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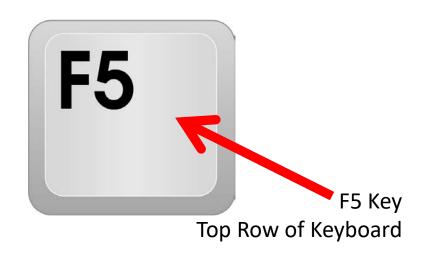
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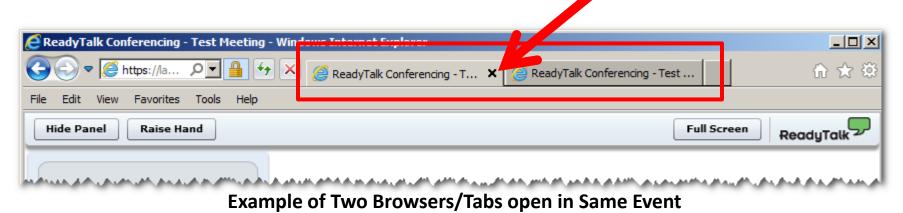
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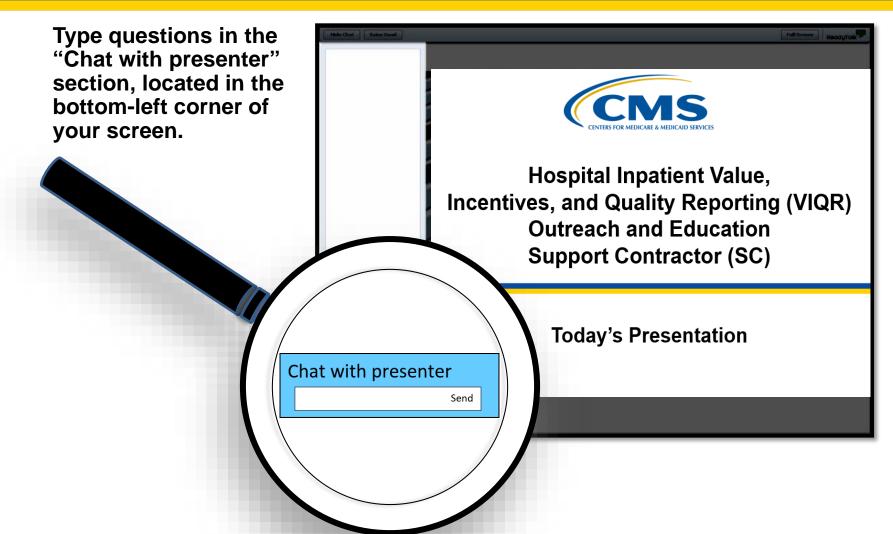


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- Close all but one browser/tab and the echo will clear.



Submitting Questions





Question and Answer Session: CY 2018 eCQM Reporting for the Hospital IQR and Promoting Interoperability Programs

Artrina Sturges, EdD

Alignment of Electronic Clinical Quality Measures (eCQMs) Lead Hospital Inpatient Value, Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contractor (SC)

Veronica Dunlap, BSN, RN, CCM

Project Manager II Hospital Inpatient VIQR Outreach and Education SC

January 29, 2019

Purpose

This session is devoted to addressing data-submitter questions related to the aligned reporting of electronic clinical quality measures (eCQMs) for the Hospital Inpatient Quality Reporting (IQR) and the Promoting Interoperability* Programs for calendar year (CY) 2018.

*Previously known as the EHR Incentive Program

Objectives

At the conclusion of this presentation, participants will be able to perform the following:

- Quickly locate the CY 2018 eCQM reporting requirements
- Locate and use tools and reference materials to assist with submission activities
- Perform the steps necessary for successful eCQM submission of Quality Reporting Document Architecture (QRDA) Category I files

Question and Answer (Q&A) Session: CY 2018 eCQM Reporting for the Hospital IQR and Promoting Interoperability Programs

Hospital IQR and Promoting Interoperability Reporting Requirements Review

CY 2018 eCQM Reporting Requirements

For hospitals participating in the Hospital IQR Program:

- Report on **four** of the 15 available eCQMs
- Report **one** self-selected calendar quarter in CY 2018 (quarter [Q] 1, Q2, Q3, or Q4)
- Submission deadline: February 28, 2019

NOTE: Meeting the Hospital IQR Program eCQM requirement also satisfies the clinical quality measure (CQM) electronic reporting requirement for the Promoting Interoperability Program for eligible hospitals and critical access hospitals (CAHs), **except outpatient measure ED-3, National Quality Forum (NQF) #0496**.

