

2016 VM Informal Review Request Quick Reference Guide

I. Introduction

This Quick Reference Guide (QRG) illustrates how to access and submit a Value-based Payment Modifier (VM) Informal Review Request and how to modify or cancel an existing VM Informal Review Request.

The Affordable Care Act (ACA) establishes a VM that provides for differential payment to a physician or group of physicians under the Medicare Physician Fee Schedule (PFS) based upon the quality of care furnished to Medicare Fee-for-Service (FFS) beneficiaries compared to the cost of that care during a performance period. Further, the statute requires that Medicare begin applying the VM on January 1, 2015, with respect to items and services furnished by specific physicians and groups of physicians (as determined by the Secretary) and to apply it to all physicians and groups of physicians beginning not later than January 1, 2017. The statute requires that the VM must be implemented in a budget neutral manner, generally meaning that upward payment adjustments for high performance must balance the downward payment adjustments applied for poor performance.

Beginning in 2016, the Centers for Medicare & Medicaid Services (CMS) will apply a VM adjustment to group practices with 10+ eligible professionals (EP) billing under a single Taxpayer Identification Number (TIN). CMS will identify the groups of physicians with 10 or more eligible professionals (identified by TINs) and will determine each group's VM adjustment for 2016 based on the group's reporting for the Physician Quality Reporting System (PQRS) in performance period 2014 and performance on claims-based quality outcome measures and cost measures. Groups with 100+ EPs could be subject to an upward, neutral, or downward VM adjustment, while groups with 10 – 99 EPs could be subject to an upward or neutral VM adjustment.

In September 2015, CMS made the 2014 Annual Quality and Resource Use Reports (QRURs) available to every group practice and solo practitioner nationwide. The 2014 Annual QRURs show how groups and solo practitioners, as identified by their TIN, performed in 2014 on the quality and cost measures used to calculate the 2016 VM. For TINs with 10 or more EPs who are subject to the 2016 VM, the QRUR shows how the VM will apply to physician payments under the Medicare PFS for physicians who bill under the TIN in 2016. For all other TINs, the QRUR is for informational purposes only and will not affect the TINs' payments under the Medicare PFS in 2016. More information about the 2014 Annual QRURs is available at <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/2014-QRUR.html>. Information about the VM is available at <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/ValueBasedPaymentModifier.html>.

For TINs with 10 or more EPs that are subject to the 2016 VM, CMS established a 60-day Informal Review Period that begins after the release of the 2014 Annual QRURs, to request a correction of a perceived error.

II. Getting Started

Authorized representatives of a group can submit a VM Informal Review Request on the CMS Enterprise Portal at <https://portal.cms.gov> using an Enterprise Identity Management (EIDM) account with one of the following Physician Quality and Value Programs Roles:

- Security Official
- Group Representative

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

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Authorized representatives must sign up for a new EIDM account or modify an existing account at <https://portal.cms.gov>. Reference guides that provide step-by-step instructions for requesting each Physician Quality and Value Programs role for new, existing or migrating Enterprise Identity Management (EIDM) accounts are available at <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html>

- If a group has already accessed its 2014 Annual QRUR, then the same person can submit a VM Informal Review Request using his/her EIDM User ID and Password.
- If a group does not have an authorized representative with an EIDM account, then one person representing the group must sign up for an EIDM account with the Security Official role.
- If a group has a representative with an existing EIDM account, but not one of the group-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to that person's existing EIDM account. To ensure the EIDM account is still active, please contact the QualityNet Help Desk.

III. Questions

For questions related to an EIDM account, contact the QualityNet Help Desk:

- Monday – Friday: 8:00 am – 8:00 pm EST
- Phone: (866) 288-8912 TTY (877) 715-6222
- Fax: (866) 329-7377
- Email: gnetsupport@hcqis.org

For questions about how to access your reports on the CMS Enterprise Portal, information contained in your 2014 Annual QRUR, how to submit an Informal Review Request or to provide feedback to CMS, please contact the Physician Value Help Desk:

- Monday – Friday: 8:00 am – 8:00 pm EST
- Phone: 1-888-734-6433 (select option 3)

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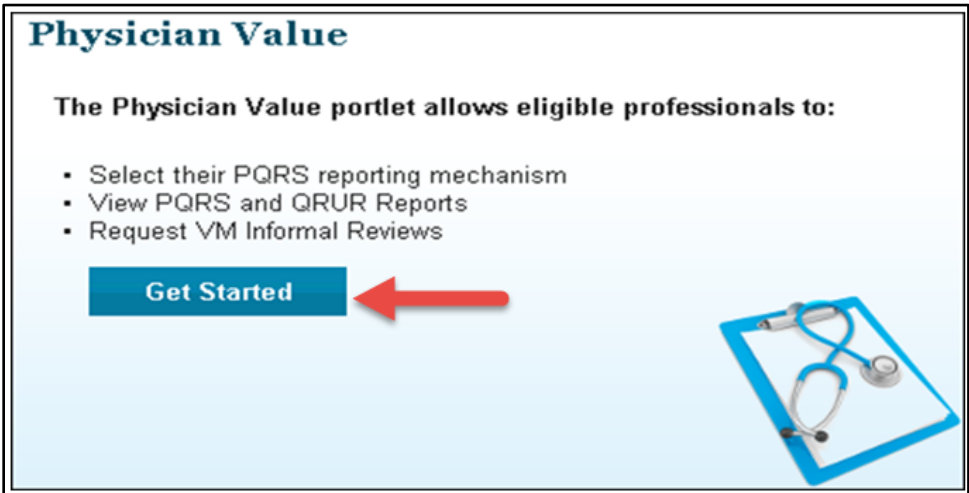
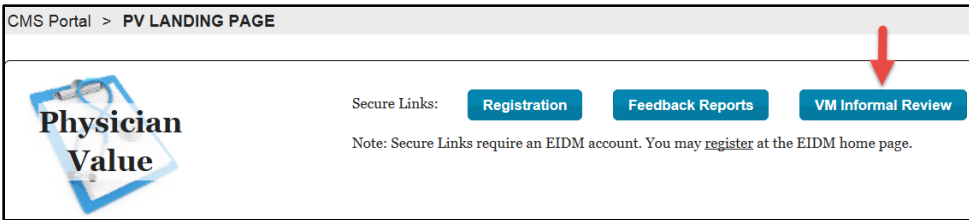
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V. Submitting a VM Informal Review Request

There are three ways to access the VM Informal Review Request process:

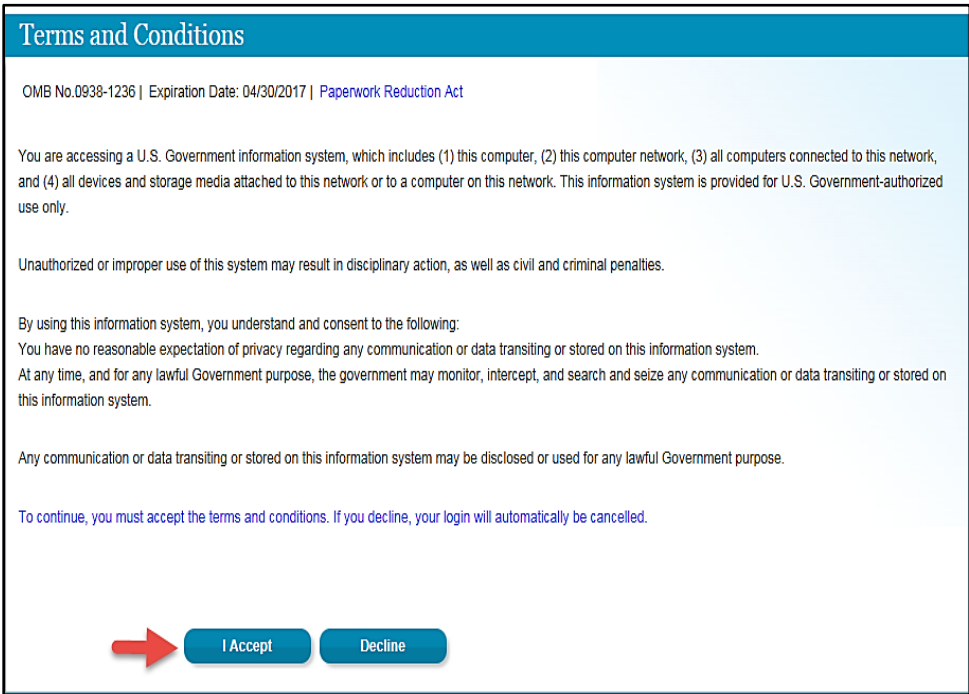
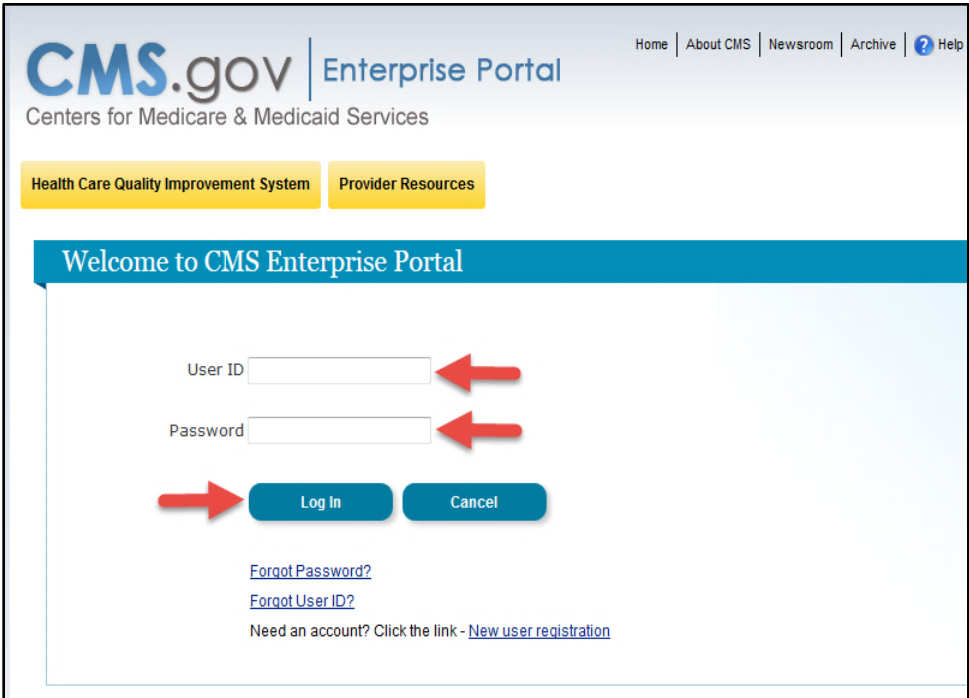
- Physician Value (PV) Landing Portlet
- Directly from the **CMS Enterprise Secure Portal**
- **QualityNet Customer Support Page (CSP)**

