

# Welcome!

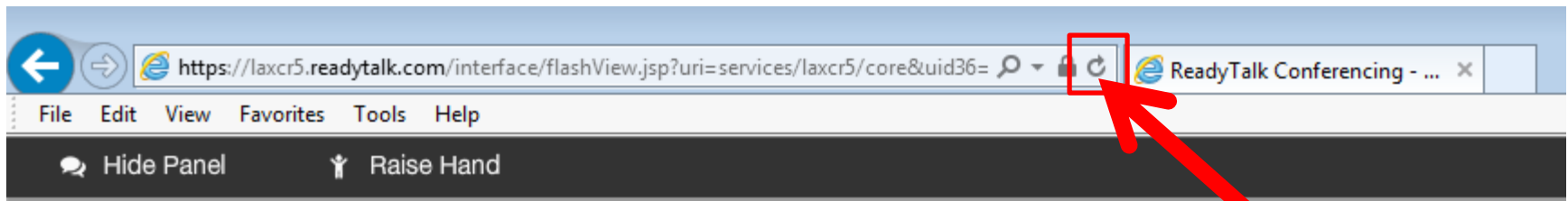
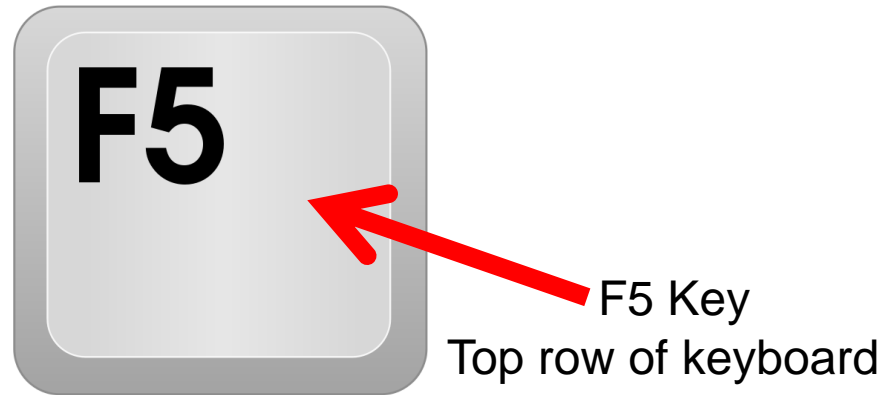
- Presentation slides can be downloaded from [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com) under Upcoming Events on the right-hand side of the page.
- Audio for this event is available via ReadyTalk® Internet streaming. No telephone line is required.
- Computer speakers or headphones are necessary to listen to streaming audio.
- Limited dial-in lines are available. Please send a chat message if a dial-in line is needed.
- This event is being recorded.



# Troubleshooting Audio

Audio from computer speakers breaking up?  
Audio suddenly stops?

- Click **Refresh** icon  
or
- Click **F5**

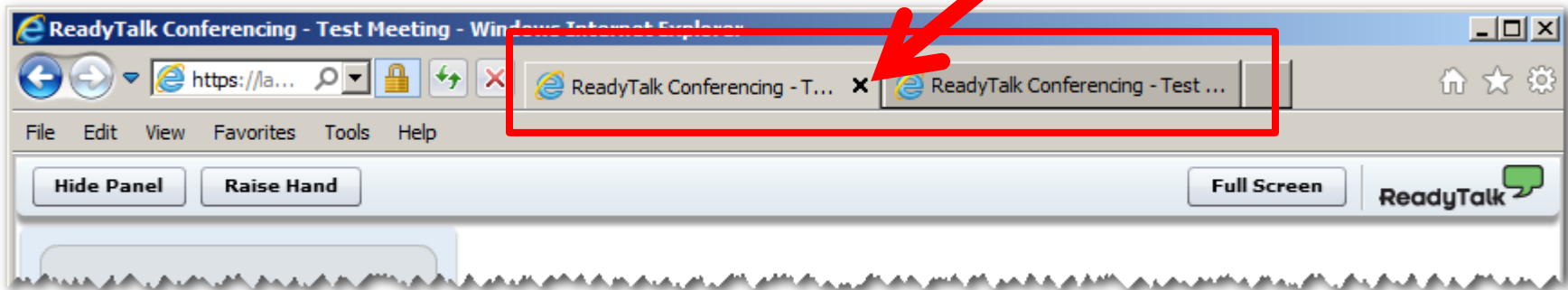


Location of buttons

Refresh

# Troubleshooting Echo

- Hear a bad echo on the call?
- Echo is caused by multiple browsers/tabs open to a single event (multiple audio feeds).
- Close all but one browser/tab, and the echo will clear up.



Example of two browsers/tabs open in same event

# Submitting Questions

Type questions in the “Chat with Presenter” section located on the bottom-left corner of your screen.



A screenshot of a web browser window. The browser's address bar shows "Full Screen" and "Ready to go". The main content area features the CMS logo (Centers for Medicare &amp; Medicaid Services) at the top. Below the logo, the text "Welcome to Today's Event" is displayed in a large, bold, blue font. A horizontal yellow line separates this from the bottom section, which contains the text "Thank you for joining us today! Our event will start shortly." in a smaller, italicized blue font. On the left side of the browser window, there is a vertical chat window titled "Chat with Presenter". At the bottom of this chat window, there is a text input field with the placeholder "Type questions here." and a "Send" button. A yellow arrow from the text on the left points to this input field.



# Getting Your Ducks in a Row: Addressing Common Issues in Quality Reporting



**Pam Harris, BSN, RN**

*Project Coordinator*

Hospital Outpatient Quality Reporting (OQR) Program

Support Contractor

**March 21, 2018**

# Announcements



**May 1, 2018:** Clinical Data and Population and Sampling deadline for Quarter 4 (October 1–December 31) 2017 encounters

**May 15, 2018:** Measures submitted via a web-based tool due to QualityNet and the National Healthcare Safety Network (NHSN)

Please be sure to access the NHSN and the QualityNet Secure Portal every 60 days to keep your passwords active.

# NHSN Consent Forms

Facility Administrators and Primary Contacts must review and sign updated form

- Form available now
- Must sign electronically by **April 14, 2018**
- May **lose access to NHSN** if not signed
- NHSN guidance document available at <https://www.cdc.gov/nhsn/pdfs/gen-support/ReconsentStepsforUsers-508.pdf>

# Save the Date

- Upcoming Hospital OQR Program educational webinar:
  - **April 18, 2018:** Discussing tools and resources available to assist you with successful reporting
- Notifications of additional educational webinars will be sent via ListServe



# Learning Objectives

At the conclusion of the presentation, attendees will be able to:

- State the submission deadlines for the Hospital OQR Program.
- Summarize the data submission process.
- Identify at least two ways to check data submission efforts.
- Recognize staffing issues that may interfere with reporting for the program.



# What and When to Report

# Current Submission

Reporting requirements for a given calendar year (CY) affect the hospital's Outpatient Prospective Payment System (OPPS) payment update for the upcoming CY.



# When Do We Quit Submitting?

- **Clinical data (OP-1, -4, -20, -21)**
  - Collect through Quarter 1 2018 for encounter dates of January 1–March 31, 2018
  - Submit by **August 1, 2018**
- **Web-based data (OP-25, -26)**
  - Gather from 2017 encounters
  - Submit by **May 15, 2018**

# Specifications Manual

- For encounters January 1–December 31, 2017, use version **10.0a**.
  - Measures being submitted now
- For encounters January 1–December 31, 2018, use version **11.0a**.

# Data Deadlines

## Clinical Data: CY 2019 Payment Determination

Clinical Data Submission	Encounter Dates	Encounter Quarters
11/01/17	04/01/17–06/30/17	Q2 2017
02/01/18	07/01/17–09/30/17	Q3 2017
05/01/18	10/01/17–12/31/17	Q4 2017
08/01/18	01/01/18–03/31/18	Q1 2018

# Submission Threshold

- What is the five or fewer rule?
  - Hospitals with five or fewer cases in a quarter are not required to submit data for that measure set.
  - Acute Myocardial Infarction (AMI) and Chest Pain (CP) measure sets are combined.
- What if you want to submit more cases?
  - Hospitals that are not required to submit under the five or fewer rule may do so voluntarily.

