

# Welcome!

- Presentation slides can be downloaded from [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com) under Upcoming Events on the right-hand side of the page.
- Audio for this event is available via ReadyTalk® Internet streaming. No telephone line is required.
- Computer speakers or headphones are necessary to listen to streaming audio.
- Limited dial-in lines are available. Please send a chat message if a dial-in line is needed.
- This event is being recorded.



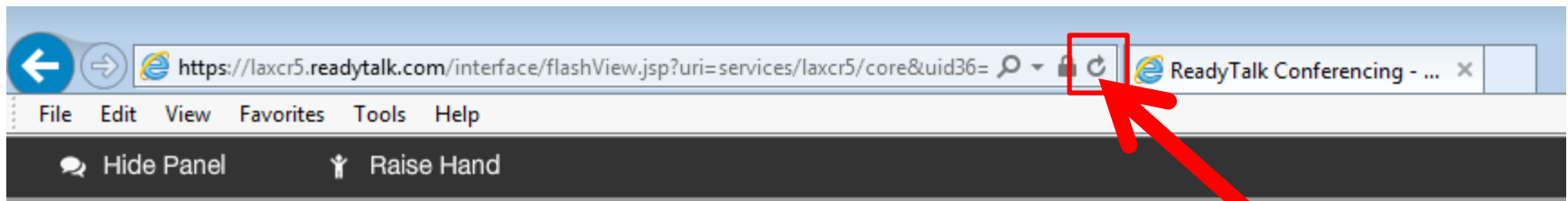
# Troubleshooting Audio

Audio from computer speakers breaking up?  
Audio suddenly stops?

- Click **Refresh** icon  
or
- Click **F5**



F5 Key  
Top row of keyboard

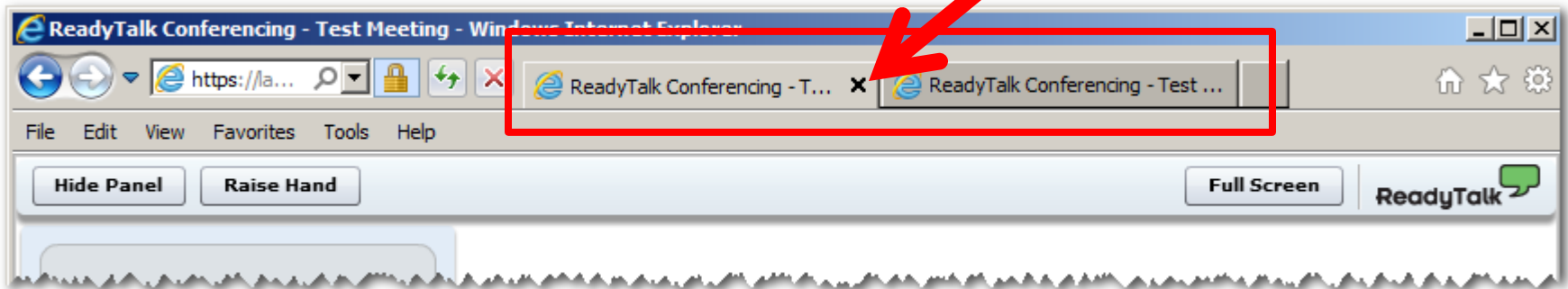


Location of buttons

Refresh

# Troubleshooting Echo

- Hear a bad echo on the call?
- Echo is caused by multiple browsers/tabs open to a single event (multiple audio feeds).
- Close all but one browser/tab, and the echo will clear up.



Example of two browsers/tabs open in same event

# Submitting Questions

Type questions in the “Chat with Presenter” section located on the bottom-left corner of your screen.



A screenshot of a web browser window. The window title bar shows "Hide Chat", "Return Home", "Full Screen", and "Ready100". The main content area has a light gray background. At the top center is the CMS logo (Centers for Medicare &amp; Medicaid Services). Below the logo, the text "Welcome to Today's Event" is displayed in a large, bold, blue font. A horizontal yellow line separates this from the bottom section, which contains the text "Thank you for joining us today! Our event will start shortly." in a smaller, italicized blue font. On the left side of the window, there is a vertical white chat window. At the bottom of this chat window, there is a text input field with the placeholder "Type questions here." and a "Send" button. The text "Chat with Presenter" is visible above the input field.



# Unlocking the Secrets of the Question and Answer (Q&A) Site

**Harold N. Hicks, III**

Q&A Site System Administrator  
Hospital Outpatient and Ambulatory Surgical Center Quality  
Reporting Program Support Contractor

**9/21/2016**

# Announcements

- Outpatient Quality Reporting (OQR)
  - November 1, 2016: Quarter 2 (April 1–June 30, 2016) Clinical Data and Population and Sampling submissions due
  - [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com)
    - Program Rule History
- Ambulatory Surgical Center (ASCQR)
  - [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com)
    - Program Rule History
    - Status Listing Lookup Tools
    - Qualit-e-Quips newsletter

# Learning Objectives

At the conclusion of the program, attendees will be able to:

- Locate the Q&A site and enter a question.
- List the information necessary to initiate an account.
- Describe the various tabs found on the Q&A page.
- Explain the feedback function on the Q&A website.



# Unlocking the Secrets of the Q&A Site



***Harold N. Hicks, III***  
***Q&A Site System***  
***Administrator***



# Agenda

- Navigating the Q&A site
- Searching the site effectively
- Submitting your questions
- Managing your Q&A account
- Submitting feedback on using the Q&A site

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# **NAVIGATING THE Q&A SITE**

# Getting to the Site

The screenshot shows the QualityNet Secure Portal website. At the top, there is a navigation bar with the QualityNet logo, a search bar, and a "Log In" button. Below the navigation bar is a menu with categories like "Home", "My QualityNet", and "Help". The main content area is divided into several sections: "QualityNet Registration" (listing various facility types), "Getting Started with QualityNet" (listing registration steps), "Join ListServes", "Known Issues - Hospital Reporting", "System Maintenance", "Maintenance downtime scheduled for Aug. 19 - 22" (a yellow alert box), "QualityNet News" (with a "More News" link), "Hospital VBP Program FY 2017 Percentage Payment Summary Report now available" (with a "Full Article" link), "Headlines" (listing recent news items), "About QualityNet" (describing the portal's purpose), "Log in to QualityNet Secure Portal" (with a "Login" button and "Portal Resources" link), "Questions & Answers" (listing various facility types), "Downloads" (listing CART modules), "Training" (listing various training programs), and "Skilled Nursing Facility Programs" (listing SNF programs).

**QualityNet** Log in to QualityNet Secure Portal (formerly MyQualityNet) Search

Log In

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

**QualityNet Registration**

- Hospitals - Inpatient
- Hospitals - Outpatient
- Physician Offices
- ASCs
- Cancer Hospitals
- ESRD Facilities
- Inpatient Psychiatric Facilities
- QIOs

**Getting Started with QualityNet**

- Registration
- Sign-In Instructions
- Security Statement
- Password Rules
- QualityNet System Security Policy, PDF

**Join ListServes**

Sign up for Notifications and Discussions.