CY 2018 Certification and Specification Policies

Technical Requirements

- Use electronic health record (EHR) technology certified to the 2014 Edition, 2015 Edition, or a combination of both (Office of the National Coordinator for Health Information Technology [ONC] standards) and certified to all available eCQMs
- Use eCQM specifications published in the 2017 eCQM annual update for CY 2018 reporting and applicable addenda, available on the Electronic Clinical Quality Improvement (eCQI) Resource Center website at <u>https://ecqi.healthit.gov/eh</u>
- Use 2018 CMS Implementation Guide for Quality Reporting Document Architecture Category I Hospital Quality Reporting, available at <u>https://ecqi.healthit.gov/qrda</u>

Defining Successful eCQM Submission for CY 2018 eCQM Reporting

To successfully submit the required eCQMs, based on program year for the Hospital IQR and the Promoting Interoperability Programs, report them as any combination of the following:

- Accepted QRDA Category I files with patients meeting the initial patient population of the applicable measures
- Zero denominator declarations
- Case threshold exemptions

NOTE: Submission of eCQMs does **not** meet the complete program requirements for the Hospital IQR or the Promoting Interoperability Programs.

Questions regarding the complete program requirements for the Promoting Interoperability Program should be directed to the *QualityNet* Help Desk at <u>qnetsupport@hcqis.org</u> or (866) 288-8912.

CY 2018 QRDA Category I File Format Expectations

- One file, per patient, per quarter
- Should include all the episodes of care and the measures associated with the patient file in that reporting period
- Maximum individual file size of 10 megabytes
- Files uploaded by ZIP file (.zip)
- Maximum submission of 15,000 files per ZIP file (If a hospital has more than 15,000 patient files per quarter, the hospital can submit additional ZIP files.)

CY 2018 Public Reporting of eCQM Data

- Public display of eCQM data on *Hospital Compare* continues to be delayed in conjunction with the implementation of the eCQM data validation process.
- Public display of eCQM data will be addressed in a future CMS inpatient prospective payment system rule.

Promoting Interoperability Program CQM Reporting Requirements for CY 2018

Requirements

For eligible hospitals and CAHs reporting **electronically** for the Promoting Interoperability Program in CY 2018:

- The reporting period is **one** self-selected quarter of eCQM data if demonstrating meaningful use (MU) for the first time or demonstrated MU any year prior to 2018.
- Report on at least four (self-selected) of the available eCQMs.
- The Promoting Interoperability Program submission deadline is February 28, 2019 (two months following the close of the calendar year).

NOTE: Meeting the Hospital IQR Program eCQM requirement also satisfies the CQM electronic reporting requirement for the Promoting Interoperability Program for eligible hospitals and CAHs, **except outpatient measure ED-3**, **NQF #0496**.

Promoting Interoperability Program CQM Reporting Requirements for CY 2018

Attestation

Attestation is only an option available for eligible hospitals and CAHs in specific circumstances when electronic reporting is not feasible under the Promoting Interoperability Program.

- Full CY 2018, consisting of four quarterly data reporting periods
- Report on all 16 available CQMs via the QualityNet Secure Portal
- Submission deadline: February 28, 2019

NOTE: For eligible hospitals and CAHs demonstrating MU for the first time under their state's Medicaid Promoting Interoperability Program, the reporting period is any continuous 90-day period within CY 2018. Visit the CMS.gov Promoting Interoperability Programs <u>Eligible</u> <u>Hospital Information</u> page for additional details.

