

# Welcome!

- **Audio for this event is available via GlobalMeet® Internet streaming.**
- **Connect via Chrome.**
- **No telephone line is required.**
- **Computer speakers or headphones are necessary to listen to streaming audio.**
- **Limited dial-in lines are available. Please request a dial-in line via the Ask a Question box.**
- **This event is being recorded.**



# Troubleshooting Audio

Audio from computer speakers breaking up?

Audio suddenly stop?

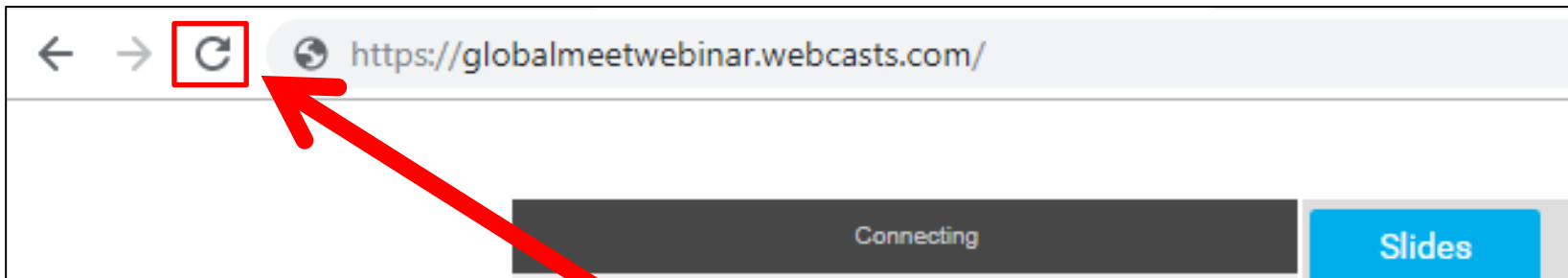
Click Refresh

– or –

Press F5



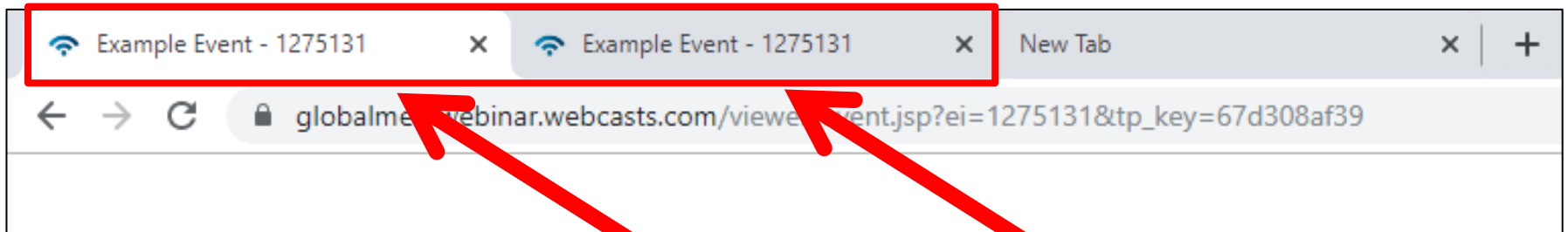
F5 Key  
Top Row of Keyboard



Refresh

# Troubleshooting Echo

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



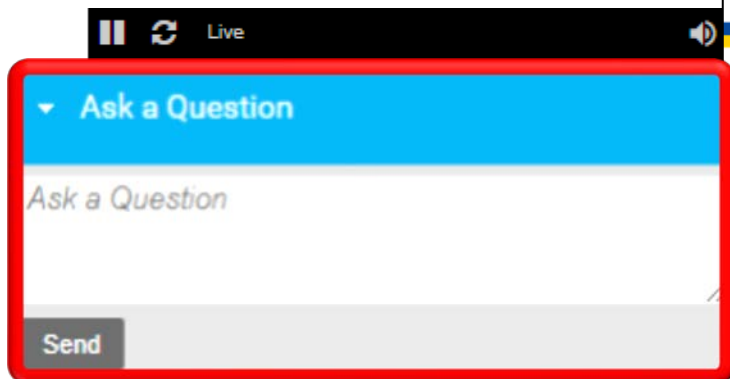
Example of Two Browsers/Tabs Open in Same Event

# Submitting Questions

Type questions in the Ask a Question section, located on the left-hand side of your screen.



**Inpatient Value, Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contractor**



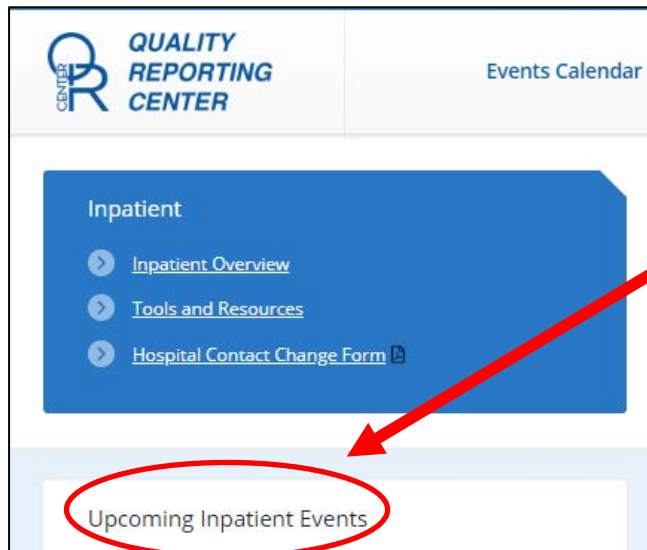
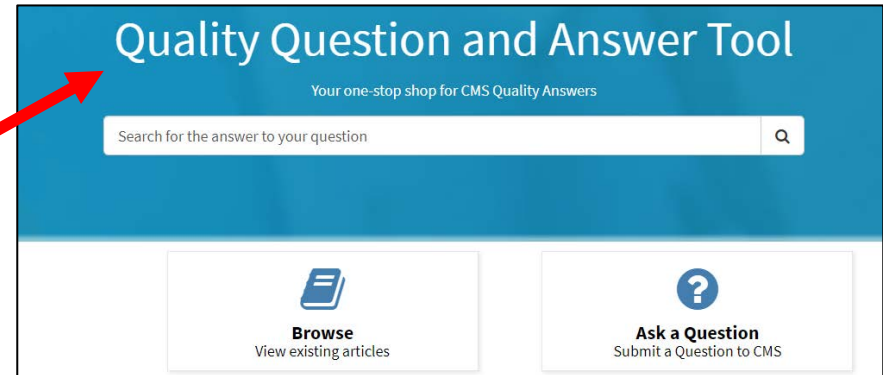
**Today's Presentation**



# Before We Begin...

## Chat Tool

- Submit questions pertinent to today's topic.
- We will respond to any unanswered questions as soon as possible and may publish them in the [QualityNet Q&A Tool](#).



## Today's Slide Presentation

- Go to <https://www.QualityReportingCenter.com/> to download today's slides.
- Click link for this event under Upcoming Inpatient Events on the bottom left of the screen.



# **Inpatient Psychiatric Facility Quality Reporting Program: Navigating the *QualityNet* Q&A Tool**

**Evette Robinson, MPH, CPHQ**

Program Lead, Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program  
Inpatient Value, Incentives, and Quality Reporting (VIQR)  
Outreach and Education Support Contractor

**April 7, 2021**

# Purpose

This presentation describes ways the IPF community can leverage the *QualityNet* Questions & Answers (Q&A) Tool to review published Q&A pairs and submit questions regarding new topics.

# Objectives

Attendees will be able to leverage the *QualityNet* Q&A Tool to search published Q&A pairs and submit questions regarding new topics.