# Examples

AMI (2) +  
CP (3) =  
5 cases total

- Not required to submit
- Can submit voluntarily

AMI (3) +  
CP (3) =  
6 cases total

- Required to submit at least 6 cases for this measure set



# Clinical Measures

Sample Size Requirements:  
OP-1, OP-2, OP-3, OP-4, OP-5, OP-21, and OP-23

<b>Population Per Quarter</b>	<b>≤ 80</b>
Quarterly Sample Size	Use all cases
Monthly Sample Size	Use all cases
<b>Population Per Quarter</b>	<b>81-100</b>
Quarterly Sample Size	80
Monthly Sample Size	27
<b>Population Per Quarter</b>	<b>101-125</b>
Quarterly Sample Size	95
Monthly Sample Size	32
<b>Population Per Quarter</b>	<b>126-150</b>
Quarterly Sample Size	109
Monthly Sample Size	37
<b>Population Per Quarter</b>	<b>151-175</b>
Quarterly Sample Size	121
Monthly Sample Size	41

# ED-Throughput

## Sample Size Requirements: OP-18 and OP-20

<b>Population Per Quarter</b>	<b>0-900</b>
Quarterly Sample Size	63
Monthly Sample Size	21
<b>Population Per Quarter</b>	<b>≥ 901</b>
Quarterly Sample Size	96
Monthly Sample Size	32

# Web-Based Measures

## CY 2019 Payment Determination

Web-Based Measures	Encounter Dates	Submission Dates
OP-12, -17, -22, -25, -26, -29, -30, -31*, -33	01/01/17–12/31/17	01/01/18– 05/15/18
OP-27	10/01/17–03/31/18	10/01/17–05/15/18

\* Voluntary Measure

# More Sample Sizes

## Sample Size Requirements: OP-29, OP-30, and OP-31

<b>Population Per Year</b>	<b>0-900</b>
Yearly Sample Size	63
Quarterly Sample Size	16
Monthly Sample Size	6
<b>Population Per Year</b>	<b>≥ 901</b>
Yearly Sample Size	96
Quarterly Sample Size	24
Monthly Sample Size	8

**\*If a hospital has 20 or fewer cases, it is not required to submit any data, but it may voluntarily submit these data.**

# OP-33

## Sample Size Requirements: OP-33

<b>Population Per Year</b>	<b>Sampling Requirements</b>
$\leq 39$	Include all cases
40-200	40
201-500	20% of cases
$\geq 501$	100
<b>Population Per Quarter</b>	<b>Sampling Requirements</b>
$< 10$	Include all cases
10-50	10
51-125	20% of cases
$\geq 126$	25
<b>Population Per Month</b>	<b>Sampling Requirements</b>
$< 4$	Include all cases
4-16	4
17-41	20% of cases
$\geq 42$	9



# Entering Your Data

# What Is CART?

- CMS\* Abstraction and Reporting Tool
- Seeks to improve quality in the clinical areas of:
  - AMI
  - CP
  - ED-Throughput
  - Pain Management
  - Stroke

\*Centers for Medicare & Medicaid Services

# Finding CART

From the QualityNet home page: [www.qualitynet.org](http://www.qualitynet.org)

The screenshot shows the QualityNet website interface. At the top left is the QualityNet logo. To its right is a search bar and a 'Log In' button. Below the logo is a navigation bar with 'Home', 'My QualityNet', and 'Help' tabs. A secondary navigation bar lists various facility types: Hospitals - Inpatient, Hospitals - Outpatient, Physician Offices, Ambulatory Surgical Centers, PPS-Exempt Cancer Hospitals, ESRD Facilities, Inpatient Psychiatric Facilities, and Quality Improvement. The main content area is divided into several sections. On the left, there are two vertical menus: 'QualityNet Registration' and 'Getting Started QualityNet'. The 'Getting Started QualityNet' menu has 'Data Collection (& CART)' circled in red. The main content area features a 'News' section with a link to 'updated with FY 2017 measure results for three value-based purchasing'. On the right side, there are two boxes: 'Log in to QualityNet Secure Portal' and 'Questions & Answers'.

Home	My QualityNet	Help
Hospitals - Inpatient	Hospitals - Outpatient	Physician Offices
	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals
	ESRD Facilities	Inpatient Psychiatric Facilities
	Quality Improvement	

**QualityNet Registration**

- Hospitals - Inpatient
- Hospitals - Outpatient
- Physician Offices
- ASCs
- Cancer Hospitals
- ESRD Facilities
- Inpatient Psychiatric Facilities
- QIOs

**Getting Started QualityNet**

- Registration
- Sign-In Instructions
- Security Standards
- Password Rules
- QualityNet Security Policies

**News** [More News »](#)

[updated with FY 2017 measure results for three value-based purchasing](#)

Centers for Medicare & Medicaid Services (CMS) has updated the [Hospital Compare](#) website to reflect FY 2017 measure results for the: Hospital-Acquired Condition (HAC) Reduction Program, Value-Based Purchasing (VBP) Program, and Hospital Readmissions Reduction Program. Data for all three programs may be accessed from the [Linking Quality to Hospital Compare](#).

[Only selected for FY 2019 inpatient data validation](#)

[Market exemption for providers adversely affected by Hurricane Matthew](#)

[SC final rule with comment period published](#)

[December 2016 Hospital Compare Preview Reports](#)

[Update on SEP-1 validation, public reporting for Hospital Inpatient Quality](#)

**Log in to QualityNet Secure Portal**

Login

- Download Symantec ID (**required** for login)
- Portal Resources

**Questions & Answers**

- Hospitals - Inpatient
- Hospitals - Outpatient
- Ambulatory Surgical Centers
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer Hospitals

**Note:** First-time



# Abstraction Resources

The screenshot shows the QualityNet website interface. At the top left is the QualityNet logo. To its right is a search bar with the text "Log in to QualityNet Secure Portal (formerly MyQualityNet)" and a "Log In" button. Further right is a search input field with a "Search" button. Below the search bar is a navigation menu with tabs for "Home", "My QualityNet", and "Help". Underneath the tabs is a row of menu items: "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement". The "Hospitals - Outpatient" menu item is selected, and a red arrow points to the "Data Collection (& CART)" link in the left sidebar. The main content area is titled "Data Collection (& CART) Hospitals - Outpatient" and contains a paragraph of text about the CART application, followed by a bulleted list of clinical areas: Acute Myocardial Infarction, Chest Pain, Emergency Department (ED) - Throughput, Pain Management, and Stroke. At the bottom of the main content area, there is a paragraph stating that CART-Outpatient is available for use on a stand-alone, Windows-based computer, in a computer network or in environments without computing resources (paper tools).

**QualityNet** Log in to QualityNet Secure Portal (formerly MyQualityNet)  Search

Log In

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

**Data Collection (& CART)**

CART Downloads & Info

Abstraction Resources

CART Training

Uniform Billing File Layout

**Data Collection (& CART) Hospitals - Outpatient**

CART, the CMS Abstraction & Reporting Tool, is a powerful application for the collection and analysis of quality improvement data. Through data collection, retrospective analyses and real-time reporting, CART enables hospitals to comprehensively evaluate and manage quality improvement efforts. Whether a hospital is seeking Medicare certification or undertaking its own quality improvement initiatives, CART is ideal for the data collection and analyses that are essential to the success of all quality improvement efforts. The application is available at no charge to hospitals or other organizations seeking to improve the quality of care in the following clinical areas:

- Acute Myocardial Infarction
- Chest Pain
- Emergency Department (ED) - Throughput
- Pain Management
- Stroke

CART-Outpatient is available for use on a stand-alone, Windows-based computer, in a computer network or in environments without computing resources (paper tools).

# Selecting the Version

<a href="#">Home</a>	<a href="#">My QualityNet</a>	<a href="#">Help</a>					
Hospitals - Inpatient ▾	Hospitals - Outpatient ▾	Physician Offices ▾	Ambulatory Surgical Centers ▾	PPS-Exempt Cancer Hospitals ▾	ESRD Facilities ▾	Inpatient Psychiatric Facilities ▾	Quality Improvement ▾

<b>Data Collection (&amp; CART)</b>	<b>CART Downloads &amp; Info</b> Version 1.16 for Encounters 01/01/2018 - 12/31/2018
CART Downloads & Info	CART-Outpatient: <input type="text" value="Version 1.16 for Encounters 01/01/2018 - 12/31/2018"/> <input type="button" value="GO"/>
<ul style="list-style-type: none"><li>CART-Outpatient 1.16</li><li>CART-Outpatient 1.15.1</li><li>CART-Outpatient 1.14</li><li>CART-Outpatient 1.13.1</li><li>CART-Outpatient 1.12</li><li>CART-Outpatient 1.11.2</li><li>CART-Outpatient 1.10</li><li>CART-Outpatient 1.9</li><li>CART-Outpatient 1.8</li><li>CART-Outpatient 1.7</li><li>CART-Outpatient 1.6.1</li><li>CART-Outpatient 1.5</li><li>CART-Outpatient 1.4</li></ul>	<b>Upgrading an Existing CART Installation</b> <p><b>Compatibility:</b> CART-Outpatient 1.16 is compatible with CART-Outpatient 1.13.1 or newer versions. It is also compatible with CART-Inpatient 4.17.1 or newer versions and may be installed in the same directory.</p> <p>If any compatible CART version (Inpatient or Outpatient) is installed on the workstation, follow these instructions to upgrade to CART-Outpatient 1.16:</p> <ol style="list-style-type: none"><li>1. Read and follow the <a href="#">CART Installation Instructions</a></li><li>2. Download <a href="#">CART Outpatient 1.16 Upgrade</a>, EXE-148 MB (11/16/17) <a href="#">Checksum Value</a></li></ol> <p style="text-align: center;">OR</p> <b>Initial Installation of CART</b> <p>On a workstation <i>without</i> a compatible version of CART Inpatient or Outpatient installed (or to install in a different directory), follow these steps:</p> <ol style="list-style-type: none"><li>1. Read and follow the <a href="#">CART Installation Instructions</a></li><li>2. Download <a href="#">CART-Outpatient 1.16</a>, EXE-256 MB (11/16/17) <a href="#">Checksum Value</a></li></ol>
Abstraction Resources	<b>Referencing historical data</b> To reference historical data (for encounters prior to October 1, 2015), users will need to retain previous versions of CART-Outpatient on their workstations.
CART Training	<b>Documentation</b>
Uniform Billing File Layout	<ul style="list-style-type: none"><li>- <a href="#">Edits</a></li><li>- <a href="#">Online Help Guide</a></li></ul>



# Conquering Data Submission

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## QualityNet

# What Is My Password?

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

### Log In to QualityNet \* Required Field

Please enter your CMS User ID and password, followed by your Symantec VIP Security Code, then click Submit.

