



# **User Guide**

## **2012 Interim Feedback Dashboard User Guide**

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# User Guide

## 2012 Interim Feedback Dashboard

### Purpose

The *2012 Interim Feedback Dashboard User Guide* is designed to assist eligible professionals, and their authorized users, with accessing and interpreting the 2012 interim Dashboard data. The Dashboard allows organizations and eligible professionals to log-in to a web-based tool and access their 2012 Physician Quality Reporting System (PQRS) data on a quarterly basis in order to monitor the status of claims-based individual measures and measures group reporting. Additional information about the 2012 PQRS requirements is available on the Center for Medicare and Medicaid Services (CMS) website at <http://www.cms.gov/PQRS>.

**Note:** *The Dashboard does not provide the final data analysis for full-year reporting, or indicate 2012 PQRS incentive eligibility. The Dashboard will only provide claims-based data for 2012 interim feedback. Data submitted via registry reporting, CMS-selected Group Practice Reporting Option (GPRO), Center for Medicare and Medicaid Innovation (CMMI, includes Physician Group Practice [PGP] and Accountable Care Organizations [ACO] participants), or qualified Electronic Health Records (EHR) systems will not be included for purposes of the 2012 Dashboard data feedback. Data submitted for 2012 PQRS reporting via methods other than claims will be available for review in the fall of 2013 through the final PQRS feedback report.*

### PQRS Program Overview

The 2006 Tax Relief and Health Care Act (TRHCA) authorized a physician quality reporting system, including an incentive payment, for eligible professionals who satisfactorily reported data on quality measures for Medicare Part B Physician Fee Schedule (PFS) covered professional services furnished to Medicare Fee-for-Service beneficiaries during the second half of 2007. CMS named this program the Physician Quality Reporting Initiative (PQRI), which was renamed Physician Quality Reporting System or PQRS in 2011.

PQRS was further modified as a result of The Medicare, Medicaid, and SCHIP Extension Act (MMSEA) and the Medicare Improvements for Patients and Providers Act of 2008 (MIPPA). MMSEA authorized CMS to establish two alternative reporting periods; the reporting of measures groups, and submission of data on PQRS quality measures through clinical data registries. For each program year, CMS implements PQRS through an annual rulemaking process published in the *Federal Register*. The program has expanded the number of measures and reporting options over time to facilitate quality reporting by a broad array of eligible professionals.

PQRS for the 2012 calendar year continues as a pay-for-reporting program that includes claims-, registry-, electronic health record (EHR)-, and Group Practice Reporting Option (GPRO)-based reporting of data on 276 quality measures, including 22 measures groups. The two alternative reporting periods for this program year include: January 1, 2012-December 31, 2012, and July 1, 2012-December 31, 2012 (for registry reporting of measures group[s] only). There were 13 options for satisfactorily reporting quality measures data for 2012 PQRS that differed based on the reporting period, the reporting option (individual measures or measures group[s]), and the selected data collection method (claims, qualified registry, qualified EHR, or GPRO).

For more information on the 2012 PQRS, please visit the CMS website at <http://www.cms.gov/PQRS>.

## Dashboard Overview

The Affordable Care Act of 2010 called for “timely feedback to eligible professionals on the performance of the eligible professional with respect to satisfactorily submitting data on quality measures.” As timely feedback is already provided, CMS indicated in the 2012 PFS final rule the introduction of the Dashboard as an additional tool for eligible professionals to review their interim performance in PQRS. The Dashboard allows organizations and eligible professionals to log-in and access their interim 2012 PQRS reported data on a quarterly basis in order to monitor the status of claims-based individual measures and measures group reporting. The Dashboard should *not* be used to determine final data analysis for full-year program reporting, or final determination of 2012 PQRS incentive eligibility.

The Dashboard is available to each TIN with at least one eligible professional who submits one or more denominator-eligible Medicare Part B PFS claims. The Dashboard will display the most current data available on a cumulative quarterly basis for claims with dates of service during the following interim report periods, and processed into the National Claims History (NCH) by the given deadlines as follows:

### Dashboard Report Period and Processing Cut-Off Dates

Quarter	Dashboard Report Period (claim Date of Service)	Processed into NCH Deadline
1 <sup>st</sup> Quarter (3-months)	January 1-March 31, 2012	April 27, 2012
2 <sup>nd</sup> Quarter (6-months cumulative)	January 1-June 30, 2012	July 27, 2012
3 <sup>rd</sup> Quarter (9-months cumulative)	January 1-September 30, 2012	November 30, 2012
4 <sup>th</sup> Quarter (12-months cumulative)	January 1-December 31, 2012	February 22, 2013

All Medicare Part B claims submitted for services furnished from January 1-December 31, 2012 and processed through February 22, 2013 will be analyzed to determine the eligible professional’s *interim* participation in 2012 PQRS. The Dashboard will analyze data for those eligible professionals who reported individual measures or measures group(s) quality data codes (QDCs) to CMS via claims. Participation in PQRS is analyzed at the individual NPI-level within a Tax ID (TIN/NPI). Data provided through the Dashboard is separate from the final PQRS feedback reports that will be released in the fall of 2013.

## Dashboard Content and Appearance

There are two types of Dashboard data: 1) claims submission data from all individual/rendering NPIs under the organizational TIN, called TIN-level reports, and 2) claims submission data from individual/rendering NPIs, called NPI-level reports. Both TIN- and NPI-level reports provide cumulative interim data analysis for 2012 PQRS individual measures and measures groups on a quarterly basis throughout the program year.

As the Dashboard does not indicate 2012 PQRS incentive eligibility, Measure-Applicability Validation (MAV) will *not* be performed for those eligible professionals who report less than three individual measures via claims, nor will measures with 0% performance rates (which will not count toward incentive eligibility) be excluded from the Dashboard data. Eligible professionals reporting less than three individual measures will need to refer to the information provided on the CMS PQRS website to ensure they are meeting the MAV and required performance rate criteria for successful reporting.

Following are examples and additional information about the TIN- and NPI-level Dashboard data and appearance.

### **Table 1: Interim Reporting Summary for the Taxpayer Identification Number (Tax ID or TIN)**

TIN-level analysis of claims submission from all individual/rendering NPIs under the organizational TIN will be available to authorized IACS account users. TIN-level data will be provided in *Table 1: Interim Reporting Summary for the Taxpayer Identification Number (Tax ID or TIN)*, and will analyze each individual NPI who submitted at least one QDC on a Medicare Part B PFS claim during the applicable 2012 PQRS interim report period (see Example 1.1). The Dashboard will provide the following data:

- **Total # Measures Groups Reported:** The number of reported denominator-eligible measures groups for the TIN/NPI. For example, if a measures group consists of seven measures, and all seven measures are reported with a denominator-eligible event then this field will be populated with a “1” for one reported measures group, as long as the Intent to Report G-code was also reported. This field will be populated with ‘N/A’ if no Intent G-code was reported, even if individual measures were reported. If the Intent G-code was reported, but no associated QDCs were reported, this field will show a 1; indicating an attempt was made to report a Measures Group. The provider will see how many measures were reported in the next field “Total # Measures Reported.”