Promoting Interoperability Programs Attestation via *QualityNet Secure Portal* for CY 2018

- On January 2, 2018, eligible hospitals and CAHs began submitting MU attestations through the *QualityNet Secure Portal* with the CY 2017 reporting period.
 - Visit the CMS.gov <u>CMS Promoting Interoperability</u> <u>Programs</u> website for more information, including reference guides and webinar presentation materials.
 - Submit questions to the *QualityNet* Help Desk at <u>qnetsupport@hcqis.org</u> or (866) 288-8912.

CY 2018 Medicaid Promoting Interoperability Program

- State Medicaid programs continue to be responsible for determining whether or how electronic reporting of eCQMs would occur or if they wish to allow reporting through attestation.
- Visit the CMS.gov Promoting Interoperability Program <u>Medicaid State Information</u> page for details.

Q&A Session: CY 2018 eCQM Reporting for the Hospital IQR and Promoting Interoperability Programs

Q&A Session

Q&A Session: CY 2018 eCQM Reporting for the Hospital IQR and Promoting Interoperability Programs

Appendix: Self-directed Tools and Resources

QualityNet: eCQMs Overview

https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage %2FQnetTier2&cid=1228773849716

Home My QualityNet Help								
ospitals - 🕌	Hospitals - Outpatient	Physician Offices	Ambulatory Surgical Centers	PPS-Exempt Cancer Hospitals	ESRD Facilities	Inpatient Psychiatric Facili	ities	Quality Improvement
Electronic C Quality Mea (eCQMs) Re	sures porting	Beginning in Calend data for electronic c	lar Year (CY) 2013, hosp linical quality measures	sures (eCQMs) Ov bitals were provided the (eCQMs). These quality	opportunity to v measures were	developed	EHR	ital Reporting Notifications Serve Registration
Measure Inform	nation			ord (EHR) system certifie (port, calculate, and repo				
Pre-Submissio Validation App (PSVA)	lication	tion Effective CY 2016, hospitals are required to electronically report clinical quality measures as a portion of the Hospital Inpatient Quality Reporting (IQR) and the Medicare EHR Incentive Programs.						
Extraordinary Circumstances Request Form	(ECE)	Hospitals that successfully submit eCQM data to meet Hospital IQR Program requirements will also fulfill the Medicare EHR Incentive Program requirement for electronic reporting of CQMs with one submission.						
Resources				for the Hospital IQR and				
Incentive Programs. For more information, refer to the <u>Hospital IQR Program</u> pages of <i>QualityNet</i> and Technical Specifications the <u>EHR Incentive Programs</u> pages of the Centers for Medicare & Medicaid Services (CMS) website.								
E-mail Notifica	All and an and a second se		fications and Resources rees to support successf	for technical guides, me ul program reporting.	asure specificat	ions information		
Webinars	1	IQR Program. CAHs	are required to particip	encouraged, but not requ bate in the Medicare EHR CMS.gov website for mo	Incentive Progr	am. Review the		
	1 1 1	For the CY 2018 rep IQR Program. Per th the Medicare EHR In Medicare EHR Incer	porting period, eligible h he <u>FY 2018 IPPS Final Ri</u> ncentive Program. Attes	Payment Determinatio ospitals (EHs) are requiru ule, EHs and CAHs are re tation will only be permit circumstances where ele	ed to report eCC equired to electr tted as a reporti ectronic reportin	onically report to ng option for the		

Pre-Submission Validation Application (PSVA) Tool

 Allows submitters to locate and correct QRDA Category I file formatting errors prior to data submission to CMS

NOTE: The CMS data receiving system performs additional checks, including the Clinical Document Architecture schema, submission-period dates, and authorization for a vendor to submit on a hospital's behalf.

- Serves as a voluntary tool (CMS recommends hospitals and vendors to test early and often)
- Installs on your system—PSVA is downloadable from the Secure File Transfer in the QualityNet Secure Portal

Please contact the *QualityNet* Help Desk for additional information at <u>qnetsupport@hcqis.org</u>; (866) 288-8912, 7 a.m. to 7 p.m. CT, Monday through Friday.

