Inpatient Psychiatric Facilities Quality Reporting

Support Contractor

Refresher Training: Tips for Successful Completion of FY 2015 IPFQR Program Requirements

Presentation Transcript

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Operator: Good afternoon, ladies and gentlemen, and thank you for waiting. Without further ado, it is my pleasure to turn the floor over to your host, Ms. Deb Price. Ms. Price, the floor is yours.

Deb Price: Hello, and welcome to the Inpatient Psychiatric Facility Prospective Payment System Program webinar. Thank you for joining us today. My name is Deb Price, and I am the education coordinator for today's event. You should have received the slides that were attached to the listserv. If not, they will be posted on the QualityNet [website] very shortly, or you can call our IPF service line. That number is 844-472-4477. Again, that number is 844-472-4477. Someone will send you the slides. During the presentation, you may post questions for our subject matter experts under the Q&A tool that is located on the top right-hand side of your screen.

Let me now introduce our speaker for today, Reneé Parks. Reneé received her bachelor of science in nursing from the University of Central Arkansas. She joined the FMQAI team in 2012. Ms. Parks has over 20 years' experience in various clinical and management positions, including serving in the US Army Nurse Corps. Reneé also has provided numerous trainings and presentations to physicians, vendors, clinical office, and administrative staff. Reneé will now be giving you a tour of the QualityNet website.

Reneé Parks: Thanks, Deb. Welcome, everyone, and good afternoon. Thank you for joining. Today, we're going to have a refresher training that will cover tips for successful completion of the IPF Program requirements for 2015.

On this next slide, slide two, you will see that the learning objectives are here. So today's presentation is largely a repeat of the training originally offered in July. Those that have already successfully completed the reporting requirements may not want to sit for the presentation; however, we welcome you and hope that you will gain a couple of pearls should you sit through the presentation. For those who have yet to complete the reporting requirement, we will be reviewing how to submit data and identify situations and solutions where there are known issues that can occur throughout that process.

So at the conclusion, you will be able to identify the solutions from the known issues that prevent you or impede you from entering your data. I'd like to announce that, as a reminder, the deadline for all data submission and the DACA, along with the security administrator, that reporting deadline is August 29, next Friday. You will note the deadline for the notice of participation was August 15 and has subsequently passed. We will be presenting and hosting the Inpatient Facility Prospective Payment System Final Rule for the fiscal year 2015 in September, and those data will be determined and sent out along with the flyer and all information on a listserv. So we highly recommend that you join the listserv, and you can do so from the QualityNet Home page.

Known issues for some data submission issue, excuse me, some IPFs are not able to enter their data and if that occurs, please contact FMQAI for direction because there is a triage of questions that we will need to address to ensure that we direct you properly. The notice of participation may not allow you to edit for two contacts. If this occurs, please contact the QualityNet Help Desk. Security administrators may discover upon entering QualityNet's secure portal that they do not have the roles in which to enter data for the IPF Program. If that were to occur, please contact the QualityNet Help Desk and request that a ticket be opened so that

they can address this issue for you. Vendors sometimes cannot see all of their facilities. This may be linked to the security administrator identifying roles from above. If they do not have the roles to enter data, then they would not also have a role in which to select a vendor that would enable that vendor to enter their data for them. If that were to occur, please contact the QualityNet Help Desk.

There is also a known issue and there was the inability for HBIPS 2 and 3 measures to accept decimal places or two places to the right. The example of that is we were informed that some folks were entering 1.25 and that was converting to 125, which threw the calculations off. An application went out this Tuesday, and that application corrected the inability to enter decimal places for the first two measures. So you now have the ability to enter decimal places, should you have not entered your data at this point. And for those of you who have, you can go back up until the last day of the deadline and reevaluate if you want to enter your data with decimal places.

Some of the known outlier values are that you check for accuracy when entering your data and these values are known from the 2014 national numbers. And so that was for HBIPS 2, it was 0.257 hours of physical restraint per 1,000 patient hours. And for HBIPS 3, it was 0.1 hours or greater of seclusion per 1,000 patient hours. And another measure that has an outlier value for you to look for is anything 31% or greater, those who have patients discharged on multiple antipsychotic medication.