- **Total # Measures Reported:** The total number of times individual measures or measures within a measures group were reported where QDCs are submitted, but are not necessarily valid. That is, the QDC may not have been submitted with a denominator-eligible instance.
- **Total # Measures Accurately Reported:** The total number of times the TIN/NPI reported valid QDCs for individual measures and/or measures within a measures group(s). Valid reporting is defined by numerator QDC options for reporting satisfactorily as defined in the measure specification. As previously mentioned, incentive eligibility is based upon the final analysis of 12-months of data, and the interim Dashboard data is not the final indicator of incentive eligibility for the reporting period.

For definition of terms related to Dashboard TIN-level data see **Appendix A**. For additional content detail, please refer to the footnotes of each table.

**Note:** The Dashboard may contain a partial or "masked" Social Security Number/Social Security Account Number (SSN/SSAN) as part of the TIN field. Care should be taken in the handling and disposition of Dashboard data to protect the privacy of the individual practitioner with which the SSN is potentially associated. Please ensure that Dashboard data is handled appropriately and disposed of properly to avoid a potential Personally Identifiable Information (PII) exposure or Identity Theft risk.

**The following screenshot is provided for example only and is subject to change. Minor changes in language and/or format should be expected.**

### Example 1.1: Interim Reporting Summary for the Taxpayer Identification Number (Tax ID or TIN)

**2012 PQRS FEEDBACK DASHBOARD CONTENT - TIN - LEVEL**

**Table 1: Interim Reporting Summary for the Taxpayer Identification Number (Tax ID)**

Tax ID Name\*: John Q. Public Clinic  
Tax ID Number: XXXXX2345

Reporting Time Period: Dates of service from 01/01/2012 to 03/31/2012 and processed by CMS Central Office by 04/27/2012.

Interim Reporting Summary					
NPI	NPI Name*	Method of Reporting	Total # Measures Groups Reported	Total # Measures Reported	Total # Measures Accurately Reported
1000000004	Doe, Jane	Individual Measure(s) reporting via Claims	N/A	4	0
1000000001	Smith, Susie	Individual Measure(s) reporting via Claims	N/A	1	0
Summary			N/A	5	0

\*Name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database as well as at the local A/B MAC and Carrier systems at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status or eligibility for a 2012 Physician Quality Reporting incentive payment, only the system's ability to populate this field in the report.

For additional information, please refer to the 2012 Interim Dashboard User Guide on the CMS Physician Quality Reporting website: www.cms.gov/pqrs.

Caution: The Report may contain a partial or "masked" Social Security Number (SSN/SSAN) as part of the Tax identification number (TIN) field. Care should be taken in the handling and disposal of this report to protect the privacy of the individual practitioner the SSN is potentially associated with. Please ensure that reports are handled appropriately and disposed of properly to avoid a potential Personally identifiable information (PII) exposure or Identity Theft Risk.

**Figure 1.1 Screenshot of Table 1: Interim Reporting Summary for the Taxpayer Identification Number (Tax ID)**

### Table 2: Interim Reporting for NPI

NPI-level data reports can be requested for individual eligible professionals who submitted at least one denominator-eligible Medicare Part B PFS claim with a date of service during the interim report period. The Dashboard will allow eligible professionals, and their authorized users, to view data for individual measures reported, and/or measures group(s) reported. The following NPI-level reports will be available through the Dashboard depending on the NPIs reporting:

Table 2a: Interim Reporting Summary for the NPI (for individual measures and measures group[s] reporting)

Table 2b: Interim Individual Measure Detail for the NPI (for individual measures reporting only)

Table 2c: Interim Reporting Measure Group Detail for the NPI (for measures group[s] reporting only)

NPI-level Tables 2(a-c) will provide the following data:

**Table 2a: Interim Reporting Summary for the NPI** (see Example 2.1):

- **Method of Reporting:** The attempted method of reporting for the TIN/NPI.
- **Total # Measures Groups Reported:** The number of reported denominator-eligible measures groups for the TIN/NPI. For example, if a measures group consists of seven measures, and all seven measures are reported with a denominator-eligible event then this field will be populated with a "1" for one reported measures group,

as long as the Intent to Report G-code was also reported. This field will be populated with 'N/A' if no Intent G-code was reported, even if individual measures were reported. If the Intent G-code was reported, but no associated QDCs were reported, this field will show a 1; indicating an attempt was made to report a Measures Group. The provider will see how many measures were reported in the next field "Total # Measures Reported."

- **Total # Measures Reported:** The total number of times individual measures or measures within a measures group were reported where QDCs are submitted, but are not necessarily valid. That is, the QDC may not have been submitted with a denominator-eligible instance.
- **Total # Measures Accurately Reported:** The total number of times the TIN/NPI reported valid QDCs for individual measures and/or measures within a measures group(s). Valid reporting is defined by numerator QDC options for reporting satisfactory as defined in the measure specification. As previously mentioned, incentive eligibility is based upon the final analysis of 12-months of data, and the interim Dashboard data is not the final indicator of incentive eligibility for the reporting period.

**Table 2b: Interim Individual Measure Detail for the NPI** (see Example 2.2):

- **Number of Eligible Instances:** The number of denominator-eligible instances the TIN/NPI was eligible to report the measure.
- **Number of Eligible Instances Where QDCs Were Accurately Reported:** The total number of individual measures for which the TIN/NPI *did* report valid QDCs. Valid QDCs were submitted with a denominator-eligible instance. As previously mentioned, incentive eligibility is based upon the final analysis of 12 months of data, and the interim Dashboard data is not the final indicator of incentive eligibility for the reporting period.
- **Number of Eligible Instances Where No QDC Was Reported:** The number of denominator-eligible instances where the TIN/NPI could have reported a QDC, but *did not*.

**Table 2c: Interim Reporting Measures Group Detail for the NPI** (see Example 2.3):

- **Measure #:** 2012 PQRS individual measure number within a measures group.
- **Measures Groups (with Measures Titles):** 2012 PQRS measures group(s) submitted by the TIN/NPI, and the title of the individual measure within the Measures Group.
- **Number of Eligible Instances Where QDCs Were Accurately Reported:** The total number of times the TIN/NPI reported valid QDCs for individual measures and/or measures within a measures group, or the composite performance–met G-code for the measures group was submitted. Valid reporting is defined by numerator QDC options for reporting satisfactorily as defined in the measure specification. As previously mentioned, incentive eligibility is based upon the final analysis of 12-months of data, and the interim Dashboard data is not the final indicator of incentive eligibility for the reporting period.