\* User ID

\* Password

\* Security Code

### Help

[Start/Complete New User Enrollment](#)


[Forgot your password?](#)

[Trouble with your Security Code?](#)

[Need to register for a QualityNet account?](#)

[QualityNet Home](#) | **CMS.gov** | QualityNet

A federal government website managed by the Centers for Medicare & Medicaid Services  
7500 Security Boulevard, Baltimore, MD 21244



# New Password

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

Identify Account   Answer Questions   Confirm Email   Reset Password   Reset Complete

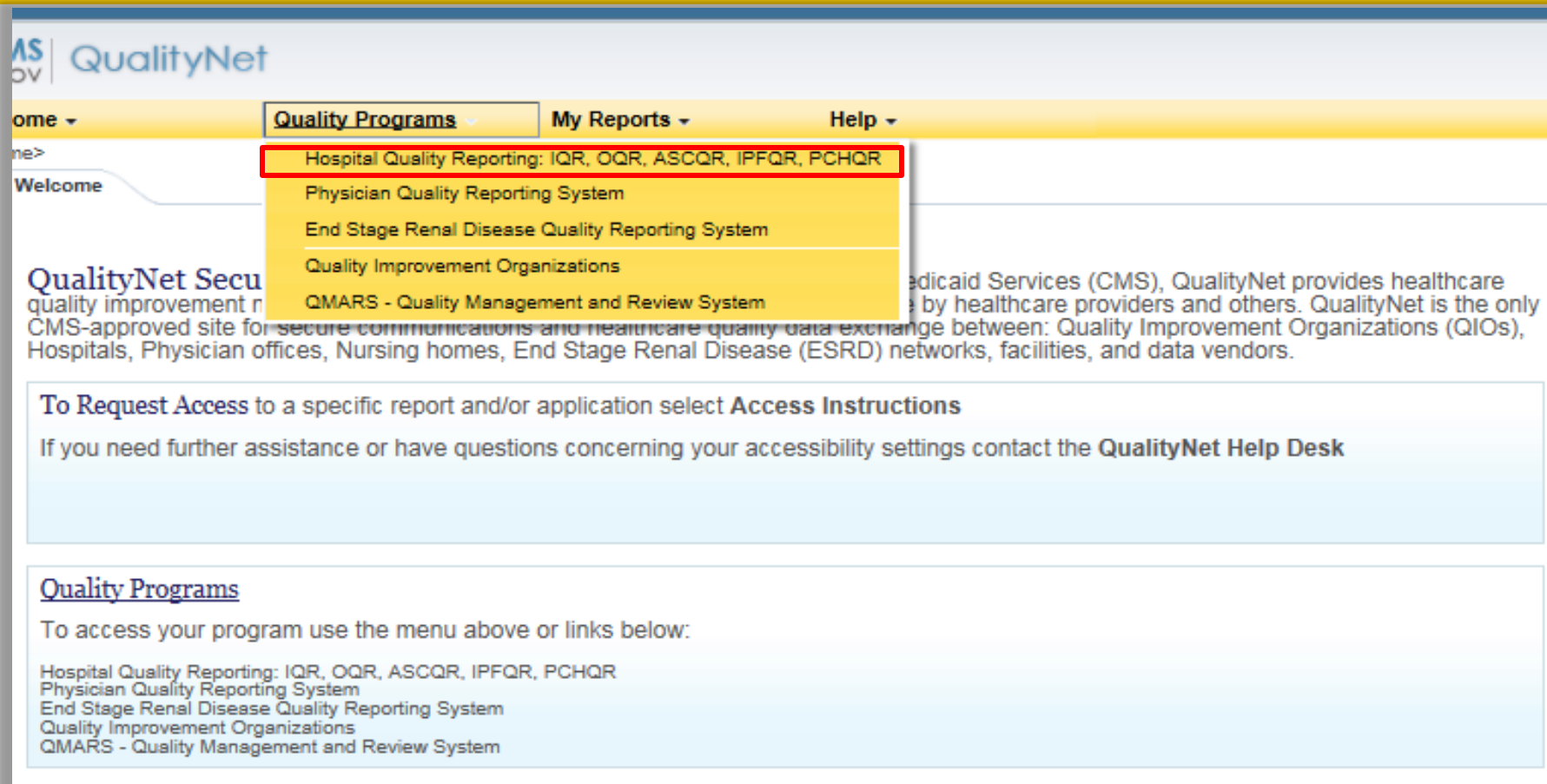
**Password Assistance** \* Required Field

\* User ID [Forgot your User ID?](#)

\* E-mail Address [Forgot your E-mail Address?](#)

CANCEL   SUBMIT

# Select Your Program



The screenshot shows the QualityNet website interface. At the top left is the logo 'AS OV | QualityNet'. Below it is a navigation bar with 'Home', 'Quality Programs', 'My Reports', and 'Help'. The 'Quality Programs' dropdown menu is open, listing several options: 'Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR' (highlighted with a red border), 'Physician Quality Reporting System', 'End Stage Renal Disease Quality Reporting System', 'Quality Improvement Organizations', and 'QMARS - Quality Management and Review System'. Below the navigation bar, there is a 'Welcome' message and a section titled 'QualityNet Secure Communications and Healthcare Quality Data Exchange' with a paragraph of text. A light blue box contains instructions: 'To Request Access to a specific report and/or application select **Access Instructions**. If you need further assistance or have questions concerning your accessibility settings contact the **QualityNet Help Desk**.' At the bottom, there is a section titled 'Quality Programs' with the text 'To access your program use the menu above or links below:' followed by a list of program names: 'Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR', 'Physician Quality Reporting System', 'End Stage Renal Disease Quality Reporting System', 'Quality Improvement Organizations', and 'QMARS - Quality Management and Review System'.

AS OV | QualityNet

Home ▾ Quality Programs ▾ My Reports ▾ Help ▾

Welcome

**QualityNet Secure Communications and Healthcare Quality Data Exchange**

Medicaid Services (CMS), QualityNet provides healthcare quality improvement reports by healthcare providers and others. QualityNet is the only CMS-approved site for secure communications and healthcare quality data exchange between: Quality Improvement Organizations (QIOs), Hospitals, Physician offices, Nursing homes, End Stage Renal Disease (ESRD) networks, facilities, and data vendors.

To Request Access to a specific report and/or application select **Access Instructions**

If you need further assistance or have questions concerning your accessibility settings contact the **QualityNet Help Desk**

Quality Programs

To access your program use the menu above or links below:

Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR  
Physician Quality Reporting System  
End Stage Renal Disease Quality Reporting System  
Quality Improvement Organizations  
QMARS - Quality Management and Review System

# Manage Measures

**CMS .gov | QualityNet**

Home ▾ Quality Programs ▾ My Reports ▾ Help ▾

Home > Quality Programs > Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR

## Quality Reporting System: My Tasks

<b>Hospital Reporting Inpatient / Outpatient</b> View / Edit Population and Sampling	<b>Manage Measures</b> ← View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)	<b>Manage Security</b> Manage Multifactor Credentials My Account
<b>Manage Notice of Participation</b> View/Edit Notice of Participation, Contacts, Campuses	<b>Report Authorization</b> View/Request/Approve Access	<b>Vendor Authorization</b> Authorize Vendors to Submit Data
<b>Hospital Reporting Inpatient</b> View / Edit Measure Designation	<b>Hospital Reporting External Files</b> External Files Online Tool	

**Manage Measures** ←  
View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)

# Select the Payment Year

The screenshot shows the CMS QualityNet interface. At the top left is the CMS .gov logo and 'QualityNet'. A navigation bar contains 'Home', 'Quality Programs', 'My Reports', and 'Help'. Below this is a breadcrumb trail: 'Home>Quality Programs>Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR>Manage Measures>View/Edit Structural/Web-Based Measures'. The main heading is 'Start Structural/Web-Based Measures'. Underneath, there is a section titled 'Outpatient Web-Based Measures'. On the left, a text box explains that web-based measures assess provider capacity and that reporting encourages quality improvement. On the right, there is a form with a dropdown menu for 'Payment Year' currently set to '2019'. A red circle highlights this dropdown. A tooltip above it says 'Please select a Payment Year'. Below the form is a large grey button labeled 'Continue'.