Test and Production QRDA Category I File Submission Checklists

CY 2018 versions available on <u>QualityNet.org</u> and <u>QualityReportingCenter.com</u>

	CY 2018 Hospital IQR – Promoting Interoperability Program Alignment			
	Preparation Checklist for eCQM Reporting – QRDA Category I Test File(s) Instructions			
Due	Task	\checkmark		
NOW	 Select at least four (4) of the 15 available electronic clinical quality measures (eCOMs) for one self-selected quarter of 2018 data (Q1, Q2, Q3, or Q4) during the same reporting period. Confirm Health Information Technology (Health IT) is certified to the Office of the National Coordinator of Health IT (ONC) 2014 Edition, 2015 Edition, or a combination of both. Visit the <u>Certified Health IT Product List (CHPL) website</u> to ensure the edition is certified to report all eCQMs. Contact the <u>QualityNet Help Desk</u> to obtain a QualityNet Secure Portal account and the Electronic Health Record (EHR) Data Upload Role. Confirm the Quality Reporting Document Architecture (QRDA) Category I file(s) are constructed per the 2018 Centers for Medicaire & Medicaid Services (CMS) Implementation Guide (IG) for Hospital Quality Reporting and 2018 CMS QRDA I Schematrons and Sample Files for Hospital Quality Reporting under the Eligible Hospital/Critical Access Hospital (CAH) tab of the eCQI Resource Center. Download the most recent version of the Pre-Subhission Validation Application (PSVA) tool and the user manual from the Secure File Transfer of the QualityNet Secure Portal to validate the QRDA Category I file(s) for submission. NOTE: CMS is expecting one QRDA Category I file per patient, per quarter, which includes all episodes of care and applicable measures associated with that reporting period. 		roperability Program Alignment Preparation Checklist for eCQM Reporting Category Production Vile(s) Instructions Task valiable electronic clinical quality measures (eCQMs) for one self-selected quarter of ing the same reporting period. ology (Health IT) is certified to the Office of the National Coordinator of Health IT (ONC) mbination of both. Visit the <u>Certified Health IT Product List (CHPL</u>) website to ensure aCQMs. to obtain a <i>QualityNet Secure Portal</i> account and the Electronic Health Record (EHR)	-
System opens mid-Sept. Deadline is 2/28/19 11:59 p.m. Pacific Time	Submit Test File(s) either via the PSVA tool or directly to the <i>QualityNet Secure Portal</i> . For questions, contact the <u>QualityNet Help Desk</u> .	N ALC Y S S X	cument Architecture (QRDA) Category I file(s) are constructed per the <u>2018 Centers for</u> IS) Implementation Guide (IG) for QRDA Category I Hospital Quality Reporting and ind Sample Files for Hospital Quality Reporting, available under the <u>Eligible</u> CAH) tab of the eCQI Resource Center. In of the Pre-Submission Validation Application (PSVA) tool and the user manual from the <u>Net Secure Portal</u> to validate the QRDA Category I file(s) for submission. pory I file per patient, per quarter, which includes all episodes of care and applicable measures kimum individual file size is 5 MB. A maximum of 15,000 files can submitted per ZIP file. a the PSVA tool or directly to the <i>QualityNet Secure Portal</i> .	
_	Deadline: 2/28/19 1. Log into the PSVA tool u 2. Select the Program [HQR	stem (sing y R_EHF	Help Desk. performs additional checks since the PSVA tool only validates the file structure.) your <i>Quality/Net</i> User ID and password. IR_IQR] for dual program submission. and the File Selection Window will open.	

Time

- 4. Locate the ZIP file(s) on the workstation and choose the file(s) to add to the application. (The status will indicate "New" Pacific once added.) The File Details Table will display the file(s) based upon the selection in the "Select by File Status" window. Select the file(s) for validation from the File Details Table and Select the [Validate Files] button.
 - 6. Check the status of the file(s). The result will indicate "Valid" or "Invalid." A feedback file is also available for review.