A. Submitting a VM Informal Review via the PV Landing Portlet

Steps	Screenshots
<p>1. (a) Go to https://portal.cms.gov and select Get Started in the Physician Value box on the CMS Enterprise Portal.</p> <p>OR</p> <p>(b) Type https://portal.cms.gov/PV on a CMS supported Internet Browser.</p> <p>Note: The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none">• Internet Explorer 8 (without compatibility mode)• Internet Explorer 9 (without compatibility mode)• Internet Explorer 10 (without compatibility mode)• Mozilla-Firefox• Chrome• Safari <p>Enable JavaScript and adjust any zoom features to ensure you are not seeing the screen in too wide of a view.</p> <p>2. Select VM Informal Review on the PV Landing Page.</p>	 

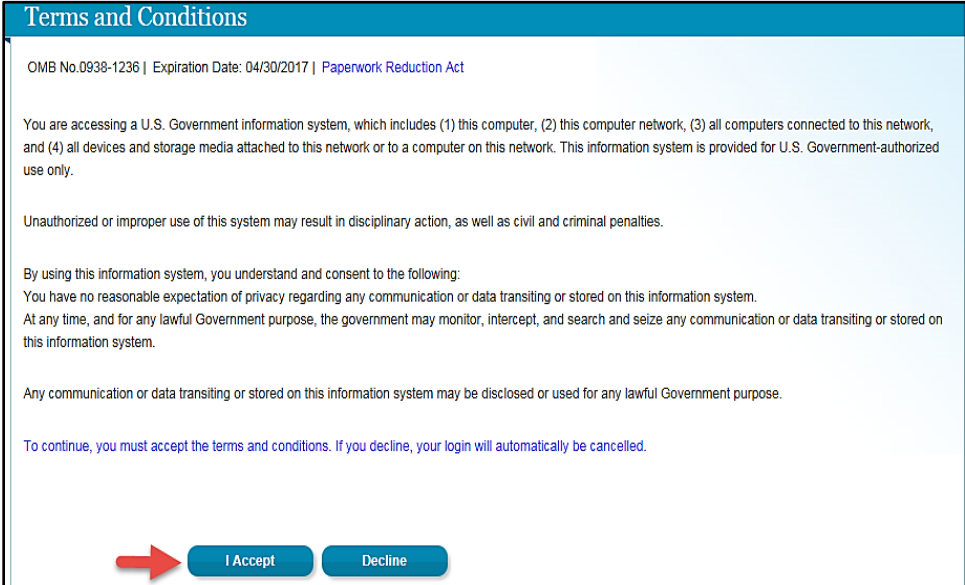
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Steps	Screenshots
<p>3. Read the Terms and Conditions and select I Accept to move forward.</p> <p>Note: Selecting Decline will end the session and return you to the CMS Enterprise Portal Landing screen.</p>	
<p>4. Enter the following information and select Log In under Welcome to CMS Enterprise Portal:</p> <ul style="list-style-type: none"> EIDM User ID EIDM Password <p>Note: You will be directed to the Multi-Factor Authentication (MFA) process each time you log in and attempt to access the VM Informal Review Request interface. MFA is a new approach to security authentication which will help improve CMS' ability to reduce fraud and ensure system security. It requires users to provide more than one form of verification in order to prove their identity in order to access certain information provided via the 'Physician Quality and Value Programs' application. MFA registration is required only once when you are requesting a role but will be verified at every logon. Upon selecting Log In, the Multi-Factor Authentication Terms and Conditions page will be displayed.</p>	

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Steps	Screenshots
<p>5. Read the Terms and Conditions and select I Accept.</p> <p>Note: Selecting <i>Decline</i> will end the session and return you to the CMS Enterprise Portal Landing screen.</p>	

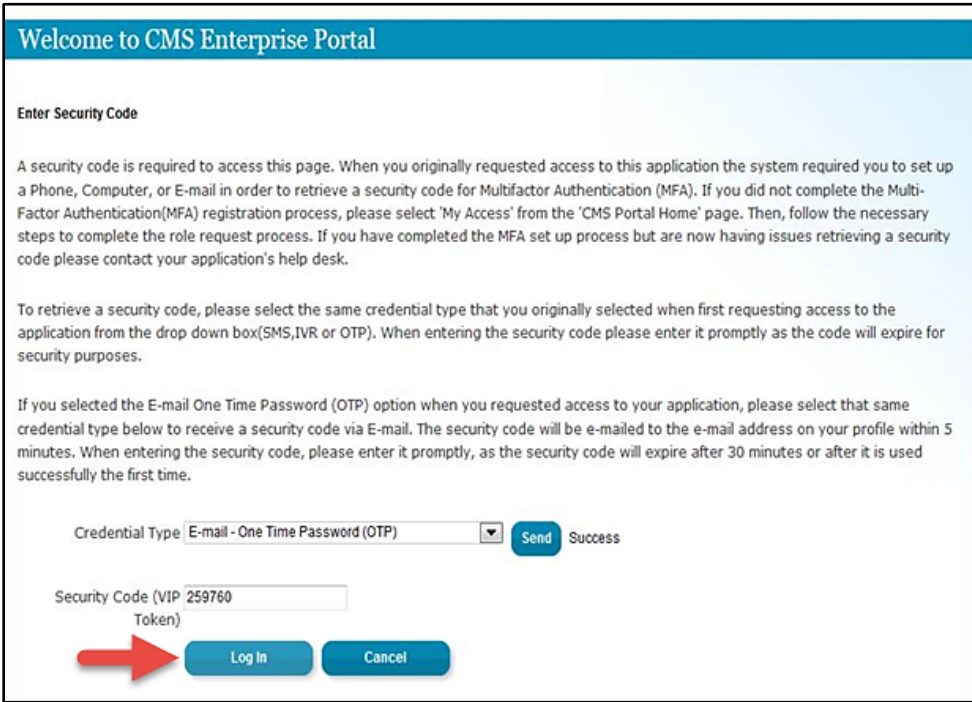
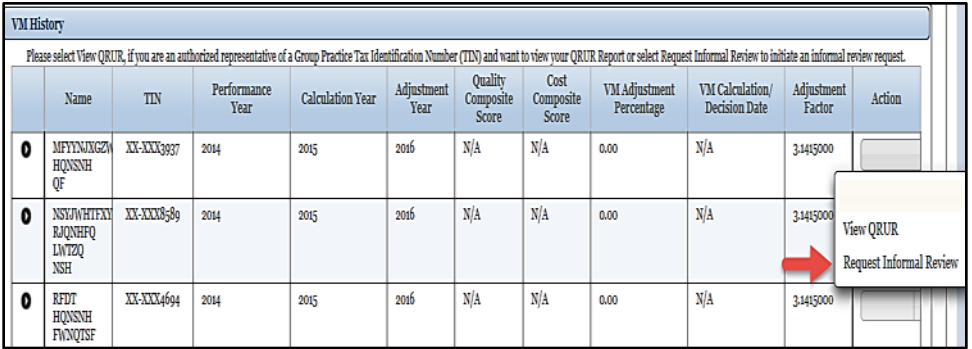
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Steps	Screenshots
<p>6. Select the Credential Type from the drop-down menu and then select Send to receive a Security Code. The word Success will be displayed next to the Send button once a security code has been successfully sent.</p> <p>Note: You previously registered to complete the MFA process when setting-up your 'Physician Quality and Value Programs' account. Please ensure that you select the same Credential Type you selected when registering for the MFA process during your initial account set-up. If you select a different Credential Type, you will receive an error message stating you did not register to complete MFA using the selected option and you will be unable to proceed. If you may have forgotten the Credential Type you selected, you may (1) retrieve the E-mail received upon successfully registering for MFA or (2) navigate to My Profile and select Remove Your Phone or Computer for this information. Selecting Remove Your Phone or Computer will display the Credential Type you selected to complete the MFA process.</p>	<div data-bbox="609 254 1572 1178"> </div>

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Steps	Screenshots
<p>7. Enter the Security Code (VIP Token) and then select Log In.</p> <p>Note: You will have thirty (30) minutes to retrieve and enter the Security Code. If you are unable to enter the code within thirty (30) minutes, then the code will expire and you will need to request a new Security Code.</p> <p>The Multi-Factor Authentication process is now complete. You will be re-directed to your initial selection, the VM Informal Review Request Landing screen</p>	
<p>8. Within the VM History table, you will see a screen where the TIN(s) that are associated with your EIDM account are listed. To request an informal review for the 2016 VM, select Request Informal Review under the Action column to the right of the TIN for whom you want to request an informal review.</p> <p>Note: Selecting View QRUR will display the appropriate attestation message prior to opening the QRUR.</p>	

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Steps

The **Informal Review Request** screen will be displayed. There are three (3) sections to a VM Informal Review Request:

- Requestor Contact Information**
- Informal Review Information**
- User Attestation**

Note: All fields denoted with a red asterisk are required fields.

Screenshots

VM Informal Review

A field with an asterisk (*) before denotes it is a required field.

