criteria.

This is just an example of how to read the report. But also remember that if you have five or fewer cases per quarter, including both Medicare and non-

Hospital Outpatient Quality Reporting Program

Support Contractor

Medicare patients for any measure, you would not be required to submit data. Also remember that Chest Pain and AMI are combined for the five or fewer rule. Please note that this report does not include ED Throughput claims due to the size of that population.

Okay, now let's talk about the Provider Participation Report. This report displays a summary of the required data for the participation in the program. In this example, on slide 25, you can see that this report breaks down the data by quarter and by measure. It gives you your total population, the number of cases that were accepted by the deadline, and the total number of Medicare patients for each measure. We strongly recommend that you run this report prior to your submission deadline to make sure your data is complete.

Now this is an example of a Case Status Summary Report. This is another report that lets you know how many cases you submitted to the warehouse and how many were accepted and if any were rejected. If you submit a case and it is rejected, you can look at that case and make corrections to it, as long as it is prior to the submission deadline. This report will also display your ED Throughput information.

Okay, now let's switch gears and talk about the Secure File Transfer. This is where you will send or receive any secure information that needs to be sent through QualityNet. If your facility is being validated and you wish to submit your validation records electronically to the CDAC, you can use this Secure File Transfer to submit information.

In order to access information in this area, you would need to log in to the QualityNet Secure Portal, as we discussed in the beginning of this webinar. After you have logged into the Secure Portal, you would then click on the link for the **Secure File Transfer**, which is located on the right-hand side of

Hospital Outpatient Quality Reporting Program

Support Contractor

the screen in the blue banner. After you have clicked the **Secure File Transfer**, you would come to this screen. Here you will need to select the action you wish to complete. You can compose an e-mail, go to your inbox, view sent documents, or manage your folder. For the most part, if you are sent a report, it would be in your inbox, and if you want to send an e-mail, then you would click on **Compose Mail**. Once you select **Compose Mail**, it brings you to this next screen. Here you would click the **To** button located under the **Send** button. Once you click on the **Send To** button, it will generate a list of recipients which you can select from. Please note that you will not get any notification that the information was received or read, and there is an expiration date. This means that if a message is not read prior to expiration it will be deleted. The longest expiration time frame is 60 days.

Once you click on the **To** button on the previous screen, a pre-populated list of recipients will show on the screen. Simply select the recipients that you wish to send your information to. Select either a group or choose an individual recipient. Click on the name, highlight the person or group that you want to send the information to, and then click on the **Add** button to the right. Once you have selected all the people that you want to send your information to, click the **OK** button at the bottom of the screen. This will take you back to the screen in which you can type a message and/or attach documents, if needed. And on that note, this concludes our presentation on the QualityNet reports and the Secure File Transfer. So, I will turn the presentation back to Karen.

Karen

VanBourgondien: While we wait for the first question, I would like to remind you that this webinar has been approved for one Continuing Education credit by the board listed here on slide 32. We now have an online CE certificate process. There are three methods for receiving your CE – two through WebEx and one through the phone only. The first way is if you registered for this webinar through WebEx, you will receive a survey from WebEx

Hospital Outpatient Quality Reporting Program

Support Contractor

within 48 hours. It will not arrive today. Once you have completed the survey, you will be directed to a site to download your CE certificate.

The second way is, if you are listening to this webinar with a colleague that logged on to WebEx, ask them to forward you the survey from WebEx. The third and final way of receiving your CE is if you are listening to the webinar by phone only. Since you did not register with WebEx, you will not receive this survey with the link for the CE. In approximately three weeks an online version of this webinar will be posted on our oqrsupport.com website for you to get your CE certificate. Erin, do we have our first question?

END