CMS .gov | QualityNet

Home ▾ Quality Programs ▾ My Reports ▾ Help ▾

Home>Quality Programs>Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR>Manage Measures>View/Edit Structural/Web-Based Measures

**Start** Structural/Web-Based Measures

### Outpatient Web-Based Measures

Web-Based measures assess characteristics linked to the capacity of the provider to deliver quality healthcare. CMS believes reporting Web-Based measures information will encourage facilities to improve the quality of care provided to all patients.

\* Payment Year: 2019 ▾

Please select a Payment Year

Continue



# Verify the Information

Start Structural/Web-Based Measures

Outpatient Web-Based Measures

Submission Period  
01/01/2018 - 05/15/2018

1

With Respect to Reporting Period  
01/01/2017 - 12/31/2017

2

Web-Based Measures | PY 2019

3

	OP-12	OP-17	OP-22	OP-25	OP-26	OP-29	OP-30	OP-31	OP-33
	Incomplete	Incomplete	Incomplete	Incomplete	Incomplete	Incomplete	Incomplete	Incomplete	Incomplete

Back

Payment Year Selection

# Entering Zeros

## OP-29: Endoscopy/Polyp Surveillance: Appropriate Follow-up Interval for Normal Colonoscopy in Average Risk Patients

### Population (Not Required)

What was your hospital's Total Population?

0

What was your hospital's sample size?

0

What was your hospital's sampling frequency?

- Monthly
- Quarterly
- Not Sampled
- N/A - Submission not required

### Numerator

\* Patients who had a recommended follow-up interval of at least 10 years for repeat colonoscopy documented in their colonoscopy report

0

### Denominator

\* All patients aged 50 years and older receiving screening colonoscopy without biopsy or polypectomy

0

# Save a Copy

## Outpatient Web-Based Measures

Submission Period  
01/01/2018 - 05/15/2018

With Respect to Reporting Period  
01/01/2017 - 12/31/2017

### Web-Based Measures | PY 2019

	OP-12	OP-17	OP-22	OP-25	OP-26	OP-29	OP-30	OP-31	OP-33
	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed

Back

Payment Year Selection

# Polling Question



# ListServe

The screenshot shows the QualityNet website interface. At the top left is the QualityNet logo. To its right is a login link: "Log in to QualityNet Secure Portal (formerly MyQualityNet)" with a "Log In" button. Below this is a navigation bar with "Home", "My QualityNet", and "Help" tabs. A secondary navigation bar contains dropdown menus for "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement".

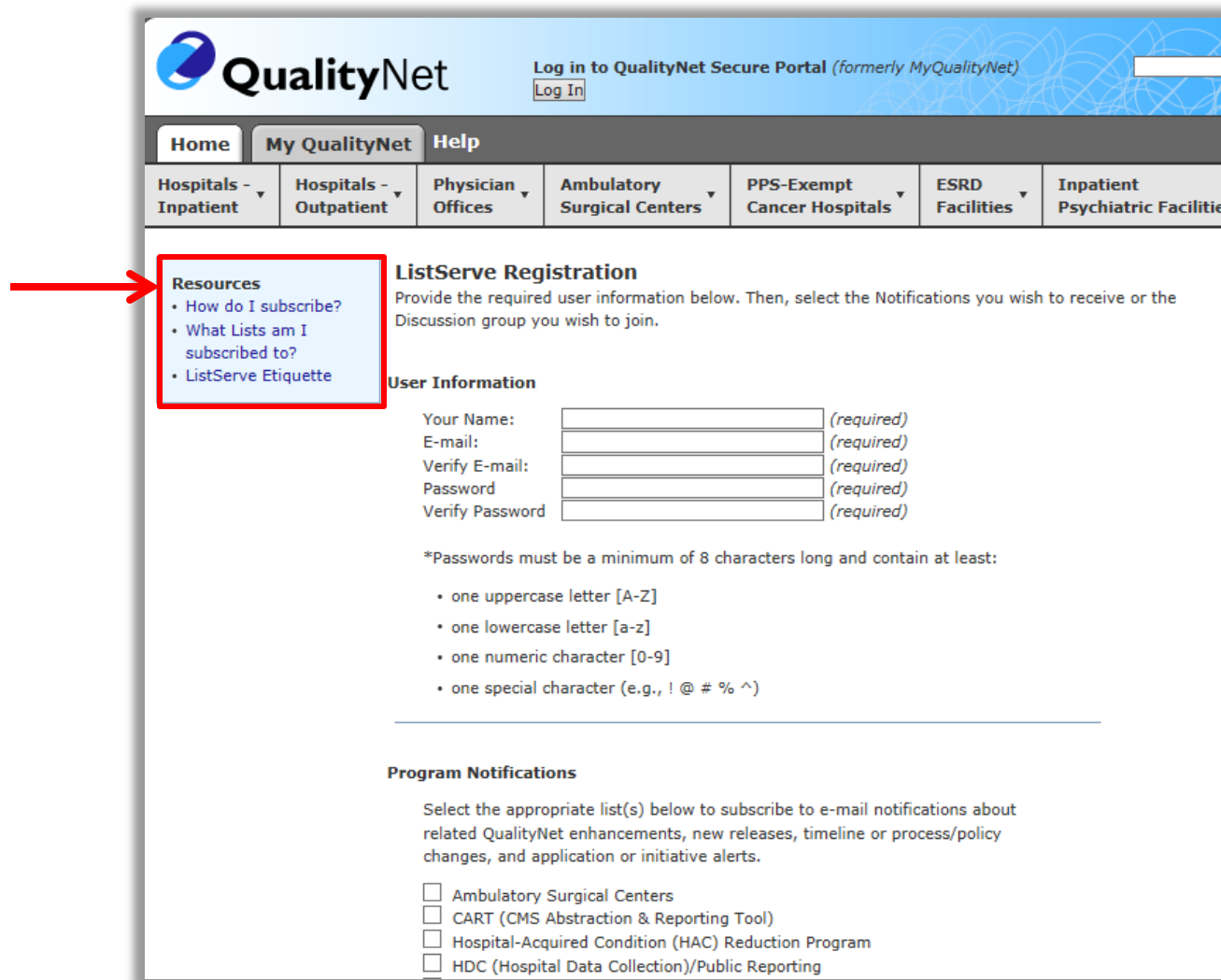
On the left side, there are three vertical panels:

- QualityNet Registration**: A list of links including "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "ASCs", "Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "QIOs".
- Getting Started with QualityNet**: A list of links including "Registration", "Sign-In Instructions", "Security Statement", "Password Rules", and "QualityNet System Security Policy, PDF".
- Join Listserves**: A link with the text "Sign up for Notifications and Discussions." This link is circled in red.

The main content area features a "QualityNet News" section with a "More News »" link. Below this is a news item titled "New CMS HSR tutorial video released" with a brief description and a "Full Article »" link. A "Headlines" section follows, listing several news items with links, such as "CMS releases April 2018 Hospital Compare preview reports" and "FY 2018 program results for three Value-Based Purchasing programs updated on Hospital Compare site".

On the right side, there is a "Log in to Secure Portal" section with a "Login" button and a list of links: "Download ID (required)", "Portal Resources", and "Secure Facilities Resources". Below this is a "Question" section with a list of links: "Ambulatory Centers", "End-Stage Disease", "Hospital", "Hospital", "Inpatient Facilities", and "PPS-Exempt Hospital". At the bottom right, a "Note: First registration" is partially visible.

# Enter Your Information



**QualityNet** Log in to QualityNet Secure Portal (formerly MyQualityNet)  [Log In](#)

**Home** **My QualityNet** **Help**

Hospitals - Inpatient ▾ Hospitals - Outpatient ▾ Physician Offices ▾ Ambulatory Surgical Centers ▾ PPS-Exempt Cancer Hospitals ▾ ESRD Facilities ▾ Inpatient Psychiatric Facilities ▾

**Resources**

- [How do I subscribe?](#)
- [What Lists am I subscribed to?](#)
- [ListServe Etiquette](#)

**ListServe Registration**

Provide the required user information below. Then, select the Notifications you wish to receive or the Discussion group you wish to join.