**Known Issues - Hospital Reporting**

- Inpatient
  - EHR Incentive Program
  - Hospital Value-Based Purchasing
- Outpatient
- ASCs
- PPS-Exempt Cancer Hospitals
- Inpatient Psychiatric Facilities
- Secure File Transfer

**System Maintenance**

- QualityNet Scheduled Maintenance

**Maintenance downtime scheduled for Aug. 19 - 22**

The QualityNet Secure Portal will be unavailable from 8 p.m. EDT on Friday, August 19, through 6 a.m. EDT on Monday, August 22, to allow for scheduled maintenance. This may affect submissions to the data warehouses and use of QualityNet applications.

**QualityNet News** [More News >](#)

**Hospital VBP Program FY 2017 Percentage Payment Summary Report now available**

The Centers for Medicare & Medicaid Services (CMS) has released the Percentage Payment Summary Reports (PPSRs) for the Fiscal Year (FY) 2017 Hospital Value-Based Purchasing (VBP) Program. Eligible hospitals can access their FY 2017 Hospital VBP PPSR via the QualityNet Secure Portal.

The FY 2017 report provides hospitals their Total Performance Score (TPS) and value-based incentive payment adjustment factors for the fifth year of the program.

[Full Article >](#)

**Headlines**

- [CMS releases October 2016 Hospital Compare Preview Reports](#)
- [FY 2017 HSRs for HAC Reduction Program Review and Corrections Period released](#)
- [CY 2017 OPPS/ASC proposed rule published and open for comment](#)
- [FY 2017 Hospital VBP and Hospital IQR Program MSPB Measure HSR released](#)
- [Issue identified in 2016 DRA HAC HSRs distributed on June 9](#)
- [CMS releases HSRs for FY 2017 Readmissions Reduction Program: Review and Corrections period begins](#)
- [Hospitals selected for FY 2018 inpatient quality reporting data validation](#)

**About QualityNet**

Established by the Centers for Medicare & Medicaid Services (CMS), QualityNet provides healthcare quality improvement news, resources and data reporting tools and applications used by healthcare providers and others.

QualityNet is the only CMS-approved website for secure communications and healthcare quality data exchange between: quality improvement organizations (QIOs), hospitals, physician offices, nursing homes, end stage renal disease (ESRD) networks and facilities, and data vendors.

[More >](#)

**Log in to QualityNet Secure Portal**

Login

- Download Symantec ID (required for login)
- Portal Resources

**Questions & Answers**

- Hospitals - Inpatient
- Hospitals - Outpatient
- Ambulatory Surgical Centers
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer Hospitals

**Note:** First-time registration required

**Downloads**

- CART - Inpatient
- CART - Outpatient
- CART Module Designer

**Training**

- QualityNet Training
- QualityNet Event Center
- Secure Portal Enrollment Training, WMV
- Question and Answer Tool Training, WRF
- Transcript, PDF

**Skilled Nursing Facility Programs**

- SNF Value-Based Purchasing Program

# Navigating the Site

The screenshot shows a web browser window with the URL <https://cms-ocsq.custhelp.com>. The page features the QualityNet logo and a navigation menu with buttons for Home, Find an Answer, Ask a Question, and My Stuff. A 'Log In | Sign Up' link is also present. The main content area is titled 'Outpatient and ASC Questions and Answers' and contains a section for selecting a Hospital Outpatient Quality Reporting Program. The programs listed are Ambulatory Surgical Center Quality Reporting, Hospital Outpatient Quality Reporting, Public Reporting (Hospital Compare), and Validation. A 'Contact Us' sidebar includes links for 'Ask a Question' and 'Give Feedback'.

QualityNet

Log In | Sign Up

Home Find an Answer Ask a Question My Stuff

Outpatient and ASC Questions and Answers

Select a Hospital Outpatient Quality Reporting Program below

- Ambulatory Surgical Center Quality Reporting
- Hospital Outpatient Quality Reporting
- Public Reporting (Hospital Compare)
- Validation

Contact Us

- Ask a Question**  
Submit a question to our support team.
- Give Feedback**  
How can we make this site more useful for you?

# Selecting a Category (1 of 2)

The screenshot displays the QualityNet website interface. At the top, the QualityNet logo is on the left, and 'Log In | Sign Up' is on the right. Below the logo is a navigation bar with buttons for 'Home', 'Find an Answer', 'Ask a Question', and 'My Stuff'. The main content area is titled 'Outpatient and ASC Questions and Answers'. It features an 'Advanced Search' box with a 'Search' button and the text 'Find the answer to your question'. To the right is a 'Find an Answer' search box with a magnifying glass icon. Below the search boxes is the 'Ambulatory Surgical Center Quality Reporting' section, which includes a 'Select a Category' menu. This menu has two tabs: 'Ambulatory Surgical Centers' and 'Presentations'. Under 'Ambulatory Surgical Centers', there is a list of links: 'General Information', 'ASC Participation', 'QualityNet Secure Portal Registration', 'Data Submission', 'Quality Data Codes (QDC)', 'Specifications Manual', and 'ASC Measures'. Under 'Presentations', there are links for 'Webinar Materials' and 'CEU Credits'. To the right of the 'Select a Category' menu is a 'Contact Us' section with two options: 'Ask a Question' (with a question mark icon) and 'Give Feedback' (with a clipboard icon). Below the 'Contact Us' section is a 'Most Popular Answers' section with two entries: 'ASC-7 procedure count' and 'Procedure count for ASC-7', and 'Sampling requirements for ASC-9 and ASC-10' and 'Determining the number of cases for sampling for ASC-9 and ASC-10'.

QualityNet

Home Find an Answer Ask a Question My Stuff

Log In | Sign Up

Outpatient and ASC Questions and Answers

Advanced Search

Search

Find the answer to your question

Find an Answer

Search

Contact Us

Ask a Question  
Submit a question to our support team.

Give Feedback  
How can we make this site more useful for you?

Ambulatory Surgical Center Quality Reporting

Select a Category

Ambulatory Surgical Centers Presentations

General Information  
ASC Participation  
QualityNet Secure Portal Registration  
Data Submission  
Quality Data Codes (QDC)  
Specifications Manual  
ASC Measures

Webinar Materials  
CEU Credits

Most Popular Answers

ASC-7 procedure count Procedure count for ASC-7

Sampling requirements for ASC-9 and ASC-10 Determining the number of cases for sampling for ASC-9 and ASC-10

# Selecting a Category (2 of 2)

Home
Find an Answer
Ask a Question
My Stuff ▾

## Outpatient and ASC Questions and Answers

**Search filters applied**  
Category

Ambulatory Surgical Centers
General Information

Advanced Search

Search

Find the answer to your question

**Contact Us**

**Ask a Question**

Submit a question to our support team.

**Give Feedback**

How can we make this site more useful for you?