IPFQR Program: Navigating the *QualityNet* Q&A Tool

## ***QualityNet* Q&A Tool: Overview**

# QualityNet Q&A Tool Overview

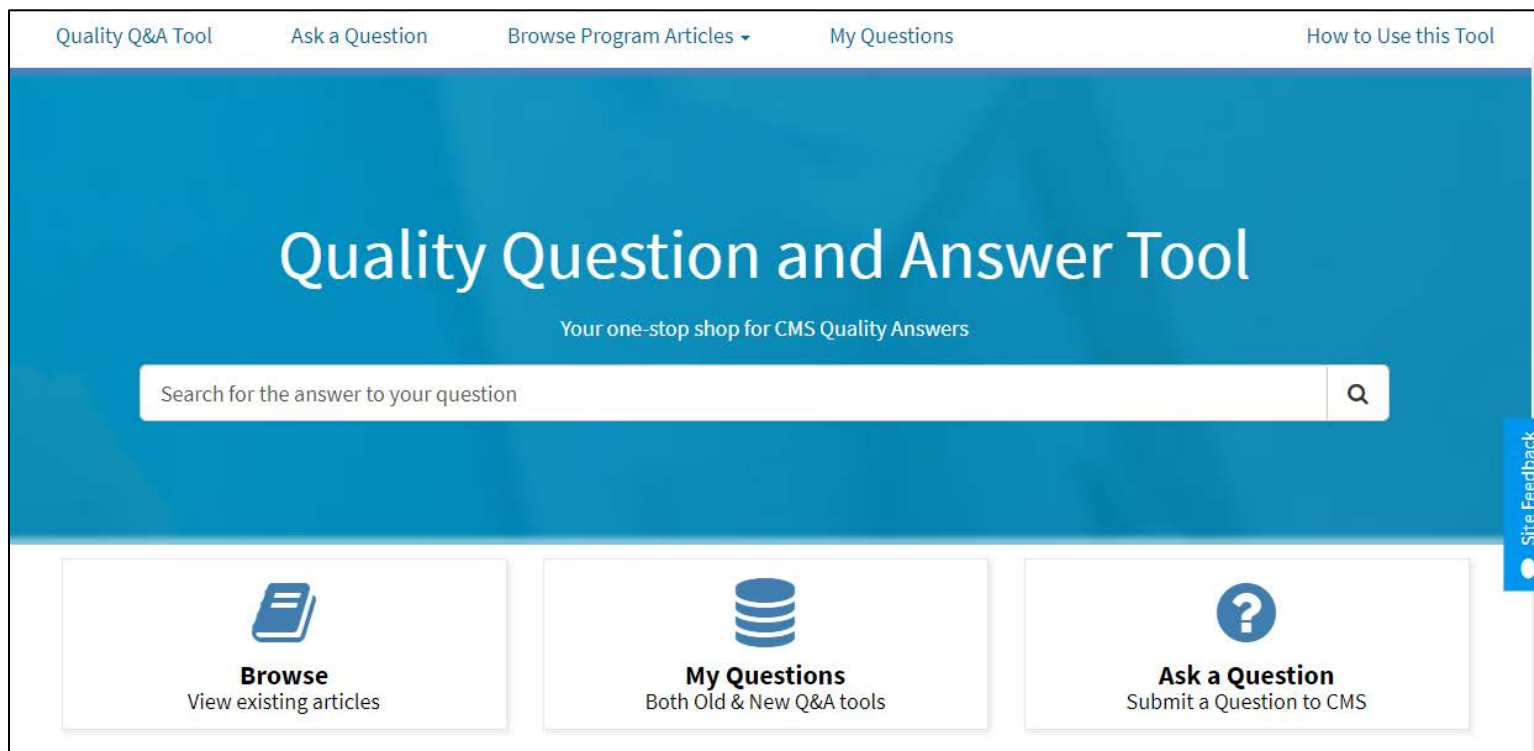
The [QualityNet Q&A Tool](https://cmsqualitysupport.servicenowservices.com/qnet_qa) is designed to be a one-stop shop for answers to questions pertaining to the various CMS Quality reporting programs and initiatives.

([https://cmsqualitysupport.servicenowservices.com/qnet\\_qa](https://cmsqualitysupport.servicenowservices.com/qnet_qa))



# QualityNet Q&A Tool Overview

The landing page of the Q&A Tool provides multiple ways to search for published Q&A pairs (referred to as articles), submit a question, and review questions you submitted.



The screenshot shows the landing page of the Quality Question and Answer Tool. The page has a blue header with navigation links: "Quality Q&A Tool", "Ask a Question", "Browse Program Articles", "My Questions", and "How to Use this Tool". The main content area is blue and features the title "Quality Question and Answer Tool" and the subtitle "Your one-stop shop for CMS Quality Answers". Below this is a search bar with the placeholder text "Search for the answer to your question" and a magnifying glass icon. At the bottom, there are three white boxes with icons and text: "Browse" (document icon) with "View existing articles", "My Questions" (database icon) with "Both Old & New Q&A tools", and "Ask a Question" (question mark icon) with "Submit a Question to CMS". A vertical "Site Feedback" button is on the right side.

# QualityNet Q&A Tool Overview

Click the (1) Quality Q&A Tool Link in the top left to return to the homepage from anywhere in the tool. To review articles about how to use the tool click (2) How to Use this Tool.

Note: Articles in the “How to Use this Tool” page were not created by the VIQR Outreach and Education Support Contractor and some links may no longer be active.

1

2

Quality Q&A Tool

Ask a Question

Browse Program Articles ▾

My Questions

How to Use this Tool

Quality Question and Answer Tool



# QualityNet Q&A Tool Overview

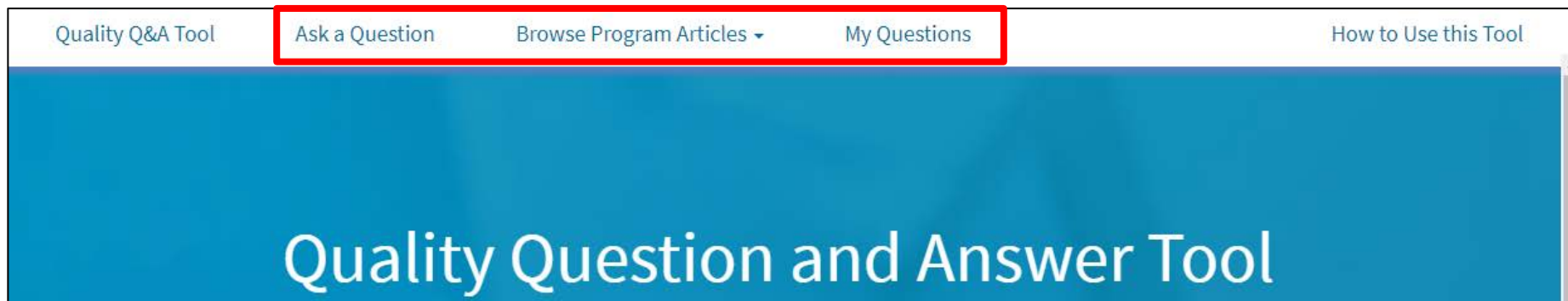
The menu options at the top of the landing page appear on every page of the tool to provide easy access to the tool's main features:

- 1) submitting a question (Ask a Question)
- 2) searching existing articles (Browse Program Articles)
- 3) reviewing questions that you submitted (My Questions)

1

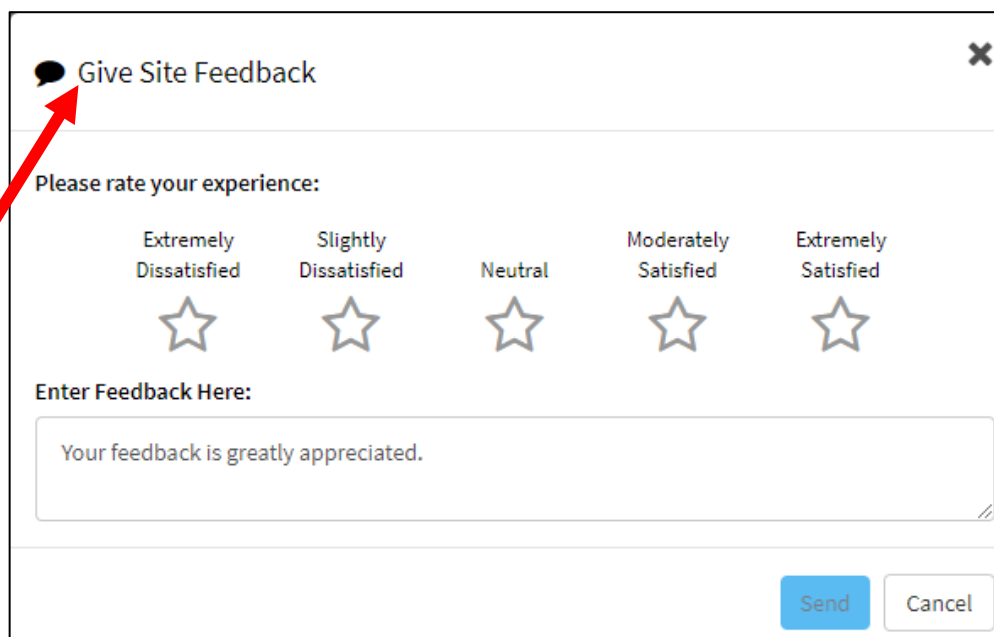
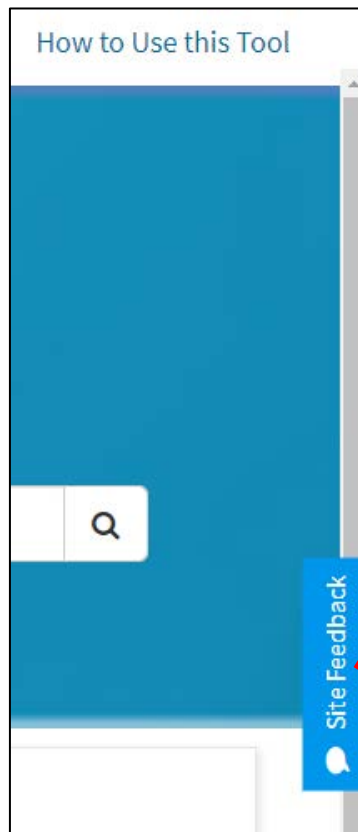
2

3



# QualityNet Q&A Tool Overview

You can submit feedback about the Q&A Tool by clicking the Site Feedback button, located on the right side of the screen throughout the *QualityNet* Q&A Tool.