Requestor Contact Information

*First Name :

David

*Address Line 1:

100 Main Street

Middle Initial:

Address Line 2:

Suite #02

*Last Name:

Smith-Wilson

*City:

Baltimore

*Email:

dwwilson-2013@clm.com

*State:

Maryland

*Confirm Email:

dwwilson-2013@clm.com

*ZIP:

40737

*Phone Number:

4074074079

ZIP+4:

4077

Phone Ext:

407

Clear

Informal Review Information

Note: 2016 Payment Adjustment - If an error is found and the Quality Composite cannot be recalculated, then "Average" will be assigned.

Select the Add option below to add a new reason for Informal Review.

Please note that at least one Reason for Informal Review is required for a valid submission. A Reason for Informal Review is not required for each subject area.

Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action
No records found.				

Add

User Attestation

*I do hereby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any falsification, omission, or concealment of any material fact may subject me to administrative, civil, or criminal liability.

☐ I accept the user attestation

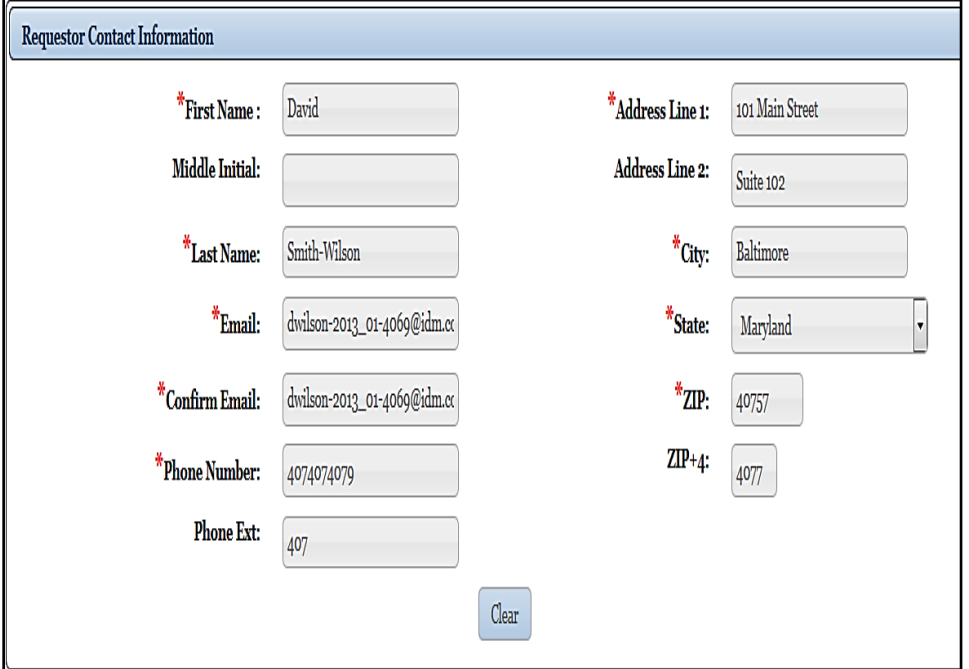
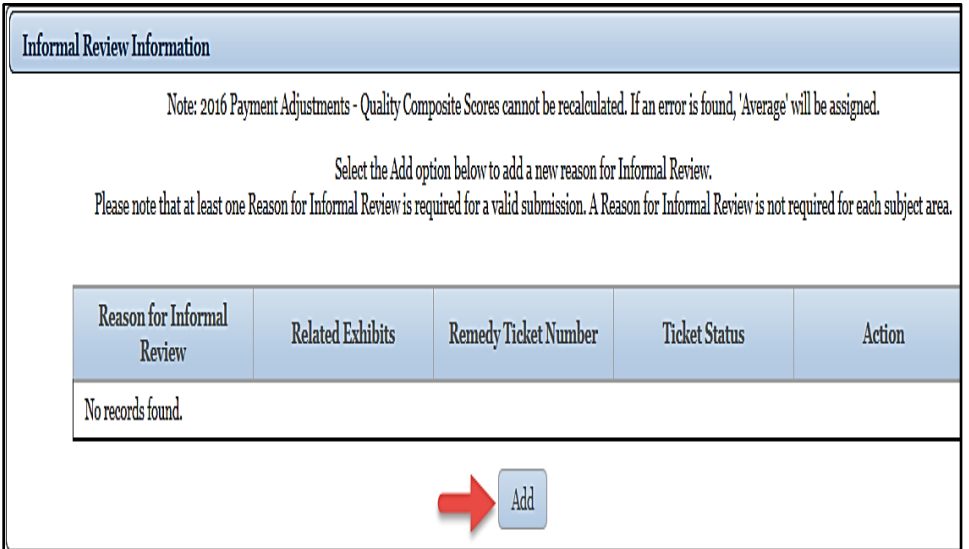
☐ I do not accept the user attestation

Submit

Cancel

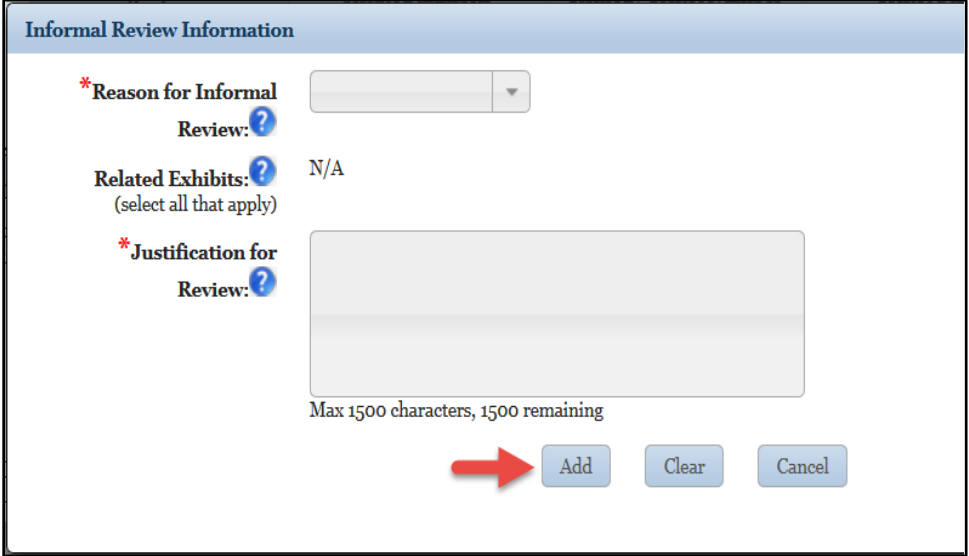
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Steps	Screenshots
<p><u>Requestor Contact Information Section</u></p> <p>9. Verify the EIDM pre-populated information.</p> <p>Note: The Requestor Contact Information section will be the only section that is pre-populated, using information from EIDM, when a new VM Informal Review request is started. If changes are needed to the pre-populated information: (1) select the field that needs to be updated and enter the correct information or (2) select Clear to clear all pre-populated fields.</p>	
<p><u>Informal Review Information Section</u></p> <p>10. Select Add to add a question to the question entry table</p> <p>Note: A pop-up window will be displayed with fields corresponding to the question information to be entered.</p>	

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Steps	Screenshots
<p>Informal Review Information Section (cont'd)</p> <p>11. (a) Select an option from the Reason for Informal drop-down menu.</p> <p>Note: The options for the Reason for Informal Review field are: Group Size, QRUR Cost, QRUR Quality, QRUR Other, Registration and Other.</p> <p>(b) Select an option from the Related Exhibits from check-box menu (optional).</p> <p>Note: The available options for Related Exhibits field are dynamic and change based on the selection made for Reason for Informal Review.</p> <p>(c) Enter Justification for Review</p> <p>(d) Select Add</p> <p>Note: Selecting Add will add the question entry to the question entry table. Selecting Clear will clear all information selected/entered in the pop-up window. Selecting Cancel will display the Cancellation Alert, ensuring this is the action to be completed.</p> <p>(e) Repeat steps 10 – 11 to add additional questions to the question entry table (optional)</p>	

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Steps

User Attestation Section

12. After all relevant questions have been added to the question entry table; select ***I accept the user attestation*** and then select ***Submit***.

Note: ***Submit*** will be disabled until the ***User Attestation*** has been accepted.

Screenshots

Informal Review Information

Note: 2016 Payment Adjustments - Quality Composite Scores cannot be recalculated. If an error is found, 'Average' will be assigned.

Select the Add option below to add a new reason for Informal Review.

If you would like to View, Modify, or Delete an existing Reason for Informal Review, please select the appropriate action within the Action column of the table below. Please note that at least one Reason for Informal Review is required for a valid submission. A Reason for Informal Review is not required for each subject area.

Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action
QRUR Quality Section	Exhibit 5	N/A	Pending	<div></div>
Group Size	N/A	N/A	Pending	<div></div>

Add

User Attestation

*I do hereby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any falsification, omission, or concealment of any material fact may subject me to administrative, civil, or criminal liability.

☒ I accept the user attestation

☐ I do not accept the user attestation

SubmitCancel

The **Submission Confirmation** message will be displayed.

Note: Selecting ***Close*** on the ***Submission Confirmation*** message will navigate the user to the ***VM Informal Review*** screen.

Initial Confirmation.

You have successfully requested an informal review on your Medicare Physician Fee Schedule 2016 payment adjustment under the Value-based Payment Modifier.

Your request tracking number is 518. Please note the Request Tracking Number for any communication with the PV Helpdesk.