For definition of terms related to Dashboard NPI-level data see **Appendix A**. For additional content detail, please refer to the footnotes of each table.

**Note:** *The Dashboard may contain a partial or "masked" SSN/SSAN as part of the TIN field. Care should be taken in the handling and disposition of Dashboard data to protect the privacy of the individual practitioner with which the SSN is potentially associated. Please ensure that Dashboard data is handled appropriately and disposed of properly to avoid a potential PII exposure or Identity Theft risk.*

**The screenshots are provided for examples only and are subject to change. Minor changes in language and/or format should be expected.**



## Example 2.1: Table 2a: Interim Reporting Summary for NPI – Individual Measures Example (Individual measures and measures group[s] reporting)

### 2012 PQR'S FEEDBACK DASHBOARD CONTENT - NPI - LEVEL

Table 2a: Interim Reporting Summary for the NPI

Tax ID Name\*: John Q. Public Clinic  
 Tax ID Number: XXXXX2345  
 NPI Number: 1000000001  
 NPI Name\*: Doe, Jane

Reporting Time Period: Dates of service from 01/01/2012 to 03/31/2012 and processed by CMS Central Office by 04/27/2012.

This column indicates the total number of denominator-eligible measures groups reported

This column indicates the number of measures reported

This column indicates the number of valid measures or measures groups reported

Interim Reporting Summary			
Method of Reporting	Total # Measures Groups Reported	Total # Measures Reported	Total # Measures Accurately Reported
Individual Measure(s) reporting via Claims	N/A	4	0
<b>Summary</b>	<b>N/A</b>	<b>4</b>	<b>0</b>

\*Name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database as well as at the local A/B MAC and Carrier systems at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status or eligibility for a 2012 Physician Quality Reporting incentive payment, only the system's ability to populate this field in the report.

For additional information, please refer to the 2012 Interim Dashboard User Guide on the CMS Physician Quality Reporting website [www.cms.gov/pqrs](http://www.cms.gov/pqrs).

Caution: The Report may contain a partial or "masked" Social Security Number (SSN/SSAN) as part of the Tax Identification Number (TIN) field. Care should be taken in the handling and disposal of this report to protect the privacy of the individual practitioner this SSN is potentially associated with. Please ensure that reports are handled appropriately and disposed of properly to avoid a potential Personally Identifiable Information (PII) exposure or Identity Theft Risk.

Figure 2.1 Screenshot of Table 2a: Interim Reporting Summary for NPI

## Example 2.2: Table 2b: Interim Reporting Individual Measure Detail for the NPI (Individual measures reporting only)

### 2012 PQR'S FEEDBACK DASHBOARD CONTENT - NPI - LEVEL

Table 2b: Interim Reporting Individual Measure Detail for the NPI

Tax ID Name\*: John Q. Public Clinic  
 Tax ID Number: XXXXX2345  
 NPI Number: 1000000001  
 NPI Name\*: Doe, Jane

Reporting Time Period: Dates of service from 01/01/2012 to 03/31/2012 and processed by CMS Central Office by 04/27/2012.

This column indicates the number of denominator-eligible events that could have been reported

This column indicates the number of valid QDCs reported

This column indicates the number of denominator-eligible events that were not reported

Interim Claims Reporting Detail for Individual Measures				
Measure #	Measure Title	Number of Eligible Instances	Number of Eligible Instances Where QDCs Were Accurately Reported	Number of Eligible Instances Where No QDC Was Reported
125	HIT- Adoption/Use of e-Prescribing	1	0	1
128	Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up	1	0	1
130	Documentation of Current Medications in the Medical Record	1	0	1
226	Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention	1	0	1

\*Name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database as well as at the local A/B MAC and Carrier systems at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status or eligibility for a 2012 Physician Quality Reporting incentive payment, only the system's ability to populate this field in the report.

For additional information, please refer to the 2012 Interim Dashboard User Guide on the CMS Physician Quality Reporting website [www.cms.gov/pqrs](http://www.cms.gov/pqrs).

Caution: The Report may contain a partial or "masked" Social Security Number (SSN/SSAN) as part of the Tax Identification Number (TIN) field. Care should be taken in the handling and disposal of this report to protect the privacy of the individual practitioner this SSN is potentially associated with. Please ensure that reports are handled appropriately and disposed of properly to avoid a potential Personally Identifiable Information (PII) exposure or Identity Theft Risk.

Figure 2.2 Screenshot of Table 2b: Interim Reporting Individual Measure Detail for the NPI



## Example 2.3: Table 2c: Interim Reporting Measures Group Detail for the NPI (Measures group[s] reporting only)

2012 PQRS FEEDBACK DASHBOARD CONTENT - NPI - LEVEL

Table 2c: Interim Reporting Measure Group Detail for the NPI

Tax ID Name\*: Not Available  
Tax ID Number: XXXXX2345  
NPI Number: 1255331047  
NPI Name\*: Doe, Jane

Reporting Time Period: Dates of service from 01/01/2012 to 03/31/2012 and processed by CMS Central Office by 04/27/2012.

This column indicates the number of valid QDCs reported

Interim Claims Reporting Detail for Measures Groups 30 Eligible Instance Method		
Measure #	Measure Groups (with Measures Titles)	Number of Eligible Instances Where QDCs were Accurately Reported
<b>Rheumatoid Arthritis Measures Group</b>		
179	Rheumatoid Arthritis (RA): Assessment and Classification of Disease Prognosis	267

\*Name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database as well as at the local A/B MAC and Carrier systems at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status or eligibility for a 2012 Physician Quality Reporting incentive payment, only the system's ability to populate this field in the report.

For additional information, please refer to the 2012 Interim Dashboard User Guide on the CMS Physician Quality Reporting website, [www.cms.gov/pqrs](http://www.cms.gov/pqrs).

Caution: The Report may contain a partial or masked Social Security Number (SSN/SSAN) as part of the Tax identification number (TIN) field. Care should be taken in the handling and disposal of this report to protect the privacy of the individual practitioner this SSN is potentially associated with. Please ensure that reports are handled appropriately and disposed of promptly to avoid a potential Denial of Identifiable Information (DI) exposure or identity theft risk.