A screenshot of the "Give Site Feedback" form. The form has a title "Give Site Feedback" with a close button (X) in the top right corner. Below the title, it says "Please rate your experience:". There are five star icons in a row, each with a label above it: "Extremely Dissatisfied", "Slightly Dissatisfied", "Neutral", "Moderately Satisfied", and "Extremely Satisfied". Below the stars is a text input field with the placeholder text "Enter Feedback Here:" and the text "Your feedback is greatly appreciated." inside the field. At the bottom right of the form are two buttons: "Send" (blue) and "Cancel" (white).

IPFQR Program: Navigating the *QualityNet* Q&A Tool

## ***QualityNet* Q&A Tool: Search for Existing Articles**

# QualityNet Q&A Tool

## Search for Existing Articles

Leverage the search function within the *QualityNet* Q&A Tool to find existing articles that pertain to your questions about program requirements, measure abstraction, and specifications.

(1) Search bar (2) Browse Program Articles (3) Browse View existing articles

The screenshot shows the QualityNet Q&A Tool interface. At the top, there are navigation links: "Quality Q&A Tool", "Ask a Question", "Browse Program Articles" (highlighted with a red box and a circled "2"), "My Questions", and "How to Use this Tool". The main heading is "Quality Question and Answer Tool" with the subtitle "Your one-stop shop for CMS Quality Answers". Below this is a search bar (circled "1") with the placeholder text "Search for the answer to your question" and a magnifying glass icon. At the bottom, there are three main action buttons: "Browse View existing articles" (circled "3" and highlighted with a red box), "My Questions Both Old & New Q&A tools", and "Ask a Question Submit a Question to CMS". A "Site Feedback" button is visible on the right side.

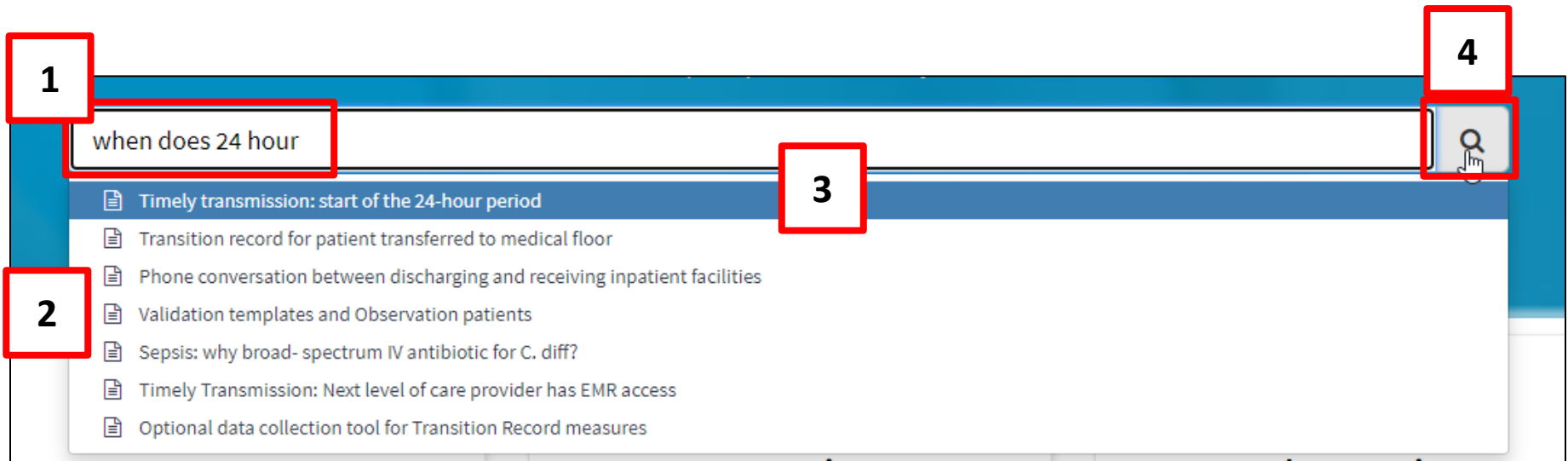


# QualityNet Q&A Tool

## Use the Search Bar to Find Existing Articles

The most direct way to search for an existing article in the *QualityNet* Q&A Tool is to type your question in the search bar (1). You will notice a list of potentially relevant articles (2) will auto-populate below the search bar as you begin typing keywords associated with existing articles.

You may select an article title from these options (3) or click the magnifying glass to search based on the keywords entered in the search bar (4).



# QualityNet Q&A Tool

## Disclaimer

Before you can view an existing article, a disclaimer statement will appear. You must click the Continue button in order to view the selected article. As indicated in the image at right, if you click the Cancel button you will not be able to view the article and will return to the *QualityNet* Q&A Tool homepage. This message should only appear once per day, the first time you access an article in the tool.

DISCLAIMER: The information included in these educational resources were current at publication and/or upload onto the Quality Reporting Center and QualityNet websites. Medicare policy changes frequently. Any links to the Medicare online source documents are for reference use only. In the case that Medicare policy, requirements, or guidance related to this educational resource change following the date of posting, this resource will not necessarily reflect those changes; given that it will remain as an archived copy, it will not be updated.

These educational resources were prepared as a service to the public and are not intended to grant rights or impose obligations. Any references or links to statutes, regulations, and/or other policy materials included are provided as summary information. No material contained therein is intended to take the place of either the written law or regulations. In the event of any conflict between the information provided in these educational resources and any information included in any Medicare rules and/or regulations, the rules and regulations shall govern. The specific statutes, regulations, and other interpretive materials should be reviewed independently for a full and accurate statement of their contents.

Continue

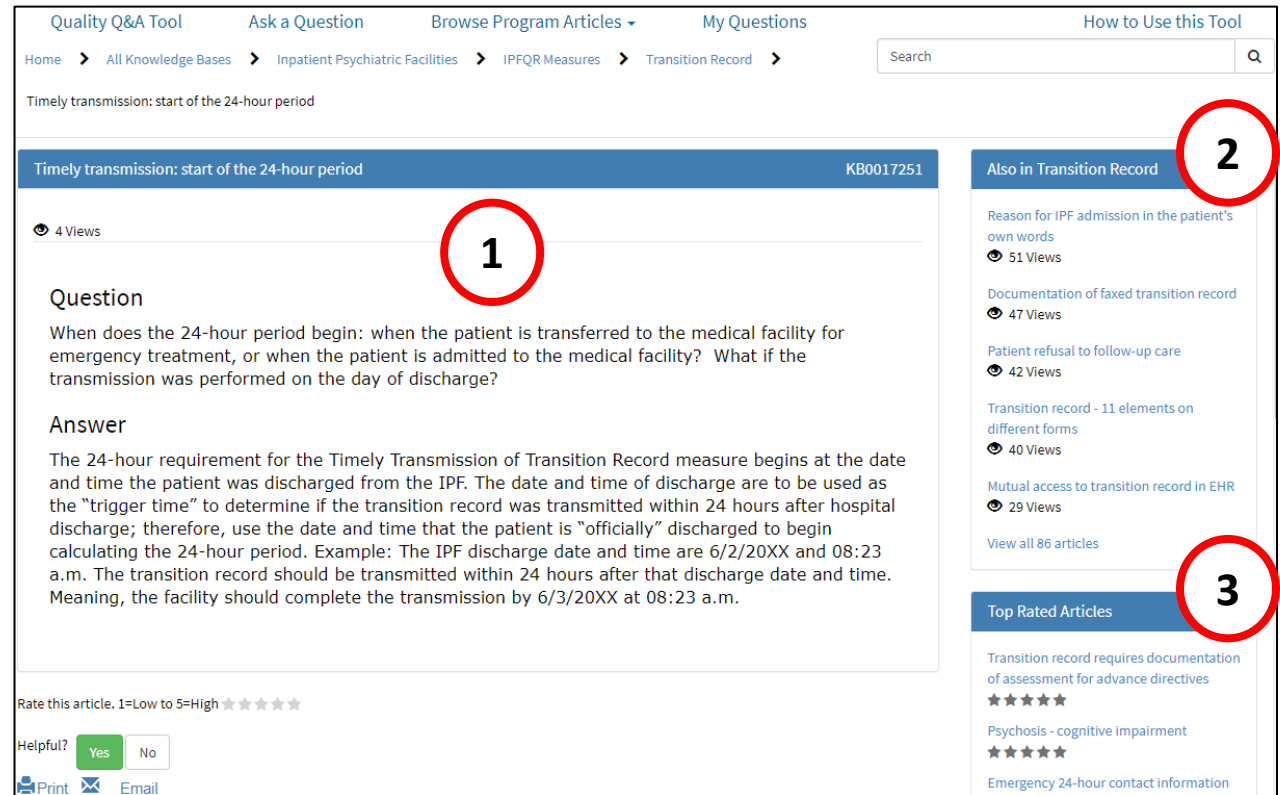
Cancel

You will not be able to view the document if you cancel.

