

**Reference #:** 2022-13-PCH

**From:** Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor

**Sent:** April 28, 2022

**To:** IQR, IPF, PCHQR Program ListServe

**Subject:** 2022 Annual Hospital Contact Information Updates

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The Inpatient VIQR Outreach and Education Support Contractor is responsible for maintaining provider-specific contact information. This is done in the CMS contact database, the Program Resource System. Up-to-date information is necessary to ensure acute care hospitals, inpatient psychiatric facilities (IPFs), and PPS-exempt Cancer Hospitals (PCHs) receive critical communications throughout the year. Communications may include important information regarding meeting Hospital Inpatient Quality Reporting (IQR) and other CMS quality reporting program requirements, submission deadline reminders, payment determinations, the reconsideration/appeals process, and general program updates.

As part of our annual outreach, this correspondence is sent to each participating acute care hospital, IPF, and PCH as a reminder to update contacts at each facility.

Please review the contact types below. If any contact types listed below have changed and you have not communicated the changes to us, complete and submit the *Hospital Contact Change Form*. The Form is located on the home page of [www.QualityReportingCenter.com](http://www.QualityReportingCenter.com) and the program-specific pages on [www.QualityNet.org](http://www.QualityNet.org). Updated contact information is only needed if changes affect a contact type listed below. It is not necessary to provide contact information for a contact type that has not changed. *If you need to verify what information we currently have on file, you may access your hospital's information by clicking on the following link and entering your hospital's six-digit CMS Certification Number (CCN):*

[www.qualityreportingcenter.com/en/inpatient-quality-reporting-programs/CCNLookup/](http://www.qualityreportingcenter.com/en/inpatient-quality-reporting-programs/CCNLookup/)

**Contact Types for the Inpatient VIQR Outreach and Education Support Contractor include the following:**

- **Chief Executive Officer (CEO) and/or Hospital Administrator Contact**
- **Hospital IQR Program Contact** receives Hospital IQR Program Communications.
- **Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program Contact** receives IPFQR Program communications.
- **PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program Contact** receives PCHQR Program communications.
- **Medical Records Contact** receives all general medical records requests, excluding Clinical Data Abstraction Center (CDAC)/Validation medical record requests. (Please see below for Medical Records – CDAC Contact.)
- **Medical Records – CDAC Contact** receives medical records requests from the CDAC/Validation.
- **National Healthcare Safety Network (NHSN) Contact (Infection Control)** receives communications about NHSN quality measures.
- **Quality Improvement/Management Contact** receives communications about all quality programs and NHSN quality measures.
- **QualityNet Security Administrator/Official (SA/O)** – Every facility participating in the Hospital IQR and/or IPFQR Program must designate a minimum of one SA/O. To prevent possible interruption of *QualityNet* access, facilities are highly encouraged to appoint at least two SA/Os. If your facility does not have one, it may be at risk of incurring a reduction to its annual payment update (APU). For more information on designating an SA/O, please refer to the *QualityNet* Security Administrator Registration page on the *QualityNet* website [www.QualityNet.org](http://www.QualityNet.org).

**Note:** Submitting SA/O contact information on the *Hospital Contact Change Form* WILL NOT update or change your SA/O information in *QualityNet* or on *QualityNet* reports. This is for contact information only. To update the *QualityNet* contacts, log into the *Hospital Quality Reporting (HQR) Secure Portal* and update the contacts located in the contact section of the portal.

For questions regarding this correspondence, please contact the Inpatient VIQR Outreach and Education Support Contract Team by email at [QRFormsSubmission@hsag.com](mailto:QRFormsSubmission@hsag.com) or by phone at (844) 472-4477.