



Inpatient Quality Reporting (IQR) Program

Support Contractor

eCQM Submissions Question and Answer (Q&A) Session

Presentation Transcript

Moderator/Speaker:

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Operator: Good afternoon, ladies and gentlemen, and thank you for waiting. Welcome to the Q&A for 2015 eCQM Data Submission call. All lines have been placed on listen only mode and the floor will be open for your questions and comments following the presentation. Without further ado, it is my pleasure to turn the floor over to your host, Ms. Stephanie Wilson. Ms. Wilson, the floor is yours.

Stephanie Wilson: Thank you. Hi, and thanks for joining us today. As she said, my name is Stephanie Wilson, and I am part of the eCQM Education and Outreach team. And the purpose of our call today is really an Open Office Hours session, just to provide those facilities that are looking to submit eCQM data the opportunity to ask questions to some subject matter experts on that eCQM submission process.

And we have some great individuals on the call today. We have some people who are very aware of the measure calculations and how that works in the system; individuals that are comfortable with the QRDA file, how it needs to be formatted and how it passes through the validation process; and then also, if you just have any program questions [about] what's required and what needs to happen to make sure that you meet any of those voluntary program requirements for 2015. So, like I said, we just all kind of came together and wanted to have this Open Office Hours session where we could ask you to – or provide you with the opportunity to ask us questions and we can answer those and get you on your way to successful eCQM data submission.

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So just kind of as a quick review, and we don't really have any slides or a big presentation, but just kind of as a quick review, for 2015, the Hospital Inpatient Quality Reporting Program and the Medicare EHR Incentive Program that many people know as Meaningful Use, both have, I guess what you could call, voluntary eCQM data submission requirements for 2015. So for [the] Hospital IQR program, you have the opportunity to submit data on 16 of the eCQMs to meet a voluntary program requirement that could take the place, or could be done in addition to that chart-abstracted data submission. And then for the Medicare EHR incentive program, eCQMs are required, but you do have two different options for submission: so one system is that [you can submit] aggregate data through the CMS registration and attestation system, and then the other is to submit those QRDA –(reporting option) or to submit quality reporting document architecture, QRDA Category 1 files through the *QualityNet Secure Portal*. So in that second option that you're reporting, that submission of the QRDA files to meet eCQM program requirements, is really what we're here to focus on today and answer any of those questions.

We did work to really kind of make this a small group process so those facilities that are looking at submitting data for this year have time and opportunity to find those resources and get the answers to the questions that you need. So we just have a few people, a few different facilities that are calling in, and I'm not sure if all of them have joined us yet, but we'll go ahead and kind of open up the floor and get a chance for you to start asking any questions or see how we can support you in that process. So, would any of the callers on the phone like to ask any questions yet?

Operator: Certainly. The floor is open for questions. If you do have a question, please press the number seven or the letter Q on your telephone keypad. Ms. Wilson, we do not yet have any questions on the line.

Stephanie Wilson: Is it possible to open the phone lines just so that we can have a conversation, or do they just need to get in that queue, or how does that work?

Operator: Sure, absolutely. I can unmute all lines. One moment please. Okay, please note that all participant lines have now been unmuted.

Stephanie Wilson: So for those of you that have called into the question and answer session today, have you attempted to submit QRDA files or are you planning to do that, or have you completed your submission process?

And I'm not sure – I don't know if any of you have your own phones on mute maybe.

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Deb Price: So this is Deb, Stephanie. You can click on the View Attendee list in the blue line on your screen to see the attendees if you need to talk with any of them separately.

Nanette Owen: Hi, Stephanie, this is Nanette. I was just wondering if you might be able to go over the requirements for when mandatory reporting is going to begin, please?

Stephanie Wilson: Sure. And if you're talking about the Hospital Inpatient Quality Reporting Program, mandatory reporting begins in next year, so for 2016. And the way it's going to work next year is that you'll have to submit, or you'll be required to submit for the Inpatient Quality Reporting Program eCQM data for four of the 28 available eCQMs. That data will need to be submitted for just one quarter, and it can either be for the third quarter or the fourth quarter of calendar year 2016. And you'll have until February 28th of 2017 to actually submit that data.