# QualityNet Q&A Tool

## Search Bar to Find Existing Articles

Next you will see the published article prominently displayed on the webpage (1), a list of other published articles associated with that topic (2), and the top-rated articles (3).



Quality Q&A Tool   Ask a Question   Browse Program Articles   My Questions   How to Use this Tool

Home > All Knowledge Bases > Inpatient Psychiatric Facilities > IPFQR Measures > Transition Record >

Search [ ] Q

Timely transmission: start of the 24-hour period

Timely transmission: start of the 24-hour period KB0017251

4 Views

**1**

**Question**

When does the 24-hour period begin: when the patient is transferred to the medical facility for emergency treatment, or when the patient is admitted to the medical facility? What if the transmission was performed on the day of discharge?

**Answer**

The 24-hour requirement for the Timely Transmission of Transition Record measure begins at the date and time the patient was discharged from the IPF. The date and time of discharge are to be used as the "trigger time" to determine if the transition record was transmitted within 24 hours after hospital discharge; therefore, use the date and time that the patient is "officially" discharged to begin calculating the 24-hour period. Example: The IPF discharge date and time are 6/2/20XX and 08:23 a.m. The transition record should be transmitted within 24 hours after that discharge date and time. Meaning, the facility should complete the transmission by 6/3/20XX at 08:23 a.m.

Rate this article. 1=Low to 5=High ★★★★★

Helpful?

**2**

**Also in Transition Record**

- Reason for IPF admission in the patient's own words  
51 Views
- Documentation of faxed transition record  
47 Views
- Patient refusal to follow-up care  
42 Views
- Transition record - 11 elements on different forms  
40 Views
- Mutual access to transition record in EHR  
29 Views

View all 86 articles

**3**

**Top Rated Articles**

- Transition record requires documentation of assessment for advance directives  
★★★★★
- Psychosis - cognitive impairment  
★★★★★
- Emergency 24-hour contact information

# QualityNet Q&A Tool

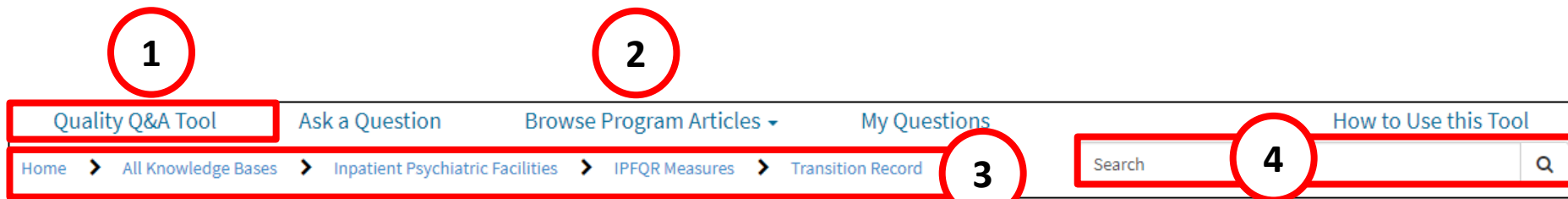
## Anatomy of an Existing Article

The article title and number are in the blue bar at the top of the article box (1). The number of times the article has been viewed appears above the question (2). Below the answer are the options to rate the article, indicate whether it is helpful, print the webpage, or send it via email (3).

The screenshot displays the interface of the QualityNet Q&A Tool. At the top, a blue header bar contains the article title "Timely transmission: start of the 24-hour period" (circled in red with a '1') and the article ID "KB0017251". Below the header, the article has "4 Views" (circled in red with a '2'). The main content area is divided into "Question" and "Answer" sections. The question asks about the start of the 24-hour period for timely transmission. The answer provides detailed instructions on how to determine the trigger time for the 24-hour period. At the bottom, there is a rating section "Rate this article. 1=Low to 5=High" with five stars (circled in red with a '3'), a "Helpful?" section with "Yes" and "No" buttons, and "Print" and "Email" icons.

# QualityNet Q&A Tool

## Use the Search Bar to Find Existing Articles



After you review the article, you have multiple options from which to choose to continue searching for existing articles:

- (1) Click “Quality Q&A Tool” to navigate back to the homepage.
- (2) Click “Browse Program Articles” to search by program.
- (3) Navigate to a different page to view lists of articles within a category.
- (4) Submit keywords in the search field.
- (5) Select another published article to review within the same category or listed among the top-rated articles.

**Also in Transition Record**

- Reason for IPF admission in the patient's own words  
👁 51 Views
- Documentation of faxed transition record  
👁 47 Views
- Patient refusal to follow-up care  
👁 42 Views
- Transition record - 11 elements on different forms  
👁 40 Views
- Mutual access to transition record in EHR  
👁 29 Views

[View all 86 articles](#)

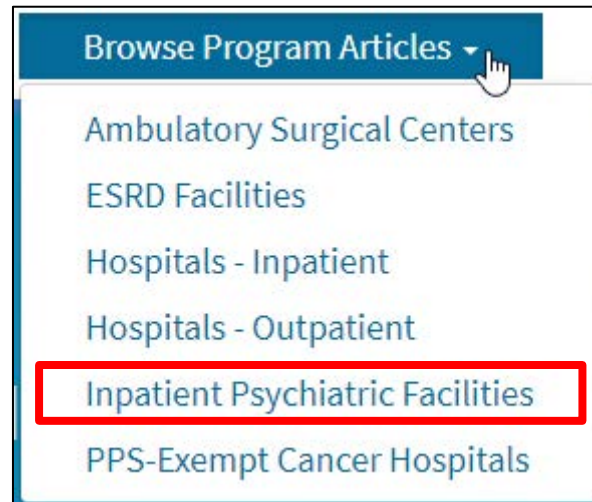
**Top Rated Articles**

- Transition record requires documentation of assessment for advance directives  
★★★★★
- Psychosis - cognitive impairment  
★★★★★
- Emergency 24-hour contact information

# QualityNet Q&A Tool

## Use the Browse Program Articles Drop-Down Menu to Find Existing Articles

As noted on previous slides, the “Browse Program Articles” link in the top menu is another option you can use to search for existing articles from anywhere in the *QualityNet* Q&A Tool. Click on the link and select “Inpatient Psychiatric Facilities” from the drop-down menu.



# QualityNet Q&A Tool

## Use the Browse Program Articles Drop-Down Menu to Find Existing Articles

In addition to the static menu at the top, the landing page for the Inpatient Psychiatric Facilities articles page includes four main sections:

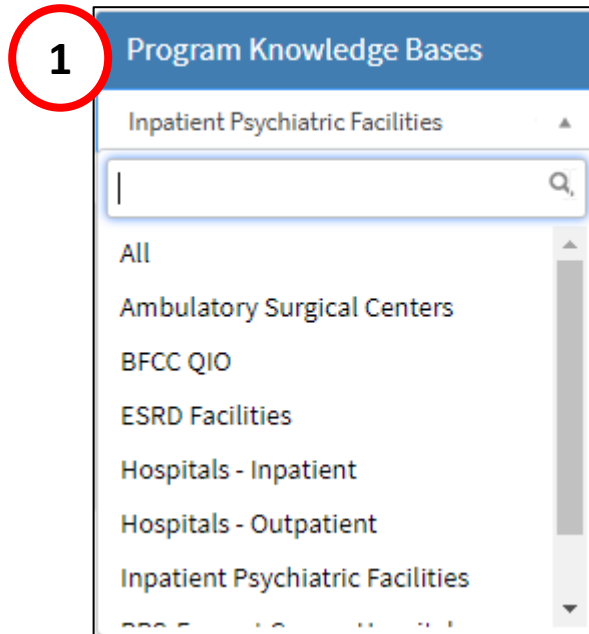
- (1) Program Knowledge Bases
- (2) Categories
- (3) Top Rated Articles
- (4) Most Viewed Articles

The screenshot displays the QualityNet Q&A Tool interface for the Inpatient Psychiatric Facilities landing page. The page is structured as follows:

- Navigation Bar:** Quality Q&A Tool, Ask a Question, Browse Program Articles (with a dropdown arrow), My Questions, How to Use this Tool.
- Breadcrumb Trail:** Home > Knowledge Bases > Inpatient Psychiatric Facilities.
- Search:** A search box with a magnifying glass icon.
- Section 1: Program Knowledge Bases** (indicated by a red circle with the number 1): A dropdown menu currently showing 'Inpatient Psychiatric Facilities'.
- Section 2: Categories** (indicated by a red circle with the number 2): A list of categories with counts: IPFQR Measures (194), IPFQR Program Requirements (56), and IPFQR Public Reporting (4).
- Section 3: Top Rated Articles** (indicated by a red circle with the number 3): A list of articles with star ratings:
  - Transition record requires documentation of assessment for advance directives (5 stars)
  - Psychosis - cognitive impairment (5 stars)
  - Emergency 24-hour contact information (5 stars)
  - Patient refusal to follow-up care (5 stars)
  - Documentation of faxed transition record (5 stars)
- Section 4: Most Viewed Articles** (indicated by a red circle with the number 4): A list of articles with view counts:
  - Reason for IPF admission in the patient's own words (55 Views)
  - Documentation of faxed transition record (47 Views)
  - Public reporting of fiscal year (FY) 2021 IPFQR Program measure data (43 Views)
  - Patient refusal to follow-up care (42 Views)
  - Transition record - 11 elements on different forms (40 Views)
- Site Feedback:** A blue button with a speech bubble icon and the text 'Site Feedback' is located on the right side of the page.

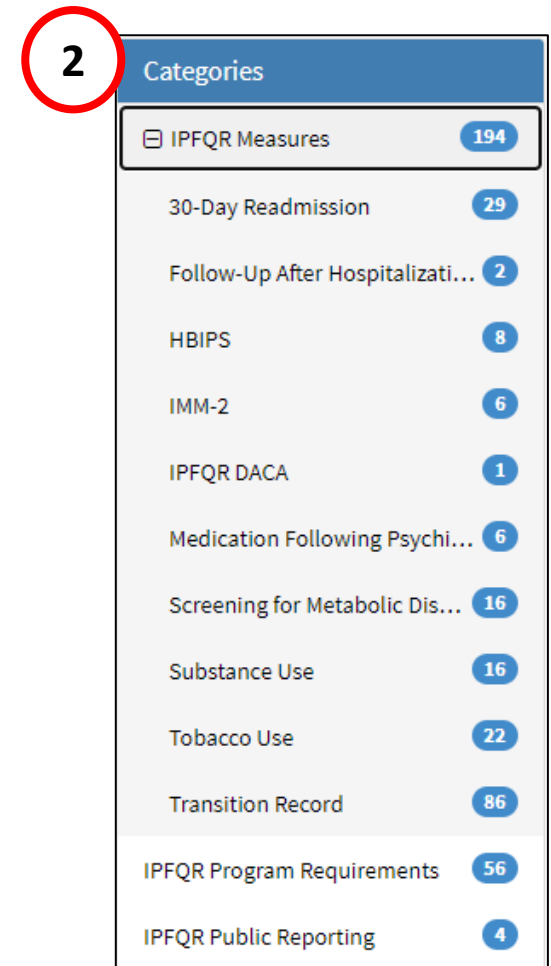
# QualityNet Q&A Tool

## Use the Browse Program Articles Drop-Down Menu to Find Existing Articles



The Program Knowledge Bases section (1) has a drop-down menu that allows you to navigate to the articles page for another CMS program or initiative.

In the Categories section (2) click the plus (+) sign to expand “IPFQR Measures” to view the volume of articles published under each measure category as well as the IPFQR DACA category.





# QualityNet Q&A Tool

## Use the Browse Program Articles Drop-Down Menu to Find Existing Articles

Click the category name to see a list of the articles associated with that category. The example on this slide displays the articles that appear for the 30-Day All-Cause Unplanned Readmission Following Psychiatric Hospitalization in an IPF claims-based measure.

The screenshot displays the QualityNet Q&A Tool interface. On the left, there is a sidebar with a 'Program Knowledge Bases' section containing a dropdown menu set to 'Inpatient Psychiatric Facilities'. Below this is a 'Categories' section with a list of categories and their respective article counts:

- IPFQR Measures: 194
- 30-Day Readmission: 29
- Follow-Up After Hospitalizati...: 2
- HBIPS: 8
- IMM-2: 6
- IPFQR DACA: 1
- Medication Following Psychi...: 6
- Screening for Metabolic Dis...: 16
- Substance Use: 16
- Tobacco Use: 22
- Transition Record: 86
- IPFQR Program Requirements: 56
- IPFQR Public Reporting: 4

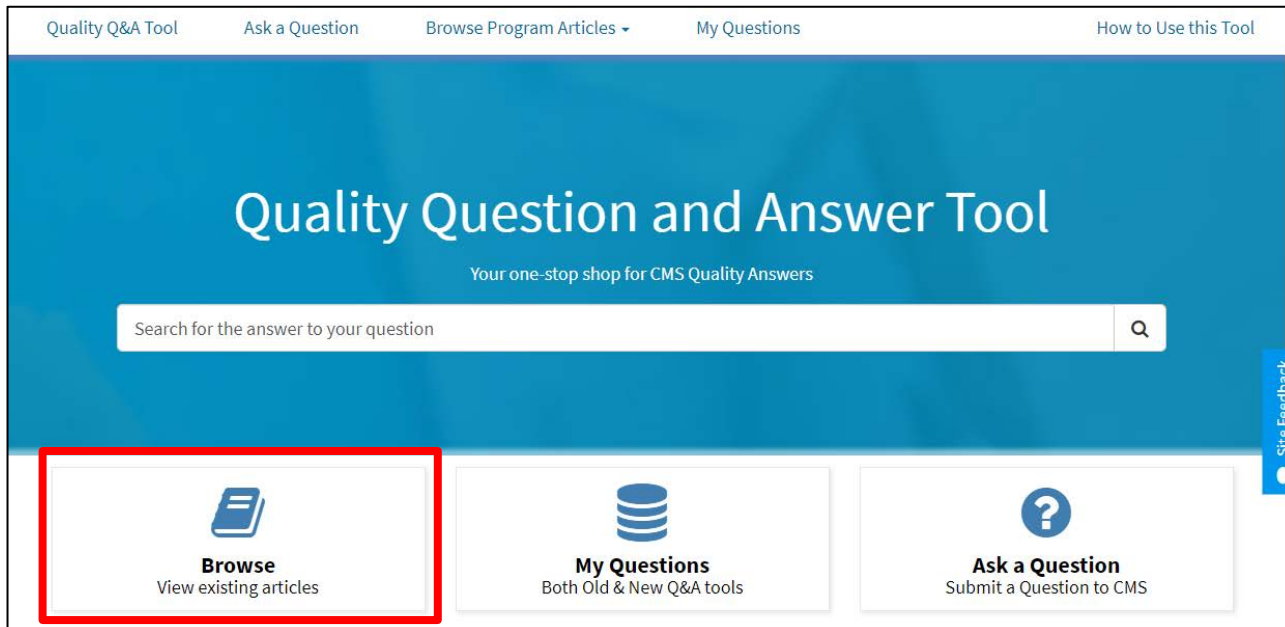
On the right, the '30-Day Readmission' category is selected, showing a list of articles:

- Patient discharged from IPF and admitted to a medical facility**  
Question Is it considered a readmission if a patient admitted to an IPF is discharged due to an acute medical illness and is admitted to a medical facility? Answer A patient discharged from an IPF and admitted to an acute care hospital or critical access...  
• 10 Views
- Patient discharged from IPF to medical unit then readmitted to IPF**  
Question A patient in an IPF has a medical condition that leads to the need for inpatient medical treatment - this is a discharge and readmission to a medical unit within the same hospital versus a transfer. Will these be counted as a readmission when...  
• 3 Views
- Claims-based measure, not chart-abstracted**  
Question Is this measure claims-based and risk-adjusted, so there is nothing for IPFs to abstract from the record? Answer Correct. CMS will calculate the rates for this claims-based measure; therefore, IPFs will not be required to abstract data for this...  
• 2 Views
- Short stay acute care readmission due to a non-psychiatric reason**  
Question Could a short stay acute care readmission be due to a non-psychiatric reason? Answer Yes, readmission for non-psychiatric diagnoses are included in the outcome definition, because a readmission is defined as an admission for any cause between...  
• 1 View
- Hospital performance**  
Question What do you mean by "high performing" and "low performing" hospitals? Answer High performing hospitals were defined as the tenth percentile of IPFs nationally. The tenth percentile had an unadjusted readmission rate of 12% or lower based on 2012...  
• 3 Views
- Multiple index admissions**  
Question Is each admission considered an index admission or can you only have one index admission in a 30-day period? Answer A patient may have multiple index admissions included in the measure population during a 30-day period, if each admission meets...  
• 1 View

# QualityNet Q&A Tool

## Use the Browse View existing articles Button to Find Existing Articles

The third way to search for an existing article in the *QualityNet* Q&A Tool is to click the Browse View existing article button on the homepage.