We have discussed a few things, the known outliers up front. Now, I want to walk you through the process so that you know how to report your quality measures. Some of this, again, is a review, and many of you have already gone through the portal, but I'd like to take you through this and highlight where the encounters for issues can occur. You are ready to enter the data, and as we stated earlier, to have an active security administrator at the time of the submission deadline, this next Friday, August 29, is a program requirement. Your organization has assigned a security administrator, and we hope that there is an alternate as well,

because things do occur. We highly recommend that you have a second security administrator as a backup.

All users for the Security Net, QualityNet portal need to go in, or login every 30 to 60 days to keep the account active. If no activity has occurred for 120 days, the account will then be inactivated. So consider putting a reminder on your Outlook calendar as everyone is busy these days. The security administrator also, for the facility, has roles that they can assign to basic users and those roles can be read-only, allow data entry, and other such items. So it will be role dependent if you are not a security administrator. So now, let's take a look. From the Home page, if you are not a security administrator, say you are a new facility on the phone getting information today; you would need to download the packet for the Inpatient Psychiatric Facility or your QualityNet registration form. Here you would download the form and send that with the instructions. There is a place where – one of the pages must be notarized. Do not wait long once you realize that you need a security administrator because this process can take two to four weeks in which to accomplish the entire process. So if you are a new facility, one of the first things you would need to do is certainly get an active security administrator on board for your facility. Once you're registered with QualityNet you will receive two emails from the packet. One would have your user ID and one would have a temporary login. Then you're ready to begin the login process through QualityNet to enter the secure portal.

If you are not enrolled in the QualityNet secure portal, you will see on the right-hand side there is a link below the login that states download the Symantec VIP access. This is required, and we highly recommend that you do that before you proceed to the login process because you will need that. Now, moving to slide 12. If you are already enrolled in the secure portal and you are familiar with the token on the left-hand side of the page, it's called VIP access, referred to as a token or the VIP security code. If you have not enrolled through the portal, you would need to go through on the right-hand side of the page. It says start or complete new user enrollment. This will take you through an identity proofing process that will link your computer, your ID, and your password with you

and that you are who you say you are and able to do business for the facility.

Moving to slide 13, from the Security Net portal home screen select – this is the page that you will see that pops up once you gain entrance into the secure side of QualityNet portal. You will see a yellow ribbon running across the top of the page, home and then QualityNet programs. This is a drop-down menu; select the program in which you are the security administrator for. For this presentation, we're going through the Inpatient Psychiatric Facility Program. And so you can see that there are several listed together. Select on that link, and it will take you to the next screen. This is where you will begin to enter your data. Some of the issues that can occur with that login process are that you are not affiliated with an account. Should that happen, that is a known issue, and you would need to notify the QualityNet Help Desk.

This is the screen upon entering once you've selected your program that you will come to. This says My Tasks. The task screen has boxes with links of specific tasks in which you can enter data, and these are role dependent. As we talked about previously, if you are a QualityNet user with a basic user knowledge and role, you may only be able to view information or download reports. The first thing we're going to discuss is manage the notice of participation. You will click on one of the boxes that says managed measures or notice of participation. First, we'll go to the notice of participation, and as I stated earlier, this deadline was August 15. It is one of the program requirements.

To provide or change information on your facility's notice of participation, you would select Inpatient Psychiatric Facility Notice of Participation. You would then enter the six-digit CCN number for your facility or the CMS certification number. Most everyone is very familiar with this, as this will be how you download your report. This number is very important to each facility. Then you would select the next button. Below the CCN that is circled, you will notice that there is a box that says NPI. Please do not enter inadvertently a six-digit CCN number in this, or you will receive an error message. That box is only used for the ASC program.

Manage notice of participation. The provider facility, you will see, is noted just below the yellow ribbon and in that red box with the number one you will see your facility, the provider ID, which is your CCN, the Medicare acceptance date for which your facility received their CCN. And then below that you will see notice of participation, contacts, or additional campuses. Note that a notice of participation is rolled over or is carried forward unless you withdraw from the program. So once you have submitted a notice of participation, there will not be a need for you to go in every year and renew this as it does it automatically.

