



# Outpatient Quality Program Systems and Stakeholder Support Team

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## **System Updates: Ambulatory Surgical Center Quality Reporting (ASCQR) Program**

### **Questions & Answers**

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**Subject-matter experts researched and answered the following questions after the live webinar. The questions may have been edited for grammar.**



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**Question 1:** If you already have a Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP) account for other reporting programs, can you use the same one?

Yes, you can and should use the same HARP ID when reporting for multiple programs.

**Question 2:** Does an ambulatory surgical center (ASC) with the same name and four locations require one HARP account or four?

You would use one HARP ID to manage all four locations. However, you will have to submit separate Security Official (SO) forms for each location, even if they have the same name.

**Question 3:** If you were already the SO under the old system, will that automatically carry over to HARP?

There was an account migration period that ended on November 11, 2020. If you completed the migration before that date, you should be able to access the Hospital Quality Reporting (HQR) system with your HARP ID. If you did not complete that migration by that date, you will need to create a HARP ID and complete the Electronic Access Request (EAR) form.

**Question 4:** Are EAR forms per user or per site?

The EAR form is per user, per facility. If you are a new user to HQR who is requesting to be the first SO for your organization, you can submit requests using EAR. Additional users can be approved by the SO.

**Question 5:** What is the timeframe for getting back an approval email once a request is sent? Some of my centers were told it is two to six weeks.

Yes, the timeframe to process an accurately completed form is two to six weeks.

**Question 6:** My HARP account is linked to another ASC and I do not have access to that email. How do I change and update this information?

Please reach out to the *QualityNet* Help Desk at 866-288-8912 or [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org) to recover your HARP ID if you no longer have access to the email for the HARP ID. The Help Desk can walk you through the account recovery process to update the email address associated with your HARP account.



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**Question 7:** After submitting our application via email how will we know we have been granted access?

Once the access request is approved you will receive an email from donotreply.HARP@hcqis.org indicating your Access Request was approved. At that time, login to <https://hqr.cms.gov/hqrng/login> with your HARP ID and you should see your facility name at the top of the screen.

**Question 8:** The view of my dashboard is different.

Your permissions and roles may be different. If you have access to submit data, you should have the Data Submission option on the left-hand navigation menu.

**Question 9:** What is the CMS.gov IDM? The HARP page has nothing to see.

The <https://idm.cms.gov/> website allows you to see applications your HARP ID can access. To access the data submission area in HQR, you should login to [hqr.com.gov](https://hqr.com.gov) using your HARP ID.

**Question 10:** What is the process for establishing a backup SO? As the main SO, can I grant access to another member of my team to become an additional SO? If yes, how do they start that process to obtain permission? Is it different than that electronic form the original SO completes?

The first SO for the facility (such as yourself if you are one) can assign backup SOs. For someone to become a backup SO, they need to share their HARP ID with you (It must be a different email). You then go to the Administration > Access Management Tab in <https://hqr.cms.gov> and add that HARP ID to your facility's list of users as either a basic user or SO.

**Question 11:** If you do not voluntarily report data for the ASC-11 measure, should we just not open it, or is there another step?

You can leave ASC-11 unanswered or you can check the box for no data for that measure. Either option is acceptable.

**Question 12:** Where do we obtain the file to upload for a vendor account?



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The file layout specification is in the ASC Specification Manual on <https://qualitynet.cms.gov/>. There is no pre-generated file you can download; however, the ASCQR Support Contractor has created a worksheet to help you add data and generate the CSV file used for upload. That worksheet will be available under Vendor Resources on <https://QualityReportingCenter.com/>, if it is not available already.

**Question 13:** We are starting to see codes for patients that took an oral test to check for colon cancer. Does this still count like 45378 CPT?

Please submit any measure-specific questions via the ServiceNow Q&A tool on *QualityNet*: [https://cmsqualitysupport.servicenowservices.com/qnet\\_qa?id=ask\\_a\\_question](https://cmsqualitysupport.servicenowservices.com/qnet_qa?id=ask_a_question).

**Question 14:** Is the reporting period January 1 through December 31, 2020, or July 1 through December 31, 2020? I thought it was changed due to COVID.

The submission of data using encounters from July 1 through December 31, 2020, is required. However, you can include encounters from January 1 through June 30, 2020, if available, and if the facility chooses to submit for that voluntary reporting period.

**Question 15:** How do I add my anesthesia group to my HARP account so I can check data as the SO?

You will need to submit an Electronic Access Request (EAR) form for your anesthesia group to add to your HARP ID.

**Question 16:** I am the SO for our radiation oncology clinic, but when I converted to the HARP account, I can no longer pull up or access my radiation oncologist data to submit or otherwise.