# QualityNet Q&A Tool

## Use the Browse View existing articles Button to Find Existing Articles

The landing page for All Knowledge Bases includes the same four categories: Program Knowledge Bases (1), Categories (2), Top Rated Articles (3), and Most View Articles (4).

The IPFQR Program-related Categories are listed toward the bottom of the list in the Categories section.

The screenshot displays the QualityNet Q&A Tool interface. At the top, there are navigation links: "Quality Q&A Tool", "Ask a Question", "Browse Program Articles", and "My Questions". Below this is a breadcrumb trail: "Home > All Knowledge Bases".

The main content area is divided into two columns. The left column has a header "Program Knowledge Bases" (circled 1) and a dropdown menu set to "All". Below this is a "Categories" section (circled 2) with a list of categories: Q&A How-to, ASC Measures, ASC Public Reporting, ASC Quality Reporting, BFCC QIO 11th SOW Articles, BFCC QIO 12th SOW Articles, ESRD QIP, Inpatient Measures, Inpatient Programs, Inpatient Public Reporting, Inpatient Validation, IPFQR Measures (highlighted with a red box), IPFQR Program Requirements, IPFQR Public Reporting, and Outpatient Clinical Documentation.

The right column has a header "Top Rated Articles" (circled 3) and a list of articles with star ratings: "Severe Sepsis Present - Source of suspected infection" (5 stars), "Severe Sepsis Present/Septic Shock Present - Documentation discharge note or summary and POA" (5 stars), "Emergency 24-hour contact information" (5 stars), "Antibiotics mixed with a crystalloid fluid" (5 stars), and "Persistent Hypotension: target ordered fluid volume" (5 stars). Below this is a "Most Viewed Articles" section (circled 4) with a list of articles and view counts: "Promoting Interoperability data submission process" (520 Views), "Overall Hospital Quality Star Ratings" (405 Views), "Severe Sepsis/Septic Shock Present - Screening tool use for Severe Sepsis documentation" (135 Views), "Who do we call if we have questions about attestation for the Promoting Interoperability Program?" (98 Views), and "Severe Sepsis/Septic Shock - Presentation Time" (85 Views).

IPFQR Program: Navigating the *QualityNet* Q&A Tool

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## ***QualityNet* Q&A Tool: Ask a Question**

# QualityNet Q&A Tool: Ask a Question

If, upon searching the existing articles, you do not find the answer to your question(s), you can submit a question to CMS via the “Ask a Question” hyperlink at the top of the page or the “Ask a Question” button on the homepage. Both avenues will lead to the same webpage.

The screenshot shows the homepage of the Quality Question and Answer Tool. The top navigation bar includes links for "Quality Q&A Tool", "Ask a Question" (highlighted with a red box), "Browse Program Articles", "My Questions", and "How to Use this Tool". The main content area features a large blue header with the title "Quality Question and Answer Tool" and the subtitle "Your one-stop shop for CMS Quality Answers". Below the header is a search bar with the placeholder text "Search for the answer to your question" and a search icon. At the bottom, there are three main action buttons: "Browse" (View existing articles), "My Questions" (Both Old & New Q&A tools), and "Ask a Question" (Submit a Question to CMS), with the "Ask a Question" button highlighted by a red box. A vertical "Site Feedback" button is located on the right side of the page.

# QualityNet Q&A Tool: Ask a Question

In the top portion of the webform you will notice a warning to not include Protected Health Information (PHI), as doing so is a violation of the Health Information Portability and Accountability Act of 1996 (HIPPA) and the Privacy Act of 1974. Note that any questions containing PHI will be deleted from the system and not processed.

## QualityNet Question and Answer Site

### Submit a Question to Our Support Team

\* Indicate required field

**WARNING:** Individually identifiable health information in this system is subject to the Health Information Portability and Accountability Act of 1996 and the Privacy Act of 1974. Submission of questions to the QIO and Hospital Q&A System that contains Protected Health Information (PHI) is a violation of these Acts. **Questions containing PHI will be deleted from the system and not processed.** For detailed information regarding transmitting or receiving healthcare information or data read the [QualityNet System Security Policy \(PDF\)](#).

# QualityNet Q&A Tool: Ask a Question

In the next part of the webform, you will enter information about yourself, including your first and last name, and email address (twice). You have the option to include your phone number, including area code and extension, if applicable.

**Tell us about yourself.**

First Name *	Last Name *
<input type="text" value="Limit 75 chars"/>	<input type="text" value="Limit 75 chars"/>
Email Address *	Confirm Email Address *
<input type="text" value="e.g. joe@domain.com"/>	<input type="text"/>
Phone Number	
<input type="text" value="(xxx)xxx-xxxx(ext.)"/>	

# QualityNet Q&A Tool: Ask a Question

In the bottom portion of the webform, you will enter the information specific to your question. This is an image of the blank form prior to making any selections.


**Question Details**

Program \*

Topic \*

Subject \*

Please describe your question \*

I'm not a robot   
reCAPTCHA  
Privacy - Terms



# QualityNet Q&A Tool: Ask a Question

Click on the drop-down menu below “Program” and select “IPF – Inpatient Psychiatric Facility.” This will update the webform to include additional fields for you to complete, specifically the “Hospital CCN” (1) and “Discharge Period\_IPF” (2) fields.

### Question Details

Program \*

IPF - Inpatient Psychiatric Facility

Topic \*

Select from the list of topics

Hospital CCN

##### 6 Digit CMS Certification Number, Numeric only. Format: #####

Discharge Period\_IPF \*

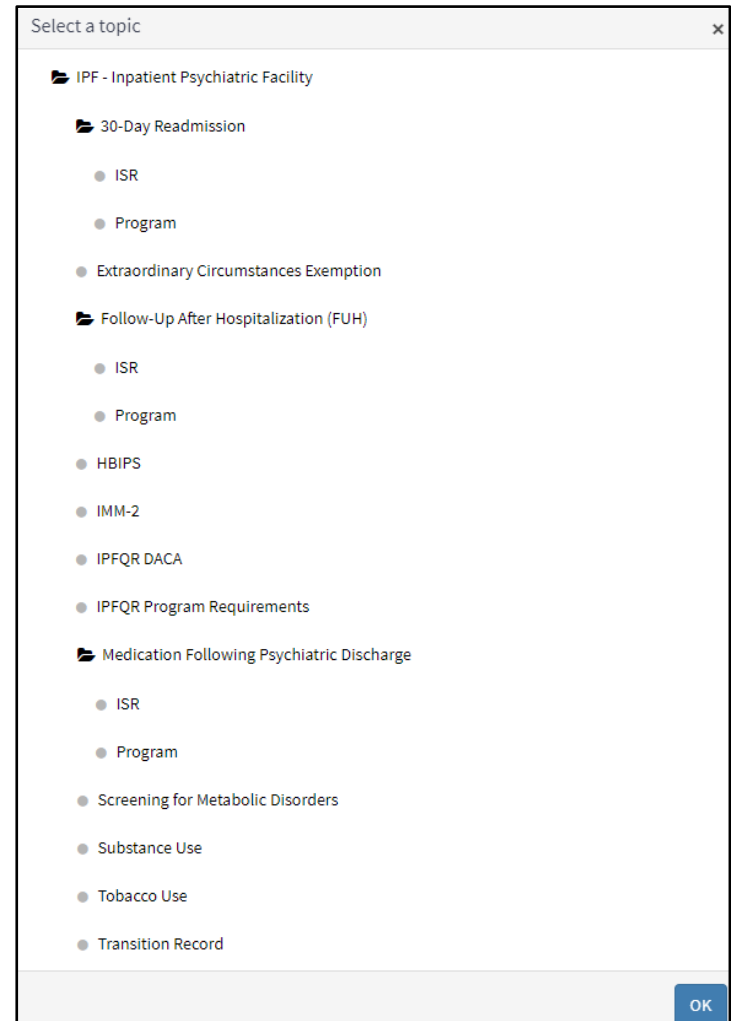
Select from the drop down

1

2

# QualityNet Q&A Tool: Ask a Question

Click on the field below “Topic” and a list of topics will appear in separate window, as displayed in the image at right. Once you select a topic, click the OK button in the bottom right of the window.



# QualityNet Q&A Tool: Ask a Question

In the next field, enter the CMS Certification Number (CCN) for your facility, if applicable. If you are a vendor or other such entity that does not have a CCN, leave the “Hospital CCN” field (1) blank. If you are a facility and do not enter your CCN, you will be asked to provide it before your question is reviewed.

Below “Discharge Period\_IPF” choose the appropriate time period pertaining to your question from the drop-down menu (2). This information ensures that your question is answered based on the appropriate specifications pertinent to the selected discharge period. Select “N/A” if the discharge period is not relevant to your question.