Figure 2.3 Screenshot of Table 2c: Interim Reporting Measures Group Detail for the NPI

## Accessing the Dashboard

Eligible professionals or their authorized users are able to access the Dashboard via the Physician and Other Health Care Professionals Quality Reporting Portal (Portal), at <http://www.qualitynet.org/pqrs>, with Individual Authorized Access to the CMS Computer System (IACS) sign-in. The Portal is a CMS supported secured website that safely transfers and stores PQRS data. Eligible professionals or their authorized users will have the ability to access prior Dashboard data for up to two years. The Dashboard allows end users to immediately view the current interim data through the website. The Dashboard will not email data to the requestor. Downloadable and printable PQRS interim data will be available as an Adobe® Acrobat® PDF or HTML via the Dashboard.

The end user will be able to view TIN- or NPI-level Dashboard data depending on their IACS account. The following IACS accounts will have the following permissions:

- “**End User**” authorization will be able to access TIN-level Dashboard data; which will display NPI-level data for all eligible professionals under that TIN.
- “**Individual practitioner**” authorization for sole proprietors, who submitted claims under a SSN, will be able to access NPI-level Dashboard Data.
- “**Security Official**” or “**Back-up Security Official**” roles will not be able to access the Dashboard data.

The *Dashboard User Guide* is available on the Portal to assist eligible professionals and authorized users with navigating through the Dashboard, and understanding the Dashboard data.

If you do not already have an IACS account, refer to the *Quick Reference Guides* for step-by-step instructions; see Figure 3.1 for assistance in locating these guides. Eligible professionals will need to obtain an IACS account for an “End User” role or “Individual Practitioner” role for sole proprietors, who submitted claims under a SSN, in order to access the Dashboard through the Portal. Those assigned “Security Official” or “Back-up Security Official” roles only perform IACS administrative functions, such as creating the Organization and approving “End User” accounts, and do not have access to Dashboard data. The New User Registration Menu for CMS Applications is at <https://idm.cms.hhs.gov/idm/user/newregistration.jsp>. Provider enrollment information must be current in the Medicare Provider Enrollment Chain and Ownership System (PECOS) in order to request an IACS account, see <http://www.cms.gov/MedicareProviderSupEnroll>.

## System Requirements for the Dashboard

Minimum hardware and software requirements to effectively access and view the Dashboard are listed below.

### Hardware

The Dashboard requires the following minimum set of hardware requirements:

- 233 MHz Pentium processor with a minimum of 150 MB free disk space
- 64 MB Ram (128MB preferred)

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## Software

The Dashboard requires the following minimum set of software requirements:

- Microsoft® Internet Explorer version 7.0 and above, or Mozilla® Firefox
- Adobe® Acrobat® Reader version 5.0 and above
- JRE is 1.6.0\_21 or higher, software is available for download on the Portal
- Windows® XP operating system

## Internet Connection

- Dashboard will be accessible via any Internet connection running on a minimum of 33.6k or high-speed Internet

## Step-by-Step Dashboard Instruction

Dashboard will only be available to eligible professionals and authorized users who have an IACS account. Only interim data for the individual/rendering NPI is available via the Dashboard – **do not enter group NPI**. Entering a group NPI will result in the “No Data Available” message.

*The screenshots are provided for examples only and are subject to change. Minor changes in language and/or format should be expected.*

### STEP 1: Portal Sign-In (eligible professionals or authorized users must have IACS sign-in)

- a) Start at Portal web page, available at <http://www.qualitynet.org/pgrs>.
- b) To sign-in to the Portal, click on the “**Sign-In**” button on the middle of the screen as shown in Figure 3.1.
- c) Enter your IACS username and password, and click “**Sign In**” as shown in Figure 3.2.
- d) Once logged-in, review the Terms and Conditions, **click on the box** to accept the Terms and Conditions, and click “**I Accept**” as shown in Figure 3.3.

### Example 3.1: Screenshot of Step 1

**QualityNet**

**Related Links**

- CMS
- Quality Improvement Resources
- Measure Development
- Consensus Organizations for Measure Endorsement/Approval
- Communication Support Page

**Guest Instructions**

Welcome to the Physician and Other Health Care Professionals Quality Reporting Portal. Please click on the Sign In button located in the center of the page.

**User Guides**

- PQRS Portal User Guide
- PQRS/eRx SEVT User Guide
- PQRS/eRx Submission User Guide
- PQRS/eRx Submission Report User Guide
- PQRS MOCP Submission User Guide
- 2010 PQRI Feedback Report User Guide
- 2010 eRx Feedback Report User Guide
- PQRS 2011 GPRO Web Interface User Guide

**Verify Report Portlet**

This tool is used to verify if a feedback report exists for your organization's TIN or NPI.  
NOTE: The TIN or NPI must be the one used by the eligible professional to submit Medicare claims and valid PQRI quality data codes.

TIN  NPI

TIN: e.g. 01-2123234 or 012123234  
NPI: e.g. 0121232345

**Guest Announcement**

Information in the Taxpayer Identification Number (Tax ID or TIN-level) PQRI feedback reports is confidential. Your report is safely stored online and accessible only to you (and those you authorize). Sharing of other PQRI participants' information is acceptable only if the individual has given their consent. Please ensure that these reports are handled appropriately and disposed of in a secure manner to avoid any Identifiable Information (PII) exposure or Identity Theft risk.

**Physician and Other Health Care Professionals Quality Reporting Portal**

to your Portal

If you do not have an account, please [register](#).

**Forgot your password?**

For assistance with new & existing IACS accounts, review the [Quick Reference Guides](#).

Notice: If you have not used your IACS account within the past 60 days or more, your account may be disabled as required by the CMS security policy. You should have received an e-mail at the time of the account deactivation with your IACS account profile instructing you how to get your account re-enabled. If you do not receive an e-mail, please contact the QualityNet Help Desk at 1-866-288-8912, or [qnetsupport@sdps.org](mailto:qnetsupport@sdps.org).

Notice: If you are experiencing difficulties viewing the PQRS Communications Support Page with Internet Explorer 8.0, please ensure that you are using the compatibility view feature by doing the following: Open Internet Explorer, Select Tools, Select Compatibility View

**For support**, please contact the QualityNet Help Desk at 866-288-8912, TTY 877-715-6222, or via email at [qnetsupport@sdps.org](mailto:qnetsupport@sdps.org)

Figure 3.1 Screenshot of Portal Web Page (Steps 1 a-b)

### Example 3.2: Screenshot of Step 1

**QualityNet**

Please sign in with your IACS credentials not your QualityNet credentials.

User Name:

Password:

If you do not have an account, please [register](#).