Results **1 - 10** of **19**

**Answers Available**

Row Number	Answer ID	Program	Spec Manual	Date Updated	Summary
1	159759	ASC Quality Reporting	ASC 5.0a	03/28/2016	<a href="#">OPPS/ASC Calendar Year (CY) 2016 Final Rule</a>
2	160584	ASC Quality Reporting	ASC 5.0a	04/05/2016	<a href="#">Public reporting of ASC data</a>
3	159720	ASC Quality Reporting	ASC 5.0a	03/28/2016	<a href="#">ASCQR Program timeline</a>
4	160016	ASC Quality Reporting	ASC 5.0a	03/28/2016	<a href="#">Needing a Security Administrator</a>
5	160017	ASC Quality Reporting	ASC 5.0a	03/28/2016	<a href="#">Security Administrator requirements</a>
6	160018	ASC Quality Reporting	ASC 5.0a	03/28/2016	<a href="#">Determining the Security Administrator</a>
7	1064	ASC Quality Reporting	ASC 5.0a	03/21/2016	<a href="#">ASC definition relating to ASCQR Program</a>
8	160019	ASC Quality Reporting	ASC 5.0a	03/21/2016	<a href="#">CCN information</a>
9	894	ASC Quality Reporting	ASC 5.0a	03/21/2016	<a href="#">ASC Definition</a>
10	159079	ASC Quality Reporting	ASC 5.0a	03/21/2016	<a href="#">Pre-Admission Testing (PAT) visits for the ASCQR Program</a>

# Select a Category

The screenshot shows a web browser window with the URL <https://cms-ocsq.custhelp.com>. The page features the QualityNet logo at the top left. A navigation bar includes links for Home, Find an Answer, Ask a Question, and My Stuff. On the right side of the navigation bar, there are links for Log In and Sign Up. The main content area is titled 'Outpatient and ASC Questions and Answers' and contains a section for selecting a Hospital Outpatient Quality Reporting Program. This section lists four options: Ambulatory Surgical Center Quality Reporting, Hospital Outpatient Quality Reporting, Public Reporting (Hospital Compare), and Validation. To the right of this list is a 'Contact Us' sidebar with two options: 'Ask a Question' (with a question mark icon) and 'Give Feedback' (with a feedback icon). The 'Ask a Question' option includes the text 'Submit a question to our support team.' and the 'Give Feedback' option includes the text 'How can we make this site more useful for you?'.

QualityNet

Log In | Sign Up

Home Find an Answer Ask a Question My Stuff

Outpatient and ASC Questions and Answers

Select a Hospital Outpatient Quality Reporting Program below

- Ambulatory Surgical Center Quality Reporting
- Hospital Outpatient Quality Reporting
- Public Reporting (Hospital Compare)
- Validation

Contact Us

- Ask a Question**  
Submit a question to our support team.
- Give Feedback**  
How can we make this site more useful for you?

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# **SEARCHING THE Q&A SITE EFFECTIVELY**



# Find An Answer

The “Find An Answer” tab is used to locate answers:

- Under a certain category.
- With certain keywords.
- Filtered by Specifications Manual version.



The screenshot displays the QualityNet website interface. At the top left is the QualityNet logo. Below it is a navigation bar with four tabs: 'Home', 'Find an Answer' (which is highlighted in blue), 'Ask a Question', and 'My Stuff'. Below the navigation bar is a light blue banner with the text 'Outpatient and ASC Questions and Answers'. At the bottom of the screenshot is an 'Advanced Search' form. It features a text input field with the placeholder text 'Find the answer to your question' and a blue 'Search' button to its right.

# Advanced Search (1 of 7)

QualityNet

Home Find an Answer Ask a Question My Stuff

Outpatient and ASC Questions and Answers

Advanced Search

Find the answer to your question

Answers Available

Row Number	Answer ID	Program
1	160026	ASC Qua Reporting
2	160587	Outpatient Reporting
3	159820	ASC Qua Reporting
4	160546	ASC Qua Reporting
5	160641	Outpatient Reporting
6	160551	ASC Qua Reporting
7	159759	ASC Qua

Advanced Search

Search Tips

Search terms

Limit by product

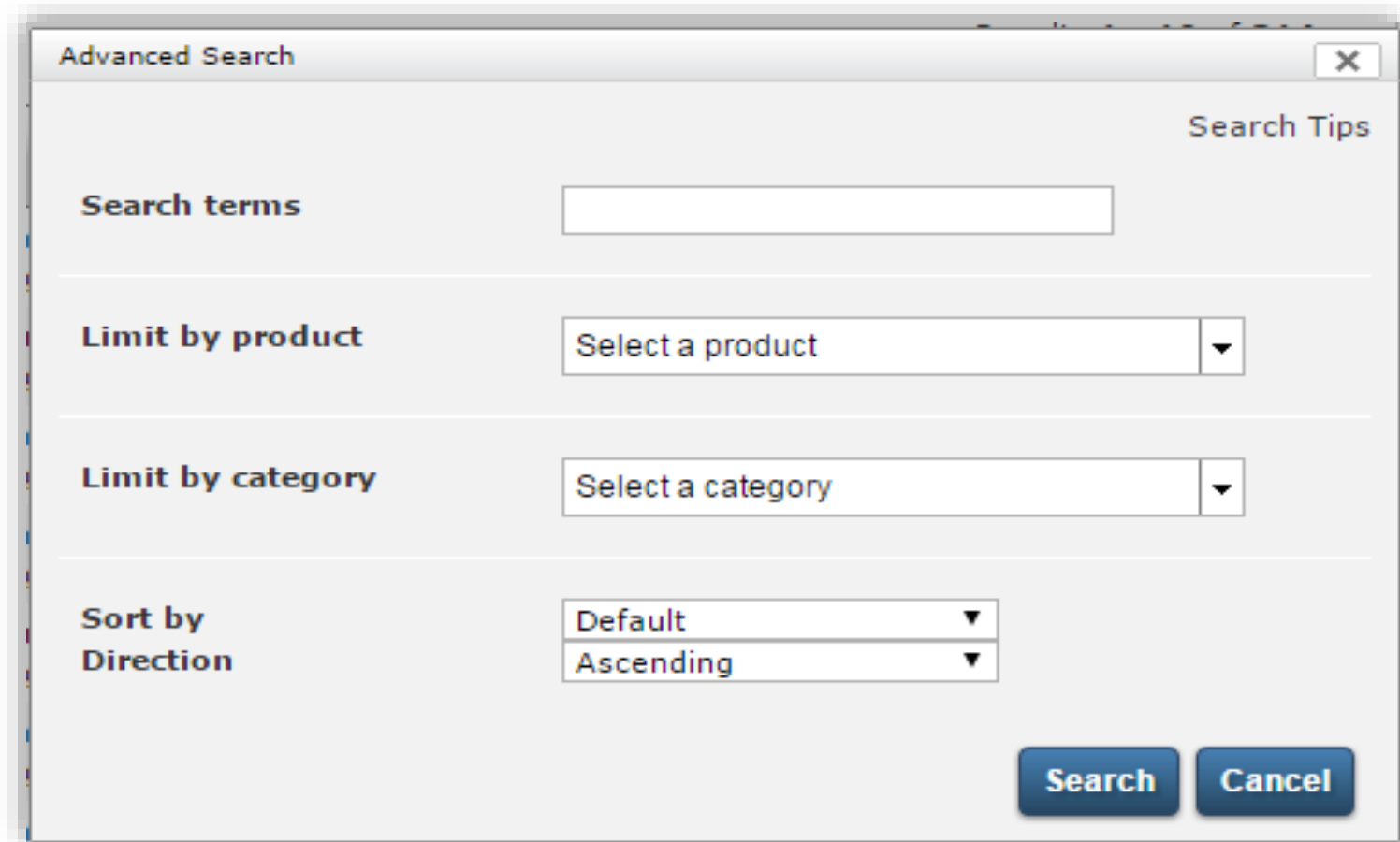
Limit by category

Sort by

Direction

Search Cancel

# Advanced Search (2 of 7)



The image shows a software dialog box titled "Advanced Search" with a close button (X) in the top right corner. The dialog contains several input fields and buttons:

- Search terms:** A text input field.
- Limit by product:** A dropdown menu with the text "Select a product".
- Limit by category:** A dropdown menu with the text "Select a category".
- Sort by:** A dropdown menu with the text "Default".
- Direction:** A dropdown menu with the text "Ascending".
- Buttons:** "Search" and "Cancel" buttons located at the bottom right.
- Search Tips:** A link labeled "Search Tips" in the top right area.

# Advanced Search (3 of 7)

## Outpatient and ASC Questions and Answers

### General Search Tips

Type your search terms--a question, a phrase, a series of words, or just a single word--in the **Search by Keyword** field and then click the **Search** button.

Use descriptive and specific search terms to retrieve more focused results. When you enter a word, all forms of the word are searched for, including singular, plural, and different verb tenses. For example, a search for *reflect* will return answers containing *reflection, reflections, reflected, reflecting, and reflects*.

- **To require words:** Type the plus symbol (+) before the words that must be in the search results. Typing *+cell +roam +voicemail* will return only answers that contain all three words.
- **To exclude words:** Type the minus symbol (-) before words you don't want in the search results. Typing *cell -biology* will return answers that contain the first word but not the second.
- **To search with a wildcard:** Type an asterisk (\*) after the initial letters of a word to search for all words or terms that begin with those letters. Typing *hand\** will return answers containing *handset, hands-free, handbook, handheld, handshake, and handkerchief*.
- **To search using synonyms:** Type a tilde (~) before a word to search for answers containing that word as well as synonyms for the word. Typing *account* will return answers containing *account, bill, and invoice*.

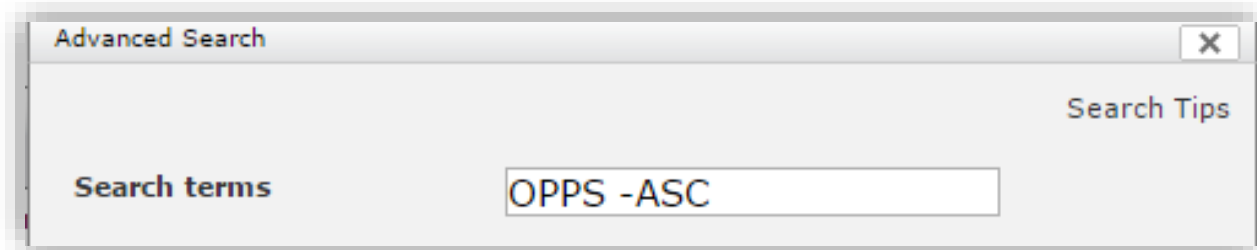
### Limit Your Search

Click the **Product** or **Category** menu and select a product or category to restrict your search to answers associated with that selection.

### Sort By

The answers returned by your search are automatically sorted to display the most relevant answers at the top of the list. If you need to sort the answers by other criteria, click the **Sort By** menu and select an option. You can also click the **Direction** menu to sort in ascending or descending order.

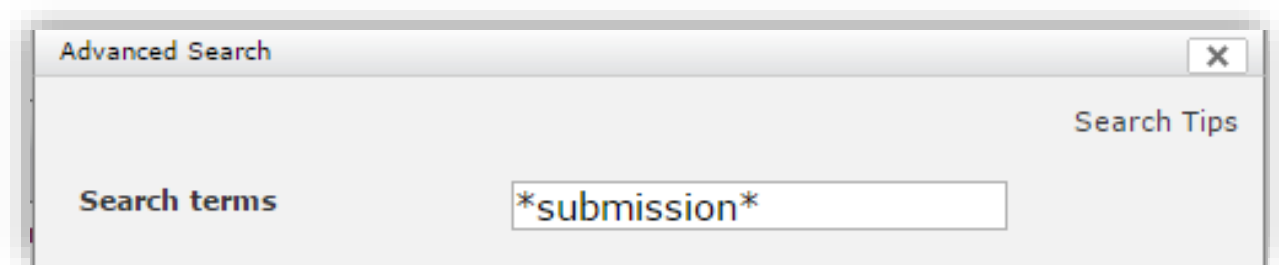
# Advanced Search (4 of 7)



Advanced Search ✕

Search Tips

Search terms



Advanced Search ✕

Search Tips

Search terms

# Advanced Search (5 of 7)

The image shows a software dialog box titled "Advanced Search" with a close button (X) in the top right corner. The dialog contains several input fields and a dropdown menu. The "Search terms" field is empty. The "Limit by product" dropdown is set to "ASC Quality Reporting". The "Limit by category" dropdown is set to "Select a category" and is currently open, showing a list of options: "No Value", "Ambulatory Surgical Centers" (highlighted with a blue selection bar), "Extraordinary Circumstances Exemption", and "Presentations". The "Sort by" field is set to "Direction". At the bottom right, there are two buttons: "Search" and "Cancel".

Advanced Search X

Search Tips

Search terms

---

Limit by product

---

Limit by category

- No Value
- ▶ Ambulatory Surgical Centers
- Extraordinary Circumstances Exemption
- ▶ Presentations

Sort by  
Direction

**Search** **Cancel**

# Advanced Search (6 of 7)

Advanced Search ✕

[Search Tips](#)