**User Information**

Your Name:  (required)  
E-mail:  (required)  
Verify E-mail:  (required)  
Password:  (required)  
Verify Password:  (required)

\*Passwords must be a minimum of 8 characters long and contain at least:

- one uppercase letter [A-Z]
- one lowercase letter [a-z]
- one numeric character [0-9]
- one special character (e.g., ! @ # % ^)

**Program Notifications**

Select the appropriate list(s) below to subscribe to e-mail notifications about related QualityNet enhancements, new releases, timeline or process/policy changes, and application or initiative alerts.

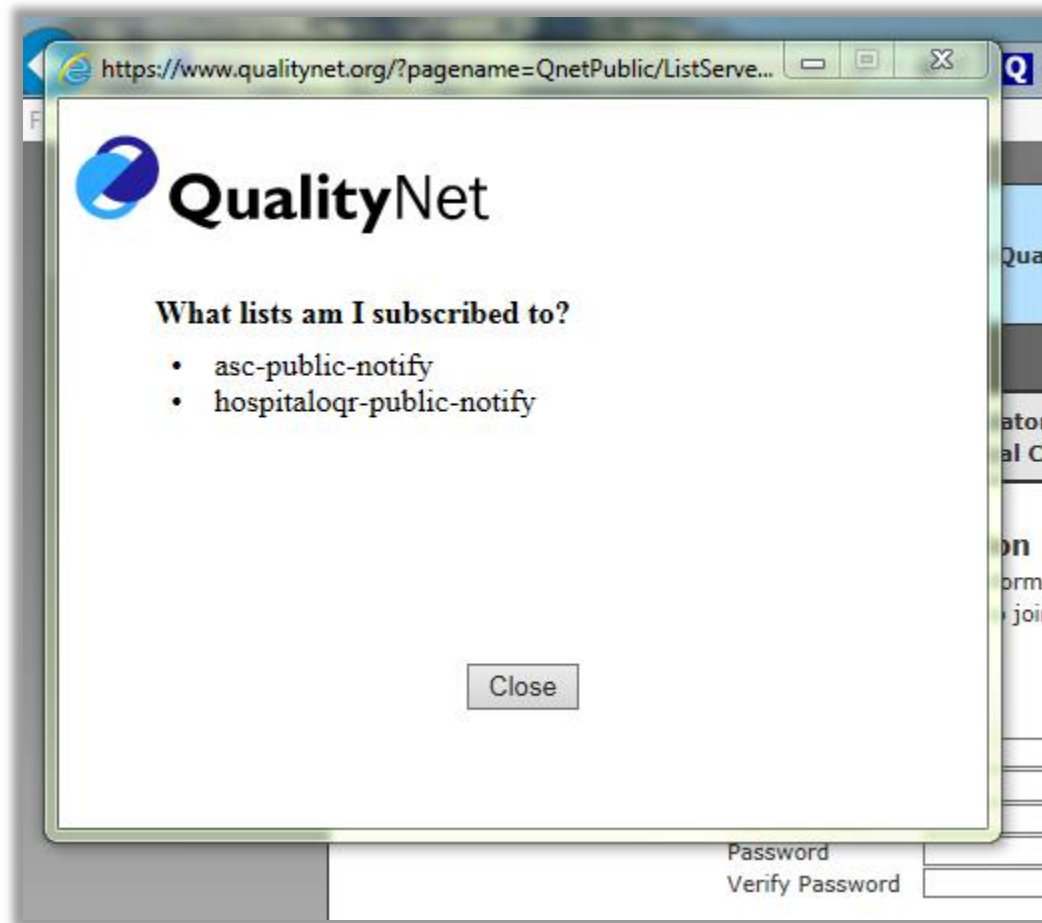
- Ambulatory Surgical Centers
- CART (CMS Abstraction & Reporting Tool)
- Hospital-Acquired Condition (HAC) Reduction Program
- HDC (Hospital Data Collection)/Public Reporting

# Enter Your Email Address



The image shows a web browser window with a modal dialog box open. The browser's address bar shows the URL: <https://www.qualitynet.org/?pagename=QnetPublic/ListServe...>. The modal dialog box has the QualityNet logo at the top left. Below the logo, the text reads "What lists am I subscribed to?". Underneath, there is a label "E-mail:" followed by a text input field. Below the input field is a "Submit" button. At the bottom center of the dialog box is a "Close" button. In the background, the main page content is partially visible, including a "QualityNet Sec" header, a "atory" and "al Centers" dropdown menu, and a section titled "on" with the text "ormation below." and "join.". At the bottom of the page, there are labels for "Password" and "Verify Password" next to input fields.

# Select Your Program





# OP-27

## OP-27: Influenza Vaccination Coverage among Healthcare Personnel

- Facilities report vaccination data for three categories of hospital personnel
- Entered annually via a web-based tool through the NHSN
- Entered per facility

# Lookup Tool

[www.qualityreportingcenter.com](http://www.qualityreportingcenter.com)

**QUALITY REPORTING CENTER**

Change Text Size: [A](#) [A](#) Search this site...

[HOME](#) [EVENTS CALENDAR](#) [INPATIENT >](#) [OUTPATIENT >](#) [ASC >](#) [EDUCATION >](#) [QIN-QIO >](#)

### Inpatient Quick Links

- [Overview](#)
- [Tools and Resources](#)

### Outpatient Quick Links

- [Tools and Resources](#)
- [Lookup Tools](#) ←

### ASC Quick Links

- [Tools and Resources](#)
- [Lookup Tools](#)

Welcome to the Hospital Inpatient and Outpatient Quality Reporting Outreach and Education Support Programs. Here you will find resources to assist hospitals, inpatient psychiatric facilities, PPS-exempt cancer hospitals, and ambulatory surgical centers with quality data reporting. Through these sites, you can access:

- Reference and training materials
- Educational presentations
- Timelines and calendars
- Data collection tools
- Contact information
- Helpful links to resources
- Question and answer tools

The national Support Contractor for the Hospital Inpatient Value, Incentives, and Quality Reporting (MIQR), Outpatient Quality Reporting (OQR) Outreach and Education Support Programs, is dedicated to improving quality care delivery and health outcomes by collaborating with healthcare providers.

- [Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Program](#)
- [Outpatient Quality Reporting Outreach and Education Support Program](#)
- [Ambulatory Surgical Center Quality Reporting](#)

### Announcements

January 22, 2018  
[Website Design Update](#)

[See more announcements](#)

# Enter Your Facility

## Lookup Tools

You are here: [Home](#) » [Hospital OQR Program](#) » Lookup Tools

### Web-Based Status Listing (PY 2019)

Please utilize the search function below for the Web-Based Measure Status Listing to determine whether your facility has completed data submission for the following measures for the Hospital Outpatient Quality Reporting (OQR) Program:

- OP-12: The Ability for Providers with HIT to Receive Laboratory Data Electronically Directly into their ONC-Certified EHR System as Discrete Searchable Data
- OP-17: Tracking Clinical Results between Visits
- OP-22: ED—Left Without Being Seen
- OP-27: Influenza Vaccination Coverage among Healthcare Personnel
- OP-29: Appropriate Follow-up Interval for Normal Colonoscopy in Average Risk Patients
- OP-30: Colonoscopy Interval for Patients with a History of Adenomatous Polyps-Avoidance of Inappropriate Use
- OP-31: Cataracts – Improvement in Patient’s Visual Function within 90 Days Following Cataract Surgery
- OP-33: External Beam Radiotherapy for Bone Metastases

The Web-Based Measure Status Listing is based on the most current information submitted to the Centers for Medicare & Medicaid Services (CMS). Enter the CMS Certification Number (CCN) for your facility to receive the status of your facility’s data submission for all of the web-based measures submitted via the QualityNet web-based tool as of the date indicated. However, to document that all data submission requirements for the measures are complete, please log in to the [QualityNet website](#) and print a screenshot of the data submitted for your records.

### Data Archives

Visit the [Archive](#) pages via the links below to review a previous year’s web-based data submission.

### Use the Lookup Tool

Enter your facility’s CMS Certification Number (CCN) into the field below. Your facility will not be visible in the database if no data have been submitted.

*Note: Data last updated January 18, 2018*

CCN:



# Find Your Data

## Data Archives

Visit the [Archive](#) pages via the links below to review a previous year's web-based data submission.

### Use the Lookup Tool

Enter your facility's CMS Certification Number (CCN) into the field below. Your facility will not be visible in the database if no data have been submitted.

*Note: Data last updated January 18, 2018*

CCN:

### Results for the CCN submission of "123456":

#### Web-Based Measures Information:

Your CCN submission of 123456 contains the following data:

- OP-12 Submitted: **No**
- OP-17 Submitted: **No**
- OP-22 Submitted: **No**
- OP-27 Submitted: \*
- OP-29 Submitted: **No**
- OP-30 Submitted: **No**
- OP-31 Submitted: **No**
- OP-33 Submitted: **No**

#### OP-32 Information:

**Yes**, your facility has a Claims Detail Report (CDR) located on the QualityNet Secure Portal. To retrieve the CDR, your facility must have an active Security Administrator. Go to [QualityNet.org](http://QualityNet.org) to retrieve your CDR.