EHR Reports Overview Document

CY 2018 version posted on <u>QualityReportingCenter.com</u> under eCQM Resources for IQR and on <u>QualityNet.org</u> under eCQM Resources

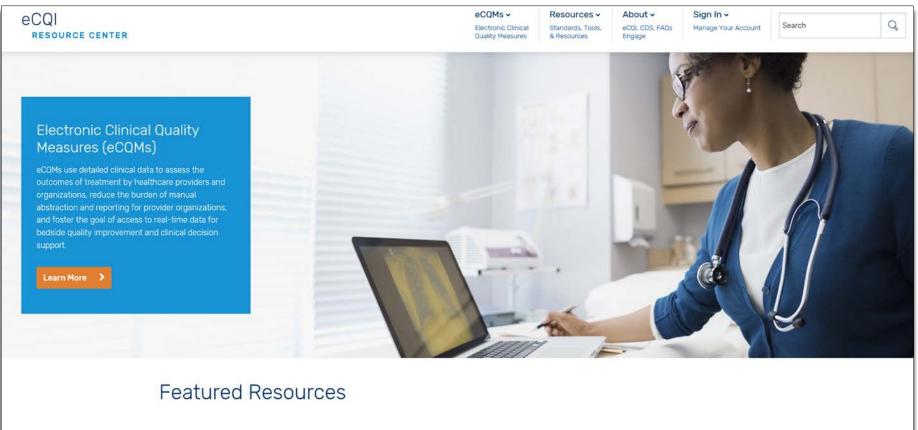
EHR Hospital Reports Available in <i>QualityNet Secure Portal</i> Calendar Year (CY) 2018/Fiscal Year (FY) 2020 eCQM Reporting					
Frequently Asked Questions	Report Name	Report Purpose	Report File Type		
Which report displays how the Quality Reporting Document Architecture (QRDA) Category I files were processed at the file level for electronic health record (EHR) reporting?	EHR Hospital Reporting – Submission Detail Report (R529)	File-level validation shows the conformance or error statements within rejected files.	Generate for test and production QRDA Category I files through the feedback and submission report categories.		
Which report provides a summary of the total individual files (submitted within a batch file) that were accepted, deleted, or rejected?	EHR Hospital Reporting – Submission Summary Report (R528)	This is a summary report; therefore, the counts display every accepted, rejected, and deleted file submitted for the selected quarter. This count includes files that have been submitted more than once. NOTE: This report only evaluates if the measure template is in the file and should not be utilized to determine reporting success.	Generate for test and production QRDA Category I files through the feedback and submission report categories.		
Which report can provide a summary level of measure performance calculations?	EHR Hospital Reporting – eCQM Performance Summary Report (R547)	Performance calculations (such as denominator and numerator populations), continuous variable observations, etc.	Generate for production QRDA Category I files through the feedback or submission report categories.		
Which report tells me if our hospital's production file submissions are meeting the CMS definition of successful electronic clinical quality measure (eCQM) reporting for the Hospital Inpatient Quality Reporting (IQR) Program and Promoting Interoperability (PI) Program for Hospitals?	EHR Hospital Reporting – eCQM Submission Status Report (R530)	The PI Program for Hospitals and Successful IQR- EHR Submission fields in this report indicate successful submission of eCQM reporting when a Y, for Yes, is displayed for each field. NOTE: The definition of successful submission is a combination of QRDA Category I files, zero denominator declarations, and/or case threshold exemptions reported via the <i>QualityNet Secure</i> <i>Portal</i> by the reporting deadline.	Generate for production QRDA Category I files only the feedback and submission report categories. NOTE: This is a snapshot in time. If the reporting changes in any way, re-generate the report for the most current status of the PI Program for Hospitals and IQR-EHR submission categories.		
Which report is available to review measure calculations at the patient level, measure level, and for each episode of care?	EHR Hospital Reporting – eCQM Submission and Performance Feedback Report (R546)	The aforementioned measure calculations are available on accepted files and can be tracked by discharge quarter.	Generate for test and production QRDA Category I files (only available through the submission report category).		

