Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program

Support Contractor (SC)

IPFQR Program Resources

Presentation Transcript

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Giselle Tesouro:	Hello everyone and welcome to today's presentation. My name is Giselle Tesouro. I am a Project Coordinator for the Hospital Inpatient Outreach and Education Support Contractor. I work in the Inpatient Psychiatric Facility Quality Reporting Program. Before we proceed with today's webinar, I will cover a few housekeeping items specific to IPFQR Program's webinar events. As a reminder, we do not recognize the raised-hand feature in the chat tool during webinars. Instead, you can submit any questions, pertinent to the webinar topic, to us via the chat tool. Any unanswered questions will be responded to and published in the *QualityNet* questions-and-answers tool at a later date. Any questions received that are not related to the topic of the webinar will not be answered in the chat tool. Instead, we recommend that you go to the *QualityNet* Q&A tool to search for posted question-and-answer pairs as well as submit any new questions to us that are not already addressed in the Q&A tool or in the previously published summary of questions and answers. The slides for this presentation were posted to the *Quality Reporting Center* website prior to the event. If you did not receive the slides beforehand, please go to *QualityReportingCenter.com* in your web browser and, on the right side of the screen, you'll see a list of upcoming events. Click on the link for this event, scroll down to the bottom of the page, and there you will find the presentation slides available for download.

Welcome to today's presentation, titled *IPFQR Program Resources*. And now I would like to introduce you to today's speakers.

Evette Robinson is the Program Lead for the IPFQR Program. She has over 18 years of cross-functional experience in the healthcare industry, ranging from biomedical and clinical research to strategic planning and revenue cycle management, consulting for a variety of healthcare providers, and earned a master of public health degree in health management and policy from Emory University. Louisa Heath is a Project Manager with the VIQR Outreach and Education Support Contractor, where she works in collaboration with Evette in the IPFQR Program. She has over 13 years of experience working in the behavioral health field,

specifically in the area of forensic mental health. She received a bachelor's in psychology from the University of the West of England. At this time, I will turn the presentation over to our first speaker, Louisa Heath.

Louisa Heath: Thank you, Giselle. The purpose of today's webinar is to provide guidance on how to navigate the *QualityNet* and *Quality Reporting Center* websites to locate IPFQR Program resources. This event also presents the steps to retrieve program specific reports from the *QualityNet Secure Portal*.

By the end of this presentation, attendees will be able to navigate IPFQR Program web pages at *QualityNet* and *Quality Reporting Center* and retrieve reports from the *QualityNet Secure Portal* AutoRoute_inbox.

In the first part of today's presentation, I will talk about IPFQR Program resources that are available at the *QualityNet* website.

Established by the Centers for Medicare & Medicaid Services, the *QualityNet* website provides healthcare quality improvement news, resources, and data reporting tools and applications used by healthcare providers and others. *QualityNet* is the only CMS-approved website with secure communication and healthcare quality data exchange between quality improvement organizations, hospitals, physician offices, nursing homes, end-stage renal disease networks and facilities, and data vendors. The goal of *QualityNet* is to help improve the quality of healthcare for Medicare beneficiaries by providing for the safe, efficient exchange of information regarding their care. On this website, you will find a variety of information including news updates, program-specific resources, guidance on registering for a *QualityNet* account, and system update matrixes. CMS encourages IPFs to refer to the various IPFQR Program web pages located at *QualityNet* to access available resources. The rest of this section of the presentation will focus on the available *QualityNet* resources necessary for successful participation in the program.

This slide displays the IPF news page, which is accessible by placing your cursor over the main Inpatient Psychiatric tab located on the gray quality reporting tabs menu bar at the top of the page. Select the hyperlink

associated with the name of the article that you would like to view to access the full article. The next slide reviews the IPFQR Program Overview page.