#### OP-35 Information:

**No**, either your facility was not open or did not have any eligible cases for calculations during the time period of this measure (October 1, 2015 - September 30, 2016), or your facility did not have a QualityNet Secure Portal user account with the appropriate designated roles. Contact the QualityNet helpdesk for additional assistance at 866-288-8912 or at [QNetSupport@hcqis.org](mailto:QNetSupport@hcqis.org).

#### OP-36 Information:

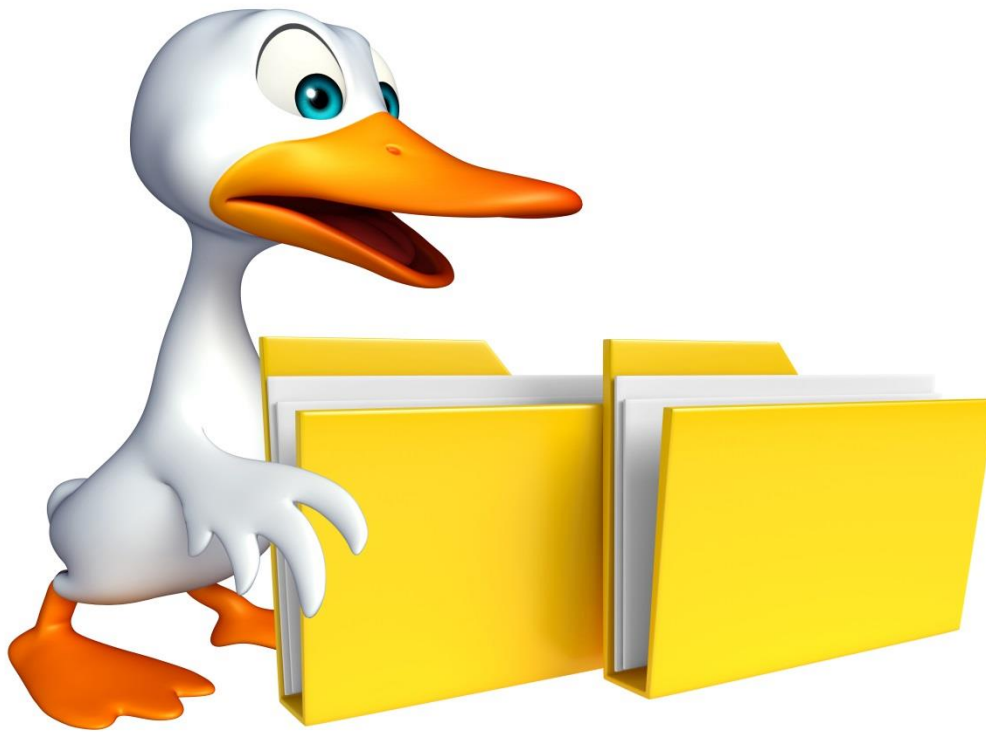
**Yes**, your facility has a facility specific report (FSR), which can be accessed from Secure File Transfer in the QualityNet Secure Portal.

#### NHSN Information:\*

No data is currently available for this payment year.

# Keeping It Straight

- Run reports in QualityNet
  - Provider Participation Report (PPR)
  - Claims Detail Report
  - Submission Summary Report
  - Case Status Summary Report
- Always double-check your submission



Under  
Validation?

---

# Validation

# Data and Validation

## OPPS Payment Update: Applicable Quarters

	Data Submission	Validation Results
<b>CY 2019</b>	<ul style="list-style-type: none"><li>• Q2 2017</li><li>• Q3 2017</li><li>• Q4 2017</li><li>• Q1 2018</li></ul>	<ul style="list-style-type: none"><li>• Q1 2017</li><li>• Q2 2017</li><li>• Q3 2017</li><li>• Q4 2017</li></ul>
	Data Submission	Validation Results
<b>CY 2020</b>	<ul style="list-style-type: none"><li>• Q2 2018</li><li>• Q3 2018</li><li>• Q4 2018</li><li>• Q1 2019</li></ul>	<ul style="list-style-type: none"><li>• Q1 2018</li><li>• Q2 2018</li><li>• Q3 2018</li><li>• Q4 2018</li></ul>

# Validation

- Randomly selected 450 hospitals
  - Open status
  - Paid under OPPS
  - Active Notice of Participation
  - Submitted at least 12 cases
- Targeted 50 hospitals
  - Failed validation **or**
  - Had an outlier value
- Selected hospitals must submit medical documentation within 45 days
- Hospitals must obtain at least a 75% validation score



# Validation Requests

## Scheduled CDAC\* Record Requests

CDAC Record Requests	Encounter Dates	Encounter Quarter
Sep 2017	01/01/17–03/31/17	Q1 2017
Dec 2017	04/01/17–06/30/17	Q2 2017
Mar 2018	07/01/17–09/30/17	Q3 2017
Jun 2018	10/01/17–12/31/17	Q4 2017

\*Clinical Data Abstraction Center

# Validation Reports

Available through QualityNet

- Case Selection Report
  - Displays a list of cases selected for validation
- Confidence Interval Report
  - Displays the confidence interval reliability result
- Case Detail Report
  - Compares the hospital's abstraction to the CDAC's re-abstraction result



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# Administrative Issues

# Back to Our Website

[www.qualityreportingcenter.com](http://www.qualityreportingcenter.com)

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- [Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Program](#)
- [Outpatient Quality Reporting Outreach and Education Support Program](#)
- [Ambulatory Surgical Center Quality Reporting](#)

## Announcements

January 29, 2018  
[Attention: The webinar titled HIQR Program Requirements for Calendar Year 2018 \(Fiscal Year 2020 Payment Determination\) has been rescheduled for February 7, 2018](#)

January 22, 2018  
[Website Design Update](#)

[See more announcements](#)

# Contact Change Form

Public Reporting	
<a href="#">Outpatient Hospital Compare Preview Quick Reference Guide</a>	A quick reference guide for your facility's publicly reported data
<a href="#">Outpatient Hospital Compare Preview Report Help Guide</a>	An instructional guide for hospitals on how to access and understand publicly reported data
Program Resources	
<a href="#">Successful Reporting in the Hospital OQR Program: A Step-by-Step Guide for New Facilities</a>	Essential information for those new to the Hospital OQR Program
<a href="#">Hospital OQR Reference Checklist</a>	Summary of the current year's program requirements
<a href="#">Hospital OQR Important Dates for Calendar Year 2019 Payment Determination</a>	Summary of calendar year 2019 payment determination's reporting dates
<a href="#">Hospital OQR Important Dates for Calendar Year 2020 Payment Determination</a>	Summary of calendar year 2020 payment determination's reporting dates
<a href="#">Q4 2017 Hospital Quality Reporting Checklist</a>	A step-by-step guide for data submission
<a href="#">Hospital Outpatient Quality Reporting Question and Answers Tool</a>	Immediate feedback to your questions and a searchable database of past responses
<a href="#">Q1 2018 Outpatient/Inpatient Timeline</a>	Reporting deadlines and important dates for the OQR and IQR Program
<a href="#">Hospital OQR: ListServe</a>	Email sign-up to receive the most up-to-date information and education
<a href="#">Hospital OQR on QualityNet</a>	Program information and access to data submission portal and reports
<a href="#">CMS Extraordinary Circumstances Exceptions Guidelines and Form</a>	Please visit <a href="http://QualityNet.org">QualityNet.org</a>
<a href="#">Hospital Contact Change Form</a>	Update your facility's contact information
<a href="#">Hospital Quality Reporting 101</a>	Resources for new quality reporting professionals

# Complete the Form

## Hospital Contact Change Form

Complete and submit this form only if any of the contact types indicated below have changed in your facility. If there are no updates to be made, please do not submit this form. Provide information only for the contact types that need to be added, updated, or removed. If a contact type does not apply, please leave the section blank or indicate not applicable (N/A).

Form may be sent by email to [QRSsupport@hcqis.org](mailto:QRSsupport@hcqis.org) or secure fax at (877) 789-4443.

Date:  Provider Name:  Provider ID/CCN:   
 Name/Title of Person Completing the Form:  Phone Number:

Type of Change	Contact	Contact Name/Title	Telephone Number	Fax Number	Email Address	Mailing Address
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	CEO/Administrator Contact					
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	Hospital Inpatient Quality Reporting (IQR) Contact					
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	Outpatient Quality Reporting (OQR) Contact					
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	Inpatient Psychiatric Facility Quality Reporting (IPFQR) Contact					
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Contact					
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	Medical Records Contact					
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	National Healthcare Safety Network (NHSN) Contact (Infection Control)					
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	Quality Management/Improvement Contact					
<input type="checkbox"/> Add New Contact <input type="checkbox"/> Update Existing Contact <input type="checkbox"/> Remove Existing Contact	*QualityNet Security Administrator (SA) Contact					

\*Important Note about QualityNet SAs: Every facility participating in the IQR and/or IPFQR Program must designate a minimum of one SA. To prevent possible interruption of QualityNet access, facilities are highly encouraged to appoint at least two SAs. If your facility does not have one, it may be at risk of incurring a reduction to its annual payment update (APU). For more information about how to designate an SA, please refer to the [QualityNet Security Administrator Registration](#) page.  
 Please Note: Submitting SA contact information on this form WILL NOT update or change your SA information in QualityNet.

