Setting Up Your HARP Account for Hospital Quality Reporting

Hosted by:
Inpatient Value, Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contractor

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Speakers

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Purpose

This event will provide the background of the transition to Health Care Quality Information Systems (HCQIS) Access Roles and Profile (HARP), instructions for establishing your HARP credentials and linking your existing QualityNet Secure Portal account(s), and a demonstration of logging into the Hospital Quality Reporting (HQR) portal.
Objectives

Participants will be able to:

- Understand the benefits of establishing their HARP account.
- Establish their HARP credentials and link their existing QualityNet Secure Portal account(s) to them.
- Login to the Hospital Quality Reporting (HQR) portal with HARP credentials.
## Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>CMS</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
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<tr>
<td>HARP</td>
<td>HCQIS Access Roles and Profile</td>
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<tr>
<td>HCQIS</td>
<td>Healthcare Quality Information System</td>
</tr>
<tr>
<td>HQR</td>
<td>Hospital Quality Reporting</td>
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<tr>
<td>iQIES</td>
<td>Internet Quality Improvement and Evaluation System</td>
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<tr>
<td>QPP</td>
<td>Quality Payment Program</td>
</tr>
<tr>
<td>VIQR</td>
<td>Value, Incentives, and Quality Reporting</td>
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</tbody>
</table>
Please email any questions that are pertinent to the webinar topic to WebinarQuestions@hsag.com with the following information:

- Subject Line: Setting Up Your HARP Account for Hospital Quality Reporting
- Email Body: If your question pertains to a specific slide, please include the slide number

If you have issues while establishing your HARP account, contact your internal QualityNet Security Administrator/Official. Any unresolved issues and questions can be submitted to the QualityNet Help Desk at qnetsupport@hcqis.org, or by calling, toll-free (866) 288-8912 (TTY: (877) 715-6222), weekdays from 7 a.m. to 7 p.m. Central Time (CT).
HARP Overview
New HQR Portal

- The Centers for Medicare & Medicaid Services (CMS) has updated and streamlined systems to better serve you.
- Previously, users accessed the QualityNet Secure Portal via [https://cportal.qualitynet.org/QNet/pgm_select.htm](https://cportal.qualitynet.org/QNet/pgm_select.htm).
- Effective immediately, users will login to the new Hospital Quality Reporting (HQR) portal at [https://hqr.cms.gov](https://hqr.cms.gov).

**Note:** You will continue to login to Secure File Transfer through the QualityNet Secure Portal until further notice.
To access the new HQR site, login to https://cportal.qualitynet.org/QNet/pgm_select.htm to create your account and establish credentials in the HCQIS Access Roles and Profile (HARP) system.
HARP Benefit

HARP streamlines identity management by:

• Allowing users to link and access all their CMS quality organizations with one login.
• Authenticating users prior to accessing the portal.
• Using one HARP account to access other CMS applications, such as the Quality Payment Program (QPP) and Internet Quality Improvement and Evaluation System (iQIES).
Timeline

- Users will be able to establish their HARP credentials beginning on Tuesday, April 7, 2020.
- Users wanting to access the new HQR portal will need to establish their HARP credentials by **Monday, June 15, 2020**.
- Users that do not establish their accounts by Monday, June 15, 2020 will need to contact the *QualityNet Help Desk* to manually establish their credentials.
Establishing HARP Credentials and Linking Accounts
Step 1: Navigate to QualityNet Secure Portal Login Page

2. Select Log into Secure Portal at the top right of the page.
Step 2: Select the Hospital Quality Reporting Destination

1. Select Hospital Quality Reporting from the Choose Your QualityNet Destination drop-down menu.
2. Select Let’s Go.
Step 3: Enter Existing Login Credentials

1. Enter your existing QualityNet Secure Portal User ID and Password into the User ID and Password fields.
3. Select Submit.
Step 4: Enable HARP Account

A pop-up window will appear in front of the My Tasks page alerting you to create a new HARP Login.

1. Click Enable HARP Account.

**Note:** If you close the pop-up, the My Tasks page will appear with a blue alert at the top of the page. Select Enable HARP Account.
Step 5: Confirm QualityNet Account

On the Account Settings page you are directed to, your name and existing QualityNet User ID that you used to login earlier is displayed.

1. Enter your QualityNet password associated with this account.
2. Select Continue.
Step 6: Identify an Existing HARP Account

This page asks if you already have an existing HARP account.
1. If you have a HARP Account, select “Yes, I have a HARP Account.” If you do not have a HARP Account, select “No, I do not remember creating a new HARP account.”
2. Select Continue.

Note: If you don’t know if you have an existing HARP account, you probably do not have an existing HARP account.
Step 7: Verify Your Information

1. Review the information populated in your profile to verify accuracy. Make corrections needed in the required fields, indicated by a red asterisk. You must enter your date of birth, as it will not be populated.

   **Note:** Your profile information that is populated is pulled from your QualityNet account.

2. Select the checkbox stating “I have reviewed and confirmed my account information above. This information should be used to create my HARP account.”

3. Select Continue.
Step 8: Create Username and Password

1. Create a Username and Password.
2. Confirm Password.

**Note:** Your Username and Password do not need to match your existing QualityNet Secure Portal login.
Username and Password Criteria

Create your Username and Password using the criteria listed in the table below.

