

Contact List for CMS Contractors in the 11th SOW

Inpatient/Outpatient Quality Reporting Program Resources

Contract	Contact Information	Contract Purpose	Contractor
Hospital Inpatient Value Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contractor (SC)	Phone: 1.844.472.4477, 1.866.800.8765 Secure Fax: 1.877.789.4443 Email: IQR@hsag.com ; InpatientSupport@viqrc1.hcqis.org Q&A Tool: https://cms-ip.custhelp.com	Quality reporting outreach and education for Inpatient Prospective Payment System (IPPS) Hospitals, Inpatient Psychiatric Facilities, Cancer Hospitals, and Critical Access Hospitals; Q&A Tool password resets	Health Services Advisory Group (HSAG)
Hospital Outpatient Quality Reporting (OQR) Outreach and Education SC	Phone: 1.866.800.8756 Secure Fax: 1.877.789.4443 Email: OQRSupport@hsag.com Q&A Tool: https://cms-ocsq.custhelp.com/	Quality reporting outreach and education for Outpatient Prospective Payment System (OPPS) Hospitals, Ambulatory Surgical Centers, and Critical Access Hospitals; Q&A Tool password resets	HSAG
<i>QualityNet</i> Help Desk	Phone: 1.866.288.8912 Email: QNetSupport@hcqis.org	<i>QualityNet Secure Portal (QSP)</i> access issues, user roles, data submission issues, password resets, Pre-Submission Validation Application (PSVA) Tool	Ventech
Clinical Data Abstraction Center (CDAC)	Phone: 1.717.718.1230 Email: CDACHelpDesk@hcqis.org	Data abstraction on medical records/information selected for validation under the Inpatient Quality Reporting (IQR) and OQR Programs	Edaptive
Validation Support Contractor	Phone: N/A Email: Validation@hcqis.org	Technical assistance and education on validation processes for quality reporting programs	Mathematica Policy Research (MPR)/Telligen
Centers for Disease Control (CDC)	Phone: N/A Email: NHSN@CDC.gov	Technical assistance on National Healthcare Safety Network (NHSN) enrollment, system issues, and data reporting for CDC quality measures	CDC
Hospital Inpatient and Outpatient Process and Structural Measure Development and Maintenance	Phone: N/A Inpatient Q&A Tool: https://cms-ip.custhelp.com Outpatient Q&A Tool: https://cms-ocsq.custhelp.com/	Develop, maintain, reevaluate, and implement process and structural measures for the IQR and OQR Programs; respond to provider questions regarding measure specifications through the Q&A Tool on <i>QualityNet</i>	MPR
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)	Phone: 1.888.884.4007 Email: hcahps@hcqis.org Website: www.hcahpsonline.org	Standardized survey instrument and data collection methodology for measuring patients' perspectives on hospital care	HSAG

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Inpatient Rehabilitation Facility (IRF) Resources (Source: CMS.gov)

Question Subject Matter	Contact Information
<p>Quality Reporting Programs & Quality Reporting Items</p> <ul style="list-style-type: none"> • Quality measure calculation • Data submission deadlines • Data items in the Quality Indicator section of the IRF-Patient Assessment Instrument (IRF-PAI) • General quality reporting questions 	<p>Email: IRF.Questions@cms.hhs.gov</p>
<p>Data Completion, Submission, & Validation</p> <ul style="list-style-type: none"> • IRF-PAI data coding • IRF-PAI data submission • Inpatient Rehabilitation Validation Entry (JIRVEN) Software • Quality Improvement and Evaluation System (QIES) (user name and password) • Submission/validation reports • Certification And Survey Provider Enhanced Reports (CASPER) reports <p>IRF-PAI Clinical Items Clinical questions not related to quality indicators</p>	<p>Phone: 1.800.339.9313 Email: HELP@QTSO.COM</p>
<p>IRF Medicare Policy</p> <ul style="list-style-type: none"> • IRF Medicare reimbursement • Claims/billing • Eligibility and coverage requirements • Therapy time requirements • Assessment requirements (for non-quality sections) 	<p>Email: IRFCoverage@cms.hhs.gov</p>
<p>Vendor Issues</p> <ul style="list-style-type: none"> • Data specifications • Validation Utility Tool (VUT) [vendor tool to ensure software meets CMS requirements and will pass Assessment Submission and Processing (ASAP) edits] • Technical questions related to data specifications 	<p>Email: IRFTechIssues@cms.hhs.gov</p>
<p>CDC & NHSN</p> <ul style="list-style-type: none"> • Quality measures, such as Catheter-Associated Urinary Tract Infections (CAUTI) • NHSN enrollment and reporting 	<p>Email: NHSN@cdc.gov</p>

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Beneficiary and Family Centered Care-Quality Improvement Organizations (BFCC-QIOs)