Quality Reporting Center

QUALITY REPORTING CENTER		Change Text Size: <u>A A</u> Search this site Se
НОМ	E EVENTS CALENDAR INPATIENT > OUTPATIENT	> ASC > QIN-QIO >
Inpatient Quick Links	Outpatient Quick Links	ASC Quick Links
Overview Tools and Resources	<u>Tools and Resources</u> <u>Lookup Tools</u>	<u>Tools and Resources</u> <u>Lookup Tools</u>
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 Val is dedicated to improving quality care delivery and health out Hospital Inpatient Value, Incentives, and Quality Report Outpatient Quality Reporting Outreach and Education S Ambulatory Surgical Center Quality Reporting	ing Outreach and Education Support Center	Comment Period Published November 5, 2018 CY 2019 OPPS/ASC Final Rule 1 Comment Period Now on Display August 1, 2018 CY 2019 OPPS/ASC Proposed F published_open for comment See more announcements
Upcoming Events December 11, 2018 SEP-1 Early Management Bundle, Severe Sepsis/Septic Sho Measure Updates and v5 0b Through v5 2b Analysis Results		December 12, 2018 of the IPFQR Program: Review of ISRs for CBMs — 1 C.E.

eCQI Resource Center

https://ecqi.healthit.gov/



eCQI Resource Center Measure Specifications

https://ecqi.healthit.gov/eligible-hospital-critical-access-hospital-ecqms?field_year_value=2

CQI resource center			eCQMs → Electronic Clinical Quality Measures	Resources - Standards, Tools, & Resources	About → eCQI, CDS, FAQs Engage	Sign In ↓ Manage Your Account	Search
	2018 Q1-Q4	Implementation Checklist eCQM Annual Update					
	2018 Q1-Q4	eCQM Addendum Checklist					
	2018 Q1-Q4	Eligible Hospitals Table of eCQMs (pdf)				May 2017	
	2018 Q1-Q4	eCOM Annual Update Pre-Publication Document (pdf)	_			Mar 2017	
	2018 Q1-Q4	eCQM Specifications for Eligible Hospitals (zip)				May 2017	
	2018 Q1-Q4	eCQM Value Sets Addendum I				Sep 2017	
	2018 Q1-Q4	Binding Parameter Specification (BPS) Addendum				Sep 2017	
	2018 Q1-Q4	eCQM Measure Logic Guidance v1.13 (pdf)				May 2017	
	2018 Q1-Q4	Technical Release Notes (code system updates only) Add	<u>lendum (pdf)</u>			Jan 2018	
	2018 Q1-Q4	Technical Release Notes (code system updates only) Add	lendum (zip)			Oct 2017	
	2018 Q1-Q4	Technical Release Notes Addendum (pdf)				Jan 2018	
	2018 Q1-Q4	Technical Release Notes Addendum (zip)				Oct 2017	
	2018 Q1-Q4	Addendum to 2018 CMS QRDA Category I Implementation	n Guide for Hospital Qual	ity Reporting (pdf)		Dec 2018	
	2018 Q1-Q4	CMS QRDA I Implementation Guide for Hospital Quality Re	eporting (pdf)			Jul 2017	
	2018 Q1-Q4	CMS QRDA I Schematrons, and Sample Files for Hospital	Quality Reporting (zip)			Jan 2018	
	2018 Q1-Q4	HL7 QRDA Category I Specifications C				Jan 2017	
	2018 Q1-Q4	QRDA Category I Conformance Statement Resource [pdf]				Oct 2018	
	*This is a volun	tary measure and does not count toward <u>eCQM</u> ® submissio	n				
	Measure Nam	e	CMS ID	NQF ID	Value Set		
	Hybrid Hospita	al-Wide Readmission*	CMS529v0	2879	CCDE Value Set	<u>s</u>	

eCQI Resource Center: Measure Logic and CMS Implementation Guide (IG)-related Items

https://ecqi.healthit.gov/eligible-hospital-critical-access-hospital-ecqms?field_year_value=2