However, the one thing that you will need to keep current is the contact list. We want at least two contacts and one of them to have the ability to receive email. As I stated, the notice of participation will carry over each year unless the facility withdraws from the program. Some facilities have not been able to see this, and we have had them contact the help desk, and we have been able to find the solution with this is. It is a known issue. Most of those have already called the help desk, entered a ticket, and now are able to enter their data.

Another known issue that can occur with the notice of participation is that they are – have the inability to enter two contact names and numbers. If that is the case, please contact the help desk and they will assist you through QualityNet. We would also ask that you open a ticket so that we can see the – how many of these are occurring and if they still are at this point in time.

Some important points to remember when entering your notice of participation: you can – you want to be considered for this year's payment update for 2015, you should have completed your pledge by August 15. If you have not submitted a notice of participation, please submit one as soon as possible. Verify that your notice of participation again has two contacts at least one has indicated yes for your email. If your facility closes or chooses to withdraw, you will need to fill out a paper form. If your facility chooses not to participate, you would also need to complete a notice of participation.

Unidentified Speaker:	All right, at this point, what we'd like to do is pause for a moment and give everybody the opportunity to submit questions via our Q&A panel. Now, for those of you who aren't familiar with the Q&A panel, what you would need to do to submit your questions is to on your computer screen, on your WebEx screen, take your mouse and scroll it to the top. You'll see a green bar. A menu will display and you will see a Q&A panel. In that Q&A panel, please submit your questions to us. We will be covering select questions and answers at the end of today's event. So if you'd like us to address as many questions as can possibly get to, please submit them via that panel. Thank you.
Reneé Parks:	Now, as we move on through the presentation, moving into slide 20. This will be managed measures. This will be one of the slides where you will become very familiar as this is where you enter the bulk of the data that you have been collecting concurrently through your chart abstractions for your data throughout the year. You can select the payment year for 2015, which is the annual payment of which we're going into. The 2014 is there, but you cannot change it. You would select 2015 payment year in order to advance to the next screen to enter your data and then select the continue button.
	On slide 21, here is where you will see your facility. Now, if you are a vendor, you will be able to see all of your facilities from here. And if you are a corporate office that enters data from multiple facilities, you can also select them and see them from this screen. You will have the ability to select multiple facilities by holding the control key down. Once you have selected your facility, then you select the continue button at the bottom of the screen. A web based measures tab will open. Again, you will note which facility if you have multiple that you selected that is highlighted just below the inpatient webinar – web-based measures program. You will see the provider, the CCN, and the submission period along with the performance period, of which you are about to enter data.

On the bottom of this screen, you will see the HBIPS 2, hours of physical restraint. Let's talk about the numerator here. This is where remember the deployment of the application fix will affect. You will be able to enter decimal places two points to the right from now on. Your numerator is broken down by age strata and then by quarter for your performance period. Once you enter all of these data, you will proceed to the denominator. Prior to that, what I want to highlight is you will need to enter a numeric value in each one of the boxes. If you only – if you do not have a facility that has pediatrics or adolescent, you would enter zeroes across the three quarters and then enter the data of which the age strata mirrors your facility data.

Again, on slide 23, I'd just like to reemphasize, you will receive an error message if you do not enter a numeric value in each one of the blocks. So the numerator and the denominator have to have a value. Zeroes are accepted and should the numerator for measures 2 and 3 not accept decimal places, I know that some prior to fix entered whole numbers. I will say that the application fix, we have reached out to several of you who were not able to enter decimal places and have been successful. But I never want to say 100% that it is absolutely fixed because there will be someone – it is technology, and there is probably one or two out there that the decimal places will not work; you may have to call the help desk if that still occurs. Or you may be like some of the others who have entered whole numbers and proceed and wish to do so.

Now, let's move on down that screen. We talked about the numerator. We talked about the denominator. Here is where you will enter for a HBIPS 2 your entering hours. In the denominator, you will enter days. It will make the calculation for you. Remember, the denominator is in days and the numerator is in hours. Once you select calculate, the results will show below for each of the age strata. And if you select an addition – you can select an additional facility from this screen once you complete those data and select calculate and submit. Remember, this print screen, if you want to take a screenshot for your records, you may do so. The print screen at the bottom of this page may cut off all the data. So we recommend that you use the bar across the top of your page and

select print from there. You must change the – from your browser bar, you must change the print screen to landscape in which then it will print the entire screen for you.