From the *QualityNet* website, also referred to as QNet home page, you can navigate to the Inpatient Psychiatric Facilities page by hovering your cursor over the Inpatient Psychiatric Facilities tab, which will generate a drop-down menu for additional web pages that are pertinent to the IPFQR Program. Then, by selecting the Inpatient Psychiatric Facilities tab, here you'll find a brief description of how the IPFQR Program originated and the purpose of the program. Over the next several slides, Evette and I will review the IPF drop-down tab options, which are particularly important for making sure you stay informed about the program and have what you need to meet the program requirements.

A general list of the IPFQR Program requirements are listed in the How to Participate page on *QualityNet*. The four major requirements are called out on this slide, which include: completion of *QualityNet* registration, participating status in the IPFQR Program Notice of Participation, collection and submission of data by the annual submission deadline, and completion of the Data Accuracy and Completeness Acknowledgment, or DACA, also by the annual submission deadline. As indicated at the bottom of this web page, details about these requirements are located in the IPFQR Program Manual, which can be downloaded from the IPFQR Program Resources page.

To participate in the Inpatient Psychiatric Facility Quality Reporting Program, each eligible facility must complete an online Notice of Participation, accessed by the *QualityNet Secure Portal*. By signing a Notice of Participation, an Inpatient Psychiatric Facility, or IPF, acknowledges that it is willing to participate in the program and publicly report the quality measure data. Once an IPF has submitted a Notice of Participation, it is considered to be an active IPFQR Program participant until such time as the IPF submits a withdrawal form. Any new or participating IPFs that would like to change their NOP status should contact

us directly by email or phone. You may email us using the link on this web page and contact details are provided towards the end of this presentation.

From the Inpatient Psychiatric Facilities tab, you can navigate to the Measures tab to locate information about the measure and non-measured requirements for the IPFQR Program. Due to the volume of information provided on this web page, we will describe its contents in a few separate slides. This first slide shows a table of the measure requirements for fiscal year 2020 and subsequent years. The table lists the measure ID as well as the measure description for each measure.

And, as you scroll down through the IPFQR Program Measures page, you will see that a measure specifications table is displayed. The IPFQR Program measures were developed and are maintained by various measures stewards, as indicated in the table on this slide.

In addition, the Measures screen page provides a brief overview of data collection, data submission, submission of the Data Accuracy and Completeness Acknowledgment, otherwise known as the DACA, and the use of vendors.

The Webinars web page is next in the drop-down menu. We would like to first draw your attention to the table on this page which lists the date, topic, and resources available for download for each webinar. As you can see in the resources column on the far right of the table on this web page, CMS posts a recorded webinar video, presentation slides, as well as the presentation transcript for each webinar event for your reference. These resources are available for download. On the left side of the page, there are materials from past webinars available for download by year. The last item I would like to point out on this web page is the hyperlink for the *QualityNet* Questions & Answers Tool. You can click on this link to search for answers to previously asked questions as well as submit questions about the IPFQR Program, including those related to webinar events.

From the Inpatient Psychiatric Facilities tab, you can navigate to the E-mail Notifications tab to view emails that have been distributed to those who are

registered to receive notifications by the IPFQR Program ListServe. If you have not registered for the IPFQR Program ListServe, you may do so from this page by selecting the IPFQR Program Listserve Registration Page hyperlink. To demonstrate how that process works, we prepared a short video to show you how to register for the ListServe. Note that the following video provides instructions on how to access the registration page from the *QualityNet* home page. However, the instructions are the same whether you click on the IPFQR Program ListServe Registration Page link on the IPF E-mail Notifications page, displayed on the slide, or access the same link from the *QualityNet* home page.

[Video begins.]