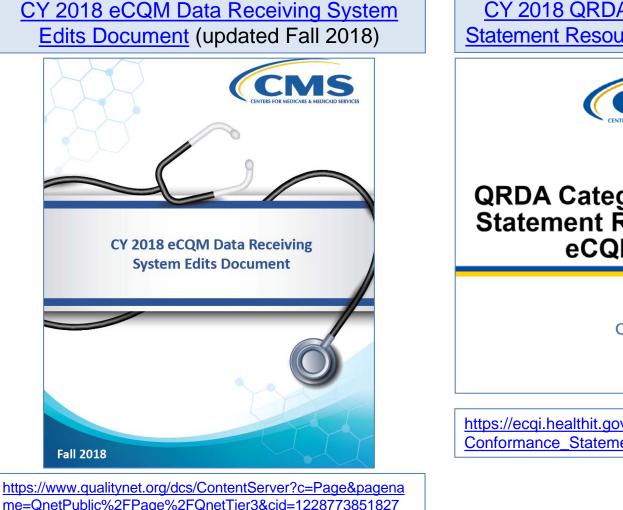
eCQI resource center			eCQMs ✓ Electronic Clinical Quality Measures	Resources - Standards, Tools, & Resources	About - eCQI, CDS, FAQs Engage	Sign In ↓ Manage Your Account	Search Q
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	2018 Q1-Q4	eCQM Addendum Checklist					
	2018 Q1-Q4	Eligible Hospitals Table of eCQMs (pdf)				May 2017	
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	2018 Q1-Q4	Binding Parameter Specification (BPS) Addendum				Sep 2017	
	2018 Q1-Q4	eCQM Measure Logic Guidance v1.13 (pdf)				May 2017	
	2018 Q1-Q4	Technical Release Notes (code system updates only) Adden	idum (pdf)			Jan 2018	
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	2018 Q1-Q4	CMS QRDA I Schematrons, and Sample Files for Hospital Qu	ality Reporting (zip)			Jan 2018	
	2018 Q1-Q4	HL7 QRDA Category I Specifications				Jan 2017	
	2018 Q1-Q4	QRDA Category I Conformance Statement Resource (pdf)				Oct 2018	

Implementation Checklist eCQM Annual Update

https://ecqi.healthit.gov/eligible-hospital-critical-access-hospital-ecqms?field_year_value=2

eCQI resource center			eCQMs - Electronic Clinical Quality Measures	Resources - Standards, Tools, & Resources	About ↓ eCQI, CDS, FAQs Engage	Sign In → Manage Your Account	Search	Q
	2018	Apply Reset				View Archive		
	2018 REPOR	TING PERIOD ELIGIBLE HOSPITAL / CRITICAL ACC	ESS HOSPITAL E	CQMS				
	For Use 🖨	eCQM Materials	_			Published 🖨		
	2018 Q1-Q4	Implementation Checklist eCQM Annual Update						
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	2018 Q1-Q4	Technical Release Notes (code system updates only) Adder	dum (zip)			Oct 2017		
	2018 Q1-Q4	Technical Release Notes Addendum (pdf)				Jan 2018		
	2018 Q1-Q4	Technical Release Notes Addendum (zip)				Oct 2017		
	2018 Q1-Q4	Addendum to 2018 CMS QRDA Category I Implementation G	<u>uide for Hospital Qua</u>	lity Reporting (pdf)		Dec 2018		
	2018 Q1-Q4	CMS QRDA I Implementation Guide for Hospital Quality Repo	orting (pdf)			Jul 2017		
	2018 Q1-Q4	CMS QRDA I Schematrons, and Sample Files for Hospital Qu	ality Reporting (zip)			Jan 2018		
	2018 Q1-Q4	HL7 QRDA Category I Specifications				Jan 2017		
	2018 Q1-Q4	QRDA Category I Conformance Statement Resource (pdf)				Oct 2018		Ì

Help Guides to Troubleshoot Error Messages



<u>CY 2018 QRDA Category I Conformance</u> Statement Resource (updated October 2018)