HARP IDs do support multi-facility access, but the migration only addresses one facility at a time. Please call our support line, at 866.800.8756, for us to give you more attention regarding accessing that data.

**Question 17:** I signed up for a HARP account a year ago and I only have a Managed File Transfer (MFT) user role. I don't see my ASC listed on my account. Is there another user role that I need to request to submit my data?



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If you are the first SO for your facility, you will need to complete the EAR form for your organization so that your HARP account can be recognized for your organization. Visit this site the form:

<https://qualitynet.cms.gov/files/5fda2975e606810025a6291f?filename=Electronic%20Access%20Request%20Form.pdf>

**Question 18:** **Do we need to report data if we only do one Medicare case a year, as the rest of our cases are cash for cosmetic cases?**

The claims threshold for this program is 240 Medicare claims per year. If your facility does not bill at least 240 Medicare claims a year, then you are not required to report data for this program.

**Question 19:** **Our ASC only does cataract surgery. Must we submit data for ASC-13?**

All required measures must be answered. You cannot leave the required measures unanswered. The required measures for this program are ASC-9, ASC-13, and ASC-14. If you have no data for a required measure, click the *Please enter zeros for this measure as I have no data to submit* box, as shown in the webinar.

**Question 20:** **Are measures ASC-11 and ASC-14 voluntary? Your screen shows voluntary in green next to them. Mine does not.**

No. "Voluntary" is only next to ASC-11, which is the only voluntary measure in this program. You must enter data for ASC-9, ASC-13, and ASC-14 to meet program requirements

**Question 21:** **My HQR does not have a Data Submission button. I have been working with the *QualityNet* Help Desk for over a month about this issue. I just read that this is a known issue for other ASCs. Will this be resolved before the submission deadline? If not, will there be an extension?**

We are aware of the issue affecting your facility, and we have been working with the developer to address it. Thankfully, this fix will be implemented very soon, even though there is no completion date. We are directly working with the team that is looking at that issue.- We understand it has been frustrating but bear with us a little longer. The issue is almost fixed, and we should be done before the data submission deadline.



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**Question 22:** What user role is selected on HARP?

HARP is not a user role. It is the account you use to request the user role. By default, the first user role requested for any facility must be a Security Official, and they can grant access to other SOs or basic users for the facility, each with their own HARP ID.

**Question 23:** What was the change to ASC-12?

There have been no changes to ASC-12. This claims-based measure does not require manual abstraction on the part of the ASC.

**Question 25:** Why would I add a vendor to our account?

If your facility elects to authorize a vendor to submit data on your facility's behalf, you will need to add a Vendor Contract for your facility with that vendor.

**Question 26:** Can you clarify the Notice of Participation (NOP)? Is that for ASCs with 240 paid Medicare claims or those that do not have 240 paid Medicare claims?

Facilities with 240 or greater Medicare claims in a calendar year are required to collect and report data for this program. For this program, no action is needed under the NOP option for ASCs.

**Question 28:** Will we get an email notice when there are reports to preview in the new MFT?

Yes. Notifications are sent when reports are released.

**Question 29:** Please give an example of a vendor.

A vendor is an organization which provides data submission support for a facility. A vendor contract must be established in the Administration tab between the facility's SO and the vendor for the vendor to submit data on behalf of the facility.

**Question 30:** On the old *Hospital Compare* site, there was an exceptionally useful link that showed you the time frame for the information posted and the data source. Is this still available on Care Compare? It was super useful for new staff. It has been exceptionally challenging now to locate this information.



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Yes, there is information on the data collection period on the Care Compare site. To access information for the ASC community, visit the PDC site at <https://data.cms.gov/provider-data/> and select the Data Sets tab. This explanation begins on slide 58.

**Question 31: Do we still need a HARP account if we do not need to report?**

No. If you do not participate in the ASCQR Program you will not be required to obtain a HARP account or have HQR system access for the purpose of the ASCQR Program.

**Question 32: Can you navigate to the MFT secure exchange through the HQR system or HARP accounts, or is it a fully separate portal?**

No. Unfortunately, there is no link to switch between the sites. You must go to them individually.

**Question 33: Can we also use this for quality external benchmarking since we would be included as well?**

ASCs can use publicly reported data as needed.

**Question 34: My dashboard does not have Data Submission.**

Contact the *QualityNet* Help Desk at 866.288.8912 and open a ticket for assistance on this issue.

**Question 35: How do I access ASC on the Care Compare website?**

You can access ASC data on the Provider Data Catalog link: <https://data.cms.gov/provider-data/> This is also found at the bottom of the Care Compare home page. This explanation begins on slide 58.