Important Information About Accessing
2009 Electronic Prescribing (eRx) Incentive Program Feedback Reports

To proactively avoid account issues that were experienced last year, the Centers for Medicare & Medicaid Services (CMS) encourages eligible professionals (EPs) to access their current Individuals Authorized Access to CMS Computer Services (IACS) accounts, or to initiate the process for creating an IACS account. Over 50,000 feedback reports were delivered to EPs in 2009 for the 2008 Physician Quality Reporting Initiative (PQRI); that number is expected to increase significantly for 2009 PQRI and eRx feedback reports.

This message is for participants in the 2009 Electronic Prescribing (eRx) Incentive Program. A separate message with additional instructions will be distributed soon for EPs who participated in the 2009 PQRI.

Feedback Report Availability
2009 eRx Incentive Program feedback reports will be available in November 2010 after the 2009 eRx incentive payments are distributed. Feedback reports are compiled at the Taxpayer Identification Number (Tax ID Number, or TIN) level, with individual-level reporting (by National Provider Identifier or NPI level) information for each EP who reported at least one valid eRx quality-data code (QDC) on a claim submitted under that TIN for services furnished during the reporting period.

Participants are able to use the "Verify Report Portlet" look-up tool, available on the Physician and Other Health Care Professionals Quality Reporting Portal, to verify if a 2009 eRx Incentive Program feedback report exists for the organization's Tax Identification Number (TIN) or National Provider Identifier (NPI). The TIN or NPI must be the one used by the EP to submit Medicare claims and valid PQRI quality-data codes. This tool is available at http://www.qualitynet.org/pqri on the Internet.

If a 2009 eRx Incentive Program feedback report is available for your organization's TIN or NPI, there are two ways to access your report:

1) **IACS:** EPs can log on to the secure Physician and Other Health Care Professionals Quality Reporting Portal on QualityNet at http://www.qualitynet.org/pqri to access their feedback report(s) based on their TIN or for a group. Access to the Portal requires registration in the Individuals Authorized Access to CMS Computer Services (IACS) system to obtain a user ID and password. Information on creating and/or updating an IACS account is included later in this message.

or

2) **Alternative Feedback Report Method:** An individual EP can simply call his or her respective Carrier or Medicare Administrative Contractor (MAC) provider contact center to request confidential 2009 eRx feedback reports that will contain information based on the EP's individual NPI. If an EP is part of a group practice, each EP in the group practice must individually call their respective Carrier/MAC provider contact center to request a feedback report based on the individual NPI. To obtain a list of Provider Contact Centers, visit http://www.cms.gov/MLNProducts/Downloads/CallCenterTollNumDirectory.zip on the CMS website. In addition to eRx information, these reports will provide individual EPs with information on their Medicare Part B Physician Fee Schedule (PFS) allowed charges for the 2009 eRx reporting period, upon which an incentive payment is based.

Additional information about this alternative feedback report request process can be found by accessing special edition Medicare Learning Network (MLN) article (SE0922) "Alternative Process for Individual Eligible Professionals to Access Physician Quality Reporting Initiative (PQRI) and Electronic Prescribing (E-Prescribing) Feedback Reports." Visit http://www.cms.gov/MLNMattersArticles/downloads/SE0922.pdf on the CMS website.

Creating an IACS Account

TIN-level feedback reports are only available through a secured website and require an IACS account. IACS is the security system CMS uses to register users and control issuance of User IDs, passwords, and access to CMS web-based applications. The IACS Provider/Supplier Community (IACS-PC) is one of many communities required to use the CMS security system to access CMS data. Through IACS, provider organizations will be able to manage users whom they authorize to conduct transactions on their behalf, which may include staff and contractors.