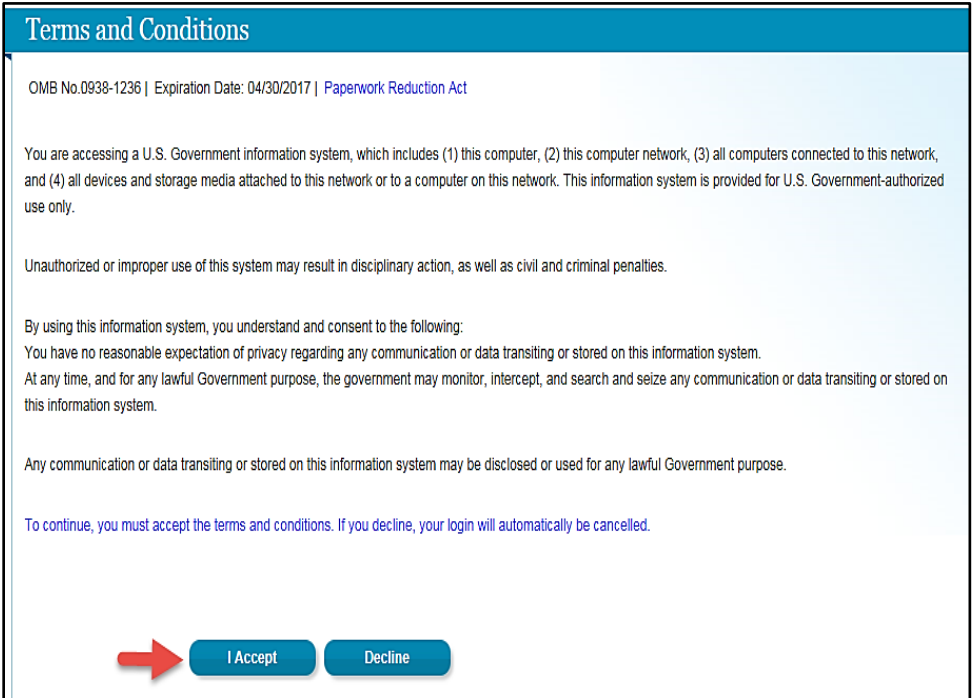
An email will be sent to the email address on file as a notification of this submission. Informal Review Request has been successfully submitted.

ClosePrint

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

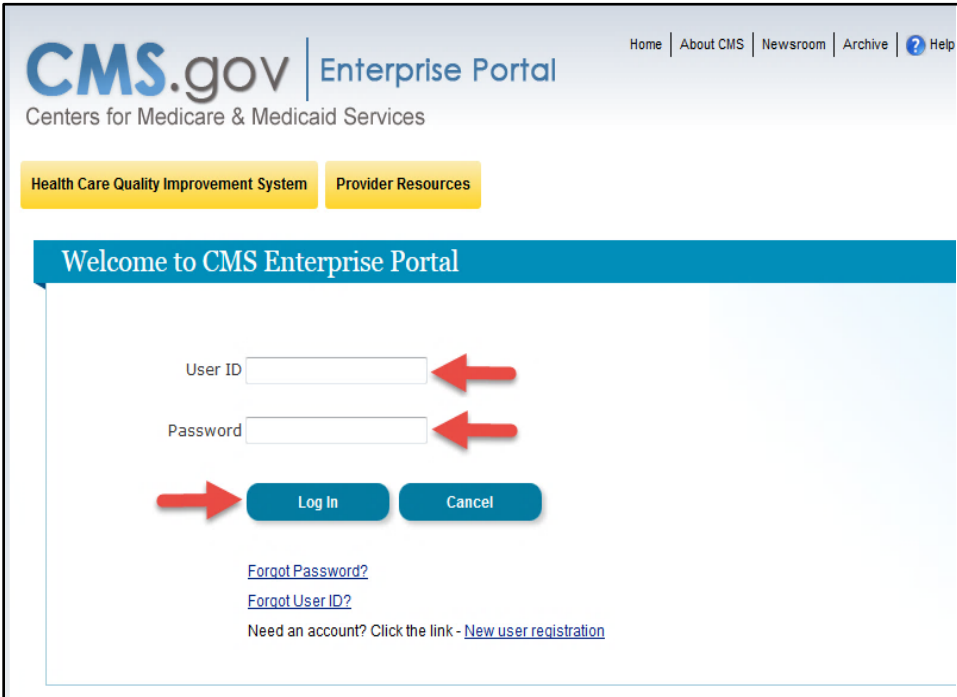
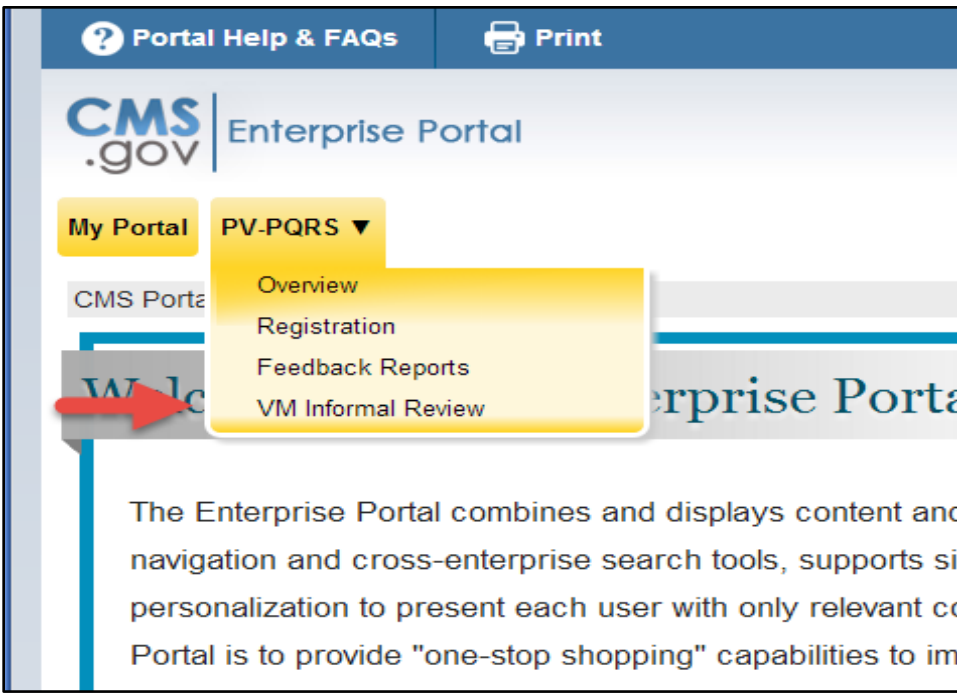
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B. Submitting a VM Informal Review Request via CMS Enterprise Secure Portal

Steps	Screenshots
<p>1. Go to https://portal.cms.gov/ and select Login to CMS Secure Portal.</p> <p>Note: The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> Internet Explorer 8 (without compatibility mode) Internet Explorer 9 (without compatibility mode) Internet Explorer 10 (without compatibility mode) Mozilla-Firefox Chrome Safari <p>Enable JavaScript and adjust any zoom features to ensure you are not seeing the screen in too wide of a view.</p>	
<p>2. Read the Terms and Conditions and select I Accept to continue.</p> <p>Note: Selecting Decline will end the session and return you to the CMS Enterprise Portal Landing screen.</p>	

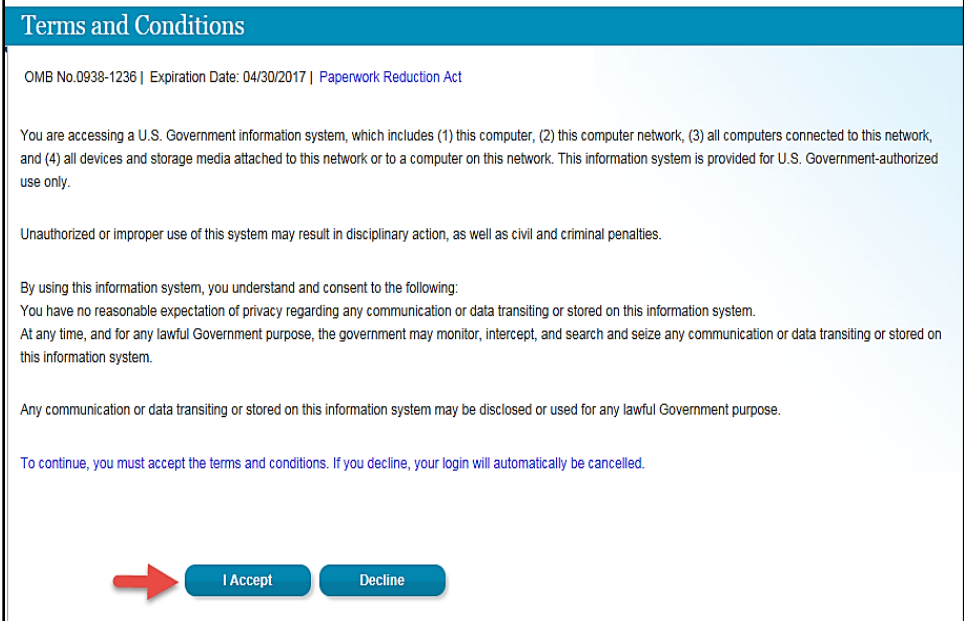

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Steps	Screenshots
<p>3. Enter the following information and select Log In under Welcome to CMS Enterprise Portal:</p> <ul style="list-style-type: none"> • EIDM User ID • EIDM Password 	
<p>4. Select VM Informal Review from the PV-PQRS drop-down menu.</p> <p>Note: You will be directed to the Multi-Factor Authentication (MFA) process each time you log in and attempt to access the VM Informal Review Request interface. MFA is a new approach to security authentication which will help improve CMS' ability to reduce fraud and ensure system security. It requires users to provide more than one form of verification in order to prove their identity in order to access certain information provided via the 'Physician Quality and Value Programs' application. MFA registration is required only once when you are requesting a role but will be verified at every logon. Upon selecting Log In, the Multi-Factor Authentication Terms and Conditions page will be displayed.</p>	