The screenshot shows a form with two main fields. The first field, labeled 'Hospital CCN', is a text input box containing '#####'. To its right is a light blue tooltip box with the text '6 Digit CMS Certification Number, Numeric only. Format: #####'. The second field, labeled 'Discharge Period\_IPF \*', is a dropdown menu with '07/01/2020-12/31/2020' selected. A red circle with the number '1' is positioned to the left of the Hospital CCN field, and a red circle with the number '2' is positioned to the left of the Discharge Period\_IPF field.

# QualityNet Q&A Tool: Ask a Question

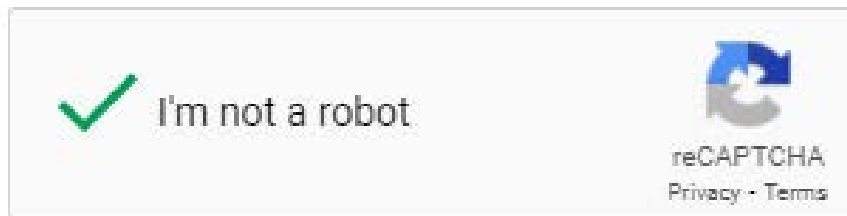
Next, enter a short description of your question in the field below “Subject” (1). Then enter your question in the field below “Please describe your question” (2). Notice that a box will appear above the text box advising you to ensure that you exclude personally identifiable information (PII) and PHI from your submission (3).

The screenshot shows the 'Ask a Question' interface. It features two main text input fields. The first field is labeled 'Subject \*' and contains the text 'Data submission deadline'. A red circle with the number '1' is positioned to the left of this field. The second field is labeled 'Please describe your question \*' and contains the text 'What is the data submission deadline for data collected during calendar year 2020?'. A red circle with the number '2' is positioned to the left of this field. Above the second field, a black warning box with white text reads: 'Please ensure you do not include Personally Identifiable Information (PII) and/or Protected Health Information (PHI) in your submission.' A red circle with the number '3' is positioned to the right of this warning box. At the bottom left of the form, the text '3918 characters left' is displayed.

# QualityNet Q&A Tool: Ask a Question

Click the box next to “I’m not a robot” to complete the reCAPTCHA and follow the prompts (1). Then, click the “SUBMIT QUESTION” button (2).

1



2



# QualityNet Q&A Tool: Ask a Question

On the next screen you will see a statement confirming that your question was successfully submitted, and the reference number assigned for follow up (1). You can choose one of the menu options at the top of the page (2), click “Go To Main Page” (3) or click the “Submit Another Question” button (4).

The screenshot shows the 'Your Question has been Submitted' page. At the top, a navigation bar contains links: 'Quality Q&A Tool', 'Ask a Question', 'Browse Program Articles', 'My Questions', and 'How to Use this Tool'. The 'My Questions' link is circled with a red circle and labeled '2'. Below the navigation bar, the main heading reads 'Your Question has been Submitted'. Below this heading, a message states: 'Thanks for submitting your question. Use this reference number for follow up: #CS1206073. A member of our support team will get back to you soon.' This message is circled with a red circle and labeled '1'. At the bottom of the page, there are two buttons: 'Go To Main Page' and 'Submit Another Question'. Both buttons are circled with red circles and labeled '3' and '4' respectively.

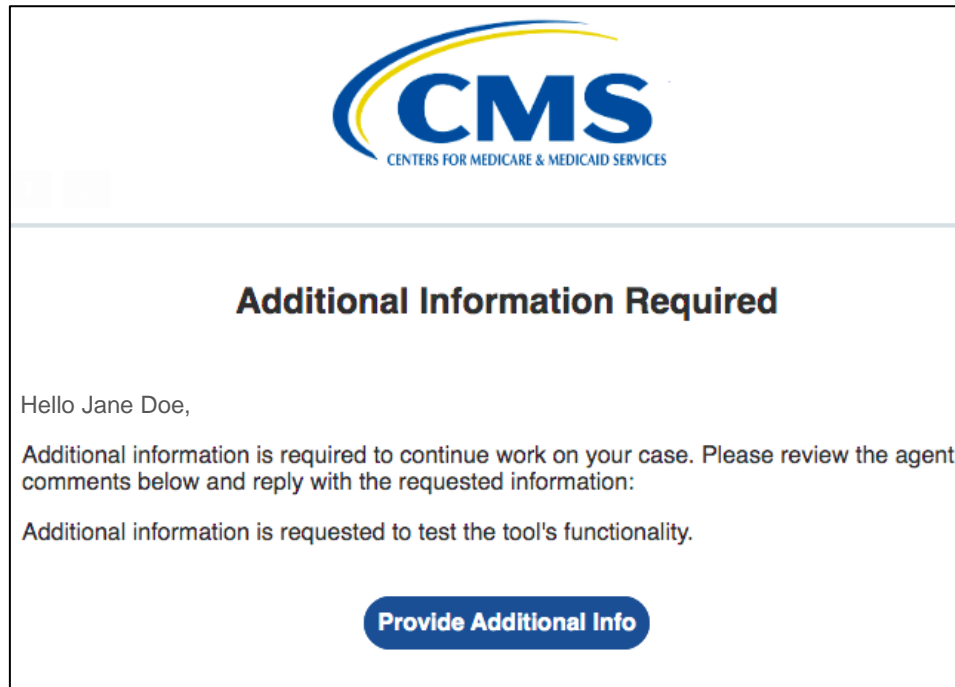
# *QualityNet* Q&A Tool: Ask a Question

You will receive an email from CMS Quality Support – Production stating that the case was opened.



# QualityNet Q&A Tool: Ask a Question

You will receive an email from CMS Quality Support – Production if additional information is required to provide a response to your inquiry. Follow the directions in the email to reply with the requested information.





# *QualityNet* Q&A Tool: Ask a Question

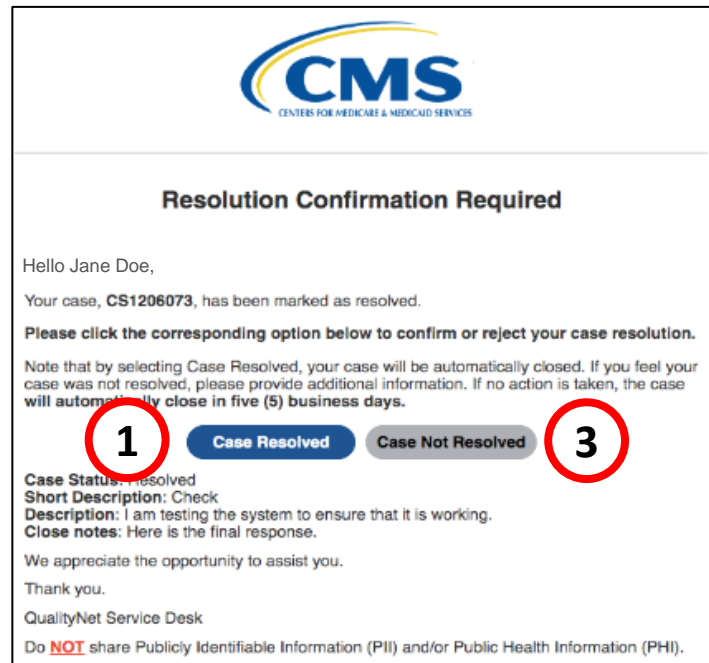
Anytime that an update is made to your case, you will receive an email from CMS Quality Support – Production.



# QualityNet Q&A Tool: Ask a Question

Once a response is provided, you will receive an email from CMS Quality Support – Production stating “Resolution Confirmation Required.”

- If the question was answered to your satisfaction, click the “Case Resolved” button (1) and you will receive a message thanking you for contacting the *QualityNet* Q&A Help Desk, a request to complete a brief customer feedback survey, and a final email stating “Case Closed”(2).
- If the question was not answered to your satisfaction, click the “Case Not Resolved” button (3) and you will have an opportunity to describe why your case was not resolved via email.



The screenshot shows an email from CMS (Centers for Medicare & Medicaid Services) with the subject "Resolution Confirmation Required". The email content includes a greeting to Jane Doe, a notification that case CS1206073 is resolved, and instructions to click either "Case Resolved" (callout 1) or "Case Not Resolved" (callout 3). Below the buttons, there is a "Case Status" section with a "Short Description" and "Close notes".

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**Resolution Confirmation Required**

Hello Jane Doe,

Your case, CS1206073, has been marked as resolved.

Please click the corresponding option below to confirm or reject your case resolution.

Note that by selecting Case Resolved, your case will be automatically closed. If you feel your case was not resolved, please provide additional information. If no action is taken, the case will automatically close in five (5) business days.

**1**   **3**

Case Status: Resolved  
Short Description: Check  
Description: I am testing the system to ensure that it is working.  
Close notes: Here is the final response.