Again, this is a known issue. So once you select and you want to print this for your records, just remember to use the browser. Now moving on into slide 25. The structural measures tab. We just completed all of our data for the measures, and as you will see, this screen take you back to the summary page where you can see each of the measures and know which ones have been completed and which ones are still incomplete. In this screenshot, it appears as though there are two facilities in which this security administrator is entering data for. And the first facility has completed all of theirs, including signing the DACA. And the second facility, all of those across the bottom state incomplete.

Now, we're going to show you how to verify and submit your facility data. Again, a known issue is that there may be an Oracle error message when you get into the QualityNet portal and that an incorrect username or password was specified. If that were to occur, please close all of your browsers and then reopen them and repeat the login process. It this issue persists, please call the QualityNet Help Desk and have them open a ticket so that they can assist you. In many instances, you may have to clear the computer's cache in order to complete this task, but they will be able to walk you through the technical aspects of that to get you resolution and the ability to enter your data.

So as we look at slide 28, after completing the data entry for all facilities for a measure, you're going to submit the results and save them. Overall, number results will be populated in the red circled values on the screen. You can see from the data what your results are per 1,000 hours and this is for measure 2. And again, remember we talked about an outlier value being anything greater than 0.275 hours per 1,000 hours. So these are all well within those limits. To save the data and the results, the submit button must be selected. If you elect to leave this page without selecting submit, you will lose all the data for this measure that you have entered up until the point.

Some important points to remember. Check the calculations for accuracy any outlier values, as we discussed those previously. Once the reporting period ends, data cannot be changed. That is why accurate data and the – someone with the knowledge of what those data should look like review the data because data accuracy is important, because these data will be publicly reported in the future.

Now, we're going to confirm the submission. After selecting the submit button, the system will check the data entry against the set of values and entry rules. You can see here on this slide that there is a green checkmark by the measured value that states that it was updated once you submitted it. Another rule or entry point is that the system will only allow a submission of a numerator that is larger than the denominator for the HBIPS 2 and 3 measures. If the data are entered for any other measure or an attempt is made to submit those data, you'll see a red flag box warning appear near the top of the data entry screen, as you can see on slide 31. The denominator in question will be highlighted so that you can go back and review the numerical values in which you have entered. It will not save these data or allow them to be saved until this is corrected.

Missing data. Remember, we talked about zeroes are acceptable. So you must first enter either a zero or a positive whole number – a positive number or numeric value as in the numerator and the denominator in these fields. It will be flagged and will not save the data until this is populated correctly. We talked about this previously. Just as a reminder, if you elect to leave the screen without selecting submit and you select okay, that okay means that you will be leaving this screen and not have saved the data of which you have entered. So you must select cancel, go back, and submit your data.

Verify and submit on the DACA. Remember, we talked about the summary screen. Now, you can see that this second facility has gone back in and entered all the data it has been saved, and has the appropriate values, and went through the rules check for which the system has. But they still need to complete the data accuracy agreement and acknowledgment. So let's walk through that. Again,

for each one of these, should you elect and want to save these in a file for your records, you can use your computer's browser print button, change it to landscape, and it will copy and print the entire screen.

Here is your Data Accuracy and Completeness Acknowledgment for this fiscal year of 2015. You need to answer yes to the attestation of the – that you have entered the data correct to the best of your knowledge and then your name and your position are also requirements in order to submit and it be accepted. Click the submit button, and this will take you to the print feature. Again, you would need to use the browser – your computer browser bar in order to print these screens. These are known issues with the data entry and there is the known issues document that is posted on QualityNet and updated. The last one was updated for IPF last week.

The print web based measures for the DACA screen; I would always recommend that you print a copy for your records. So you would need to again use the browser's print functionality to print the summary screen or any of the data that you entered because once you select calculate and leave that screen once you submit, those numerical values will not populate and show or display in the summary screen. And if you select the print button at the bottom of the application, it will likely cut all of the information off.