**Search terms**

---

**Limit by product**  ▼

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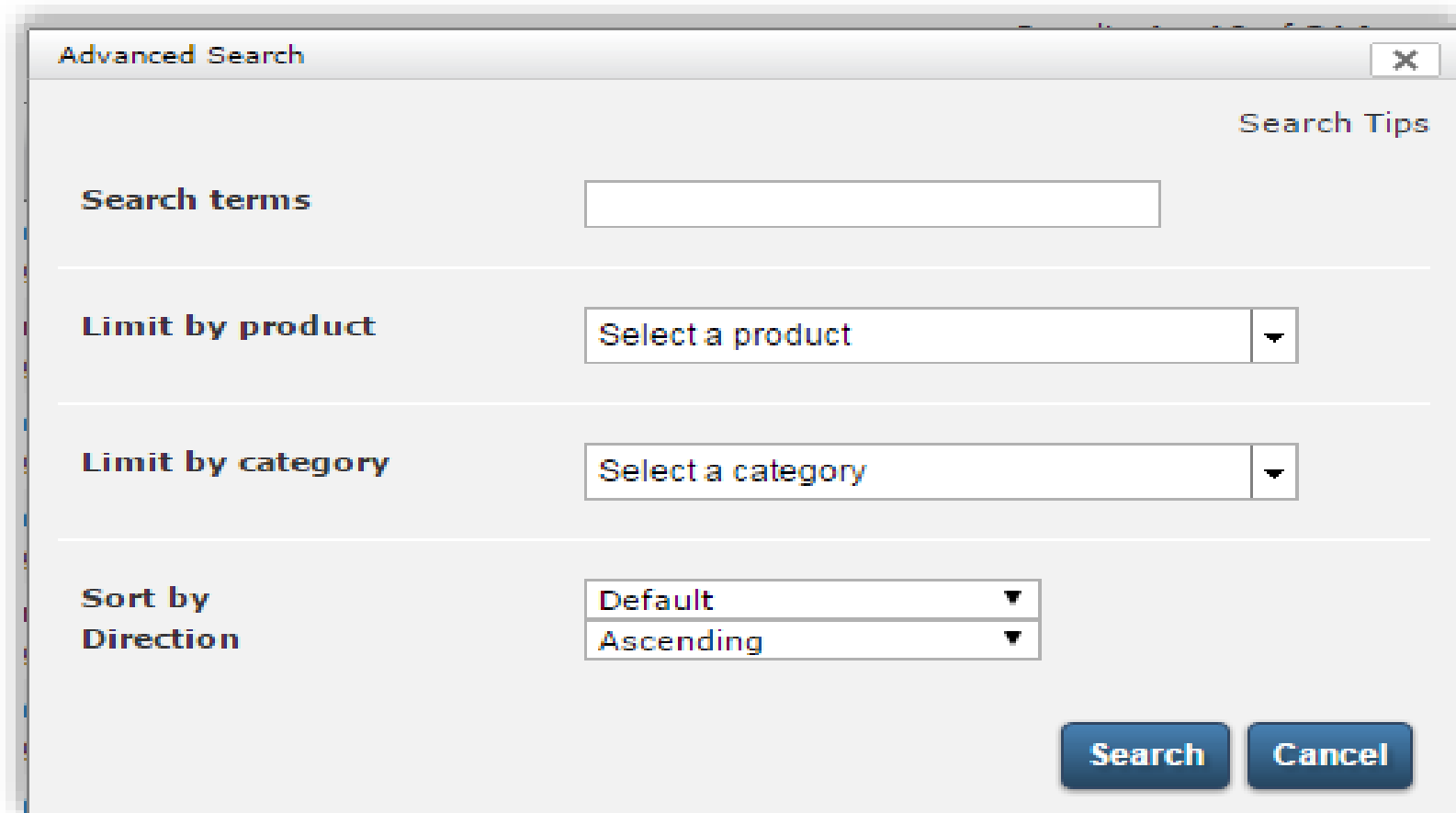
**Limit by category**  ▼

- No Value
- ▼ Ambulatory Surgical Centers
  - General Information
  - ASC Participation
  - QualityNet Secure Portal Registration
  - Data Submission
  - Quality Data Codes (QDC)
  - Specifications Manual
  - ASC Measures
  - Extraordinary Circumstances Exemption

**Sort by**  
**Direction**

nt	9.0a	04/28/2016	Inco
g			CT
			me
nt	9.0a	04/28/2016	Cl

# Advanced Search (7 of 7)




The image shows a software dialog box titled "Advanced Search" with a close button (X) in the top right corner. The dialog contains several input fields and buttons:

- Search terms:** A text input field.
- Limit by product:** A dropdown menu with the text "Select a product".
- Limit by category:** A dropdown menu with the text "Select a category".
- Sort by:** A dropdown menu with the text "Default".
- Direction:** A dropdown menu with the text "Ascending".
- Buttons:** "Search" and "Cancel" buttons at the bottom right.
- Search Tips:** A link in the top right corner.




# Find an Answer Results

**Search filters applied**

Product 

**ASC Quality Reporting**

Category 

Ambulatory Surgical Centers **General Information**

[Advanced Search](#)

**Search**

Find the answer to your question

Results **1 - 10** of **19**

**Answers Available**

Row Number	Answer ID	Program	Spec Manual	Date Updated	Summary
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10	159079	ASC Quality Reporting	ASC 5.0a	03/21/2016	<a href="#">Pre-Admission Testing (PAT) visits for the ASCQR Program</a>

**1** [2](#) [Next >](#)

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# **SUBMITTING YOUR QUESTIONS**

# Creating an Account (1 of 4)

The screenshot displays the QualityNet website interface. At the top left is the QualityNet logo. A navigation bar contains links for Home, Find an Answer, Ask a Question, and My Stuff. On the top right, there are links for Log In and Sign Up. The main content area is titled "Outpatient and ASC Questions and Answers".

**Log in**

If you already have an account, enter your username and password.

Username

Password

**Log In**

[Forgot your username or password?](#)

**Not registered yet?**

- Allow us to better serve you by enabling a faster line of communication.
- Get notifications when information you care about is updated.
- Customize your support interests.

**Create a New Account**

**Find an Answer**

Search

**Contact Us**

- Ask a Question**  
Submit a question to our support team.
- Give Feedback**  
How can we make this site more useful for you?

QualityNet Help Desk | Accessibility Statement | Privacy Policy | Terms of Use

# Creating an Account (2 of 4)

To submit a question you need:

- An email address.
- A first and last name.
- A bit of creativity for your username.
- A question that needs answering.

# Creating an Account (3 of 4)

Home Find an Answer Ask a Question My Stuff

Outpatient and ASC Questionnaire

## Create an Account

**Username \***

**Password**

**Verify Password**

**First Name \***

**Last Name \***

**Email Address \***

**User Type \***

# Creating an Account (4 of 4)

## Hospital Outpatient CCN

CCN

*Expected Input: #####*

6 Digit CMS Certification Number. Expected Format: #####

## ASC NPI and CCN

NPI

*Expected Input: #####*

ASC NPI. Expected Format: #####

ASC CCN

CCN for ASC's. Requires a "C" in third character. Expected Format: 11C111111

**Create Account**

# Submitting Your Questions (1 of 5)

The screenshot shows a web browser window with the URL <https://cms-ocsq.custhelp.com>. The page header features the QualityNet logo and navigation links: Home, Find an Answer, Ask a Question, and My Stuff. A 'Log In | Sign Up' link is also present. The main content area is titled 'Outpatient and ASC Questions and Answers' and contains a section for selecting a hospital outpatient quality reporting program. The options listed are: Ambulatory Surgical Center Quality Reporting, Hospital Outpatient Quality Reporting, Public Reporting (Hospital Compare), and Validation. A 'Contact Us' sidebar on the right includes links for 'Ask a Question' (with a question mark icon) and 'Give Feedback' (with a clipboard icon), each with a brief description of the service.

QualityNet

Home Find an Answer Ask a Question My Stuff

Log In | Sign Up

Outpatient and ASC Questions and Answers

Select a Hospital Outpatient Quality Reporting Program below

- Ambulatory Surgical Center Quality Reporting
- Hospital Outpatient Quality Reporting
- Public Reporting (Hospital Compare)
- Validation

Contact Us

- Ask a Question**  
Submit a question to our support team.
- Give Feedback**  
How can we make this site more useful for you?