**Forgot your password?**

Figure 3.2 Screenshot of Portal Sign In Page (Step 1c)

### Example 3.3: Screenshot of Step 1

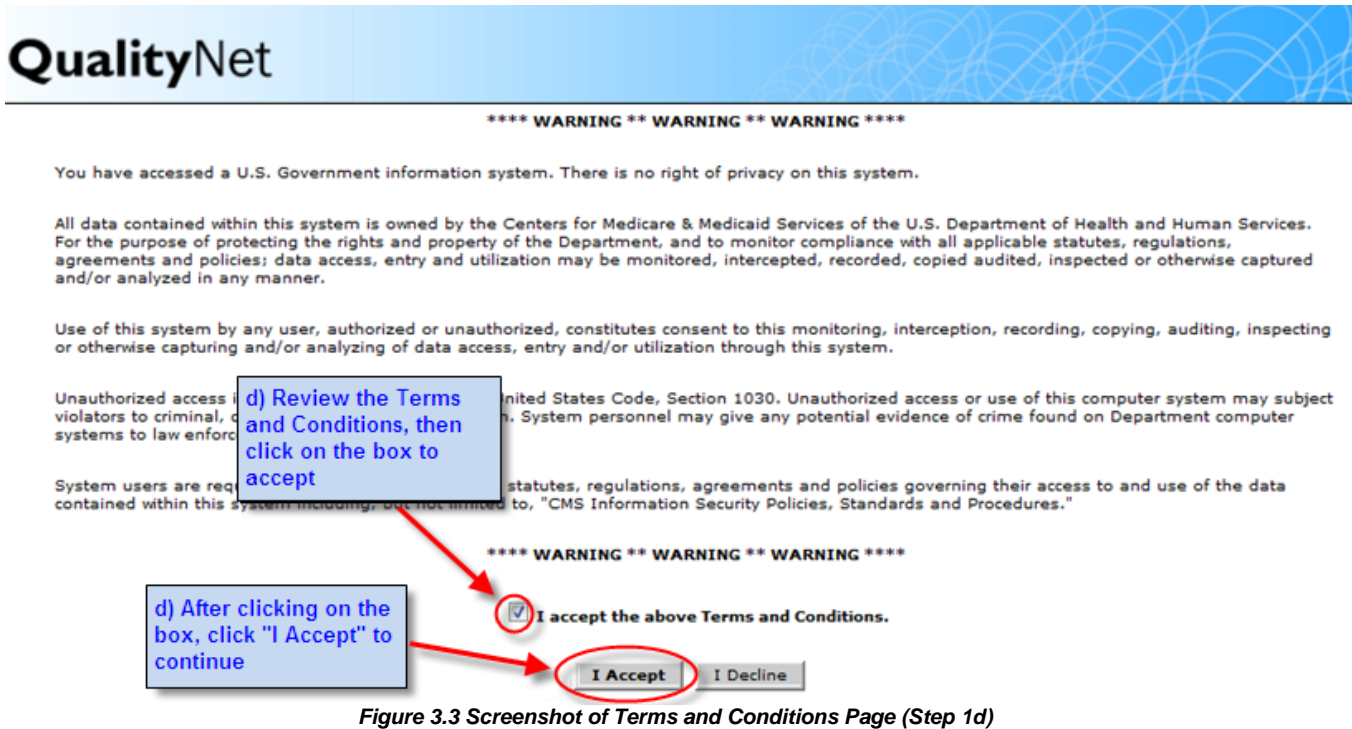


Figure 3.3 Screenshot of Terms and Conditions Page (Step 1d)

### STEP 2: Accessing the Dashboard

- a) Once signed-in to the Portal, click on "Feedback Dashboard" in top left-hand corner of window as shown in Figure 3.4.

### Example 3.4: Screenshot of Step 2

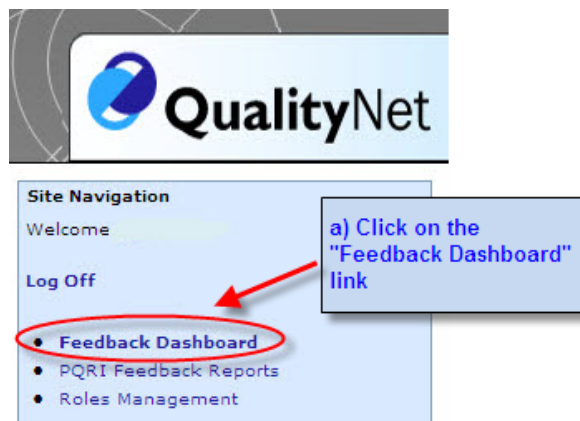


Figure 3.4 Screenshot of Accessing the Dashboard (Step 2a)

### STEP 3: "Interim 2012 Physician Quality Reporting System Dashboard" Page

- a) The "Interim 2012 Physician Quality Reporting System Dashboard" page will open in either a new tab or a new window based upon your Internet browser settings (see Step 5 for browser pop-up options).
  - The most recent claims-based report period is displayed at the top of the page (as shown in Figure 3.5)
  - This page provides an introduction about the Dashboard data. As new Dashboard data becomes available, the date fields throughout this page will update to provide the current report period dates.



- b) Review the information on the “Interim 2012 Physician Quality Reporting System Dashboard” page and, if agreeable, **check the box** to accept the terms and conditions, and then click “**Continue**”. See Figure 3.5 for an example of these features.

Example 3.5: Screenshot of Steps 3

Figure 3.5 Screenshot of “Interim 2012 Physician Quality Reporting System Dashboard” Page (Steps 3a-b)

#### STEP 4: Dashboard Request Report Page

- a) As previously mentioned, the eligible professional or authorized user will be able to view the TIN- or NPI-level Dashboard Request Report Page depending on his/her IACS permissions.
1. If you have TIN-level access, the Dashboard will automatically populate the last four digits of your TIN, see Figure 3.6
  - OR
  2. If you have NPI-level access, the Dashboard will automatically populate your NPI, see Figure 3.7
- b) The following fields must be completed for the TIN or NPI Dashboard Request Report page:
1. **TIN Request Report Page (Figure 3.6) – For Organizations**
    - a. **Report Type** – “TIN Interim Summary Report” will be pre-populated in drop-down
    - b. **NPI #** – Enter one individual/rendering NPI (10-digits) to view a specific eligible professional’s data. Do not enter group NPI. If no NPI number is entered, the Dashboard will display data for all NPIs associated with the TIN. Only one individual/rendering NPI can be entered for each report request. If no NPI number is entered, the Dashboard will display data for all NPIs associated with the TIN
    - c. **Report Format** – Select “HTML” or “PDF” (HTML is the default format)
    - d. **Report Period** – Select the desired report period from the drop-down box
    - e. Click on the “Request Report” button to continue
  2. **NPI Request Report Page (Figure 3.7) – For Individual Practitioners**
    - a. **Report Type** – select the type of NPI-level report to view
    - b. **TIN #** – Individual Practitioner should leave this field blank. If there is a circumstance under which the practitioner also submits claims under a different TIN, enter one TIN (9-digits, including leading “0” if applicable) to view reporting under a specific TIN. If no TIN is

entered, the Dashboard will display data for all TINs the eligible professional billed under. Only one TIN can be entered for each report request.