So let's talk a little bit, how do I compare. We talked about the outlier values for HBIPS 2, 3, and 4. So what you want to do is run the facility state and national reports for 2014 for that payment year so that you have the values, and you would see what your facility reported last year and know what you have reported this year to see where you compare. These reports are taking a while due to the traffic in QualityNet. So I have heard of computers timing out, and once they go back in, they have been successful in downloading these reports. But I just want to caution you, with the traffic and the high-volume at the QualityNet secure portal that this may be happening to you if it's taking a while to download.

I also want to remind everyone that there has been – the QualityNet will – I believe they have sent out a message that due to maintenance, they will – if you were planning on entering your data over the weekend that QualityNet will have maintenance of from Friday 7 PM until 5 AM Monday morning. So I would caution you on waiting or thinking that the portal may be not as busy so that you could get reports quickly this weekend, because the portal will not be available to you.

Some important reminders, review and double-check the data – double check the data before submission, and make sure that someone who is familiar with the measures at your facility reviews the results. Compare this year's values on the facility's state and national results to last year's. And then also, I would have you question perfect or extreme values. Program requirements include the submission of the DACA statement verifying that data is complete and accurate, and that facilities – I want to remind everyone, are – have the ability to review and change data during the submission period, up until the data entry deadline has passed. As we remind everyone, once you enter and submit the data and the deadline has passed, there will not be an ability to go back in and change any data.

So the complete picture, know the program requirements and enter and submit your data accurately. Check your data and verify that the calculations are correct and ready to be publicly reported. Successful submission for meeting program requirements would be complete, and there, I want to commend everyone, there are over 1,100 IPFs that have successfully entered and completed the requirements as of this morning. So that is a great job, and I know the rest of you who are on the phones and on the webinar will be forthcoming in getting all of your data entered and submitted correctly.

So with that, again, I would just like to say know your program requirements. You must have at least one security administrator at the – on – effective on August 29. You must have a notice of participation on file, and again this deadline was August 15. If you haven't submitted one, please do so, so that you have one in place

for the next reporting year. Submitting your data and signing the DACA is also program requirement, and again, Friday, August 29 is the reporting deadline and ends the reporting period. All requirements must be completed to receive full payment update that begins January 1 of 2015. Check your data for accuracy and outliers.

And with that, I'm going to turn the program back over to Deb Price so that she can share with you the CE process. This program is good for one CE. Deb?

Deb Price: Hi. Thank you, Reneé. The first bullet is complete the WebEx survey you will receive by email within the next 48 hours. Since providing these slides, we actually have a quicker method of providing you CEs. After the webinar, you are going to be automatically – you will automatically be sent the survey through the WebEx. Complete that survey, and at the end of the survey, you click on done and you will be sent to our learning management center. The learning management center is the only place you're going to have to fill out a registration. And once you do it the first time, you will never have to register again on our learning management center. So from now, any of the inpatient webinars that we have, all you're going to do is go into there, click on the course that you're going to be listening to, and then you will receive your certificate.

Next slide, please. This slide indicates that the Florida licensing boards that are available for CE, if you are not a Florida – okay the next slide, please. Oh, that's it. Okay. This slide indicates the Florida licensing boards. If you are not a Florida licensed professional, please print out the certificate you receive after the survey and either save it or send it to your own board. We have not had any other states indicate that they have not used our courses for continuing education credits.

We will now open the phone to – we will open the phone to our two subject matter experts, Rhonda and Rebecca, who have been answering your questions throughout this course. Rhonda, do you

want to begin by going over, Rhonda or Rebecca, whichever, do you want to begin by talking about the questions that have been answered?

Rhonda: Thanks, Deb. We've certainly been getting a mixture of questions, so thank you very much. At the beginning, of course, lots of questions about the slides, and those will be available out on QualityNet after the presentation, meaning tomorrow or the next day. Also, some concerns about audio, so I'm hoping that we got those resolved. I'm going to start at the bottom of our questions because we did get a lot of them answered at the top.

The first one said, why we not entering data for the first quarter. The first quarter – the fourth quarter of 2012 and the first quarter of 2013, that data have already been submitted. So that's why we're not reentering those data. Unable to select the IPFQR report under run report as mentioned in slide number 48. For that, you need to contact the QualityNet Help Desk. Is it required that the NONPROFIT have two contacts, and yes, it is. You're not going to be able to do anything in the systems if you don't have the two contacts listed.