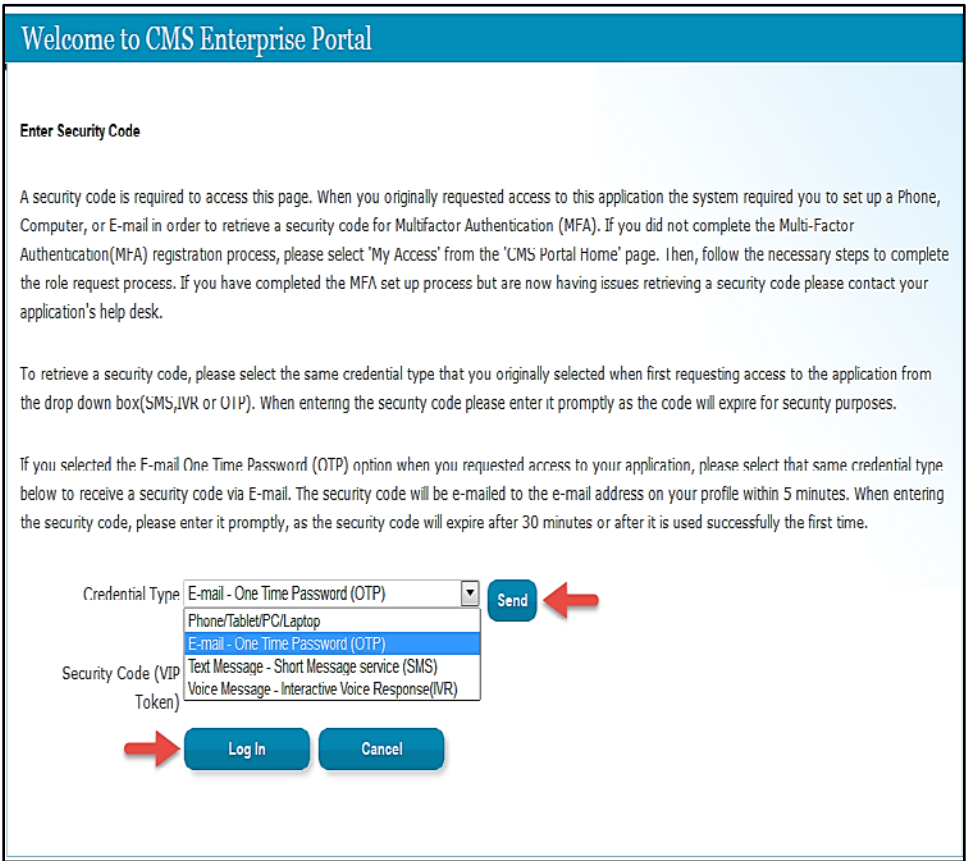
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Steps	Screenshots
<p>5. Read the Terms and Conditions and select I Accept.</p> <p>Note: Selecting Decline will end the session and return you to the CMS Enterprise Portal Landing screen.</p>	
<p>6. Enter your EIDM User ID and EIDM Password on the Multi-Factor Authentication Login screen and select Next.</p>	

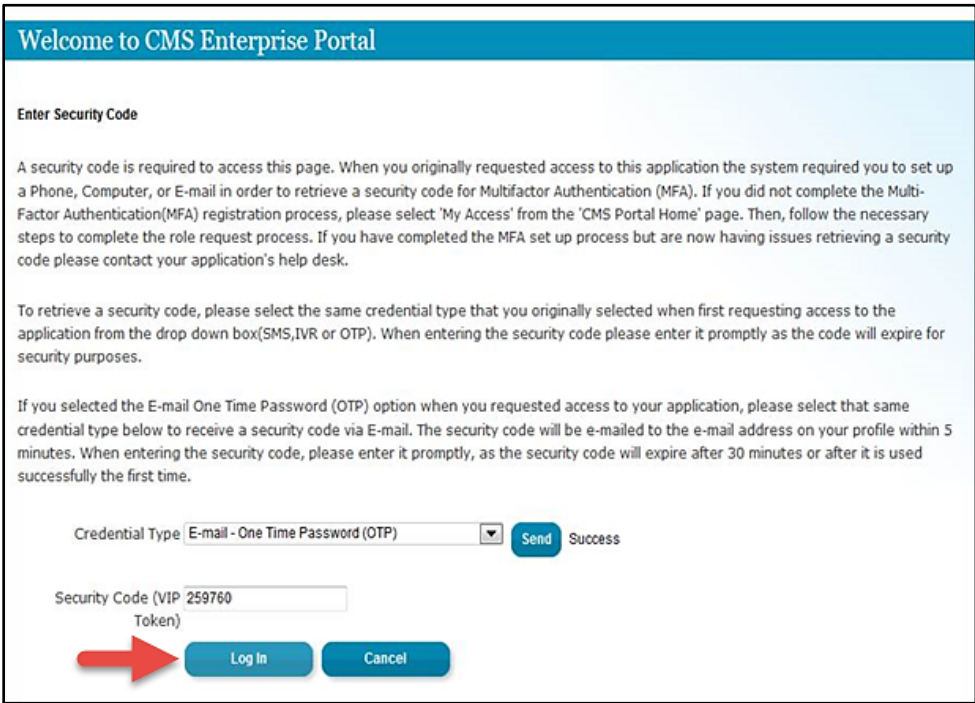
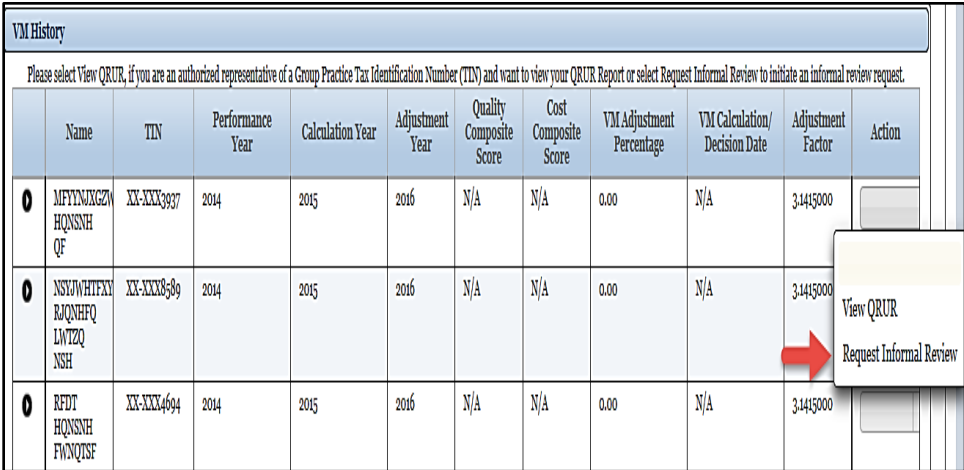
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Steps	Screenshots
<p>7. Select the Credential Type from the drop-down menu and then select Send to receive a Security Code. The word Success will be displayed next to the Send button once a security code has been successfully sent.</p> <p>Note: You previously registered to complete the MFA process when setting-up your Physician Quality and Value Programs account. Please ensure that you select the same Credential Type you selected when registering for the MFA process during your initial account set-up. If you select a different Credential Type, you will receive an error message stating you did not register to complete MFA using the selected option and you will be unable to proceed. If you may have forgotten the Credential Type you selected, you may (1) retrieve the E-mail received upon successfully registering for MFA or (2) navigate to My Profile and select Remove Your Phone or Computer for this information. Selecting Remove Your Phone or Computer will display the credential Type you selected to complete the MFA process.</p>	

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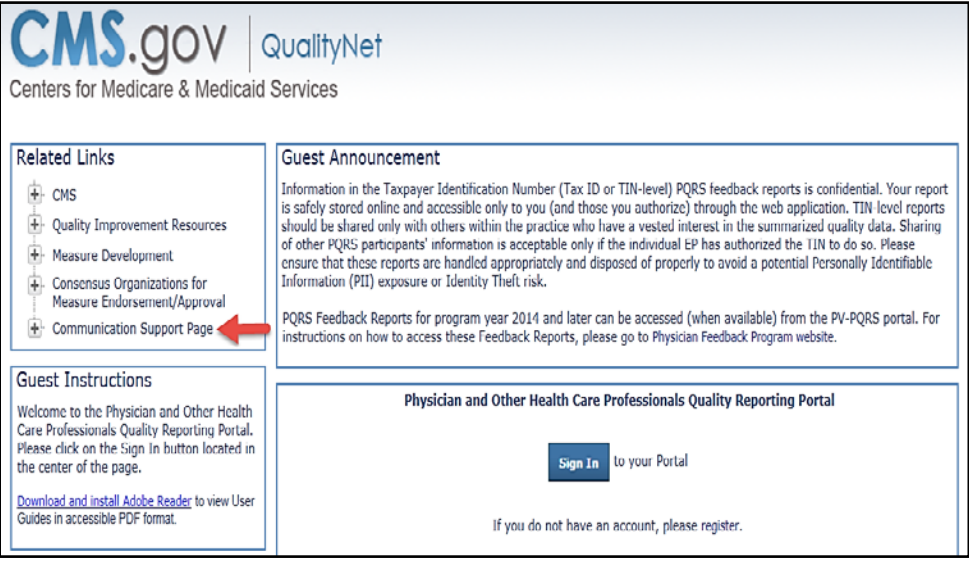

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Steps	Screenshots
<p>8. Enter the Security Code (VIP Token) and then select Log In.</p> <p>Note: You will have thirty (30) minutes to retrieve and enter the Security Code. If you are unable to enter the code within thirty (30) minutes, then the code will expire and you will need to request a new Security Code.</p> <p>The Multi-Factor Authentication process is now complete. You will be re-directed to your initial selection, the VM Informal Review Request Landing screen</p>	
<p>9. Within the VM History table, you will see a screen where the TIN(s) that are associated with your EIDM account are listed. To request an informal review for the 2016 VM, select Request Informal Review under the Action column to the right of the TIN for whom you want to request an informal review.</p> <p>Note: Selecting View QRUR will display the appropriate attestation message prior to opening the QRUR.</p>	
<p>10. Follow Steps 9 – 12 of Section V-A: (Submitting a VM Informal Review Request via PV Landing Portlet) in this guide.</p>	