# Submitting Your Questions (2 of 5)

[Home](#) [Find an Answer](#) [Ask a Question](#) [My Stuff](#)

Outpatient and ASC Questions and Answers

Submit a question to our support team.

**WARNING:** Individually identifiable health information in this system is subject to the Health Information Portability and Accountability Act of 1996 and the Privacy Act of 1974. Submission of questions to the QIO and Hospital Q&A System that contains Protected Health Information (PHI) is a violation of these Acts. **Questions containing PHI will be deleted from the system and not processed.** For detailed information regarding transmitting or receiving healthcare information or data read the [QualityNet System Security Policy, PDF](#)

**Subject \***

**Question \***

**Product \***

**Category \***

**Reporting Quarter**

**Encounter Date \***



# Submitting Your Questions (3 of 5)

**Subject \***

**Question \***

**Product \***

**Category \***  
*Please select an item under Ambulatory Surgical Centers*

- No Value
- Ambulatory Surgical Centers**
  - General Information
  - ASC Participation
  - QualityNet Secure Portal Registration
  - Data Submission
  - Quality Data Codes (QDC)
  - Specifications Manual
  - ASC Measures
- Extraordinary Circumstances Exemption

**6 Digit CMS Certification Number. REQUIRED FOR HOSPITALS Expected Format: #####**

**ASC NPI and CCN**

**NPI**

**ASC CCN**

**ASC NPI. Expected Format: #####**

**CCN for ASC's. Requires a "C" in third character. Expected Format: 11C11111**

# Submitting Your Questions (4 of 5)

The screenshot displays the QualityNet website interface. At the top left is the QualityNet logo. On the right, a user is logged in as Harold Hicks, HSAG, with a [Logout] link. A navigation bar contains buttons for Home, Find an Answer, Ask a Question (highlighted in blue), and My Stuff. Below this is a section titled "Outpatient and ASC Questions and Answers". The main content area features a confirmation message: "Your Question has been Submitted". The message includes a thank you, a reference number (#160816-000171), and instructions on how to update the question. On the right side, there are two utility boxes: "Find an Answer" with a search input field and a search button, and "Contact Us" with links for "Ask a Question" and "Give Feedback".

**QualityNet**

Welcome **Harold Hicks**  
HSAG  
[Logout]

[Home](#) [Find an Answer](#) [Ask a Question](#) [My Stuff](#)

Outpatient and ASC Questions and Answers


**Your Question has been Submitted**

Thanks for submitting your question. Use this reference number for follow up: **#160816-000171**


A member of our support team will get back to you soon.


If you need to update your question, click the Your Account tab and select the question to open and update it.

**Find an Answer**

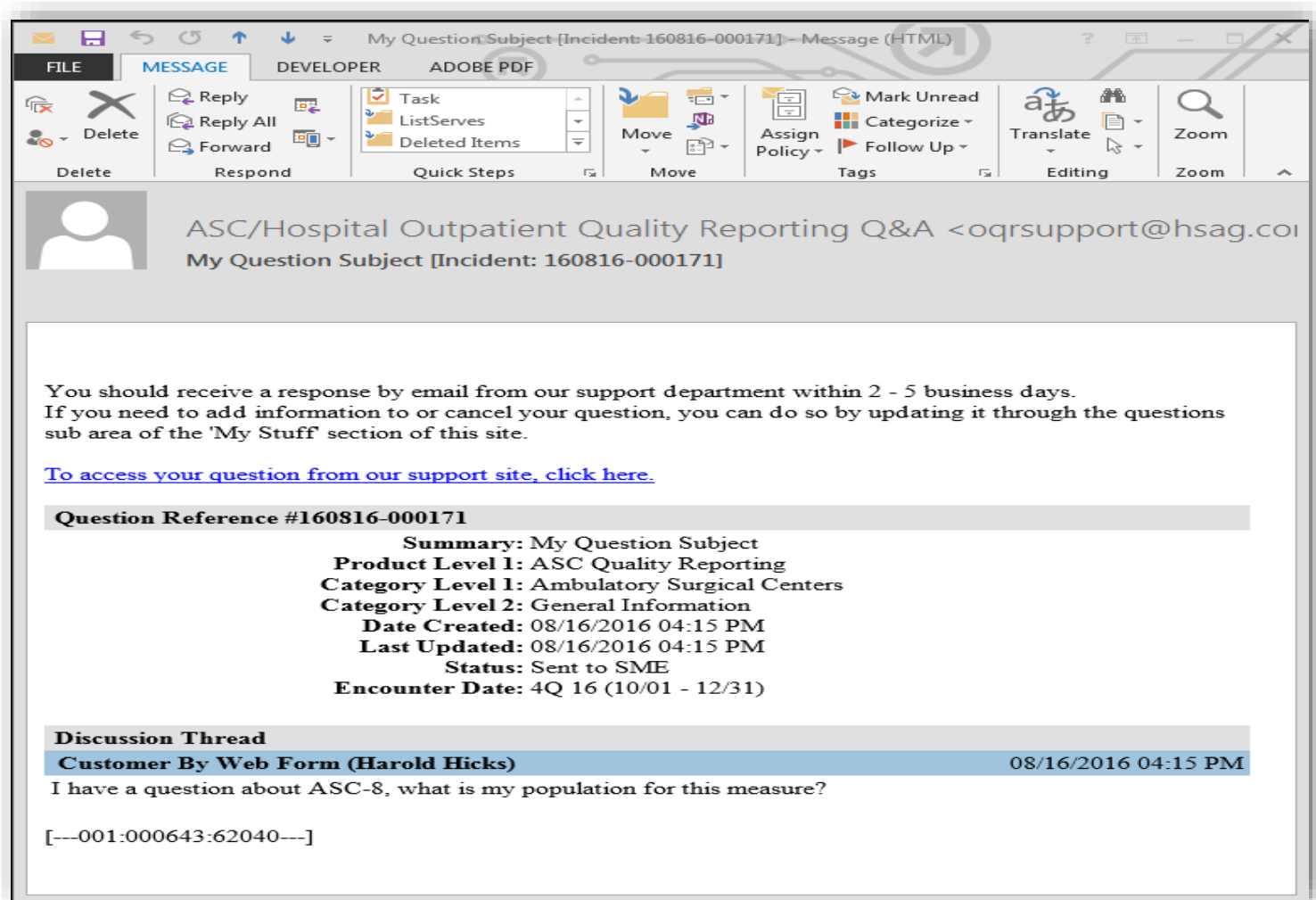
Search 

**Contact Us**

 **Ask a Question**  
Submit a question to our support team.

 **Give Feedback**  
How can we make this site more useful for you?

# Submitting Your Questions (5 of 5)



The screenshot shows an email client window with the title "My Question Subject [Incident: 160816-000171] - Message (HTML)". The interface includes a menu bar (FILE, MESSAGE, DEVELOPER, ADOBE PDF) and a toolbar with various actions like Delete, Reply, Forward, Move, and Mark Unread. The email header identifies the sender as "ASC/Hospital Outpatient Quality Reporting Q&A <oqrsupport@hsag.co" and the subject as "My Question Subject [Incident: 160816-000171]".