So they lowered the number of eCQMs from this year to next year, so it goes from 16 for 2015 down to only four for 2016. There remains just one quarter of data, but again it's only those last two quarters, quarter three or quarter four, and then you have until February 28th of 2017 to submit it. And they've done that in a process to continue that alignment with the Medicare EHR incentive program. So for all the hospitals that participate in the Hospital Inpatient Quality Reporting Program and meet that requirement of submitting data for those four eCQMs, they also meet the Medicare EHR incentive program clinical quality measure requirement. And so, both of those are done with one data submission process. So that's part of that continued process of aligning the hospital quality reporting programs around these electronic clinical quality measures.

Nanette Owen: Oh great, thank you very much. And I do have one other question. So for that same year when the mandatory data reporting begins, is it going to be a 30-day time limit if a hospital wants to file an Extraordinary Circumstances Exemption? Will it fall in line with the IQR requirements where they have to file it within 30 days of the extraordinary circumstance?

Stephanie Wilson: And we haven't received yet all the information on how the ECE waiver is going to work for eCQMs specifically. CMS has told us that we should receive the details on when that waiver would need to be submitted and what the requirements are to meet the ability to utilize that waiver. And we should have those right around the first of the year. So we're hoping sometime in January to get that information, and then we'll be sharing that with everyone so that you understand what the reporting process is for

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that, what the requirements are to meet the utilization of the waiver, and then when it has to be submitted.

Nanette Owen: Okay, great. Thank you, that's very helpful.

Stephanie Wilson: Thanks for the question. Are there any other questions that we can answer from the room?

Veronica Dunlap: Stephanie, this is Veronica. I do have a question. What – How does one get started to be able to upload their eCQMs through the *Secure Portal*?

Stephanie Wilson: Great question. So the first process in that is that you may want to work with your EHR vendor. So if you're looking to submit eCQM data, your EHR vendor needs to be certified to the 2014 ONC standards that are published. And that means that they have the ability to produce QRDA files. That doesn't mean that those files that are produced out of that EHR system meet all the requirements to pass into the CMS system, so there may be extra work that needs to be done on those files to make sure that they meet all the formatting requirements that are included in the 2015 CMS QRDA Implementation Guide, and then the addendum to that implementation guide. And both of those documents are located on the eCQM library page of the CMS website. So you can go and review those there to figure out what all the file requirements are, what information needs to be included in the files, and how it needs to be formatted in those files so that once they're uploaded into the system, they can pass through our validation checks and be successfully submitted into the measures calculation process to occur.

But you'll need to work with your EHR vendor. All facilities will need to make sure that they have the EHR data upload role added to their *QualityNet* account. So if you don't have a *QualityNet* account, you'll have to get that first and the *QualityNet* Help Desk can help with that. But then once you have that account, or if you already have one in place, you just need to make sure that EHR data upload role is added to it and the *QualityNet* Help Desk can help with that as well.

And then the second step in that process is to determine if you're going to submit the files for yourself or for your facility, or if you're going to have your EHR vendor do that for you. If you choose to have your EHR vendor do that for you, sometimes there's a charge associated with that. You'll need to work out the details of that process with them. But if they are going to submit the data files for you, then you'll need to make sure that they have the EHR Data Upload Role added to their *QualityNet* account. And then you'll need to log into the *QualityNet Secure Portal* and go to the Vendor Authorization page. And on that page there's a dropdown box

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that includes IQR, OQR, I believe it's HCAHPS and then EHR. And you'll need to select that EHR option in the dropdown box and then you'll be able to authorize your vendor from a selection of available vendors to be able to submit data on your behalf. And you can submit – when you authorize them, you can authorize them for specific reporting quarter or for specific sets of measures. So you can check all those boxes or whatever works for you, but you just have to make sure that they're authorized to submit data on your behalf if they're going to do that for you.