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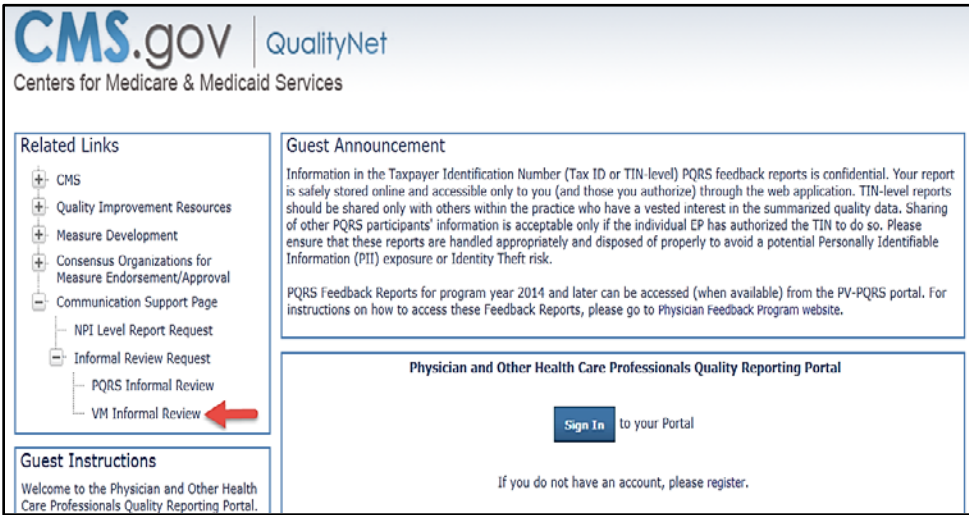

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C. Submitting a VM Informal Review Request via QualityNet Customer Support Page (CSP)

Steps	Screenshots
<p>1. Go to https://www.qualitynet.org/portal/server.pt/community/PQRI_home212 and under the related links section, select Communications Support Page.</p>	 <p>Related Links</p> <ul style="list-style-type: none"> CMS Quality Improvement Resources Measure Development Consensus Organizations for Measure Endorsement/Approval Communication Support Page <p>Guest Instructions</p> <p>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.</p> <p>Download and install Adobe Reader to view User Guides in accessible PDF format.</p> <p>Guest Announcement</p> <p>Information in the Taxpayer Identification Number (Tax ID or TIN-level) PQRS feedback reports is confidential. Your report is safely stored online and accessible only to you (and those you authorize) through the web application. TIN level reports should be shared only with others within the practice who have a vested interest in the summarized quality data. Sharing of other PQRS participants' information is acceptable only if the individual EP has authorized the TIN to do so. Please ensure that these reports are handled appropriately and disposed of properly to avoid a potential Personally Identifiable Information (PII) exposure or Identity Theft risk.</p> <p>PQRS Feedback Reports for program year 2014 and later can be accessed (when available) from the PV-PQRS portal. For instructions on how to access these Feedback Reports, please go to Physician Feedback Program website.</p> <p>Physician and Other Health Care Professionals Quality Reporting Portal</p> <p>Sign In to your Portal</p> <p>If you do not have an account, please register.</p>
<p>2. Select Informal Review Request from the Communications Support Page drop down.</p>	 <p>Related Links</p> <ul style="list-style-type: none"> CMS Quality Improvement Resources Measure Development Consensus Organizations for Measure Endorsement/Approval Communication Support Page NPI Level Report Request Informal Review Request <p>Guest Instructions</p> <p>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.</p> <p>Download and install Adobe Reader to view User Guides in accessible PDF format.</p> <p>Guest Announcement</p> <p>Information in the Taxpayer Identification Number (Tax ID or TIN-level) PQRS feedback reports is confidential. Your report is safely stored online and accessible only to you (and those you authorize) through the web application. TIN-level reports should be shared only with others within the practice who have a vested interest in the summarized quality data. Sharing of other PQRS participants' information is acceptable only if the individual EP has authorized the TIN to do so. Please ensure that these reports are handled appropriately and disposed of properly to avoid a potential Personally Identifiable Information (PII) exposure or Identity Theft risk.</p> <p>PQRS Feedback Reports for program year 2014 and later can be accessed (when available) from the PV-PQRS portal. For instructions on how to access these Feedback Reports, please go to Physician Feedback Program website.</p> <p>Physician and Other Health Care Professionals Quality Reporting Portal</p> <p>Sign In to your Portal</p> <p>If you do not have an account, please register.</p> <p>Forgot your password?</p>

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>3. Select VM Informal Review from the Informal Review Request drop down.</p>	
<p>4. A VM informal review request message will be displayed. After reading the message, select https://portal.cms.gov to be navigated to the CMS Enterprise Secure Portal.</p>	

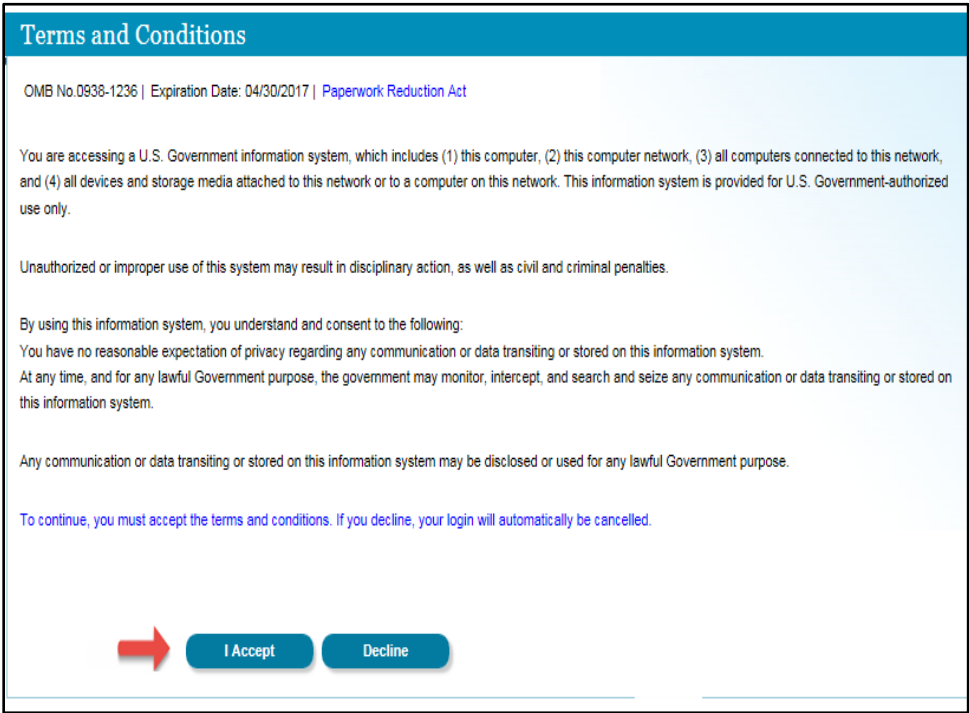

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>The CMS Enterprise Secure Portal Landing screen will be displayed.</p> <p>Note: The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> Internet Explorer 8 (without compatibility mode) Internet Explorer 9 (without compatibility mode) Internet Explorer 10 (without compatibility mode) Mozilla-Firefox Chrome Safari <p>Enable JavaScript and adjust any zoom features to ensure you are not seeing the screen in too wide of a view.</p>	
<p>5. Select Login to CMS Secure Portal.</p>	


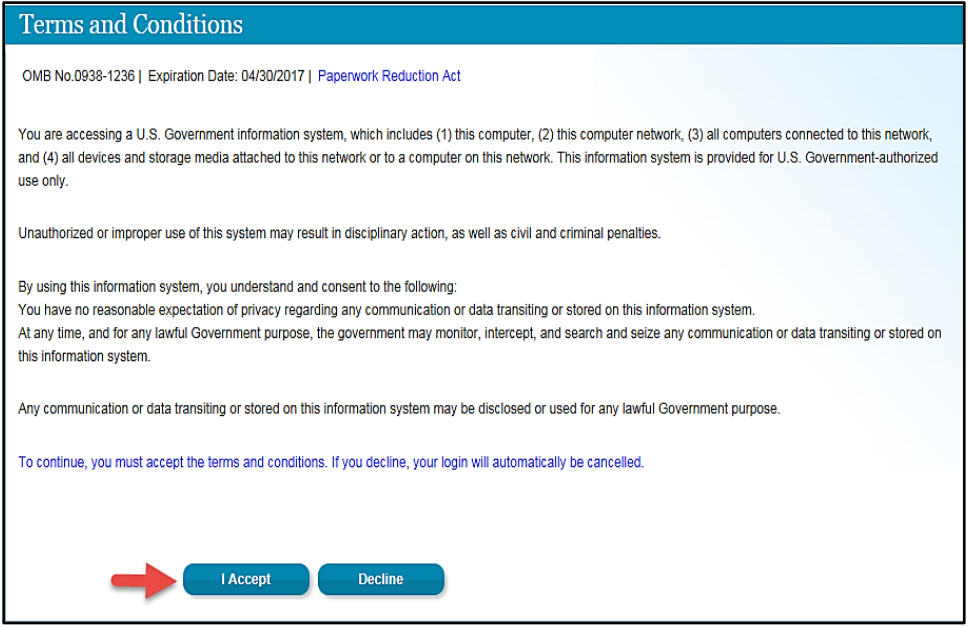
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>6. Read the Terms and Conditions and select I Accept to continue.</p> <p>Note: Selecting Decline will end the session and return you to the CMS Enterprise Portal Landing screen.</p>	
<p>7. Enter the following information and select Log In under Welcome to CMS Enterprise Portal:</p> <ul style="list-style-type: none"> • EIDM User ID • EIDM Password 	


