

Quick Reference Guide: Inpatient/Outpatient Quality Program Resources

Inpatient/Outpatient Quality Program Resources				
Program	Contractor	Phone	Email/Website	Purpose
Certification and Survey Provider Enhanced Reports (CASPER)/Automated Survey Processing Environment (ASPEN)			Website: https://www.medicare.gov/hospital-compare/Resources/CASPER.html	Please email or call your state agency's CASPER/ASPEN coordinator listed on this website to correct your hospital's administrative data (name, address, and phone number).
Clinical Data Abstraction Center (CDAC)	TISTA Science and Technology Corporation	(717) 718-1230 ext. 201	Email: CDACHelpDesk@hcqis.org	CDAC works with the Validation Support Contractor and reviews medical records submitted by providers to CMS, to validate the accuracy of Inpatient/Outpatient Quality Reporting (IQR/OQR) Program data. Please direct medical record validation and submission questions to the CDAC.
Hospital-Acquired Condition Reduction Program (HACRP) Support Contractor	Lantana Consulting Group		Email: HACRP@lantanagroup.com	The Support Contractor collects and reports HACRP data and serves as a resource for hospitals with HACRP-related questions.
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Support Contractor	Health Services Advisory Group (HSAG)	(888) 884-4007	Email: hcahps@hcqis.org Website: www.HCAHPSonline.org	The Support Contractor collects and reports hospital-submitted HCAHPS data and serves as a resource for HCAHPS-related questions.
Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor	HSAG	(844) 472-4477 (866) 800-8765 Fax: (877) 789-4443	Email: IQR@hsag.com Email: QRSupport@hcqis.org	The Support Contractor provides quality reporting outreach and education to providers for the Hospital Value-Based Purchasing (VBP), Inpatient Psychiatric Facility Quality Reporting (IPFQR), PPS-Exempt Cancer Hospital Quality Reporting (PCHQR), and Hospital IQR (including electronic clinical quality measure [eCQM] reporting) Programs.
Hospital OQR Outreach and Education Support Contractor	HSAG	(866) 800-8756 Fax: (877) 789-4443	Email: OQRSupport@hsag.com	The Support Contractor provides quality reporting outreach and education for OQR-eligible hospitals, ambulatory surgical centers (ASCs), and critical access hospitals (CAHs).
Hospital Readmissions Reduction Program (HRRP) Support Contractor	Lantana Consulting Group		Email: HRRP@lantanagroup.com	The Support Contractor collects and reports HRRP data and serves as a resource for hospitals with HRRP-related questions.
Inpatient Rehabilitation Facility Quality Reporting Program (IRF QRP)		(800) 339-9313	Email: IRF.Questions@cms.hhs.gov	Contact the IRF QRP Help Desk for questions about IFP QRP requirements, data submission deadlines, quality measure calculations, provider training materials, etc.

Quick Reference Guide: Inpatient/Outpatient Quality Program Resources

Inpatient/Outpatient Quality Program Resources				
Program	Contractor	Phone	Email/Website	Purpose
Medicare Beneficiary Quality Improvement Project (MBQIP)			Email: TASC@ruralcenter.org Website: www.ruralcenter.org/tasc/mbqip	MBQIP improves quality of care provided by CAHs.
National Healthcare Safety Network (NHSN)	Centers for Disease Control and Prevention (CDC)		Email: NHSN@CDC.gov	NHSN provides technical assistance on NHSN enrollment, system issues, and data reporting for CDC quality measures (healthcare-associated infection [HAI] measures).
Overall Hospital Star Ratings	Lantana Consulting Group		Email: CMSStarRatings@lantanagroup.com	Overall Hospital Quality Star Ratings improve the usability and interpretability of information posted on <i>Hospital Compare</i> .
Promoting Interoperability Program (formerly the Electronic Health Record [EHR] Incentive Program) Support Contractor	QualityNet Help Desk (Ventech)	(866) 288-8912	Email: QNetSupport@hcqis.org	The Support Contractor provides technical assistance on <i>QualityNet Secure Portal</i> access issues, user roles, data submission issues, password resets, and the Pre-Submission Validation Application (PSVA) tool.
Q&A Tool (RightNow Administrator)	HSAG		Email: RightNowAdmin@hsag.com	The contractor provides technical assistance on Login resets for the Q&A Tool.
Quality Payment Program (QPP) (formerly Physician Quality Reporting System [PQRS]) Service Centers	Designated Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs)	(866) 288-8292 TTY: (877) 715-6222	Email: QPP@cms.hhs.gov Large Practice Website: https://qpp.cms.gov/about/help-and-support#qpp-service-center Small Practice Website: https://qpp.cms.gov/about/small-underserved-rural-practices	The designated QIN-QIOs provide services to physician offices to prepare and participate in the QPP.
QualityNet Help Desk	Ventech	(866) 288-8912	Email: QNetSupport@hcqis.org	The Help Desk provides technical assistance on <i>QualityNet Secure Portal</i> access issues, user roles, data submission issues, password resets, the PSVA tool, and the CMS Abstraction and Reporting Tool (CART).
SAMS Card Help Desk	NHSN	(877) 681-2901		NHSN provides technical assistance on access issues for NHSN data submission.
Validation Support Contractor	Mathematica/Telligen		Email: Validation@hcqis.org	The Support Contractor provides technical assistance and education on the Hospital IQR and OQR Programs validation process.