Louisa Heath: We recommend that you sign up to receive IPFQR Program email notifications by joining the IPFQR Program ListServe so that you can receive all of the important communications that we send out to the IPFQR community pertaining to program webinars, program updates, and other program-related announcements. You can sign up to be added to the ListServe on the *QualityNet* ListServe Registration page, using the hyperlink that is available in the Join Listserves box that is located on the left-hand side of the *QualityNet* home page and highlighted here on your screen. The link will take you to the Listserve Registration page. This is where you will provide the required user information. Enter your information in all of the fields. Then, select the Inpatient Psychiatric Facility Quality Reporting Program from the list of available ListServes. You can also select any of the discussion groups listed that you may wish to join. When your registration is complete, select the Submit button located in the bottom left-hand corner of your screen. You will then receive an email confirmation letting you know that your request to join the ListServe has been received. Make sure that you click the first link in the email to confirm your subscription. If you do not select the confirmation link, your request will automatically be removed.

[Video ends.]

Louisa Heath:	You may also access this video after the event by clicking on the link on this slide. Now I will hand the presentation over to Evette, who will review the next several IPF specific pages on *QualityNet*.
Evette Robinson:	Thank you, Louisa. So, the next IPFQR Program-related web page in the drop-down menu is the Resources page. This is a longer page compared to others we've reviewed so far and it includes information listed in the bullets on this slide. We will review its contents over the next several slides.

The first resource listed on the Resources page is the Contact Change Form, which is displayed on slide 23. We strongly encourage you to use this resource to notify us of any changes to your contact for the IPFQR Program, as this will ensure that we are sending targeted communications to the right people. The information provided in the form is vital to our database, which we use to ensure successful outreach to IPFQR Program contacts regarding data submission reminders, APU-related communications, CMS notifications as well as information about updated resources. We ask that you only submit this form when updates are needed and to only provide information for the contact types that need to be replaced, added, updated, or removed. It is important to specify the type of contact change because, if not selected, we will not be able to update the system accordingly. If a contact type does not apply, we ask that you leave the section blank or indicate N/A for not applicable. You can send the form to us, using the email hyperlink listed on the form, or via the secure fax number, which is also listed on the form.

The next section of the IPF Resources page provides hyperlinks to the latest version of the IPFQR Program Manual and release notes as well as previous versions of the IPFQR Program Manual. In addition, this section provides links to the program's Claims-Based Measure Specifications document for the Follow-Up After Hospitalization for Mental Illness and 30-Day All-Cause Unplanned Readmission Following Psychiatric Hospitalization in an IPF measures.

As you continue to scroll down the IPF Resources webpage, you will see various optional data collection and abstraction paper tools available for

download. Currently, this section of the page includes hyperlinks to paper tools relevant to data that will be submitted to CMS in the summer of 2019 and the summer of 2020, which will impact the fiscal year 2020 and 2021 annual payment update determinations, respectively.

At the bottom of the IPF Resources page is a list of web resources, which provide additional information regarding the IPFQR Program, including the Inpatient Psychiatric Facility Perspective Payment System, also known as IPFPPS, IPFQR Program measure specifications stewarded by the Joint Commission, general measure endorsement information as well as the Affordable Care Act.

The Archived Resources web page can be accessed via the link at the very bottom of the IPF Resources web page or from the drop-down menu, as indicated on this slide. This page includes hyperlinks to previous claims-based measure resources including the previous version of the specifications document and the IPF readmission measure dry-run information as well as the optional paper tools that CMS developed for the collection of data that were submitted in 2017 and 2018.

Now we will move on to the Support Contact page. On this page, you will see a link to the *QualityNet* Q&A tool, which can also be accessed via the direct link in the green box on this slide. I would like to take a few moments to provide a high-level overview of how you can leverage this *QualityNet* Q&A tool.

It is important to note that you must have a registered user name and password to access the *QualityNet* Q&A tool. First-time users of the tool must register with the *QualityNet* questions-and-answer site, as displayed on slide 29.

To set up a username and password, click on the Create a New Account button.

Next, fill in all of the required fields, which are indicated by a red asterisk and then select Create an Account.

After a new account is created, a new page will appear with the disclaimer message and the opportunity to submit a new question. But, before submitting a new question, CMS strongly recommends that you first search the tool to ensure that your question is not already addressed in a published question-and-answer pair. Click OK in the disclaimer message and then select the Home button located at the top left of the page.