We appreciate the opportunity to assist you.  
Thank you.  
QualityNet Service Desk  
Do **NOT** share Publicly Identifiable Information (PII) and/or Public Health Information (PHI).



The screenshot shows the "Case Closed" screen from the CMS QualityNet Q&A tool. It features the CMS logo and the text "Case Closed". A red circle with the number 2 is positioned over the top left corner of the screen.

**2**

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**Case Closed**

IPFQR Program: Navigating the *QualityNet* Q&A Tool

## ***QualityNet* Q&A Tool: Review Your Questions**

# QualityNet Q&A Tool: Review Your Questions

The “My Questions” feature of the *QualityNet* Q&A Tool can be accessed either from the “My Questions” link found at the top of all pages within the tool or from the homepage by clicking the “My Questions Both Old & New Q&A tools” button below the search bar.

The screenshot shows the homepage of the QualityNet Q&A Tool. The top navigation bar includes links for "Quality Q&A Tool", "Ask a Question", "Browse Program Articles", "My Questions" (highlighted with a red box), and "How to Use this Tool". The main content area features a large blue header with the title "Quality Question and Answer Tool" and the subtitle "Your one-stop shop for CMS Quality Answers". Below this is a search bar with the placeholder text "Search for the answer to your question" and a search icon. At the bottom, there are three main action buttons: "Browse" (View existing articles), "My Questions" (Both Old & New Q&A tools, highlighted with a red box), and "Ask a Question" (Submit a Question to CMS). A vertical "Site Feedback" button is located on the right side of the page.

# QualityNet Q&A Tool: Review Your Questions

Either method will lead you to the webpage displayed below. The top of the page includes a summary of how you can leverage this feature:

- 1) Query the legacy and new Q&A tool databases by case or reference number.
- 2) Review a summary of your most recent questions by entering your email address.

## My Questions - Request a report of your open or closed Questions

The My Questions self-service feature will query the legacy and new Q&A Tool databases and email results.

Search by:

- Email Address - receive a summary of your most recent questions
- Case/Reference # - receive a detailed report of the specified ticket

*Example Reference # 123456-123456*

*Example Case # CS1234567*



# QualityNet Q&A Tool: Review Your Questions

To receive a summary of your most recent questions:

- (1) Select “Email address used for questions” from the drop-down menu.
- (2) Type your email address in the “enter your email address” field.

The screenshot displays a web form with two main sections. The first section, labeled with a circled '1', is titled 'Pick one choice from the drop-down' and contains a dropdown menu with three options: 'Email address used for questions', 'Case/Reference # of a question', and 'Email address used for questions'. The second option is highlighted in blue. The second section, labeled with a circled '2', is titled 'Request all open & closed Questions by email address' and contains a text input field with the placeholder text 'enter your email address'.

# QualityNet Q&A Tool: Review Your Questions

- (3) Click the box next to “I’m not a robot” to complete the reCAPTCHA. Follow the prompts.
- (4) Click the “SUBMIT” button.



If you need assistance please contact the QualityNet Helpdesk - [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org) or (866) 288-8912.

- (5) On the next screen you will see a message confirming receipt of your request.

Your request has been received

Your request has been received. The information will be sent to you in an email. If you do not receive the information you are expecting, you may contact the QualityNet Service Desk at:

Phone: (866) 288-8912  
Fax: (888) 329-7377  
E-mail: [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org)

[Go To Main Page](#) [Return to My Questions](#)

# QualityNet Q&A Tool: Review Your Questions

To see a detailed report of a specific ticket,

- (1) Select “Case/Reference # of a question” from the drop-down menu.
- (2) Type the ticket number in the “enter your ticket number” field.
  - To access a ticket from the legacy system (i.e., prior to September 2019), enter the 12-digit reference number, separated by a dash (Example: 123456-123456).
  - To access a ticket from the current system, enter the case number (begins with CS) followed by seven (7) digits (Example: CS1234567).

1

2

The screenshot displays two parts of the web interface. On the left, under the heading "Pick one choice from the drop-down", there is a dropdown menu. The menu is open, showing three options: "Case/Reference # of a question" (highlighted with a red box), "Case/Reference # of a question", and "Email address used for questions". A mouse cursor is pointing at the highlighted option. On the right, under the heading "Request Reference/Case # Details", there is a text input field with the placeholder text "enter your ticket number", which is also highlighted with a red box.



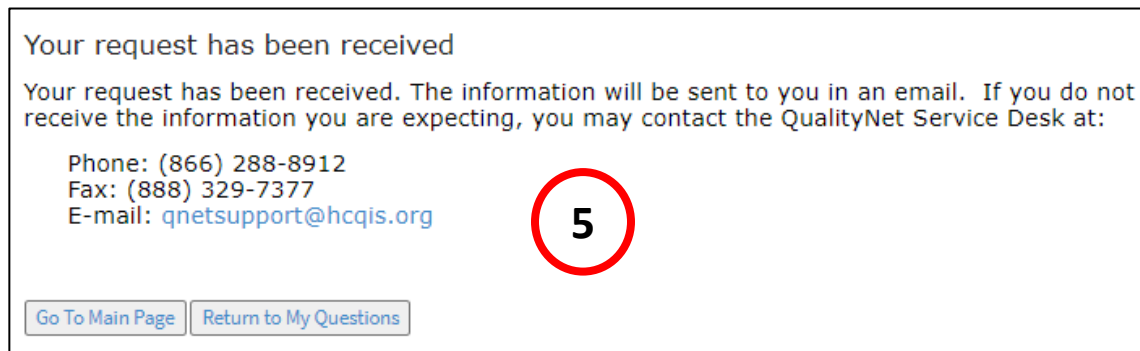
# QualityNet Q&A Tool: Review Your Questions

- (3) Click the box next to “I’m not a robot” to complete the reCAPTCHA. Follow the prompts.
- (4) Click the “SUBMIT” button.



The screenshot shows a form with two main elements highlighted with red boxes and circled numbers. On the left, a reCAPTCHA box contains a green checkmark, the text "I'm not a robot", and the reCAPTCHA logo with "reCAPTCHA Privacy - Terms" below it. This box is circled with a red circle containing the number "3". To the right of this box is a blue button with the word "SUBMIT" in white, also circled with a red circle containing the number "4". Below these elements is a blue text link: "If you need assistance please contact the QualityNet Helpdesk - [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org) or (866) 288-8912."

- (5) On the next screen you will see a message confirming receipt of your request.



The screenshot shows a confirmation message box with the following text: "Your request has been received", "Your request has been received. The information will be sent to you in an email. If you do not receive the information you are expecting, you may contact the QualityNet Service Desk at:", "Phone: (866) 288-8912", "Fax: (888) 329-7377", "E-mail: [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org)". A red circle with the number "5" is positioned to the right of the contact information. At the bottom of the box are two buttons: "Go To Main Page" and "Return to My Questions".

# Acronyms

<b>CCN</b>	CMS Certification Number	<b>IPF</b>	inpatient psychiatric facility
<b>CMS</b>	Centers for Medicare & Medicaid Services	<b>IPFQR</b>	Inpatient Psychiatric Facility Quality Reporting
<b>CY</b>	Calendar Year	<b>PHI</b>	Protected Health Information
<b>DACA</b>	Data Accuracy and Completeness Acknowledgement	<b>PII</b>	Personally Identifiable Information
<b>FY</b>	Fiscal Year	<b>PPS</b>	prospective payment system
<b>HIPPA</b>	Health Information Portability and Accountability Act of 1996	<b>Q&amp;A</b>	Questions & Answers
<b>HQR</b>	Hospital Quality Reporting	<b>VIQR</b>	Value, Incentives, and Quality Reporting



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## Helpful Resources

# Future Webinar Topics

## IPFQR Program: FY 2022 IPF PPS Propose Rule

Learn about CMS' proposed updates to the IPFQR Program



## Keys to Successful Fiscal Year 2022 Data Submission

Review FY 2022 IPFQR Program requirements, keys to successful data submission, and how to verify data accuracy.

## An Introduction to the IPFQR Program

Review program guidelines, requirements, and timelines.



Future webinar titles, dates, and times will be communicated via the IPFQR Program Listserve.

# Helpful Resources

**IPFQR Program Webpages  
(Click the Icons)**



# Helpful Resources

Stay up to date...



...and get answers to your questions.



IPFQR Program: Navigating the *QualityNet* Q&A Tool

**Thank You**

# Disclaimer

This presentation was current at the time of publication and/or upload onto the *Quality Reporting Center* and *QualityNet* websites. Medicare policy changes frequently. Any links to Medicare online source documents are for reference use only. In the case that Medicare policy, requirements, or guidance related to this presentation change following the date of posting, this presentation will not necessarily reflect those changes; given that it will remain as an archived copy, it will not be updated.

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