<table>
<thead>
<tr>
<th>Your HARP Username must meet the following criteria:</th>
<th>Your HARP password must meet the following criteria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be a minimum of 5 characters (maximum of 100) alphanumeric characters and symbols</td>
<td>Be a minimum of 12 characters, and include the following:</td>
</tr>
<tr>
<td></td>
<td>• A lowercase letter</td>
</tr>
<tr>
<td></td>
<td>• An uppercase letter</td>
</tr>
<tr>
<td></td>
<td>• A number (0-9)</td>
</tr>
<tr>
<td></td>
<td>• A symbol (&quot;!&quot;, &quot;@&quot;, &quot;#&quot;, &quot;,&quot;, &quot;,&quot;, &quot;,&quot;, &quot;,&quot;, &quot;,&quot;, &quot;,&quot;)</td>
</tr>
<tr>
<td><strong>NOTE</strong>: Your password cannot contain your Username, first name or last name, or the following special characters (&quot;+&quot;, &quot;(&quot; , &quot;,&quot;)&quot;, &quot;,&quot;, &quot;,&quot;, &quot;,&quot;)</td>
<td></td>
</tr>
</tbody>
</table>
Step 9: Create a Security Question

1. Select one option in the Security Question drop-down menu.

2. Type the response to the challenge question in the Answer field.
   
   **Note:** The challenge answer is not case sensitive and has a minimum character length of 4 (maximum of 100) alphanumeric characters.

3. Select Continue.
Step 10: Link Accounts

Your new HARP Username and Email are displayed on the left side of the screen.

1. Review the accounts listed in the Affected QualityNet Accounts section.
   
   **Note:** The listed affected accounts were identified through matches of your first name, last name, and email address in the QualityNet Secure Portal.

   **Note:** If you do not need access to a specific account, select the Remove link under the Actions column.

   **Note:** If you have an account with an Inactive status, you must first reactivate the account. To reactivate the account, login to the QualityNet Secure Portal using the listed username and associated password.
2. Select the checkbox stating, “I understand that upon continuing, I will sign into the Hospital Quality Reporting (HQR) system at [https://hqr.cms.gov](https://hqr.cms.gov) using my HARP credentials. (You will continue to login to Secure File Transfer with your old QualityNet user credentials until further notice.)”

3. Select Link Accounts.
Missing or Removed Accounts

If you identify accounts that were not displayed in the Affected QualityNet Accounts list or if you removed an account that you need to access, you can add those additional QualityNet accounts to your new HARP account after you finish the creation of your new HARP account at any time during the transition period using the following instructions:

1. Log into the missing or removed QualityNet Secure Portal using that account’s User ID and password and follow Steps 1-5 in these slides.

2. On Step 6, the page asks you to identify if you already have an existing HARP account. Select “Yes, I have a HARP Account.” Then, select Continue.

3. Upon completion, this will link any other accounts found to your HARP account in addition to the accounts you are linking right now.

4. If you still cannot find an account, call the QualityNet Help Desk at (866) 288-8912.
Step 11: Configure Two-Factor Authentication

Once your new HARP Account has been created, you will need to configure a two-factor authentication.

1. Select Configure Two-Factor Authentication.
CMS uses two-factor authentication every time a user accesses their HARP account. This means that each time you login, you will be prompted to enter a new security code sent to the device you set up in the following steps.
Step 12: Enabling Two-Factor Authentication

1. Enter your newly created HARP Username and password.

2. Select the checkbox stating, “I agree to the Terms & Conditions.”

3. Select Login.
Step 13: Add Device

1. Select your Device Type from the drop-down menu. There are currently two device type options:
   • Select SMS to receive your security code via text message.
   • Select Voice to receive your security code via phone call.
Step 14: Enter Phone Number

1. After selecting the device type, you will be prompted to enter the phone number where you wish to receive your security code. Enter your desired phone number.

2. Select Send Code.
Step 15: Enter Security Code

1. Enter the security code you received via text or phone call.
2. Select Submit.
Step 16: Complete Setup

Your device has been added!

**Note:** You can add another device, remove the device you just entered, or select Complete Setup.

Can I update devices later?
Yes, you can login later to update your device(s).
Your Account Setup is Complete. There are no additional steps required for account setup. You can close your internet browser or:

- Access the HQR Portal by selecting Sign in to HQR.
- Access your HARP user profile by selecting Sign in to HARP user profile.
Accessing the HQR Portal
Step 1: Sign into the HQR Portal

2. Enter your HARP Username and Password.
3. Select Sign In.
Step 2: Request Two-Factor Authentication Security Code

1. Select the two-factor authentication device option to receive a security code.
2. Select Next.
Step 3: Enter Two-Factor Authentication

1. Enter the security code you received via text or phone call.
2. Select Submit.
Step 4: Accept Terms & Conditions

1. Select Accept to verify that you accept the Terms & Conditions.
Karen Waters, BS, PMP, Program Director, Bellese Technologies

Resources
CMS created a HARP Transition User Guide to assist users in the step-by-step process of establishing their HARP credentials, linking their QualityNet accounts, and logging into the new HQR portal with their HARP credentials.

- The user guide is available here: https://www.qualitynet.org/training-guides#tab2
Technical Issues

If you have technical issues while establishing your HARP account and linking your QualityNet accounts after this event, please contact your internal QualityNet Security Administrator/Official. Unresolved questions may be submitted to the QualityNet Help Desk at qnetsupport@hcqis.org, or by calling, toll-free (866) 288-8912 (TTY: (877) 715-6222), weekdays from 7 a.m. to 7 p.m. CT.
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