On the next page, narrow your search by selecting the hyperlink for the IPFQR Program. Next, you will see several answer categories, from which you can choose to refine your search. In this example, we will select the IPFQR Program Requirements category.

Once you select a category, the next page that appears will display the most commonly accessed question-and-answer pairs first. You can search by keywords to identify Q&A pairs specific to your interest. Click on the hyperlink of the Q&A pair in the summary column that appears to correspond with your question to view the Q&A pair on the next web page.

Once your selected Q&A pair opens, you will notice that the keywords that were used in your search appear in bold font. You can send us feedback to let us know if the answer was helpful by selecting either Yes or No below the answer.

This slide displays the two options for you to provide us with feedback. As shown on the previous slide, you can let us know that you found the answer helpful by selecting the Yes button and the message, "Thanks for your feedback," will appear below the question, "Was this answer helpful?" If you did not find the answer helpful, select No and a text box will appear requesting that you let us to know how we can make the answer more useful. The second option for providing us with your feedback is located on the bottom right side of the page in the Contact Us section. Click on the Give Feedback hyperlink and a box will appear where you can enter and submit your feedback.

If you find that your question is not currently published, you may submit your question to us by selecting the Ask a Question button at the top of the

page. A form will appear containing several mandatory fields that must be completed to successfully submit a question. First, select a product. For the IPFQR Program, select Inpatient Psychiatric Facility (IPF).

Next, select a topic, which pertains to the question you wish to submit.

Enter your facility's six-digit CMS certification number, or CCN. If you are from a vendor, agency, or other such entity, then you can leave the CCN field blank. Next, add a subject to your question and then select the discharge period specific to your question. For example, if you have a question regarding the first half of 2019, you would select the option for January 1, 2019 through June 30, 2019. Selecting the appropriate discharge period ensures that the response aligns with specifications for that particular time frame. Next, select the Continue button at the bottom of the page.

A confirmation message will appear on the next screen.

As you can see in the top image on this slide, you will also receive an email confirming your question has been submitted and you will receive a response to your question within two to five business days. Finally, once a response has been generated for your question, you'll receive an email confirming your question has been answered.

We've prepared a short video to demonstrate how to leverage the Q&A tool effectively, which Louisa will review momentarily. You may also access this video after the event by clicking on the link on this slide.

[Video begins.]

Louisa Heath: The Q&A tool is the best way to search for previously answered questions, to contact the VIQR Support Contractor with your questions, and it is a great way for you to provide feedback on the question-and-answer pairs. This video describes how to register to use the Q&A tool as a new user, search for published question-and-answer pairs, send feedback on Q&A pairs, and how to submit a question pertaining to the IPFQR Program. New users will first need to register by creating an account.

Support Contractor

From the *QualityNet* home page, hover over the Inpatient Psychiatric Facilities menu and select the Support Contact button from the drop-down menu. Next, select the hyperlink for the IPF Quality Reporting Questions & Answers Tool. Select the My Stuff button from the top menu. Then, on the next screen, click on the Create a [New] Account button and a form will appear. Complete the required fields, which are displayed in the form. Select Hospital-Inpatient from the HQR/ASC user type drop-down menu. Enter your IPF six-digit CMS certification number, or CCN, then select Create Account. If you represent an entity other than an IPF, such as a vendor or agency, you can leave the CCN field blank. A pop-up window will appear on your screen with a disclaimer message. Read the message and then select OK. After you select OK, you will have the option to submit a question to the IPFQR Program support team. However, we strongly recommend that you first search the existing question-and-answer pairs before submitting the question. To search the existing Q&A pairs, you will need to click on the Home button on the top left side of the screen, which will take you to a web page that lists all of the quality reporting program topics. Select the Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program hyperlink and, on the next page, you'll be able to further narrow your search by selecting the category. Once you select a category, the next page that appears will display the most commonly asked question-and-answer pairs first. For the purpose of this example, we selected the IPFQR Program Requirements category and all of the answers displayed on the page are associated with this category. You can search by keywords to identify Q&A pairs specific to your interest in the search box at the top of the screen and then click the Search button. In this example, we entered IPF Final Rule and several options appeared in the table below the search field. Once your selected Q&A pair opens, you will notice that the keywords that were used in your search appear in bold font. You have the option to provide feedback to us—to let us know if the answer was helpful—by selecting either Yes or No below the answer. If you select the No button, a window will appear in which you can let us know how the answer could have been more helpful. If you are unable to locate a Q&A pair related to your interest through the Find an Answer feature, you can submit a question to the VIQR support