# Security Administrator

The screenshot shows the QualityNet Secure Portal website. At the top left is the QualityNet logo. To its right is the text "Log in to QualityNet Secure Portal (formerly MyQualityNet)" with a "Log In" button. Further right is a search bar with a "Search" button. Below this is a navigation bar with tabs for "Home", "My QualityNet", and "Help". Under "My QualityNet" are several dropdown menus for different facility types: "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement".

The main content area is divided into several sections:

- QualityNet Registration:** A list of links including "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "ASCs", "Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "QIOs". A red arrow points to the "Hospitals - Outpatient" link.
- QualityNet downtime March 2-3:** A yellow box containing a notice: "Due to system maintenance, QualityNet.org and the QualityNet Secure Portal may be unavailable from 7 p.m. CT on March 2, through 7 p.m. CT, on March 3. This will affect submissions to data warehouses and access to applications within the QualityNet Secure Portal."
- QualityNet News:** A section with a "More News »" link. It features a "New CMS HSR tutorial video released" article with a sub-headline: "The Centers for Medicare & Medicaid Services (CMS) has released a new video to assist participants in the Hospital Inpatient Quality Reporting (IQR) program with interpreting and understanding their Hospital-Specific Reports (HSRs)." and a "Full Article »" link. Below this are "Headlines" with three bullet points: "CMS releases April 2018 Hospital Compare preview reports", "FY 2018 program results for three Value-Based Purchasing programs updated on Hospital Compare site", and "Hospitals selected for FY 2020 inpatient quality reporting chart-abstracted data validation".
- Getting Started with QualityNet:** A list of links including "Registration", "Sign-In Instructions", "Security Statement", "Password Rules", and "QualityNet System Security Policy, PDF".
- Log in to QualityNet Secure Portal:** A section with a "Login" button and a list of resources: "Download Symantec ID (required for login)", "Portal Resources", and "Secure File Transfer Resources".
- Questions & Answers:** A list of links including "Ambulatory Surgical Centers", "End-Stage Renal Disease (ESRD) QIP", "Hospitals - Inpatient", "Hospitals - Outpatient", "Inpatient Psychiatric Facilities", and "PPS-Exempt Cancer".

# Choose Your Option

The screenshot shows the QualityNet website interface. At the top left is the QualityNet logo. To its right is a navigation bar with 'Home', 'My QualityNet', and 'Help' tabs. Below this is a horizontal menu with dropdowns for 'Hospitals - Inpatient', 'Hospitals - Outpatient', 'Physician Offices', 'Ambulatory Surgical Centers', 'PPS-Exempt Cancer Hospitals', 'ESRD Facilities', 'Inpatient Psychiatric Facilities', and 'Quality Improvement'. A search bar is located on the right side of the top navigation area. The main content area is titled 'QualityNet Registration Hospitals - Outpatient'. It contains two paragraphs of text and a list of two user roles: 'Security Administrator' and 'Basic User'. A red arrow points to the 'Security Administrator' link. On the left side of the main content area, there are two vertical navigation boxes. The top one is titled 'Registration' and lists 'QualityNet', 'Hospital Outpatient Quality Reporting', and 'Program Participation'. The bottom one is titled 'Getting Started with QualityNet' and lists 'Registration', 'Sign-In Instructions', 'Security Statement', 'Password Rules', and 'QualityNet System Security Policy, PDF'.

**QualityNet** Log in to QualityNet Secure Portal (formerly MyQualityNet)  Search

Log In

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

**Registration**

- QualityNet
- Hospital Outpatient Quality Reporting Program Participation

**Getting Started with QualityNet**

- Registration
- Sign-In Instructions
- Security Statement
- Password Rules
- QualityNet System Security Policy, PDF

## QualityNet Registration Hospitals - Outpatient

All users requesting access to the QualityNet Secure Portal (formerly, *My QualityNet*) must be individually approved and verified. This mandatory registration process is used to maintain the confidentiality and security of healthcare information and data transmitted via the Secure Portal. The process begins with registration for a QualityNet account.

For QualityNet registration instructions, select your user classification below:

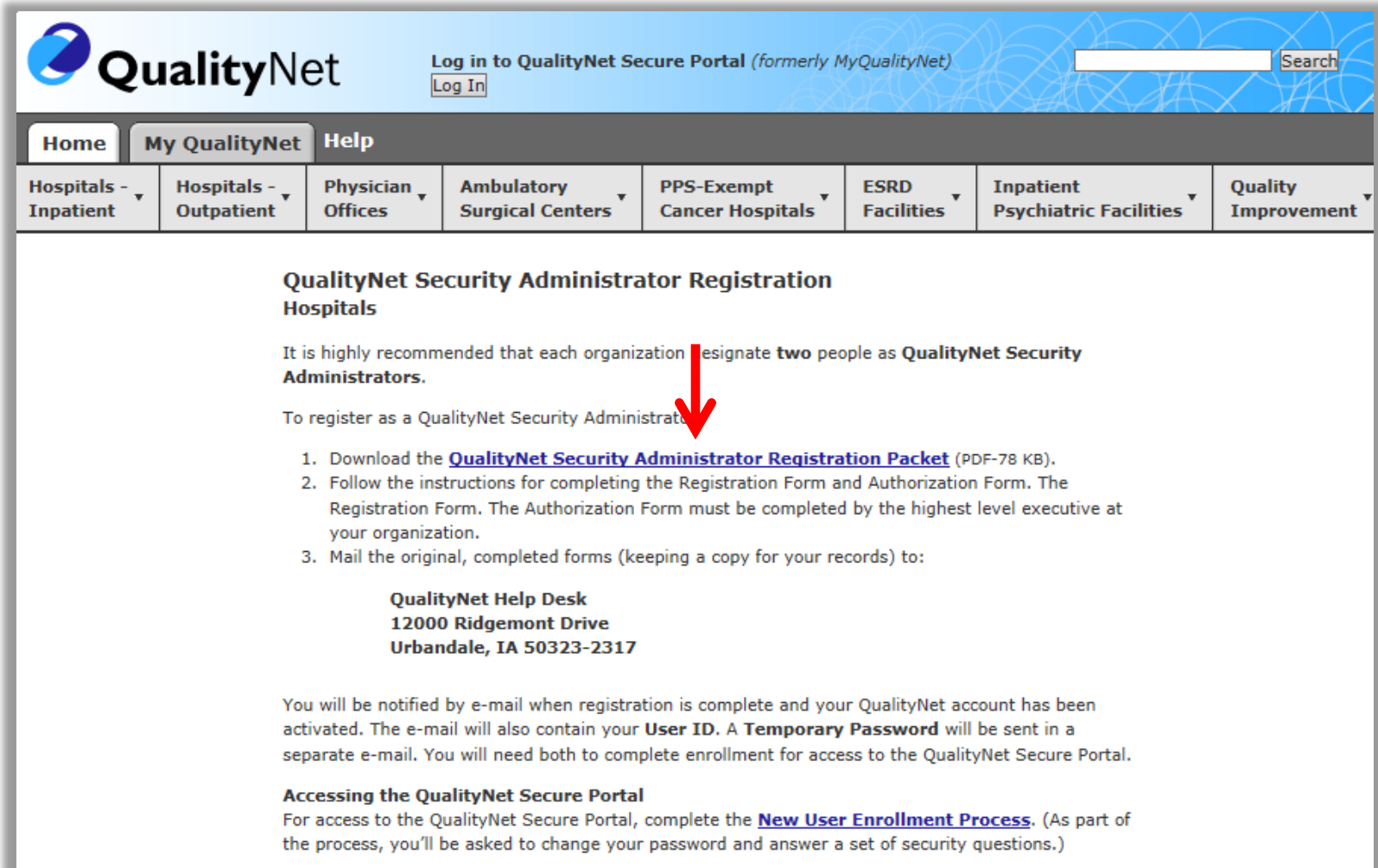
- **[Security Administrator](#)**
- **[Basic User](#)**

The QualityNet Security Administrator facilitates the registration process for other users at the organization. Typically, an organization designates two Security Administrators. See the [Security Administrator Responsibilities](#) for a more complete list of duties. Providers submitting data (or using a vendor to submit data on their behalf) and accessing secured reports via the QualityNet Secure Portal are **required** to designate a Security Administrator.