Now if you're going to do it for yourself, once you have your *QualityNet Secure Portal* account and you have that EHR Data Upload Role added to it, once that's done you'll be able to see the EHR options within the *QualityNet Secure Portal*. So if you go into the Secure File Transfer area of that, you can navigate through those folders to where you get to the actual File Upload folder for EHR data. And there are two folders within there. One is for Test Data and one is for Production Data. And the Test Data folder allows you just to upload test files at any time within – once the system is up and available to accept test files, you can upload those at any time. And you can just check and make sure that your files are meeting those formatting requirements in those implementation guides. And then once you have your files ready to go, you can submit those through the Production Data folder and then those will actually go into the system and will help to meet program requirements if you choose to submit data that way for this year.

And then once you either submit through the test or the production data folder, you'll get an email saying that a file has been uploaded. And then within the next 24 hours you should receive a follow-up email to that that says your data has been processed and whether files have been accepted or rejected. And then once you get that second email notification, you can then log into the report area on the *QualityNet Secure Portal* and you'll be able to run reports to see if there were errors in your file, what those errors were, and what needs to be done to fix those so that you can successfully pass them to the validation engine. Or you can see if your files were accepted, how the measure calculations went, and if people fell into the denominator and numerator and different things like that. So that's kind of a basic process of how that works.

We did do a webinar in October, I believe it was, and it walked step by step through those screens and will show you how to go through the actual upload process. And also if you have zero denominator declaration, there's a separate screen for entering that information that shows you how to access that and also how to access the report. And we can get that information to you if you would like it.

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Veronica Dunlap: Okay, that's great. And also, is that – will we need to do Intent to Submit for 2016?

Stephanie Wilson: For 2016, is that what you asked?

Veronica Dunlap: Yes, next year.

Stephanie Wilson: You will not need to do an Intent to Submit for 2016. That was really a screen that we used when eCQM data submission was a voluntary option so that we knew which hospitals were thinking about submitting eCQM data so that we could do some outreach and calls to those hospitals and help them if they had questions, or to set up things like this call we're doing today, invite those people to attend so if they had questions they could get their answers to those questions and get the assistance that they needed to get successful data submitted to the system. But for 2016, since it's a requirement, you will not need to fill out the Intent to Submit screen anymore. And there is not a need to notify CMS of which four eCQMs you are going to be submitting data for. You just have to submit that data when you're ready and able to do that by the requirement, or by the deadline.

Veronica Dunlap: Okay, great. Thank you.

Stephanie Wilson: Thank you. Are there any other questions we can answer today?

Okay, well if there aren't any other questions, I think I have my contact information. Let me see if I can go to the next screen. No, I don't have it on here, but if you do have any questions, you can reach out either through the Help Desk and they'll be able to answer questions about your QRDA file submission, either through their email or through the phone number there. A lot of those questions will get directed back to either myself or the rest of the team if there's something they're not comfortable with asking so you can – or they're not able to answer. So you can start there and they'll submit a ticket for you and then we can make sure that you get the answer and the support that you need with your file submission.

And then the other thing we have here on the Resources page is what's called the Jira site or the eCQM tracking website. And this is links that you can go to and you can open issues about the actual eCQM themselves. So if you have questions about the way the logic of the eCQM is in the measure or the value set so the data elements that need to be pulled into that QRDA file to report for the measures correctly, you can submit those questions there and then measure experts will be able to answer those questions and get back to you on those answers.

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And like I said, if there are no more questions, we'll go ahead and close this call. Like I said, we appreciate people taking time to be on and ask questions. We're hoping to do more of these calls as we move into 2016 and this becomes a required part of the Hospital Inpatient Quality Reporting program. So we're hoping to do more of these calls to make sure that we're able to provide that support and make sure that you have the resources that you need for successful eCQM data submission. It's our goal really to help you be able to meet that requirement and we know that sometimes understanding all the standards and the eCQM specifications can be difficult, so we want to provide that support and get you the assistance that you need to meet those program requirements.

So thanks again for joining us and everyone have a great day.

Operator:

Thank you. This does conclude today's teleconference. We thank you for your participation and you may disconnect your line at this time.