You should receive a response by email from our support department within 2 - 5 business days. If you need to add information to or cancel your question, you can do so by updating it through the questions sub area of the 'My Stuff' section of this site.

[To access your question from our support site, click here.](#)

**Question Reference #160816-000171**

- Summary:** My Question Subject
- Product Level 1:** ASC Quality Reporting
- Category Level 1:** Ambulatory Surgical Centers
- Category Level 2:** General Information
- Date Created:** 08/16/2016 04:15 PM
- Last Updated:** 08/16/2016 04:15 PM
- Status:** Sent to SME
- Encounter Date:** 4Q 16 (10/01 - 12/31)

**Discussion Thread**

Customer By Web Form (Harold Hicks)	08/16/2016 04:15 PM
I have a question about ASC-8, what is my population for this measure?	

[---001:000643:62040---]

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# **MANAGING YOUR ACCOUNT**

# Managing Your Account (1 of 2)

The screenshot shows a web browser window with the URL <https://cms-ocsq.custhelp.com>. The page features the QualityNet logo at the top left. A navigation bar includes buttons for Home, Find an Answer, Ask a Question, and My Stuff, along with Log In and Sign Up links. The main content area is titled 'Outpatient and ASC Questions and Answers' and contains a section for selecting a Hospital Outpatient Quality Reporting Program. The programs listed are Ambulatory Surgical Center Quality Reporting, Hospital Outpatient Quality Reporting, Public Reporting (Hospital Compare), and Validation. A 'Contact Us' sidebar on the right offers options to 'Ask a Question' and 'Give Feedback'.

QualityNet

Log In | Sign Up

Home Find an Answer Ask a Question My Stuff

Outpatient and ASC Questions and Answers

Select a Hospital Outpatient Quality Reporting Program below

- Ambulatory Surgical Center Quality Reporting
- Hospital Outpatient Quality Reporting
- Public Reporting (Hospital Compare)
- Validation

Contact Us

- Ask a Question**  
Submit a question to our support team.
- Give Feedback**  
How can we make this site more useful for you?

# Managing Your Account (2 of 2)

The screenshot displays a user account management interface. At the top, there are navigation tabs: Home, Find an Answer, Ask a Question, and My Stuff. The My Stuff tab is active, and a dropdown menu is open, showing options: Account Overview, Support History, Account Settings, and Notifications. The main content area is titled 'Account Overview' and is divided into three sections: Questions, Settings, and Notifications. The Questions section shows a table of 'Your Recently Submitted Questions' with columns for Subject, Reference #, Status, and Date Created. The Settings section includes links to 'Update your account settings' and 'Change your password'. The Notifications section shows a table for 'Your Recent Answer Notifications' with columns for Answer ID, Summary, and Expiration, and a message stating 'No records found.' On the right side of the interface, there is a 'Find an Answer' search box and a 'Contact Us' section with links for 'Ask a Question' and 'Give Feedback'.

Home Find an Answer Ask a Question My Stuff

Account Overview

Questions

Your Recently Submitted Questions

Subject	Reference #	Status	Date Created
My Question Subject	160816-000171	Sent to SME	08/16/2016
Test email	160616-000138	Solved	06/16/2016
B.4 ACO Provider Recruitment	160505-000211	Unresolved	05/05/2016
Test for Answer Proposal	160413-000066	Solved	04/13/2016

See all questions

Settings

Update your account settings  
Change your password

Notifications

Your Recent Answer Notifications

Answer ID	Summary	Expiration
No records found.		

See all product, category, and answer notifications

Find an Answer

Search

Contact Us

Ask a Question  
Submit a question to our support team.

Give Feedback  
How can we make this site more useful for you?

# Notifications

- Answer (update to Q&A pair posted)
- Product/Category (Q&A posted on subject)

## Notifications

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### Answer Notifications

You currently don't have any answer notifications.

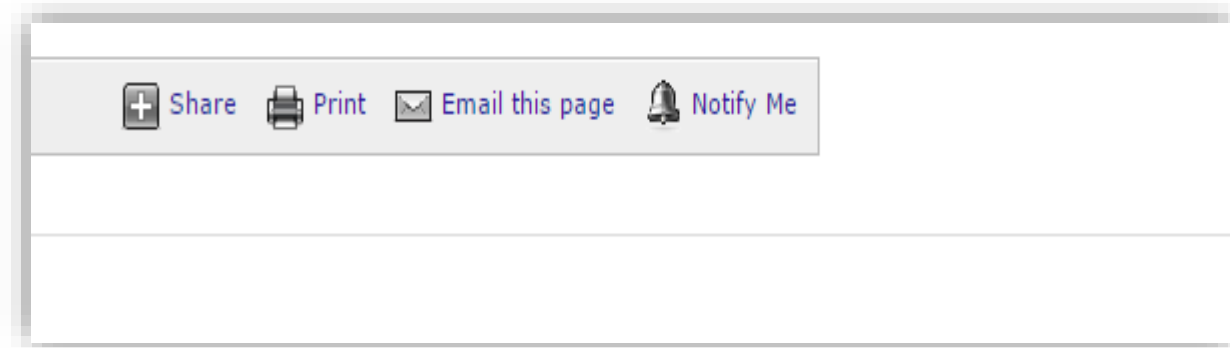
### Product/Category Notifications

You currently don't have any product or category notifications.

[Add Notifications](#)

# Answer Notifications

- Found on the bottom of the page of every Q&A pair or answer
- Alerts you when a particular Q&A is updated





# Product/Category Notifications

- Product Notifications alert you when any answer is posted to a related category.
- Category Notifications allow you to choose the level of alerts to receive when Product Notifications are too broad.

The screenshot shows a dialog box titled "Add Notifications" with a close button (X) in the top right corner. It is divided into two main sections: "Product" and "Category".

- Product Section:** A dropdown menu displays "ASC Quality Reporting". Below it is a blue button labeled "Add Product".
- Category Section:** A dropdown menu displays "ASC Public Reporting" and "General Public Reporting". Below it is a blue button labeled "Add Category".

At the bottom right of the dialog box is a blue button labeled "Cancel".

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# **SUBMITTING FEEDBACK**

# Submitting Feedback (1 of 2)

- Feedback does **not** require:
  - An account.
  - Your name (it can be anonymous).
- Feedback should be used for:
  - Providing information about an issue.
  - Providing requests or suggestions for improvements.
- Feedback should **not** be used to submit a question.

# Submitting Feedback (2 of 2)



## Give Feedback

How can we make this site more useful for you?

Provide Feedback ✕

Email \*

Your Feedback \*

Submit Cancel

# Questions



# Continuing Education Approval

This program has been approved for 1.0 continuing education (CE) unit for the following professional boards:

- Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling
- Florida Board of Nursing Home Administrators
- Florida Council of Dietetics
- Florida Board of Pharmacy
- California Board of Registered Nursing (Provider #16578)
  - It is your responsibility to submit this form to your accrediting body for credit.