Please remember that EP and group practice provider enrollment information must be current in the Medicare Provider Enrollment Chain and Ownership System (PECOS) in order to request an IACS account. An IACS account is needed to access the Portal and view or download TIN-level eRx feedback reports. See http://www.cms.gov/MedicareProviderSupEnroll/ for more information, including a link to Internet-based PECOS. For PECOS issues, please contact the **External User Services (EUS) Help Desk** from 7:00 a.m.-7:00 p.m. ET at 1-866-484-8049 (TTY 1-866-523-4759) or EUSsupport@cgi.com.

The IACS home page for the Provider/Supplier user Community, which includes eRx and PQRI, is at http://www.cms.gov/IACS/04_Provider_Community.asp#TopOfPage on the CMS website. Provider Community users should direct questions or concerns to the **QualityNet Help Desk** at 1-866-288-8912, (Monday - Friday 7:00 a.m.-7:00 p.m. CST) or via e-mail at qnetsupport@sdps.org.

Important Information on Updating IACS User Accounts and Passwords

CMS would like to remind users that the CMS security policy requires IACS passwords to be changed every 60 days. An IACS user who has not changed his or her password in over 60 days will be prompted to do so at the next login attempt.

An IACS user who has not changed his or her password in over 120 days will first be prompted to answer the security questions established at registration. After successfully answering security questions, the user will then be prompted for a password change.

Updating IACS user accounts and passwords is essential to maintaining this access and functionality.

Resources

The IACS account management page is at https://applications.cms.hhs.gov/category.html?name=acctmngmt. Click on "My Profile" to login, change your password, or use the "Forgot Password?" option.

If you are having difficulty with IACS registration or disabled accounts, follow the self-service instructions below on how to recover your IACS user ID and/or password and/or change your IACS password.

Instructions for Retrieving Your IACS User ID

1. Go to the CMS Applications portal at https://applications.cms.hhs.gov.
2. Enter the portal; select the Account Management tab, and then the "Forgot Your User ID?" link in the Account Management section. Follow the on-line instructions.
3. You will receive an e-mail at the e-mail address on record.

Instructions for Retrieving Your IACS Password

1. Go to the CMS Applications portal at https://applications.cms.hhs.gov.
2. Enter the portal; select the Account Management tab, and then "My Profile" link in the Account Management section.
3. Enter your User ID.
4. Click on "Forgot Your Password?" button on the login page and follow the on-line instructions.
5. You will receive a one-time password in an e-mail at the e-mail address on record.

Instructions to Login and Change Your IACS Password:
1. Go to the CMS Applications portal at https://applications.cms.hhs.gov.
2. Enter the portal; select the Account Management tab.
3. Select the My Profile link.
4. Login using your User ID and one-time temporary password.
5. The system will prompt you to change your password.
6. Enter your new password in both the New Password and Confirm New Password fields and then select the Change Password button.
7. The system will take you back to the My Profile screen.
8. Log out.

Once you have successfully changed your password, you may login and access your eRx feedback report(s) on the Portal at http://www.qualitynet.org/pqri.

If you are still having difficulty with IACS registration or disabled accounts, please contact the **QualityNet Help Desk** at **1-866-288-8912** (Monday – Friday 7:00 a.m.-7:00 p.m. CST) or via e-mail at qnetsupport@sdps.org.

The Physician and Other Health Care Professionals Quality Reporting Portal is available at http://www.qualitynet.org/pqri. Although the "Forgot Password" link on the Portal sends users to the IACS website, IACS and the Portal are two separate websites.

Additional information about eRx can be found on the CMS website at http://www.cms.gov/ERXincentive. For more information on the 2009 eRx feedback reports or incentive payments, see the "PQRI and eRx Quick-Reference Support Guide for Eligible Professionals" at http://www.cms.gov/ERxIncentive/11_HelpDeskSupport.asp#TopOfPage > Downloads.

Who to Call for Help
Users who still have questions or need assistance should contact the **QualityNet Help Desk** at **1-866-288-8912** (Monday-Friday 7:00 a.m.-7:00 p.m. CST) or qnetsupport@sdps.org.