- c. **Report Format** – Select “HTML” or “PDF” (HTML is the default format)
- d. **Report Period** – Select the desired report period form drop-down box
- e. Click on the “Request Report” button to continue

Note the different functions of the following report types:

**HTML** – The table displays up to 20 NPIs per table. TINs with more than 20 NPIs will see multiple tables of 20 until all NPIs are listed. The HTML table has a “mouse-over” functionality allowing definitions to pop-up when the mouse cursor is placed over keywords. To view the report, scroll up and down with the arrow directions provided on the side of the screen or with the mouse wheel. The HTML also allows the user to filter by NPI (in TIN-level Dashboard) or by TIN (in NPI-level Dashboard).

**PDF** – This version may be easier to read if printing. This version does not provide “mouse-over”, or filtering functions. To view the report, page up and down with the built in Adobe arrows located at the top or bottom of the page.

### Example 3.6: Screenshot of Steps 4b (TIN Request Report Page)

## INTERIM 2012 PHYSICIAN QUALITY REPORTING SYSTEM DASHBOARD

*\* (Indicates Required Fields)*

TIN#: xxxxx2345

Report Type \*: TIN Interim Summary Report

NPI #

Report Format \*:  HTML  PDF

Report Period \*: January - March 2012  
January - March 2013  
January - December 2012  
January - September 2012  
January - June 2012  
January - March 2012

Request Report

*Note: There can be at most one report request per TIN.*

1.a.) "TIN Interim Summary Report" will be pre-populated in the dropdown

1.b.) [Optional] enter one rendering NPI to view a specific provider's data

1.c.) Select the report format

1.d.) Select the period of data to view

1.e.) Click "Request Report" to continue

Figure 3.6 Screenshot of Dashboard TIN Request Report Page (Steps 4b1.a-e.)

### Example 3.7: Screenshot of Steps 4b (NPI Request Report Page)

## INTERIM 2012 PHYSICIAN QUALITY REPORTING SYSTEM DASHBOARD

\* (Indicates Required Fields)

NPI# 1000000004

Report Type \* :  (Callout: 2.a.) Select Report Type)

TIN # :  (Callout: 2.b.) [Hidden by dropdown] Optional for those eligible professionals who bill under more than one TIN)

Report Format \* :  HTML  PDF (Callout: 2.c.) Select Report Format)

Report Period \* :  (Callout: 2.d.) Select Report Period)

(Callout: 2.e.) Click "Request Report" to continue)

*Note: There can be an extended wait time when requesting a report in pdf format*

Figure 3.7 Screenshot of Dashboard NPI Request Report Page (Steps 4b2.a-e.)

### STEP 5: Request Report Confirmation

- The "Request Report" page will open in either a new tab or a new window based upon your Internet browser settings (see Step 6 for browser pop-up options).
- Click on **"Request Report"** to continue to the report.

### Example 3.8: Screenshot of Step 5

(Callout: b.) Click "Request Report" to continue to the Dashboard data)

*Note: There can be an extended wait time when requesting a report in pdf format.*

Figure 3.8 Screenshot of Request Report Page (Step 5b)

**NOTE:** Extended time will be needed to generate Dashboard data for TINs with multiple NPIs. Prolonged use of the Dashboard may result in a system "time out", which requires the end user to click "Ok" on the pop-up refresh window.

### STEP 6: Viewing the Dashboard Data

- Depending on your web browser settings, the Dashboard data will either pop-up in a new window or the current webpage will redirect you to the report.
  - If the Internet Explorer window indicates that a Pop-up is blocked, click on the "Tools" drop-down menu, scroll down to "Pop-up Blocker" and select to "Turn Off Pop-up Blocker" (see figure 3.9). You can also choose to have pop-ups open in new tab or new window by going to the Internet Explorer "Internet Options" drop down, select the Tab section click on "Settings", and select the desired option in the "Open links from other programs in" section.

**Screenshot examples of Dashboard data were previously provided in Figures 1.1-2.3.**



### Example 3.9: Screenshot of Step 6

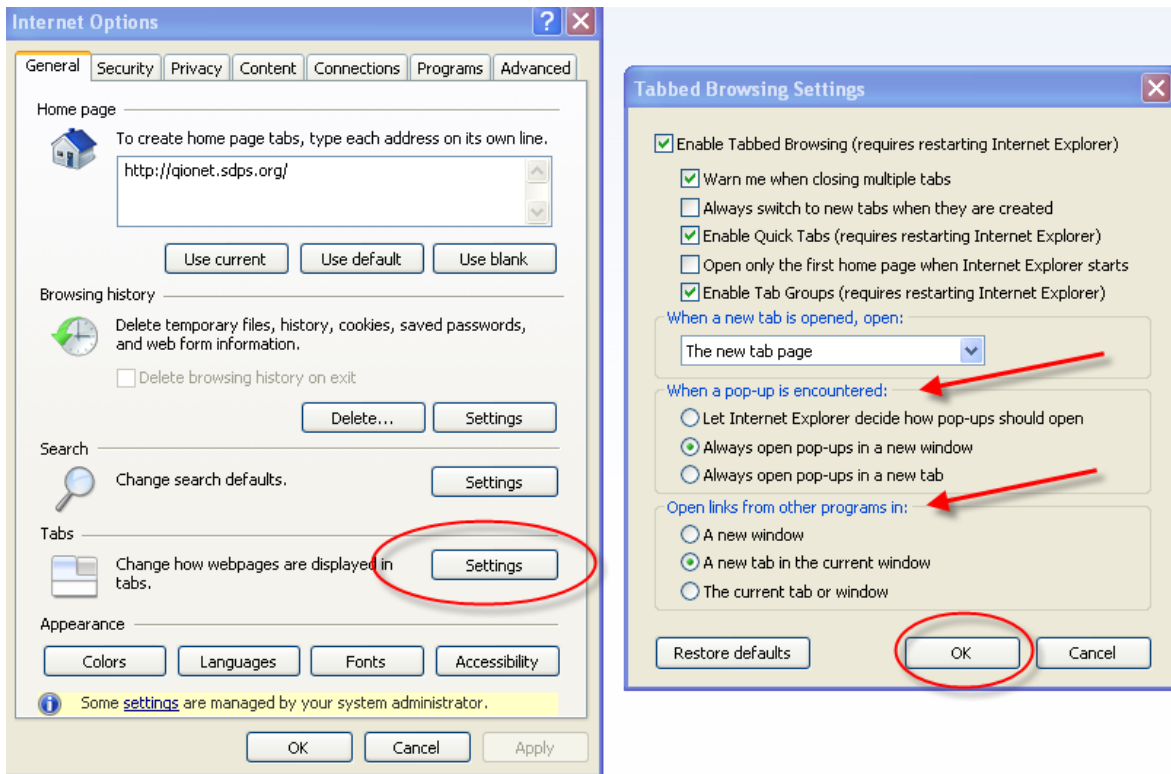


Figure 3.9 Screenshot of Internet Explorer Pop-up Settings (Step 6a)

### STEP 7: Exiting the Dashboard

- a) The user can log off via the “Log Off” link located in the in top left-hand corner of window, see Figure 3.10.