Quick Reference Guide: Inpatient/Outpatient Quality Program Resources

Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs)

QIN-QIOs are responsible for working with providers, as well as the community on multiple data-driven quality initiatives to improve patient safety, reduce harm, engage patients and families, and improve clinical care at the local and regional levels.

Contractor	States/Districts/Territories	Contact Information
Alliant Quality	Georgia, North Carolina	1455 Lincoln Parkway, Suite 800 Atlanta, GA 30346 Phone: (678) 527-3000 Website: www.alliantquality.org
Atlantic Quality Innovation Network (IPRO, The Carolinas Center for Medical Excellence, Delmarva Foundation)	New York, South Carolina, Washington, D.C.	1979 Marcus Avenue Lake Success, NY 11042-1072 Phone: (516) 326-7767 Website: www.atlanticquality.org
atom Alliance	Alabama, Indiana, Kentucky, Mississippi, Tennessee	3340 Players Club Parkway, Suite 300 Memphis, TN 38125 Phone: (800) 528-2655 Website: www.atomAlliance.org
Great Plains Quality Innovation Network	Kansas, Nebraska, North Dakota, South Dakota	1200 Libra Drive, Suite 102 Lincoln, NE 68512 Phone: (844) 877-0464 Website: www.greatplainsqin.org
Health Quality Innovators	Maryland, Virginia	9830 Mayland Drive, Suite J Richmond, VA 23233 Phone: (804) 289-5320 Website: www.hqi.solutions
Health Services Advisory Group	Arizona, California, Florida, Ohio, Virgin Islands	3133 East Camelback Road, Suite 100 Phoenix, AZ 85016-4545 Phone: (602) 801-6600 Website: www.hsag.com
Healthcentric Advisors	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	235 Promenade Street, Suite 500, Box 18 Providence, RI 02908 Phone: (401) 528-3200 Website: www.healthcentricadvisors.org
HealthInsight	Nevada, New Mexico, Oregon, Utah	756 E. Winchester Street, Suite 200 Salt Lake City, UT 84107 Phone: (801) 892-0155 Website: www.healthinsight.org
Lake Superior Quality Innovation	Michigan, Minnesota, Wisconsin	2901 Metro Drive, Suite 400

Quick Reference Guide: Inpatient/Outpatient Quality Program Resources

Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs)

QIN-QIOs are responsible for working with providers, as well as the community on multiple data-driven quality initiatives to improve patient safety, reduce harm, engage patients and families, and improve clinical care at the local and regional levels.

Contractor	States/Districts/Territories	Contact Information
Network		Bloomington, MN 55425-1525 Phone: (952) 853-8536 Website: www.lsgjin.org
Mountain-Pacific Quality Health Foundation	Alaska, Hawaii, Montana, Wyoming, US Pacific Territories of Guam, American Samoa, and Commonwealth of the Northern Mariana Islands	3404 Cooney Drive Helena, MT 59602 Phone: (800) 497-8232 Website: www.mpqhf.org
Qualis Health	Idaho, Washington	10700 Meridian Avenue North, Suite 100 Seattle, WA 98133 Phone: (800) 949-7536 Website: www.qualishealth.org
Quality Insights Quality Innovation Network	Delaware, Louisiana, New Jersey, Pennsylvania, West Virginia	3001 Chesterfield Avenue Charleston, WV 25304 Phone: (304) 346-9864 Website: www.qualityinsights-qin.org
Telligen	Colorado, Iowa, Illinois	1776 West Lakes Parkway West Des Moines, IA 50266 Phone: (800) 383-2856 Website: www.telligen.com
TMF Quality Innovation Network	Arkansas, Missouri, Oklahoma, Puerto Rico, Texas	3107 Oak Creek Drive, Suite 200 Austin, TX 78727-3107 Phone: (800) 725-9216 Website: www.tmfqin.org