contracting team. First, click on the Ask a Question button at the top of the screen. Next, a form will appear in which you must complete all of the required fields on this page to successfully submit your question. First, select IPF from the Product drop-down menu. Then, select a topic. In this example, we selected the Transition Record Measures. If you are from an IPF, enter your CCN for tracking purpose. If you are a vendor, agency, or other non-IPF entity, you will leave this field blank. Next, enter the subject of your question. In this example, we entered Reason For Admission. In the question field, enter your question and then be sure to select the correct discharge period from the drop-down menu. Selecting the appropriate discharge period ensures that your response aligns with the specifications available for that particular time frame. After you review the information entered on the form, select the Continue button. And, on the next screen, you will see a message confirming that your question has been submitted as well as the reference number for your question. You will also receive a confirmation email stating that you will receive a response within two to five business days as well as guidance on how to update or cancel your question. The confirmation email will also include your question and reference number for your records. A response from the VIQR Support Contractor will be delivered directly to your email inbox, as indicated in this example.

[Video ends.]

Louisa Heath: This slide displays information pertaining to CMS' ECE policy. The page includes guidance on ECE qualifying criteria, how to complete the request form, and how to submit the request form.

On the Annual Payment Update (APU) Recipients page, you will find hyperlinks to the lists of IPFs that received the full annual payment update, IPFs that didn't receive the full annual payment update because they missed one or more of the IPFQR Program requirements, and a third list for eligible IPFs that chose not to participate.

The next web page listed in the drop-down menu is the APU Reconsideration page, where you will find information about the process

for submitting an APU reconsideration form. In addition to the Reconsideration Request Form, a quick reference guide can be downloaded for step-by-step instructions. At the bottom of this page is information about the Provider Reimbursement Review Board, or PRRB, process, to which an IPF can file an appeal if it is dissatisfied with the outcome of the CMS reconsideration decision.

This slide displays the *QualityNet* Public Reporting page for the IPFQR Program. Public resources available from this page include a *Hospital Compare* quick reference guide and the preview help guide. Also available at this page are the IPF-specific reports, the claims-based measure quick reference guide and the claims-based measure specific user guide, and claims-based measure specifications. The exact time frames for the preview period and public display of data on the *Hospital Compare* website will be announced on this website and/or via the IPFQR Program ListServe. Additional guidance on how to access and read preview data can be found in Section 8 public reporting of the IPFQR data in the IPFQR Program Manual.

Now Evette will take a look at the steps to retrieve IPF reports from the *QualityNet Secure Portal*.

Evette Robinson: The first step is to log into the *QualityNet Secure Portal*. From the *QualityNet* home page, you want to click on the Log In button. And, then, on the next web page that appears on your screen, you will need to choose your *QualityNet* destination. From the drop-down menu, select Inpatient Psychiatric Facility Quality Reporting Program. And, then, click the Let's Go button.

Here you can see the home page for the *QualityNet Secure Portal*. Active registered *QualityNet* users with the assigned role listed on this slide can access IPF Participation and IPF Facility, State and National reports from the secure portal via The My Reports menu as well as IPF files distributed via—from CMS via the *QualityNet* Secure File Transfer inbox.

Let's first review the process to run an IPF Participation or Facility, State and National report. At the top of the *QualityNet Secure Portal* home screen, you will select My Reports from the yellow horizontal banner at the top of the page and a drop-down menu will appear. Select the first option, Run Reports, and a pop-up box will appear with actionable options. Select the Run Report(s) option.

