



# Outpatient Quality Program Systems and Stakeholder Support Team

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## Springtime Refresh: Exploring the Specifications Manual and Other Important Resources

### Questions & Answers

#### Moderator

Pamela Rutherford, BSN, RN  
Outpatient Quality Program Systems and Stakeholder Support Team

#### Speaker

Karen VanBourgondien, BSN, RN  
Outpatient Quality Program Systems and Stakeholder Support Team

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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:** We have been notified that Electronic Access Request (EAR) Forms will no longer be accepted; any pending EAR application forms are no longer being processed. If a center previously submitted an EAR Form prior to the new electronic submission, will they have to re-submit?

Yes. If you have not received your Security Official (SO) approval email for an application(s) you have previously submitted, please follow the new process. If you encounter issues requesting access or have questions about using this new online process, please contact the *QualityNet* Help Desk at (86) 288-8912 or [qnetssupport@hcqis.org](mailto:qnetssupport@hcqis.org) for assistance.

**Question 2:** Is the ASC-11 measure still voluntary?

Yes, the ASC-11 measure continues to be a voluntary measure.

**Question 3:** If we do not choose to submit data due to COVID-19 for the encounter months of January 1 through June 30, 2020, do we need to place 0s in the Hospital Quality Reporting (HQR) system, or do we leave it blank?

You will still be required to submit data for the encounter months of July 1 through December 31, 2020.

**Question 4:** I am working with three centers who have requested SO access through the new EAR process. All of them submitted more than a week ago and have not been granted access. They have called and emailed the *QualityNet* Help Desk with no resolution. What is the current turnaround time for granting access? What else can they do?

There are many Ambulatory Surgical Centers (ASCs) submitting applications. You may log into [hqr.cms.gov](http://hqr.cms.gov) and check the current status. Additionally, you can contact the *QualityNet* Help Desk to check status at (866) 288-8912.

**Question 5:** I recently received the report for the claims-based measures for the facility. Is there a way to dispute a claim? Is there a review period before they are final?

For any questions or concerns related to your claims reports, please submit them via the *QualityNet* [Question & Answer Tool](#). The appropriate subject matter-expert will respond back to you.



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**Question 6:** **Did Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP) replace *QualityNet*?**

Great question! *QualityNet* is still the site to find program information, assistance, responses to questions, resources, etc. HARP is a secure identity management portal provided by the Centers for Medicare & Medicaid Services (CMS). The HQR system is the new platform for entering data and is accessed via your HARP credentials at [HQR.cms.gov](https://hqr.cms.gov).

**Question 7:** **Multiple centers have not heard back regarding their SO access and have been waiting for approval. How do we get this resolved to enter data by the deadline?**

If they have not received a Security Official (SO) approval email for previously submitted application(s), please follow the new process, as it will be more efficient. If you followed the new online process, please log into [hqr.cms.gov](https://hqr.cms.gov) and check the current status. If you encounter issues requesting access or have questions about using this new online process, please contact the QualityNet Help Desk at (866) 288-8912 or [qnetssupport@hcqis.org](mailto:qnetssupport@hcqis.org) for assistance.

**Question 8:** **As a new SO, how to do I get the Managed File Transfer (MFT) emails sent to me?**

Make sure you have the appropriate role permissions in HQR. A notification was sent out with instructions on how to request access. This notification can be found on [QualityNet](#).

**Question 9:** **Will there be further delay in the ability to obtain access if we submitted the EAR? When I submitted the application, it did not give me the option of selecting a backup.**

If you have not received a Security Official (SO) approval email for previously submitted application(s), please follow the new process, as it will be more efficient. If you encounter issues requesting access or have questions about using this new online process, please contact the *QualityNet* Help Desk at (866) 288-8912 or [qnetssupport@hcqis.org](mailto:qnetssupport@hcqis.org) for assistance. Once you are approved as the first SO, you can authorize others.

**Question 10:** **Does the highest-level administrator need to have HARP access?**

No, a HARP account is not required.



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**Question 11:** Do you have to use a sample size if you prefer to use your full population?

No, you do not need to follow sampling guidelines if submitting your full population. You may voluntarily submit data for more than the minimum sample size outlined in Table 3 of the Specifications Manual.

**Question 12:** How many cases do you submit if your total population is less than the sample size of 63?

If your population is 63 or less, then you will submit all cases.

**Question 13:** Should we randomly pull the cases?

CMS does not designate how a facility samples cases. A random selection method is recommended for a sample.

**Question 14:** Is there a requirement for the frequency of selecting sample cases if you use a sample size (annually, monthly, quarterly, etc.)?

Web-based measures are submitted annually. You may elect to collect your sample monthly, quarterly, or annually as specified in Table 3 of the Specifications Manual found on [QualityNet.cms.gov](http://QualityNet.cms.gov).

**Question 15:** I am familiar with acute hospital reporting requirements for quality measures and reporting. Is there a process for validation with the Ambulatory Surgical Centers Quality Reporting (ASCQR) Program?

Currently, validation is not a component in the ASCQR Program.

**Question 16:** If some of the measures do not apply to our facility, how do we opt out? Is there an N/A option?

There is no opt-out or N/A selection. Do not leave data entry fields blank for required measures. If a measure does not apply to your ASC, you may select the box marked, "*Please enter zeros for this measure as I have no data to submit.*" By making this selection, the system will enter 0s for this measure.

**Question 17:** How do I see if the previous SO submitted our data successfully for previous payment years?

You can use the Lookup Tool on [QualityReportingCenter.com](http://QualityReportingCenter.com). Scroll down to the bottom of the page and select *Archive*. From there, you will



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select the year you wish to access. Enter your ASC's National Provider Number (NPI) or CMS Certification Number (CCN) and select Enter.

**Question 18:** **If I am the only one at my facility, can I become an SO to update the data?**

Yes, please follow the instructions covered today.

**Question 19:** **What is the difference between the *QualityNet* and Quality Reporting Center websites?**

CMS established [QualityNet.cms.gov](http://QualityNet.cms.gov) to provide healthcare quality improvement news, resources, and data reporting tools and applications for healthcare providers and others. It is also 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. [QualityReportingCenter.com](http://QualityReportingCenter.com) is the website supported by the national Support Contractor for the Hospital Inpatient Value, Incentives, and Quality Reporting (VIQR), Outpatient Quality Reporting (OQR) Outreach and Education Support Programs. That website is dedicated to improving quality care delivery and health outcomes by collaborating with healthcare providers.