### Example 3.10: Screenshot of Step 7



Figure 3.10 Screenshot of Dashboard Log-off (Step 7a)

# Key Facts about the Dashboard

## Frequent Concerns

- The user shall have the ability to export the data to a PDF file to save it locally and/or to print it.
- CMS will provide the final 2012 PQRS feedback report through a separate process.
- The final 2012 PQRS feedback report will be available fall of 2013.
- The incentive payment and the final 2012 PQRS feedback report will be issued at different times, and independent of Dashboard data.
- Dashboard data does not indicate whether or not an incentive payment was earned. The Dashboard will only include those eligible professionals who reported individual measures or measures group(s) (30 patient sample reporting) QDCs to CMS via claims during the specified report period.
- Dashboard interim data will show a rolling 2 years availability.
- If **all** of the 2012 PQRS QDCs submitted by individual eligible professionals are not denominator-eligible events for the 2012 PQRS measure, the NPI-level Dashboard will be populated with zeroes in most or all of the numeric fields of the tables.
- For eligible professionals who submitted claims under multiple TINs, CMS groups claims by TIN/NPI for analysis. As a result, a professional who submitted claims under multiple TINs will need to submit QDCs for each TIN they bill under to be incentive eligible.
- If a provider sees “0” reporting displayed, but is certain QDCs were entered on Part B claims, the provider should look for the N365 remark code on remittance advice to determine if the QDC was processed, as PQRS reporting codes may have been stripped by claims software or by a clearinghouse. Claims may **not** be resubmitted only to add QDCs. Please call the QualityNet Help Desk for assistance in this circumstance. **Note:** The N365 remark code does **NOT** indicate whether the QDC is accurate for that claim or for the measure the eligible professional is attempting to report.

## Dashboard Messages

- The “No Data Available” message will appear for the following reasons:
  - An invalid or Group NPI, or invalid TIN entry
  - GPRO TIN/NPI entry (includes CMMI participants, such as PGP and ACO)
  - There is no PQRS data available for report type or report period requested
  - The organization or eligible professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database at the time this report was produced (Table 1 only)
- The “Invalid Number” message will appear for the following reasons:
  - If the TIN user enters less than 10 digits into the NPI # text field box
  - If the TIN user enters 10 or less alpha or alpha numeric characters into the NPI # text field box
  - If the NPI user enters less than 9 digits into the TIN # text field box
  - If the NPI user enters 9 or less alpha or alpha numeric characters into the TIN # text field box

## Help/Troubleshooting

Following are helpful hints and troubleshooting information:

- Adobe® Acrobat® Reader is required to view the Dashboard® data in PDF format. You can download a free copy of the latest version of Adobe® Acrobat® Reader from <http://www.adobe.com/products/acrobat/readstep2.html?promoid=BUIGO>.
- The report may not function optimally, correctly, or at all with some older versions of Microsoft® Windows, Microsoft® Internet Explorer, Mozilla® Firefox, or Adobe® Acrobat® Reader.
- Users may need to turn off their web browser's Pop-up Blocker or temporarily allow Pop-up files in order to download the Dashboard data.
- Regardless of the format, users should preview their Dashboard data prior to printing.
- If you need assistance with the IACS registration process (i.e., forgot ID, password resets, etc.), contact the **QualityNet Help Desk** at 866-288-8912 (TTY 877-715-6222) or [qnetssupport@sdps.org](mailto:qnetssupport@sdps.org) (Monday-Friday 7:00 a.m.-7:00 p.m. CT). You may also contact them for **assistance including accessing the Portal**.

## Copyright, Trademark, and Code-Set Maintenance Information

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## Appendix A: Dashboard Definitions

**Table 1: Interim Reporting Summary for the Taxpayer Identification Number (Tax ID or TIN)**

Term	Definition
<b>Tax ID Name</b>	Legal business name associated with a Taxpayer Identification Number (TIN). Eligible professional's name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization's or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status; only the system's ability to populate this field in the report.
<b>Tax ID Number</b>	The masked TIN, whether individual or corporate TIN. A TIN can be an Employer Identification Number (EIN) used by organizations to submit claims, or a TIN can be the Individual Practitioner's Social Security Number (SSN).
<b>Reporting Time Period</b>	Indicates the dates of service of the Medicare Part B PFS claims data that was analyzed for this report (data extracted from claims processed into NCH by the processing date).
<b>NPI Number</b>	Individual National Provider Identifier of the eligible professional billing under the TIN.
<b>NPI Name</b>	Eligible professional's name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization's or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database as well as at the local Carrier or MAC systems at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status; only the system's ability to populate this field in the report.
<b>Total # Measures Groups Reported</b>	The number of reported denominator-eligible measures groups for the TIN/NPI. For example, if a measures group consists of seven measures, and all seven measures are reported with a denominator-eligible event then this field will be populated with a "1" for one reported measures group, as long as the Intent to Report G-code was also reported. This field will be populated with 'N/A' if no Intent G-code was reported, even if individual measures were reported. If the Intent G-code was reported, but no associated QDCs were reported, this field will show a 1; indicating an attempt was made to report a Measures Group. The provider will see how many measures were reported in the next field "Total # Measures Reported."
<b>Total # Measures Reported</b>	The number of times a measure was reported where QDCs are submitted, but are not necessarily valid. That is, the QDC may not have been against a denominator-eligible instance. Only valid submissions count toward successful reporting. Data that is available and has a true zero value will display as "0".
<b>Total # Measures Accurately Reported</b>	The total number of measures for which the TIN/NPI reported valid QDCs for individual measures and/or measures within measures group. That is, the QDC was submitted with a denominator-eligible instance. Data that is available and has a true zero value will display as "0". <b>Note:</b> As previously mentioned, incentive eligibility is based upon the final analysis of 12 months of data, and the interim Dashboard data is not the final indicator of incentive eligibility for the reporting period.
<b>Summary</b>	The column summary sections display the summarized total number of NPIs, total number of measures groupreported, total number of measures reported, and total number of measures accurately reported. Data that is available and has a true zero value will display as "0".