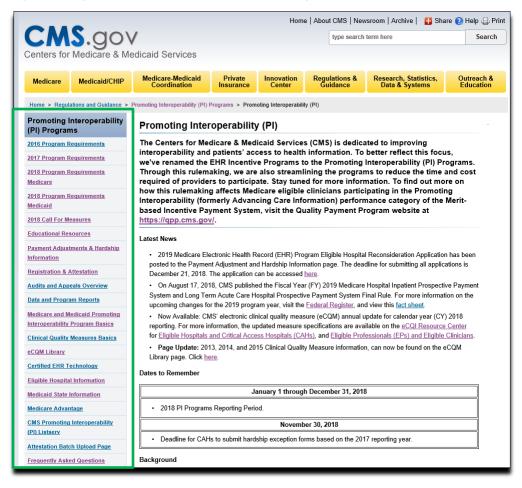
QRDA Category I Conformance Statement Resource – CY 2018 eCQM Reporting

Updated October 2018

https://ecqi.healthit.gov/system/files/2018_CMS_QRDA_I_ Conformance_Statement_Resource_v3_508.pdf

Promoting Interoperability Program Information

https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/index.html



Support Resources

Торіс	Who to Contact	How to Contact
Hospital IQR Program and Policy	Hospital Inpatient Support Team	(844) 472-4477 https://cms-ip.custhelp.com
Promoting Interoperability Program* (objectives, attestation, and policy)	<i>QualityNet</i> Help Desk	(866) 288-8912 <u>qnetsupport@hcqis.org</u>
eCQM specifications (code sets, measure logic, and measure intent) QRDA-related questions (CMS IG, sample files, and Schematrons)	ONC JIRA Issue Trackers	eCQM Issue Tracker https://oncprojectracking.healthit.go v/support/projects/CQM/summary QRDA Issue Tracker https://oncprojectracking.healthit.go ov/support/projects/QRDA/issues/ QRDA-313?filter=allopenissues
<i>QualityNet Secure Portal</i> (reports, PSVA tool, data upload, and troubleshooting file errors)	<i>QualityNet</i> Help Desk	(866) 288-8912 <u>qnetsupport@hcqis.org</u>
eCQM data validation	Validation Support Team	validation@hcqis.org or https://cms-ip.custhelp.com

*Previously known as the EHR Incentive Program

Q&A Session: CY 2018 eCQM Reporting for the Hospital IQR and Promoting Interoperability Programs

Continuing Education

Continuing Education (CE) Approval

This program has been approved for CE credit for the following boards:

- National credit
 - Board of Registered Nursing (Provider #16578)

• Florida-only credit

- Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling
- Board of Registered Nursing
- Board of Nursing Home Administrators
- Board of Dietetics and Nutrition Practice Council
- Board of Pharmacy

NOTE: To verify CE approval for any other state, license, or certification, please check with your licensing or certification board.

CE Credit Process: Three Steps

- 1. Complete the ReadyTalk[®] survey that will pop up after the webinar
- 2. Register on the HSAG Learning Management Center for the certificate
- 3. Print out your certificate



NOTE: An additional survey will be sent to all registrants within the next 48 hours.

CE Credit Process: Survey

Please provide any additional comm	ents
	\checkmark
0. What is your overall level	of satisfaction with this presentation?
Very satisfied	
Somewhat satisfied	
Neutral	
Somewhat dissatisfied	
Very dissatisfied	
f you answered "very dissatisfied", p	please explain
	^
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1. What topics would be of i	interest to you for future presentations?
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	concerns, please feel free to leave your name and phone number or email address and we will contact you.
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	concerns, please feel free to leave your name and phone number or email address and we will contact you.
	concerns, please feel free to leave your name and phone number or email address and we will contact you.

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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

Register for Credit

New User

Use personal email and phone. Go to email address; finish process.

Existing User

Entire email is your user name. You can reset your password.

HSAG LELI SINGS	Learning Management Center			
Learning Center Registration: Program	n Manual Updates for Fiscal Year 2020		Secure Login	
Register			Password	Log in
		-		

Thank You for Attending

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