# CE Credit Process

- Complete the ReadyTalk® survey that will pop up after the webinar, or wait for the survey that will be sent to all registrants within the next 48 hours.
- After completion of the survey, click **Done** at the bottom of the screen.
- Another page will open that asks you to register in HSAG's Learning Management Center.
  - This is separate from registering for the webinar. If you have not registered at the Learning Management Center, you will **not** receive your certificate.
  - Please use your **personal** email so you can receive your certificate.
  - Healthcare facilities have firewalls that block our certificates.

# CE Certificate Problems?

- If you do not immediately receive a response to the email you used to register in the Learning Management Center, a firewall is blocking the survey link.
- Please go back to the New User link and register your personal email account.
- If you continue to have problems, please contact Deb Price at [dprice@hsag.com](mailto:dprice@hsag.com).



# CE Credit Process: Survey

No

Please provide any additional comments

**10. What is your overall level of satisfaction with this presentation?**

Very satisfied

Somewhat satisfied

Neutral

Somewhat dissatisfied

Very dissatisfied

If you answered "very dissatisfied", please explain

**11. What topics would be of interest to you for future presentations?**

**12. If you have questions or concerns, please feel free to leave your name and phone number or email address and we will contact you.**

Done

Powered by [SurveyMonkey](#)  
Check out our [sample surveys](#) and create your own now!

# CE Credit Process

Thank you for completing our survey!

Please click on one of the links below to obtain your certificate for your state licensure.

You must be registered with the learning management site.

**New User Link:**

<https://lmc.hshapps.com/register/default.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae>

**Existing User Link:**

<https://lmc.hshapps.com/test/adduser.aspx?ID=da0a12bc-db39-408f-b429-d6f6b9ccb1ae>

**Note:** If you click the 'Done' button below, you will not have the opportunity to receive your certificate without participating in a longer survey.

Done

# CE Credit Process: New User

The screenshot shows a web browser window displaying the registration page for a new user. The page header includes the HSAG logo (Health Services Advisory Group) on the left and a security notice on the right: "this is a secure site please provide credentials to continue" with a lock icon. Below the header, the page title is "Learning Management Center". The main content area is titled "Learning Center Registration: OQR: 2015 Specifications Manual Update - 1-21-2015". The registration form contains four input fields: "First Name:", "Last Name:", "Email:", and "Phone:". The "Phone:" field has a small icon of a telephone handset. Below the input fields is a "Register" button. The page is framed by a blue border on the left and right sides.

**HSAG** HEALTH SERVICES ADVISORY GROUP

this is a secure site  
please provide credentials to continue

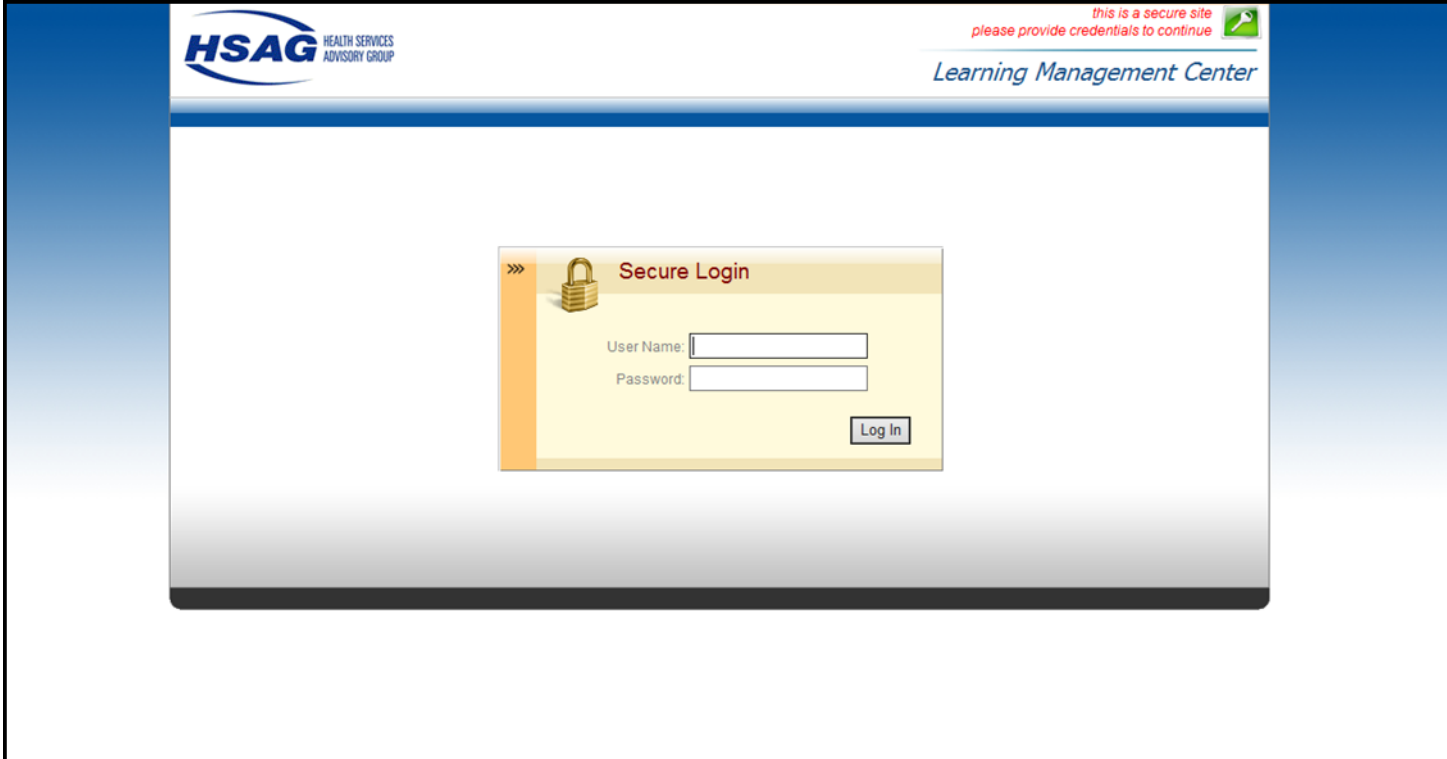
Learning Management Center

**Learning Center Registration: OQR: 2015 Specifications Manual Update - 1-21-2015**

First Name:  Last Name:

Email:  Phone:

# CE Credit Process: Existing User



The screenshot displays the login interface for the HSAG Learning Management Center. At the top left is the HSAG logo with the text "HEALTH SERVICES ADVISORY GROUP". At the top right, a red security notice reads "this is a secure site please provide credentials to continue" next to a small icon. Below this is the text "Learning Management Center". The central focus is a "Secure Login" box with a yellow background and a lock icon. It contains two input fields: "User Name:" and "Password:", followed by a "Log In" button.

# Thank You for Participating!

Please contact the Support Contractor if you have any questions:

- Submit questions online through the QualityNet Question & Answer Tool at [www.qualitynet.org](http://www.qualitynet.org)

*Or*

- Call the Support Contractor at 866.800.8756.

# Contact Information

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Harold N Hicks III

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