If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>8. Select VM Informal Review from the PV-PQRS drop-down menu.</p> <p>Note: You will be directed to the Multi-Factor Authentication (MFA) process each time you log in and attempt to access the VM Informal Review Request interface. MFA is a new approach to security authentication which will help improve CMS' ability to reduce fraud and ensure system security. It requires users to provide more than one form of verification in order to prove their identity in order to access certain information provided via the 'Physician Quality and Value Programs' application. MFA registration is required only once when you are requesting a role but will be verified at every logon. Upon selecting Log In, the Multi-Factor Authentication Terms and Conditions page will be displayed.</p>	 <p>The screenshot shows the CMS Enterprise Portal interface. At the top, there are links for 'Portal Help & FAQs' and a 'Print' button. Below the CMS.gov logo, there are two main navigation buttons: 'My Portal' and 'PV-PQRS'. The 'PV-PQRS' button is highlighted with a yellow background and a dropdown menu is open, showing options: 'Overview', 'Registration', 'Feedback Reports', and 'VM Informal Review'. A red arrow points to the 'VM Informal Review' option. Below the navigation buttons, there is a large text block describing the Enterprise Portal's capabilities.</p>
<p>9. Read the Terms and Conditions and select I Accept.</p> <p>Note: Selecting Decline will end the session and return you to the CMS Enterprise Portal Landing screen.</p>	 <p>The screenshot shows the 'Terms and Conditions' page. At the top, there is a header with the text 'Terms and Conditions'. Below the header, there is a section with the text 'OMB No.0938-1236 Expiration Date: 04/30/2017 Paperwork Reduction Act'. The main body of the page contains several paragraphs of text regarding the use of the U.S. Government information system. At the bottom, there are two buttons: 'I Accept' and 'Decline'. A red arrow points to the 'I Accept' button.</p>

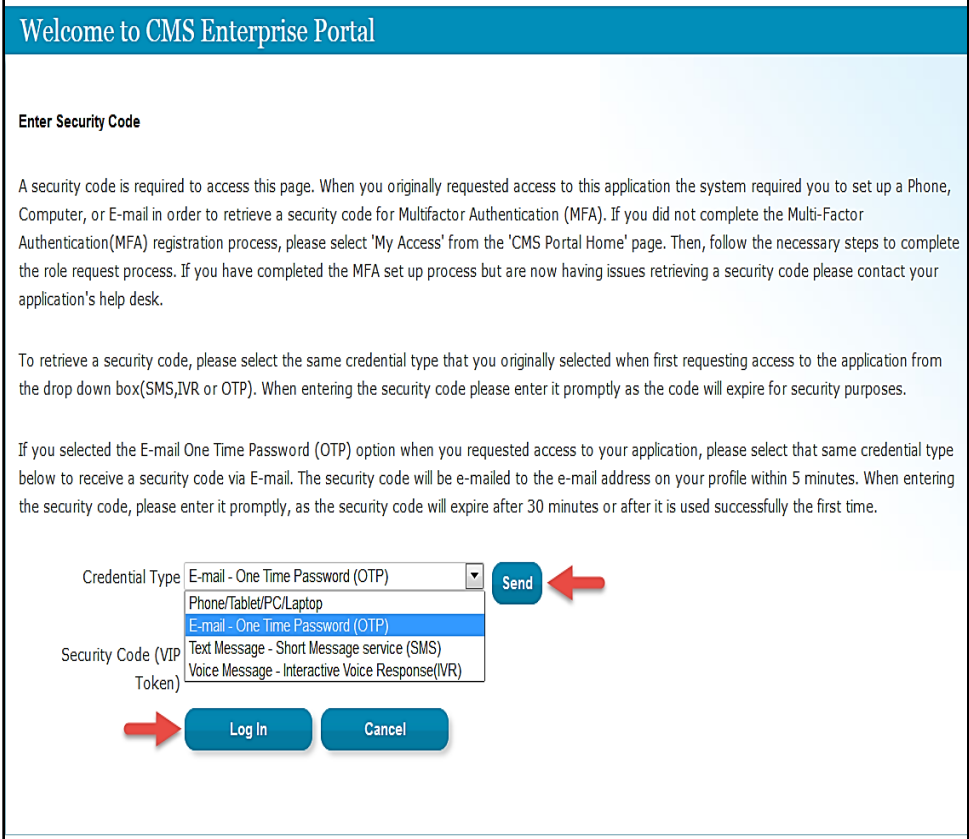


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2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
10. Enter your <i>EIDM User ID</i> and <i>EIDM Password</i> on the Multi-Factor Authentication Login screen and select Next .	

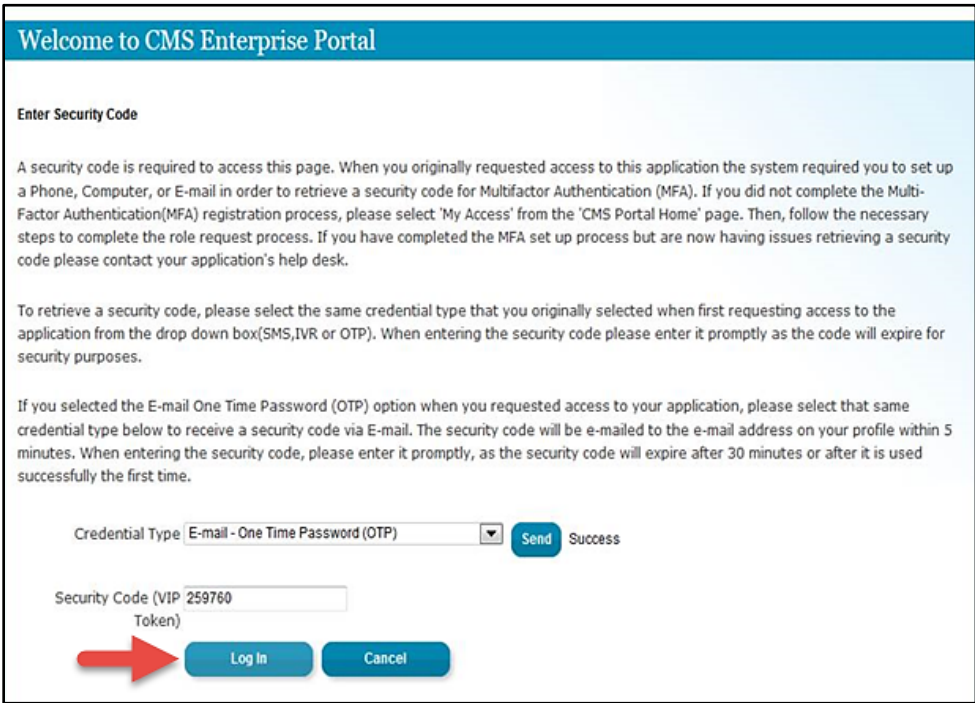
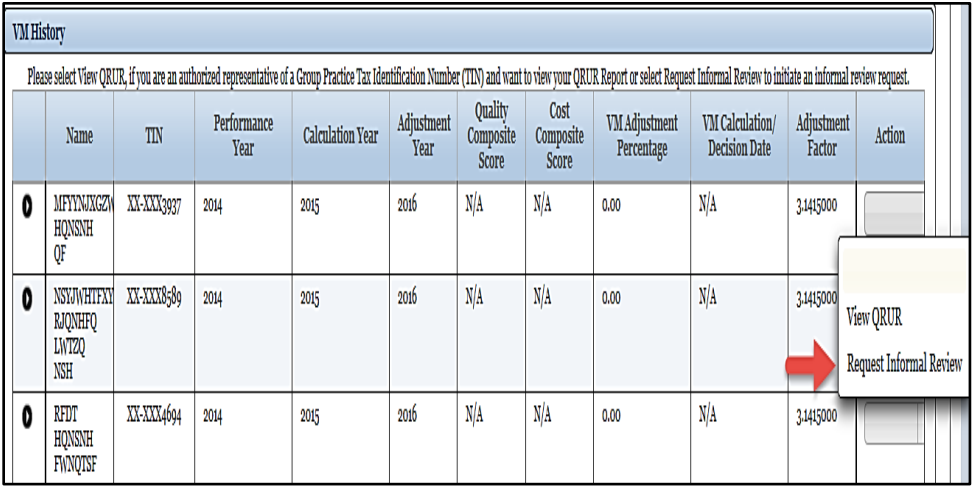
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>11. Select the Credential Type from the drop-down menu and then select Send to receive a Security Code. The word Success will be displayed next to the Send button once a security code has been successfully sent.</p> <p>Note: You previously registered to complete the MFA process when setting-up your Physician Quality and Value Programs account. Please ensure that you select the same Credential Type you selected when registering for the MFA process during your initial account set-up. If you select a different Credential Type, you will receive an error message stating you did not register to complete MFA using the selected option and you will be unable to proceed. If you may have forgotten the Credential Type you selected, you may (1) retrieve the E-mail received upon successfully registering the MFA or (2) navigate to My Profile and select Remove Your Phone or Computer for this information. Selecting Remove Your Phone or Computer will display the Credential Type you selected to complete the MFA process.</p>	 <p>Welcome to CMS Enterprise Portal</p> <p>Enter Security Code</p> <p>A security code is required to access this page. When you originally requested access to this application the system required you to set up a Phone, Computer, or E-mail in order to retrieve a security code for Multifactor Authentication (MFA). If you did not complete the Multi-Factor Authentication(MFA) registration process, please select 'My Access' from the 'CMS Portal Home' page. Then, follow the necessary steps to complete the role request process. If you have completed the MFA set up process but are now having issues retrieving a security code please contact your application's help desk.</p> <p>To retrieve a security code, please select the same credential type that you originally selected when first requesting access to the application from the drop down box(SMS,IVR or OTP). When entering the security code please enter it promptly as the code will expire for security purposes.</p> <p>If you selected the E-mail One Time Password (OTP) option when you requested access to your application, please select that same credential type below to receive a security code via E-mail. The security code will be e-mailed to the e-mail address on your profile within 5 minutes. When entering the security code, please enter it promptly, as the security code will expire after 30 minutes or after it is used successfully the first time.</p> <p>Credential Type: E-mail - One Time Password (OTP) [Send] </p> <p>Security Code (VIP Token): Phone/Tablet/PC/Laptop E-mail - One Time Password (OTP) Text Message - Short Message service (SMS) Voice Message - Interactive Voice Response(IVR)</p> <p> Log In Cancel</p>

