



## Hospital Inpatient Quality Reporting (IQR) Program

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### Support Contractor

## Setting Up Your HARP Account for Hospital Quality Reporting

### Presentation Transcript

#### Speaker

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#### Moderator

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**Bethany Bunch:** Hello and thank you for tuning into the *Setting Up Your HARP Account for Hospital Quality Reporting* webinar On-Demand. My name is Bethany Bunch, and I am a Program Lead at CMS's Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor. I will be your virtual host for the webinar.

I would like to welcome our guest speaker for this webinar, Karen Waters. Karen is the Program Director for Bellese Technologies. Thank you, Karen, for helping us provide the instructions for setting up user HARP accounts for Hospital Quality Reporting.

This webinar will provide the background of the transition to Health Care Quality Information Systems, or HCQIS, Access Roles and Profile, known as HARP; instructions for establishing your HARP credentials and linking your existing *QualityNet Secure Portal* accounts; and a demonstration of logging into the Hospital Quality Reporting, or HQR, portal.

At the conclusion of the event, you should be able to understand the benefits of establishing your HARP account, establish your HARP credentials and link them to your existing *QualityNet Secure Portal* accounts, and login to the HQR portal with your new HARP credentials.

During the webinar, you will see a few acronyms referenced. The most frequent ones you will see are HARP, HCQIS Access Roles and Profile, and HQR, Hospital Quality Reporting.

If you have questions during today's webinar, you may submit them to the following email address, [WebinarQuestions@hsag.com](mailto:WebinarQuestions@hsag.com). Again, the email address is [WebinarQuestions@hsag.com](mailto:WebinarQuestions@hsag.com). When sending questions, please use the webinar title in the subject line. The webinar title is *Setting Up Your HARP Account for Hospital Quality Reporting*. In the email body, please include your question and, if your question pertains to a specific slide, please include the slide number for us to more efficiently assist you. We will answer your questions as soon as possible.

If you run into any issues or have technical questions while establishing your HARP account, please first contact your internal *QualityNet* Security

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Administrator/Official at your facility. If they are not able to resolve your issues, questions can be submitted to the *QualityNet* Help Desk at [qnet-support@hcqis.org](mailto:qnet-support@hcqis.org) or by calling (866) 288-8912. Their contact information is also listed on this slide.

If you are one of your facility's *QualityNet* Security Administrators or Officials, please establish your HARP credentials early in the transition period.

That's it for my introduction. So, I will now turn the presentation over to Karen Waters.

### **Karen Waters:**

The Centers for Medicare & Medicaid Services (CMS) has updated and streamlined systems to better serve you. Previously, users accessed the *QualityNet Secure Portal* via [cportal.qualitynet.org/QNet/pgm\\_select.htm](http://cportal.qualitynet.org/QNet/pgm_select.htm). Effective immediately, users will log in to the new Hospital Quality Reporting (HQR) portal at <https://hqr.cms.gov>. Note, you will continue to log in to Secure File Transfer through the *QualityNet Secure Portal* until further notice.

To access the new HQR site, log in to [cportal.qualitynet.org/QNet/pgm\\_select.htm](http://cportal.qualitynet.org/QNet/pgm_select.htm) to create your account and establish credentials in the HCQIS Access Roles and Profile (HARP) system.

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, and using one HARP account to access other CMS applications, such as the Quality Payment Program (QPP) and Internet Quality Improvement and Evaluation System (iQIES).

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 who do not establish their accounts by Monday, June 15, 2020, will need to contact the *QualityNet Help Desk* to manually establish their credentials.

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Next, we will talk about HARP credentials and linking accounts.

Step 1: Navigate to the *QualityNet Secure Portal* Login Page. The first step is to go to the *QualityNet* website: <https://qualitynet.org>. Select Log into Secure Portal at the top right of the page.

Step 2 is to select the Hospital Quality Reporting Destination. You do that by selecting Hospital Quality Reporting from the Choose Your QualityNet Destination drop-down menu. Then, select Let's Go.

Step 3: Enter existing login credentials. The first step is to enter your existing *QualityNet Secure Portal* User ID and Password into the User ID and Password fields. Next, enter your VIP Access Security Code into the Security Code field. Select Submit.