**Table 2a: Interim Reporting Summary for the NPI**

Term	Definition
<b>Tax ID Name</b>	Legal business name associated with a Taxpayer Identification Number (TIN). Eligible professional's name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization's or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status; only the system's ability to populate this field in the report.
<b>Tax ID Number</b>	The masked TIN, whether individual or corporate TIN. A TIN can be an Employer Identification Number (EIN) used by organizations to submit claims, or a TIN can be the Individual Practitioner's Social Security Number (SSN).
<b>NPI Number</b>	Individual National Provider Identifier of the eligible professional billing under the TIN.
<b>NPI Name</b>	Eligible professional's name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization's or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database as well as at the local Carrier or MAC systems at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status; only the system's ability to populate this field in the report.
<b>Reporting Time Period</b>	Indicates the dates of service of the Medicare Part B PFS claims data that was analyzed for this report (data extracted from claims processed into NCH by the processing date).
<b>Method of Reporting</b>	The method of reporting attempted by the NPI. Defaults to Individual Measures via Claims unless CMS receives the Measures Group Intent to Report G-code.
<b>Total # Measures Groups Reported</b>	The number of reported denominator-eligible measures groups for the TIN/NPI. For example, if a measures group consists of seven measures, and all seven measures are reported with a denominator-eligible event then this field will be populated with a "1" for one reported measures group, as long as the Intent to Report G-code was also reported. This field will be populated with 'N/A' if no Intent G-code was reported, even if individual measures were reported. If the Intent G-code was reported, but no associated QDCs were reported, this field will show a 1; indicating an attempt was made to report a Measures Group. The provider will see how many measures were reported in the next field "Total # Measures Reported."
<b>Total # Measures Reported</b>	The number of measures where QDCs or quality actions data are submitted, but are not necessarily valid. That is, the QDC may not have been against a denominator-eligible instance. Only valid submissions count toward successful reporting. Data that is available and has a true zero value will display as "0".
<b>Total # Measures Accurately Reported</b>	The total number of measures for which the TIN/NPI reported valid QDCs for individual measures and/or measures within a measures group. Valid reporting is defined by numerator QDC options for reporting satisfactory as defined in the measure specification. Data that is available and has a true zero value will display as "0". <i>Note: As previously mentioned, incentive eligibility is based upon the final analysis of 12 months of data, and the interim Dashboard data is not the final indicator of incentive eligibility for the reporting period.</i>
<b>Summary</b>	The column summary sections display the summarized total number of NPIs, total number of measures groups reported, total number of individual measures reported, and total number of measures accurately reported. Data that is available and has a true zero value will display as "0".

**Table 2b: Interim Reporting Individual Measures for the NPI**

Term	Definition
<b>Tax ID Name</b>	Legal business name associated with a Taxpayer Identification Number (TIN). Eligible professional's name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization's or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status; only the system's ability to populate this field in the report.
<b>Tax ID Number</b>	The masked TIN, whether individual or corporate TIN. A TIN can be an Employer Identification Number (EIN) used by organizations to submit claims, or a TIN can be the Individual Practitioner's Social Security Number (SSN).
<b>NPI Number</b>	Individual National Provider Identifier of the eligible professional billing under the TIN.
<b>NPI Name</b>	Eligible professional's name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization's or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database as well as at the local Carrier or MAC systems at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status; only the system's ability to populate this field in the report.
<b>Reporting Time Period</b>	Indicates the dates of service of the Medicare Part B PFS claims data that was analyzed for this report (data extracted from claims processed into NCH by the processing date).
<b>Measure #</b>	2012 PQRS measure number.
<b>Measure Title</b>	2012 PQRS measure title.
<b>Number of Eligible Instances</b>	The number of denominator-eligible instances for which the TIN/NPI could have reported at least one valid QDC. Data that is available and has a true zero value will display as "0".
<b>Number of Eligible Instances where QDCs were Accurately Reported</b>	The total number of individual measures for which the TIN/NPI did report valid QDCs. That is, the QDC was submitted with a denominator-eligible instance. Data that is available and has a true zero value will display as "0". <i>Note: As previously mentioned, incentive eligibility is based upon the final analysis of 12 months of data, and the interim Dashboard data is not the final indicator of incentive eligibility for the reporting period.</i>
<b>Number of Eligible Instances where No QDC was Reported</b>	The number of denominator-eligible instances where the TIN/NPI could have reported at least one QDC, but did not. Data that is available and has a true zero value will display as "0".

**Table 2c: Interim Reporting Measures Groups for the NPI**

Term	Definition
<b>Tax ID Name</b>	Legal business name associated with a Taxpayer Identification Number (TIN). Eligible professional's name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization's or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status; only the system's ability to populate this field in the report.
<b>Tax ID Number</b>	The masked TIN, whether individual or corporate TIN. A TIN can be an Employer Identification Number (EIN) used by organizations to submit claims, or a TIN can be the Individual Practitioner's Social Security Number (SSN).
<b>NPI Number</b>	Individual National Provider Identifier of the eligible professional billing under the TIN.
<b>NPI Name</b>	Eligible professional's name identified by matching the identifier number in the CMS national Provider Enrollment Chain and Ownership System (PECOS) database. If the organization's or professional's enrollment record or enrollment changes have not been processed and established in the national PECOS database as well as at the local Carrier or MAC systems at the time this report was produced, this is indicated by "Not Available". This does not affect the organization's or professional's enrollment status; only the system's ability to populate this field in the report.
<b>Reporting Time Period</b>	Indicates the dates of service of the Medicare Part B claims data that was analyzed for this report (data extracted from claims processed into NCH by the processing date).
<b>Measure #</b>	2012 PQRS individual measure number within measures group.
<b>Measures Groups (with Measures Titles)</b>	2012 PQRS measures groups submitted by the NPI, and the title of the individual measure within the Measures Group. Each measure within the measures group is analyzed as specified in the <i>2012 PQRS System Measures Groups Specifications Manual</i> located on the CMS website, <a href="http://www.cms.gov/PQRS">www.cms.gov/PQRS</a> .
<b>Number of Eligible Instances Where QDCs were Accurately Reported</b>	The total number of times the TIN/NPI reported valid QDCs for individual measures and/or measures within a measures group, or the composite performance–met G-code for the measures group was submitted. Valid reporting is defined by numerator QDC options for reporting satisfactorily as defined in the measure specification. Data that is available and has a true zero value will display as "0". <b>Note:</b> As previously mentioned, incentive eligibility is based upon the final analysis of 12 months of data, and the interim Dashboard data is not the final indicator of incentive eligibility for the reporting period.