Why are we not entering data for the first quarter? And that's been answered. Would you please repeat the fiscal year months versus calendar year? When we enter data, do we use calendar year quarters? When you go into the program, the web-based tool, you're going to see that is going to have your quarters listed for you. So it's going to have quarter 2 2013 and then you enter your data, quarter 3 2013 and you enter your data, and quarter 42013 and you enter your data. Now, if that is – if your question is more intense than that, please contact us at the helpdesk so that we can get in some specifics with you. I'm going to give you the phone number again. It's 844-472-4477.

When putting in the patient days, the division is 18 to 64 and greater than 65. Our facility collects data only on our gero-psych unit, which is greater than 55. When putting in the patient days, should we break out only the 55 to 64 age group for the patient

days? Rebecca, do you have input into that one? I would say yes, but –

Rebecca: Yes, actually, Rhonda, I think the answer is yes, but I would encourage the person who submitted that question, Danielle Price, to contact the support contractor at the number that you just said, and we can repeat that at the end of the call just for confirmation.

Rhonda: How do I obtain the slides? I believe we went over that. For the new measure, IMM-2, what we need to begin reporting. We're going to discuss the upcoming new measures, we're going to discuss that at a future webinar. So we'll go over all of those details at that time.

We've been unable to reach FMQAI at the following number, 844, is there another contact number? Please try that number again. We have been kind of overloaded with some questions, and we will get to you. So please try that number again, 844-472-4477. And we will get back to you. For submission – for submission, I'm sorry, that's a continuing – okay, please clarify that your definition of patient discharges for HBIPS 6 and 7 is defined as only those cases in your sample that you're sampling, correct? If not sampling, then it would be 100% but nowhere is documented that patient discharges for submission is defined as those in your sample and not the entire population it's sampling.

This question came from Judy Holman. Judy, if you'll contact that number, the 844-472-4477, and ask for Rhonda, and they'll get that on to me, and we can discuss this in greater detail regarding your sampling for 6 and 7. Because that's very specific to what your numbers are. If you're going to break it out by your age group, and I want to talk to you in specifics about that. So Judy, please call the help desk and ask for Rhonda, and they'll get me, and we can discuss that, please.

Reneé Parks: The other thing, Rhonda, that I would like to point out is they can go on QualityNet and on I believe the right-hand side of the page, the question and answer tool, and search. Because many of the questions that we are receiving do have pairs, and they have been

submitted and answered, and you will not have to wait on a response to come back from a subject matter expert. So we highly recommend that you go in and utilize the Q&A tool, not only to enter your questions for clinical questions, but also to search the knowledge base.

Rhonda: Thanks, Reneé. That's an excellent reminder. Two separate episodes in different quarters, one 30 minutes and one 45 minutes. Do we enter 0.50 and 0.75, or round up to one hour? You are now able to enter your decimal points, so go ahead and enter in the specifics.

Rebecca: And Rhonda, this is Rebecca. I just want to add that, for folks that – I've seen a couple of questions on this, for folks who have had to round for either the physical restraint or the seclusion measures because the web-based measures application was not receiving the decimal places, we encourage you to go back and resubmit your measure data with the exact number to the hundredth place now that it is accurately accepting those numbers. Thank you.

Rhonda: Is it required that NOP have two contacts, and yes, it is. We just answered the question about going back in and changing your – if you rounded your numbers for restraints or seclusion, HBIPS 2 and 3, please go back and correct that. I did contact QualityNet Tuesday, but I'm concerned because I do not want to sign the DACA if I can't see the numbers. When you contacted them on Quality – contacted QualityNet, did they give you any – I guess we need to hear more specifics as to what they told her and what they didn't tell you because they should be assisting you with getting that result. So Donna, if you could contact our help desk, we can discuss this with you in greater detail and see if we can't help get this resolved for you. Because we do understand you not wanting to sign it without seeing your numbers.

Reneé Parks: Hi, and this is Reneé. Just to tag onto that, if you have a vendor that is submitting your data, they more than likely will have the numerical value that you would like to see before you do go ahead

and sign the DACA. So I just want to make everyone aware of that as well.