Quick Reference Guide: Inpatient/Outpatient Quality Program Resources

Medicare Administrative Contractors (MACs)

MACS are private healthcare insurers that have been awarded a geographic jurisdiction to process Medicare Part A and Part B medical claims for Medicare Fee-For-Service (FFS) beneficiaries, including processing enrollment applications submitted by CAHs, acute care hospitals (ACHs), and inpatient psychiatric facilities (IPFs). The following contact information is for general inquiries and is not meant to be all inclusive.

Name	States/Districts/Territories	Contact Information
CGS Administrators, LLC	<u>Jurisdiction 15</u> - Kentucky, Ohio	(877) 299-4500 P.O. Box 20018 Nashville, TN 37202 www.cgsmedicare.com
First Coast Service Options, Inc.	<u>Jurisdiction N</u> - Florida, Puerto Rico, and US Virgin Islands	(877) 602-8816, (888) 664-4112 P.O. Box 44021 Jacksonville, FL 32231-4021 www.fcso.com
National Government Services, Inc.	<u>Jurisdiction 6</u> - Illinois, Minnesota, and Wisconsin <u>Jurisdiction K</u> - Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, and Vermont	(855) 834-5596 P.O. Box 6474 Indianapolis, IN 46206-6474 www.ngsmedicare.com
Noridian Healthcare Solutions, Inc.	<u>Jurisdiction E</u> - California, Hawaii, Nevada, and US Pacific Territories of Guam, American Samoa, and Commonwealth of the Northern Mariana Islands <u>Jurisdiction F</u> - Alaska, Arizona, Idaho, Montana, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming	(855) 609-9960, (877) 908-8431 P.O. Box 6770 Fargo, ND 58108-6770 www.noridianmedicare.com
Novitas Solutions, Inc.	<u>Jurisdiction H</u> - Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, Texas, Indian Health Service, and Veterans Affairs <u>Jurisdiction L</u> - Delaware, Maryland, New Jersey, Pennsylvania, and Washington, D.C. metropolitan area	(877) 235-8073 P.O. Box 3157 Mechanicsburg, PA 17055-1836 www.novitas-solutions.com
Palmetto GBA, LLC	<u>Jurisdiction J</u> - Alabama, Georgia, and Tennessee <u>Jurisdiction M</u> - North Carolina, South Carolina, Virginia, and West Virginia	(877) 567-7271 P.O. Box 100142 Columbia, SC 29202-3142 www.palmettogba.com
Wisconsin Physicians Service Insurance Corporation (WPS)	<u>Jurisdiction 5</u> - Iowa, Kansas, Missouri, and Nebraska <u>Jurisdiction 8</u> - Indiana and Michigan	(866) 518-3285 P.O. Box 8248 Madison, WI 53708-8248 www.wpsqha.com

Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs)

BFCC-QIOs manage all beneficiary complaints, quality of care reviews, discharge appeals, and other types of case reviews to ensure consistency in the review process.

Area	Contractor	Phone	Fax	States, Districts, Territories
Area 1	Livanta	(866) 815-5440	(844) 420-6671	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, and Virgin Islands
Area 2	KEPRO	(844) 455-8708	(844) 834-7129	District of Columbia, Delaware, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, and West Virginia
Area 3	KEPRO	(844) 430-9504	(844) 878-7921	Alabama, Arkansas, Colorado, Kentucky, Louisiana, Mississippi, Montana, North Dakota, New Mexico, Oklahoma, South Dakota, Tennessee, Texas, Utah, and Wyoming
Area 4	KEPRO	(855) 408-8557	(844) 834-7130	Iowa, Illinois, Indiana, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, and Wisconsin
Area 5	Livanta	(877) 588-1123	(855) 694-2929	Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Washington, Pacific Territories of American Samoa, Guam, and Commonwealth of the Northern Mariana Islands