Reports are grouped by program and category combination. As shown on this slide, the next step requires the end-user to choose a program—in our case, select the IPFQR Program. Next, select the report category. In this case, we select the Hospital Reporting - Feedback - IPFQR category. Then, in Step 5, select the View Reports button, which generates the available IPFQR Program feedback reports. In step 6, select the hyperlink for the specific report that you wish to view. And, in this example, we selected the IPF Participation Report. Please note that the description is provided to the right of each report name and hyperlink to help you determine which report you wish to select.

Next, a message will appear to confirm submission of the report request. At the center of the confirmation screen, guidance is provided on running the reports, saving reports to favorites, and how to manage favorites. To view the report, though, you will want to click the Search Reports button. Note that processing time may vary depending on how many reports are requested at a given time.

On the Search Report(s) page, information such as the submitted report status, request date, and report name will be displayed in the table towards the middle of the screen. To the far right of the table, action icons are available to help manage the report, as outlined on this slide. Select view report to view the report online or you may select download to save the report. If, for some reason, the reports are not displaying, we recommend that you refresh your browser. It could be still processing in the background. But, once you click on the green arrow, you will have the option to open or save the selected report.

To access the Secure File Transfer screen, select the Secure File Transfer hyperlink at the top right-hand side of the screen, as shown on this slide.

Whenever a file is sent to you via the Secure File Transfer function of the *QualityNet Secure Portal*, you will receive an email notification to let you know that it is available. The image on the top right of this slide is an example of the Auto Route File Delivery Notification email that you will receive from CMS when IPF reports, such as the claims-based measure IPF-specific reports, are distributed. Once you receive this notification email, log in to the *QualityNet Secure Portal* and, as described on the previous slide, click on the hyperlink for Secure File Transfer. From the SecureFileTransfer page, you click on the folder called AutoRoute_inbox and a SecureTransport tab will appear containing the files that are available for download. The image on the bottom right of this slide is an example of what you will see in the SecureFileTransfer area of the *QualityNet Secure Portal* when you complete to those steps.

Now I would like to switch gears and describe for you the various IPFQR Program resources that are available to you on the *Quality Reporting Center* website, also known as QRC.

Established by the Hospital Inpatient and Outpatient Quality Reporting Outreach and Education Support Center, the *QualityReportingCenter.com* website provides resources to assist acute care hospitals, clinical access hospitals, inpatient psychiatric facilities, PPS-exempt cancer hospitals, and ambulatory surgical centers with quality data reporting. In order to view all of the content on the QRC home page, you will need to use the vertical scrollbar to scroll down the page. We will display this page over three slides. At the top of the home page of the QRC website is a link to navigate to the VIQR Support Contractor events calendar as well as hyperlinks to access the main web pages for the inpatient, outpatient and ambulatory surgical center quality reporting programs as well as QIN-QIO resources.

As you scroll down through the *Quality Reporting Center* home page, you will see that the middle section displays announcements for upcoming quality reporting events and informative tweets from @CMSGov.

Towards the bottom of the home page are links to home pages for the various quality reporting programs. You can navigate directly to the IPFQR Program home page by selecting the third hyperlink, IPF Program Information, in the list of reporting programs, which is located on the bottom left side of the screen.

Another way to access the IPFQR Program web pages from anywhere on the website is by selecting the Inpatient hyperlink from the top menu. The Hospital Inpatient VIQR Outreach and Education Overview page will appear providing you with two options for navigating to the IPFQR Program-specific content. Either the drop-down menu on the left side of the page or the IPFQR Program hyperlink in the list of quality reporting programs located in the center of the page. Over the next several slides, we will review the IPFQR Program web pages in a bit more detail.