All other registered QualityNet users in an organization are considered basic users.



# Complete the Packet



**QualityNet** Log in to QualityNet Secure Portal (formerly MyQualityNet)  Search

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

## QualityNet Security Administrator Registration

### Hospitals

It is highly recommended that each organization designate **two** people as **QualityNet Security Administrators**.

To register as a QualityNet Security Administrator:

1. Download the [QualityNet Security Administrator Registration Packet](#) (PDF-78 KB).
2. Follow the instructions for completing the Registration Form and Authorization Form. The Registration Form. The Authorization Form must be completed by the highest level executive at your organization.
3. Mail the original, completed forms (keeping a copy for your records) to:

**QualityNet Help Desk**  
**12000 Ridgemont Drive**  
**Urbandale, IA 50323-2317**

You will be notified by e-mail when registration is complete and your QualityNet account has been activated. The e-mail will also contain your **User ID**. A **Temporary Password** will be sent in a separate e-mail. You will need both to complete enrollment for access to the QualityNet Secure Portal.

### Accessing the QualityNet Secure Portal

For access to the QualityNet Secure Portal, complete the [New User Enrollment Process](#). (As part of the process, you'll be asked to change your password and answer a set of security questions.)

**Don't let yourself get underwater!**



# Contact Us

- Support Contractor
  - Helpdesk: 866.800.8756
  - [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com)
- Have a question? Use the Questions & Answers tool
  - <https://cms-ocsq.custhelp.com/>
- CDAC
  - 717.718.1230

# Thank You!



# Continuing Education Approval

This program has been approved for 1.0 continuing education (CE) unit for the following professional boards:

- Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling
- Florida Board of Nursing Home Administrators
- Florida Council of Dietetics
- Florida Board of Pharmacy
- Board of Registered Nursing (Provider #16578)
  - It is your responsibility to submit this form to your accrediting body for credit.

# CE Credit Process

- Complete the ReadyTalk® survey that will pop up after the webinar, or wait for the survey that will be sent to all registrants within the next 48 hours.
- After completion of the survey, click “Done” at the bottom of the screen.
- Another page will open that asks you to register in HSAG’s Learning Management Center.
  - This is separate from registering for the webinar. If you have not registered at the Learning Management Center, you will **not** receive your certificate.
  - Please use your **personal** email so you can receive your certificate.
  - Healthcare facilities have firewalls that block our certificates.

# CE Certificate Problems?

- If you do not immediately receive a response to the email you used to register in the Learning Management Center, a firewall is blocking the survey link.
- Please go back to the New User link and register your personal email account.
- If you continue to have problems, please contact Deb Price at [dprice@hsag.com](mailto:dprice@hsag.com).

# CE Credit Process: Survey

No

Please provide any additional comments

**10. What is your overall level of satisfaction with this presentation?**

Very satisfied

Somewhat satisfied

Neutral

Somewhat dissatisfied

Very dissatisfied

If you answered "very dissatisfied", please explain

**11. What topics would be of interest to you for future presentations?**

**12. If you have questions or concerns, please feel free to leave your name and phone number or email address and we will contact you.**

Done

Powered by [SurveyMonkey](#)  
Check out our [sample surveys](#) and create your own now!



# CE Credit Process

Thank you for completing our survey!

Please click on one of the links below to obtain your certificate for your state licensure.

You must be registered with the learning management site.

**New User Link:**

<https://lmc.hshapps.com/register/default.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae>

**Existing User Link:**

<https://lmc.hshapps.com/test/adduser.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae>

**Note:** If you click the 'Done' button below, you will not have the opportunity to receive your certificate without participating in a longer survey.

Done

# CE Credit Process: New User

The screenshot shows a web browser window displaying the registration page for a new user. The page header includes the HSAG logo (Health Services Advisory Group) on the left and a security notice on the right: "this is a secure site please provide credentials to continue" with a lock icon. Below the header, the page title is "Learning Management Center". The main content area is titled "Learning Center Registration: OQR: 2015 Specifications Manual Update - 1-21-2015". The registration form contains four input fields: "First Name:", "Last Name:", "Email:", and "Phone:". The "Phone:" field has a small icon of a telephone handset. Below the input fields is a "Register" button. The page is framed by a blue border on the left and right sides.

**HSAG** HEALTH SERVICES ADVISORY GROUP

this is a secure site  
please provide credentials to continue

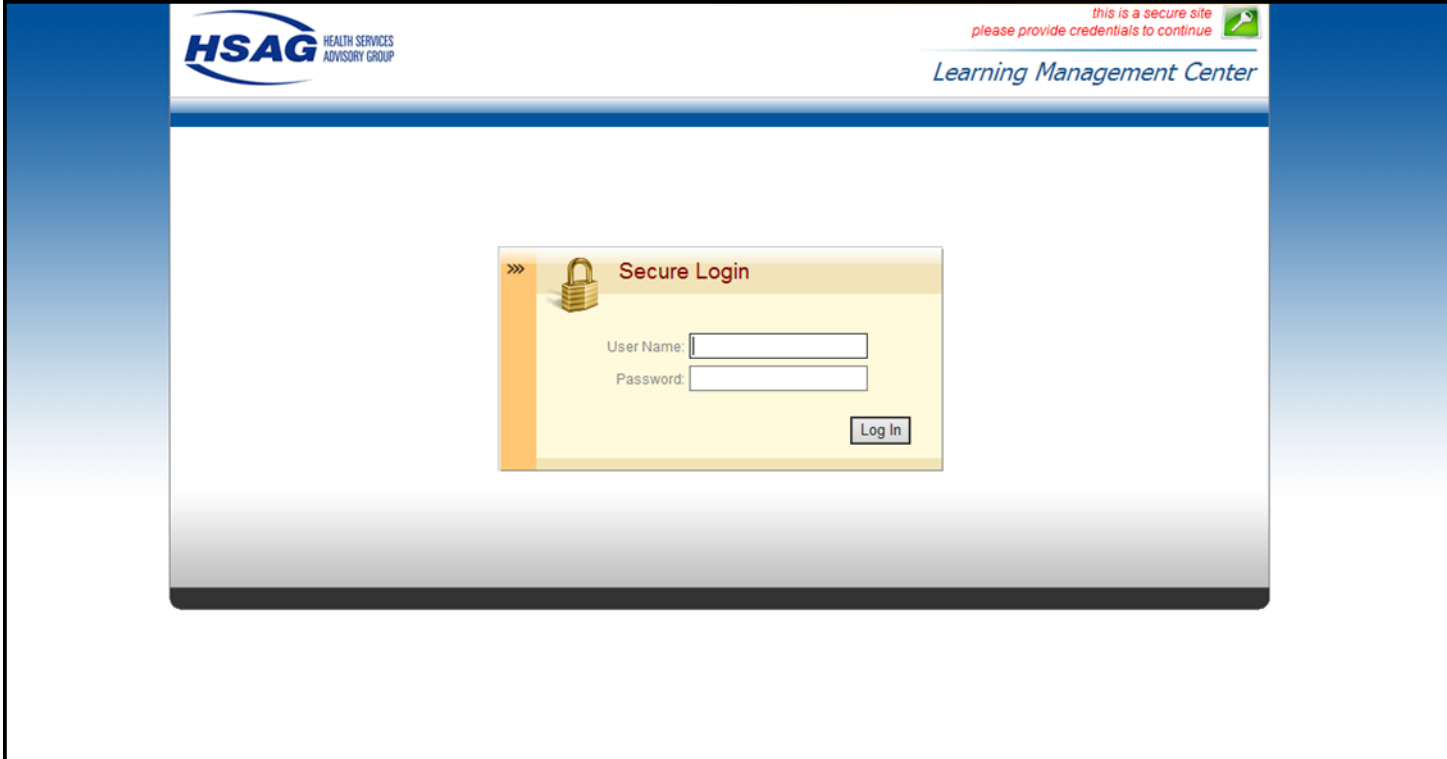
Learning Management Center

**Learning Center Registration: OQR: 2015 Specifications Manual Update - 1-21-2015**

First Name:  Last Name:

Email:  Phone:

# CE Credit Process: Existing User



The screenshot displays the login interface for the HSAG Learning Management Center. At the top left is the HSAG logo with the text "HEALTH SERVICES ADVISORY GROUP". At the top right, a red security warning reads "this is a secure site please provide credentials to continue" next to a green padlock icon. Below this is the text "Learning Management Center". The central focus is a "Secure Login" box with a yellow background and a gold padlock icon. It contains two input fields: "User Name:" and "Password:". A "Log In" button is positioned at the bottom right of the login box.

# Thank You for Participating!

Please contact the Support Contractor if you have any questions:

- Submit questions online through the QualityNet Question & Answer Tool at [www.qualitynet.org](http://www.qualitynet.org)

*Or*

- Call the Support Contractor at 866.800.8756.