Area	Contact Information	Contractor	States/Districts/Territories
Area 1	Helpline Phone Number (Quality of Care Complaints and Discharge Appeals) Toll-free: 1.866.815.5440 Fax: 1.844.420.6671	Livanta	<i>Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, Virgin Islands</i>
Area 2	Helpline Phone Number (Quality of Care Complaints and Discharge Appeals) Toll-free: 1-844-455-8708 Fax: 1.844.834.7129	KEPRO	<i>District of Columbia, Delaware, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia</i>
Area 3	Helpline Phone Number (Quality of Care Complaints and Discharge Appeals) Toll-free: 1.844.430.9504 Fax: 1.844.878.7921	KEPRO	<i>Alabama, Arkansas, Colorado, Kentucky, Louisiana, Mississippi, Montana, North Dakota, New Mexico, Oklahoma, South Dakota, Tennessee, Texas, Utah, Wyoming</i>
Area 4	Helpline Phone Number (Quality of Care Complaints and Discharge Appeals) Toll-free: 1.855.408.8557 Fax: 1.844.834-7130	KEPRO	<i>Iowa, Illinois, Indiana, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin</i>
Area 5	Helpline Phone Number (Quality of Care Complaints and Discharge Appeals) Toll-free: 1-877-588-1123 Fax: 1-844-420-6672	Livanta	<i>Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Washington, and the Pacific Territories</i>
Contract	Contact Information	Contractor	Contract Purpose
BFCC-National Coordinating Center (BFCC-NCC)	5700 Lombardo Center Drive Rockrun Center, Suite 100 Seven Hills, OH 44131	KEPRO	Coordinate case review functions, including quality of care reviews, beneficiary complaint reviews, discharge and termination of service appeals, and Emergency Medical Treatment and Active Labor Act (EMTALA) reviews

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Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs)

Contractor	States/Districts/Territories	Contact Information
Alliant-Georgia Medical Care Foundation	<i>Georgia, North Carolina</i>	1455 Lincoln Parkway, Suite 800 Atlanta, GA 30346 Phone: 1.678.527.3000 Website: www.gmcf.org
Atlantic Quality Innovation Network	<i>District of Columbia, New York, South Carolina</i>	1979 Marcus Avenue Lake Success, NY 11042-1072 Phone: 1.516.326.7767 Website: www.ipro.org
Atom Alliance	<i>Alabama, Indiana, Kentucky, Mississippi, Tennessee</i>	3340 Players Club Parkway, Suite 300 Memphis, TN 38125 Phone: 1.800.528.2655 Website: www.qsource.org
Great Plains Quality Innovation Network	<i>Kansas, North Dakota, Nebraska, South Dakota</i>	1230 O Street, Suite 120 Lincoln, NE 68508 Phone: 1.844.877.0464 Website: www.cimronebraska.org
Healthcentric Advisors	<i>Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont</i>	235 Promenade Street, Suite 500, Box 18 Providence, RI 02908 Phone: 1.401.528.3200 Website: www.healthcentricadvisors.org
HealthInsight	<i>New Mexico, Nevada, Oregon, Utah</i>	756 E. Winchester Street, Suite 200 Salt Lake City, UT 84107 Phone: 1.801.892.0155 Website: www.healthinsight.org
Health Services Advisory Group	<i>Arizona, California, Florida, Ohio, Virgin Islands</i>	3133 East Camelback Road, Suite 100 Phoenix, AZ 85016-4545 Phone: 1.602.801.6600 Website: www.hsaq.com
Lake Superior Quality Innovation Network	<i>Michigan, Minnesota, Wisconsin</i>	2901 Metro Drive, Suite 400 Bloomington, MN 55425-1525 Phone: 1.952.853.8536 Website: www.stratishealth.org
Mountain-Pacific Quality Health Foundation	<i>Alaska, Hawaii, Montana, Wyoming</i>	3404 Cooney Drive Helena, MT 59602 Phone: 1.800.497.8232 Website: www.mpqhf.org

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Qualis Health	<i>Idaho, Washington</i>	10700 Meridian Avenue North, Suite 100 Seattle, WA 98133 Phone: 1.800.949.7536 Website: www.qualishealth.org
Quality Insights Quality Innovation Network	<i>Delaware, Louisiana, New Jersey, Pennsylvania, West Virginia</i>	3001 Chesterfield Avenue Charleston, WV 25304 Phone: 1.304.346.9864 Website: www.qualityinsights-qin.org
Telligen	<i>Colorado, Iowa, Illinois</i>	1776 West Lakes Parkway West Des Moines, IA 50266 Phone: 1.800.383.2856 Website: www.telligen.org
TMF	<i>Arkansas, Missouri, Oklahoma, Puerto Rico, Texas</i>	5918 West Courtyard Drive Austin, TX 78730-5036 Phone: 1.800.725.9216 Website: www.tmf.org
VHQC	<i>Maryland, Virginia</i>	9830 Mayland Drive, Suite J Richmond, VA 23233 Phone: 1.804.289.5320 Website: www.vhqc.org
Contract/Contractor	Contract Purpose	Contact Information
Quality Innovation Network-National Coordinating Center (QIN-NCC)/Telligen	Provide technical assistance, improvement tools, and facilitate communication between QIN-QIOs, providers, state and federal agencies, stakeholders, caregivers/families, and beneficiaries	1776 West Lakes Parkway West Des Moines, IA 50266