In the next step to enable your HARP Account, a pop-up window will appear in front of the My Tasks page alerting you to create a new HARP Login. 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.

Next, we will confirm your *QualityNet* account. So, on the Account Settings page you are directed to, your name and existing *QualityNet* User ID that you used to login earlier is displayed. Enter your *QualityNet* password associated with this account. Select Continue.

To identify an existing HARP Account, this page asks if you already have an existing HARP account. 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." Then, select Continue. Note, if you do know if you have an existing HARP account, you probably do not have an existing HARP account. So, go ahead and select "No, I do not remember creating a new HARP account." Then, select Continue.

Next, we are going to verify your information. So, 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

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birth, as it will not be populated. Note that your profile information that is populated is pulled from your *QualityNet* account. Next, select the checkbox stating, “I have reviewed and confirmed my account information above. This information should be used to create my HARP account.” Then, select Continue.

Next, we are going to create a user name and password. So, go ahead and create a user name and password. Confirm your password. Your user name and password do not need to match your existing *QualityNet Secure Portal* login.

Create your user name and password using the criteria listed in the table below. Your HARP user name must meet the following criteria: It must be a minimum of five, maximum of 100, alphanumeric character and symbols. Your HARP password must meet the following criteria: Be a minimum of 12 characters and include the following: a lowercase letter, an uppercase letter, a number 0–9, and a symbol. Note your password cannot contain your User name, first name, last name, or the following special characters displayed on the screen.

Next, we are going to create a security question. Select one option in the Security Question drop-down menu. 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 four, maximum of 100, alphanumeric characters. Select Continue.

Next, we will link accounts. Your new HARP user name and email are displayed on the left side of the screen. Review the accounts listed in the Affected *QualityNet* Accounts section. Note that the listed affected accounts were identified through matches of your first name, last name, and email address in the *QualityNet Secure Portal*. If you do not need access to a specific account, select the Remove link under the Actions column. If you have an account with an Inactive status, you must first reactivate the account. To reactivate the account, log in to the *QualityNet Secure Portal* using the listed user name and associated password.

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Select the checkbox stating, “I understand that upon continuing, I will sign into the Hospital Quality Reporting (HQR) system at <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.)”  
Select Link 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.

Log in to the missing or removed *QualityNet Secure Portal* using that account’s User ID and password and follow Steps 1–5 in these slides. 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. Upon completion, this will link any other accounts found to your HARP account in addition to the accounts you are linking right now. If you still cannot find an account, call the *QualityNet* Help Desk at (866) 288-8912.

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

Enter your newly created HARP user name and password. Select the checkbox stating, “I agree to the Terms & Conditions.” Select Login.

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.

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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 and select Send Code. Enter the security code you received via text or phone call. Select Submit.

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 set up is now complete. There are no additional steps required for account set up. You can close your internet browser or access the HQR Portal by selecting Sign In to HQR or your HARP user profile by selecting Sign into HARP user profile.

Next, we will walk through accessing the HQR portal.

Next, go to the HQR Portal login page: <https://hqr.cms.gov>. Enter your HARP user name and password. Select Sign In.

Next, you will select the two-factor authentication device option to receive a security code. Then, select Next.

Enter the security code you received via text or phone call and select Submit.

Next, select Accept to verify that you accept the terms and conditions.

Next, we will talk about 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 at <https://www.qualitynet.org/training-guides#tab2>

Finally, 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.

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Unresolved questions may be submitted to the *QualityNet* Help Desk at [qnetsupport@hcqis.org](mailto: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.

**Bethany Bunch:** Thank you, Karen.

If you had questions during today's webinar, you may submit them to the following email address: [WebinarQuestions@hsag.com](mailto:WebinarQuestions@hsag.com). As a reminder, when sending questions, please use the webinar title in the subject line. The webinar title is *Setting Up Your HARP Account for Hospital Quality Reporting*. In the email body, please include your question and, if your question pertains to a specific slide, please include the slide number for us to more efficiently assist you. We will answer your questions as soon as possible.

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Thank you for watching our On Demand webinar. We appreciate all feedback that you provide. Please click the link on this slide to provide feedback and comments on this webinar.

Thank you again for joining. We hope you have a great day.