Rhonda: Thanks, Reneé. After entering HBIPS 6, when I went to print the screen, I received an error message, application error, the page you are requesting cannot be accessed. I'm not able to pull up the data by clicking HBIPS 6. I continue to get an error message. You're going to want to contact QualityNet regarding this error message.

Reneé Parks: Yes, please contact the help desk because if we – we can maybe troubleshoot and ask that you close out, clear your cache, and those types of things, but if that doesn't resolve it; we will need to keep track of those and the numbers. And the only way we can do that, so I know that there were many who called into the IPF help desk and were not wanting to have to call another help desk. And we certainly want to be able to help as much as possible, but that is the only way that we have to track and know what is actually occurring because they are the technologically able to walk you through the application and then document what is going on. So please call QualityNet help desk and open a ticket so that you can get assistance and get things resolved.

Deb Price: And I want to give you the phone number for the QualityNet Help Desk, in case you don't have it. It's 866-288-8912. Or their email address is qnetsupport, all one word, @hcqis.org. And if you didn't get that, you can contact us, and we'll certainly give that out to you again.

Rhonda: When I go to the area of the portal where you can manage notice of participation, only inpatient and outpatient notice of participation are listed as options. Where else would I look? That is the only section, or area, or page that you would look for that. It sounds like you've got some other things going on.

Reneé Parks: Yes, this is a known issue, and what has occurred is that you, for whatever reason, the roles for the IPF program are not there, even though you may be the security administrator. It does not show up

as the facility is IPF affected, and those definitely do need to call the QualityNet Help Desk so that we can get that resolved quickly, reinstate your roles so that you have the ability to enter the data and update your contacts.

Rhonda: We are a critical access hospital. Are we required to participate in the program?

Rebecca: If you're a psych unit paid under the Inpatient Psychiatric Facility Perspective Payment System, then you must participate in the program in order to get the full Medicare annual payment update. If you have more questions about that, it was Erin who sent us that question, please contact us at the help desk so that we can discuss this with you in further detail as to how you can find out if you're billing IPF, PPS, and yes, just there's more details to that, that we certainly need to discuss with you. So Erin, please get back to us with that.

If you merge with another hospital, does the merged hospital need to withdraw from the program and complete a notice of participation under the new merged CCN? Please contact us regarding that also. That's Linda Silva. Because there are some things that you need to do, and we can certainly help you with that. So contact us at 844-472-4477. And the slide has just been put up for all the contact information.

Will we get more than two days' notice for the webinars going forward? Certainly, certainly. We will – we're very conscious of the fact that this was not timely, and we do apologize. We'll provide advanced notice in the future.

If our CEO changes, do we need to submit the new name through QualityNet secure portal? You'd only change your CEO name through the secure portal if you want your CEO listed as a contact. But please contact FMQAI to notify us of the change.

How do you change your primary SA? The new SA would need to complete, if it is a new SA, would need to complete the registration

process as we describe where you go out to the client home page to get the registration packet. Now, if this person is already an SA within your organization and you just want to make them the primary SA, hopefully your existing primary SA could go in and change that role. But if you've lost your primary SA, then you're not going to be able to do that. So you're going to have to contact QualityNet and help them – and they can help you with getting those roles changed. So it kind of depends on the circumstances. And if you need to discuss that in further detail, please contact us, and we'll help you with that. Or you can contact QualityNet, too. It just gets kind of complicated, and it's hard in some of these question and answer sessions. So I apologize if that just confused you even more.

Deb Price: Okay, Rhonda and Rebecca, we have time for one more question.

Rhonda: And I believe, unless something new has come in, as a vendor, do we have any ability to terminate vendor amortization to providers who have closed, but still show on our list for submission? Why don't you give us a call about that, and we can discuss that with you further regarding your closed facilities that you want off your list.

Deb Price: Okay. Thank you. This concludes our program for today. I'd like to thank our speaker, Reneé, and our two subject matter experts on the Q&A line. We hope that you have heard useful information. If we did not get to your question, please note that we will answer all questions that came into our Q&A panel, as well as answer any questions that came into our help desk. Again, the number that you call for slides is 844-472-4477. Thank you, and enjoy the rest of your day.

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