This slide displays an image of the IPFQR Program Overview page as well as the content of the Inpatient Psychiatric Facilities Quality Reporting Program drop-down menu. Click on the down arrow on the right-hand side of the row, titled Inpatient Psychiatric Facilities Quality Reporting Program, to expand or collapse the list of available web pages. This list includes hyperlinks to the IPFQR Program Archived Events, Upcoming Events, Resources and Tools, and Archive of Previous Paper Tools web pages.

This slide summarizes the resources that are available in each of the four IPFQR Program subtopics.

The Archived Events page provides hyperlinks to materials pertaining to prior presentations, including slides, transcripts, event recordings, and Qs and As.

When you select Upcoming Events, a web page appears showing the title, date, time, description, presenters, and important links pertaining to an upcoming event. If an upcoming event is not yet scheduled, you will see the statement Upcoming Events. By clicking on the Events Calendar tab at the top of the page, you can view the full calendar to see a month view of

upcoming events, which you can filter by program or by year as well as view in grid form or in list form.

The IPFQR Program Resources and Tools page on the QRC website provides many of the same materials found on the *QualityNet* IPF Resources web page described earlier in the presentation. Select the hyperlink of the category of interest and a drop-down menu of relevant resources will appear. For example, a hyperlink and description of the Facility Contact Change Form are accessible by selecting the word Forms. Likewise, by selecting the Inpatient Psychiatric Facility Quality Reporting Program Manual hyperlink, a list of current and past manuals and associated release notes are displayed. The next couple of slides display the expanded view of each of the topics found on the IPFQR Program Resources and Tools web page.

The next few sections pertain to optional paper tools, data submission and verification checklists, and video tutorials. Various events tracking measure data abstraction and data collection paper tools are available for download from the Optional Paper Tools menu. Checklists for the summer of 2019 data submission periods will be posted in the Data Submission and Verification Checklists section. And the newest section of the IPFQR Program Resources and Tools webpage is the Video Tutorials section, which includes hyperlinks to the videos that were reviewed during today's presentation.

In the final sections of the IPFQR Program Resources and Tools page, you can access the *QualityNet* Q&A Tool from the IPFQR FAQs section, download resources pertaining to the *Hospital Compare* preview period, and review downloadable guides and specifications pertaining to the IPFQR Program's claims-based measures.

The IPFQR Program archived resources page provides hyperlinks to prior versions of the claims-based measures specification document, data submission and verification checklists, and various optional paper tools—should you need to refer back to them at any time. This concludes our review of the IPFQR Program web pages found on the *QualityNet* and

Quality Reporting Center websites. I will hand the presentation back over to our moderator, Giselle.

Giselle Tesouro: So, one of the questions that we receive a lot is how to notify CMS about personnel changes in IPFs.

Evette Robinson: Hi, Giselle, this is Evette. I will respond to this question. It is important for IPFs to make sure that they complete and send back to us the Contact Change Form that was described earlier in today's presentation. It is particularly important that you check the appropriate box or boxes on the form to indicate the type of contact change you are requesting. As mentioned earlier, if the type of contact change is not selected, then, the form will not be processed. Providing this information really helps us to ensure that we update the system appropriately and that we reach out to the correct points of contact at each facility.

Giselle Tesouro: Thanks for that, Evette. We are also asked how often the IPFQR Program Manual is updated to reflect changes within the program?

Louisa Heath: I'd be happy to answer that question, Giselle. So, in general, CMS updates the manual twice a year, usually in the spring and in the winter. The spring updates pertain to measure specification changes, where available from the measure steward, and the winter update reflects changes to the IPFQR Program, as described in the latest final rules of the IPFQR Program.

Giselle Tesouro: We frequently receive questions about *QualityNet* user roles, in particular, how do the users get registered?

