

**Reference #:** 2022-54-IPF  
**From:** Inpatient VIQR Support Contractor  
**Sent:** October 24, 2022  
**To:** IPFQR Improve  
**Subject:** Ensure you receive your ISRs! Log into HQR now.

An important reminder from the Centers for Medicare & Medicaid Services (CMS):

Only **active** Hospital Quality Reporting (HQR) Security Officials (SOs) and basic users with the appropriate permissions will receive Inpatient Psychiatric Facility (IPF)-Specific Reports (ISRs) in Managed File Transfer (MFT).

#### **How do I maintain active status?**

Log into the [HQR System](#) at least once every 90 days to ensure your account is set to active for each of your providers.

#### **What permissions do I need to receive an ISR?**

Both of the following permissions are needed to receive your ISR:

- Auto-Route (IPFQR)
- Managed File Transfer (MFT)

Security Official (SO) users are automatically assigned these permissions. Basic users can request these permissions by accessing the My Profile page in HQR or by contacting the facility's SO.

[Learn how to request these permissions here.](#)

#### **When will I receive my ISR?**

ISRs will be delivered to active users with the appropriate permissions via MFT in early November. CMS will send out a notification to the IPFQR Listserv when reports have been distributed.

You'll receive an Auto-Route File Delivery notification email when your ISR is available, as well as instructions on how to access the report.

If you do not receive your ISR, you can refer to the report redelivery instructions that will be provided in the report release communications or contact your SO to obtain the report.

**Please note:** These reports contain Personally Identifiable Information/ Protected Health Information (PII/PHI) and must be handled securely.

As we continue to enhance the HQR System, we'll keep you informed about any changes.

Do not respond directly to this email. For further assistance regarding the information contained in this message, please contact the *CCSQ Service Center* at [QNetSupport@cms.hhs.gov](mailto:QNetSupport@cms.hhs.gov), or by calling, toll-free 866.288.8912 (TTY: 877.715.6222), weekdays from 8 a.m. to 8 p.m. ET.