Evette Robinson: Thank you, Giselle. That is a great question that we do receive quite often. It is important to note that, as the VIQR Support Contractor, we do not manage the creation of accounts nor assignments of roles for accounts in the *QualityNet* or in the *QualityNet Secure Portal*. So, if you do have access to the *QualityNet Secure Portal* but find that you're missing one or more of the roles needed to access reports—for example, from the My Reports menu and/or the Secure File Transfer function within the secure portal, as described earlier in today's presentation—we ask that you contact the *QualityNet* help desk for assistance. They really are the

number one resource for you when it comes to the creation and management of accounts and role assignments in *QualityNet*. You can contact them by phone at 866-288-8912 or by email at qnetsupport@hcquis.org. That email address is a clickable link on this slide. So, feel free to leverage that. And they always find it helpful, if you can, to provide the name of your facility as well as the CCN of your facility whenever you reach out to them for assistance.

Giselle Tesouro: Yes, this is a question that I know I receive frequently. So, thanks for clarifying that to everyone, Evette. Another frequently asked question pertains to claims-based measures data—specifically, which reports facilities can access to view their claims-based measure data?

Louisa Heath: Thanks for that, Giselle, great question. The ISRs for the claims-based measures were provided for the first time in the latter part of 2018. And those reports contain detailed information about the claims-based measure results for participating IPFs as well as information at the state and national level. The overall rate for each of the claims-based measures will be available on *Hospital Compare* website. Stakeholders of the IPFQR Program can always refer to Section 8 of the most recent version of the manual for information on how to locate and download measured data from *Hospital Compare* websites.

Giselle Tesouro: Thank you both for providing the answers to these frequently asked questions.

As a reminder, CMS recommends that IPFs refer to the IPFQR Program Manual for information pertaining to the IPFQR Program. Version 4.1 of the IPFQR Program Manual is available for download—along with the various optional paper tools, as detailed earlier in this presentation—on the *QualityNet* and quality reporting websites at the links provided on this slide.

You can click on the title of the table displayed on the slide to access the IPFQR Program and the *QualityNet* web pages that we reviewed during today's presentation.

On this slide, we have a list of the next couple of educational webinar events that are planned for the IPFQR Program. Again, please monitor

your emails to ensure that you receive information regarding these webinars via the IPFQR Program ListServe at a later date.

This slide displays a list of the acronyms that were referenced during this presentation. This concludes the content portion of the webinar, titled *IPFQR Program Resources*. I will now turn the presentation over to Deb Price, who will describe the continuing education process for this event.

Debra Price: Well, thank you and I'd like to talk to everyone for a moment about continuing education credit.

Well, hi, everyone and thank you for attending today's event. This presentation has been approved for continuing education credit by the boards listed on this slide. If your board is not listed, you can forward your certificate to your own board and see if they accept this certificate across state lines.

There are three easy ways to get your credit. Number one, complete the survey at the end of the event. Number two, register as a new user or an existing user on HSAG's Learning Management Center. And, number three, print out your certificate from the Learning Management Center website. I have a couple of caveats, however, and let me just go over those real quick. First one is this is a separate registration from the one that you used with ReadyTalk. So, please, if you are a new user, use your personal email and that's because healthcare facilities have blocks on our automatic link. So, sometimes, they don't work.

This is what the survey will look like when you see it. It will pop up at the end of our slides and will also be sent to you within 48 hours. So, you have a second one. When you're done, click on the Done button, down in the bottom right-hand corner.

And this is the page that pops up after you click that Done button. You'll notice that there are two green links in the middle. The first one is if you have never attended or never received credit. Click that new user link. The second one is if you have been attending our events and you have not had any problems so far. Then, you click the existing user link.

And, depending on which link you clicked on, you will be taken to one of these two pages. For the new user link on the left, use your personal email and your personal phone number. If you've had any problems getting credit before, I'm asking that you go back and register as a new user with your personal email and personal phone number. If you are an existing user, the right-hand side of the screen is what pops up. You're going to use your entire email address as your username. And that's including what's after the @ sign.

And now I'd like to thank everyone for attending today's event. If we didn't get to your question, all submitted questions related to the webinar will be posted to the *QualityReportingCenter.com* website at a later date. We hope you learned something today. Thanks and enjoy the rest of your day. Goodbye.