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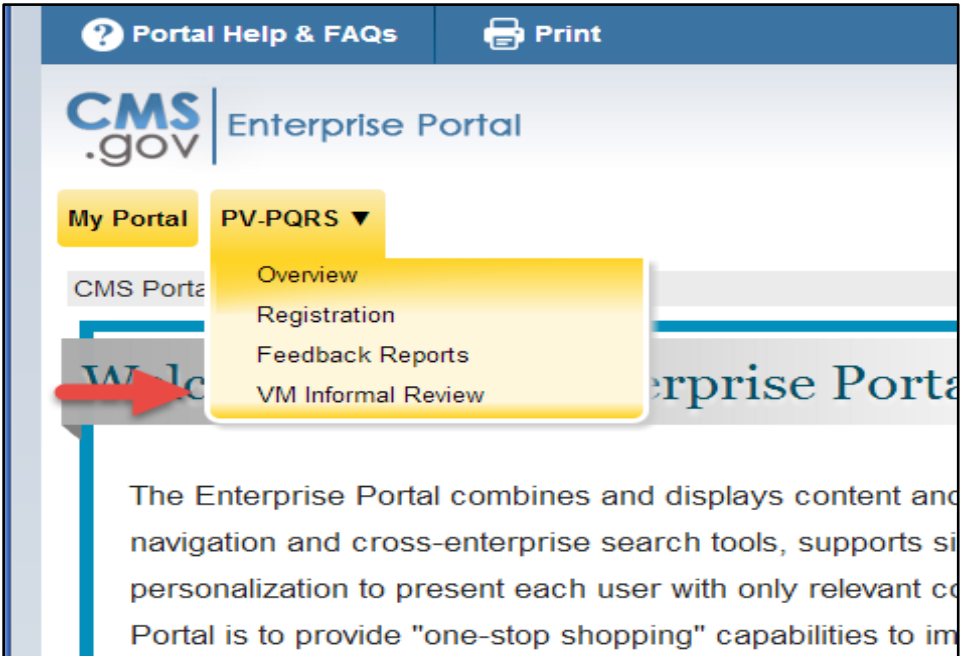
2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>12. Enter the Security Code (VIP Token) and then select Log In.</p> <p>Note: You will have thirty (30) minutes to retrieve and enter the Security Code. If you are unable to enter the code within thirty (30) minutes, then the code will expire and you will need to request a new Security Code.</p> <p>The Multi-Factor Authentication process is now complete. You will be re-directed to your initial selection, the VM Informal Review Request Landing screen.</p>	
<p>13. Within the VM History Table, you will see a screen where the TIN(s) that are associated with your EIDM account are listed. To request an informal review for the 2016 VM, select Request Informal Review under the Action column to the right of the TIN for whom you want to request an informal review.</p> <p>Note: Selecting View QRUR will display the appropriate attestation message prior to opening the QRUR.</p>	
<p>14. Follow Steps 9 – 12 of Section V – A: (Submitting a VM Informal Review Request via PV Landing Portlet) in this guide.</p>	

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

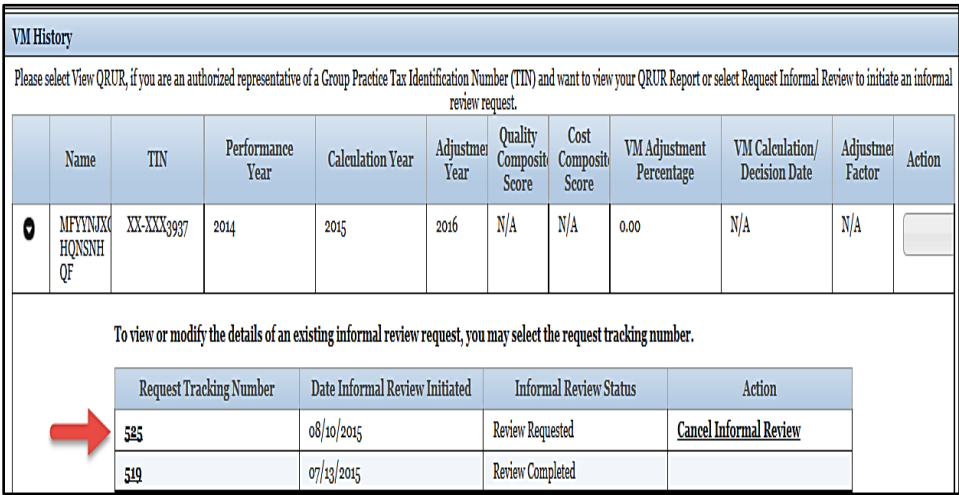
2016 VM Informal Review Request Quick Reference Guide

VI. Modifying an Existing Informal Review Request

Steps	Screenshots
<p>1. Enter the following information and select Log In under Welcome to CMS Enterprise Portal:</p> <ul style="list-style-type: none"> EIDM User ID EIDM Password <p>Note: You can access the VM Informal Review Request interface via one of the following three (3) methods to modify an existing VM Informal Review Request as described in Section V:</p> <ul style="list-style-type: none"> New PV Landing Portlet Directly from the CMS Enterprise Secure Portal Via QualityNet Customer Support Page (CSP) 	
<p>2. Select VM Informal Review from the PV-PQRS drop-down menu.</p> <p>Note: You will be re-directed to complete the Multi-factor Authentication Process upon selecting VM Informal Review, if the Multi-Factor Authentication Process has not been previously completed. After completing the Multi-Factor Authentication Process you will be re-directed to the VM Informal Review Landing Screen.</p>	

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
3. Follow Steps 5 – 8 of Section V – B: (Submitting a VM Informal Review Request via CMS Enterprise Portal) in this guide to complete the MFA process.	
<p>4. Within the Review Details table, select the Request Tracking Number for the informal review request to be modified.</p> <p>Note: Selecting the Request Tracking Number will open the informal review request to be modified. If the informal review request has a status of Review Requested the user will be able to modify the requestor contact information, view/modify a Reason for Informal Review, delete a Reason for Informal Review or add a new Reason for Informal Review to the question entry table. If the informal review request has a status of Review Started the user will only be able to modify the requestor contact information through this website. If the informal review has a status of Review Started, then the user will need to contact the Helpdesk.</p>	 <p>The screenshot displays the 'VM History' section of the CMS Enterprise Portal. It includes a table with columns: Name, TIN, Performance Year, Calculation Year, Adjusted Year, Quality Composite Score, Cost Composite Score, VM Adjustment Percentage, VM Calculation/Decision Date, Adjusted Factor, and Action. A red arrow points to the 'Request Tracking Number' column in a sub-table below, which lists two entries: 585 (Review Requested) and 519 (Review Completed). The 'Action' column for entry 585 contains a link labeled 'Cancel Informal Review'.</p>

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps

The **Informal Review Request** will be displayed with the latest information saved to the database.

Note: While the Informal Review Request is in the status of **Review Requested**, you are able to complete the following modifications: modify requestor contact information, add a new question to the question entry table, modify an existing question within the question entry table, and delete an existing question from the question entry table.

Screenshots

VM Informal Review

A field with an asterisk (*) before denotes it is a required field.

Requestor Contact Information

*First Name : David
Middle Initial:
*Last Name: Smith-Wilson
*Email: dwilson-2013@clm.com
*Confirm Email: dwilson-2013@clm.com
*Phone Number: 4074074079
Phone Ext: 407

*Address Line 1: 100 Main Street
Address Line 2: Suite #02
*City: Baltimore
*State: Maryland
*ZIP: 40737
ZIP+4: 4077

Clear

Informal Review Information

Note: 2016 Payment Adjustment - If an error is found and the Quality Composite cannot be recalculated, then "Average" will be assigned.

Select the Add option below to add a new reason for Informal Review.
If you would like to View, Modify, or Delete an existing Reason for Informal Review, please select the appropriate action within the Action column of the table below.
Please note that at least one Reason for Informal Review is required for a valid submission. A Reason for Informal Review is not required for each subject area.

Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action
QRUR Quality Section	Exhibit 5	N/A	Pending	<input type="button" value="View"/> <input type="button" value="Edit"/>
Group Size	N/A	N/A	Pending	<input type="button" value="View"/> <input type="button" value="Edit"/>

Add

User Attestation

*I do hereby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any falsification, omission, or concealment of any material fact may subject me to administrative, civil, or criminal liability.

☐ I accept the user attestation
☐ I do not accept the user attestation

Submit Cancel

Modifying Requestor Contact Information

5. (a) Select field to be modified and enter updated information

OR

- (b) Select **Clear** to clear all fields and enter updated information into all required fields

Requestor Contact Information

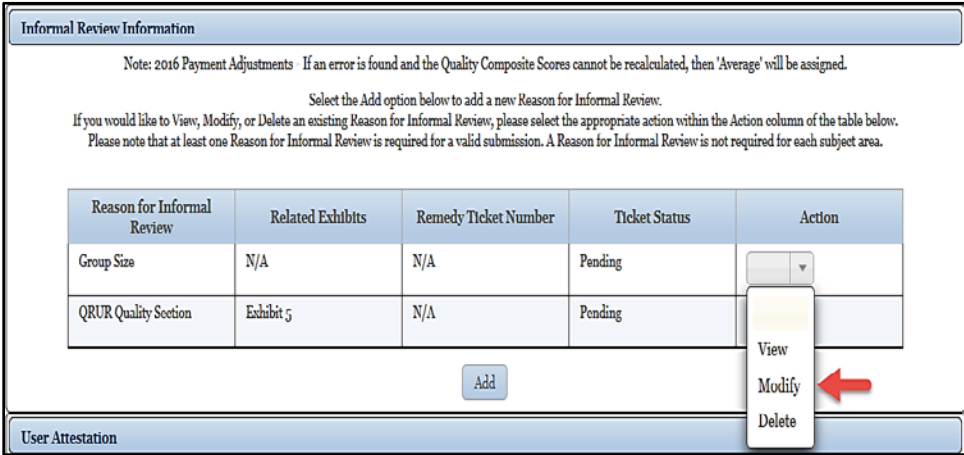
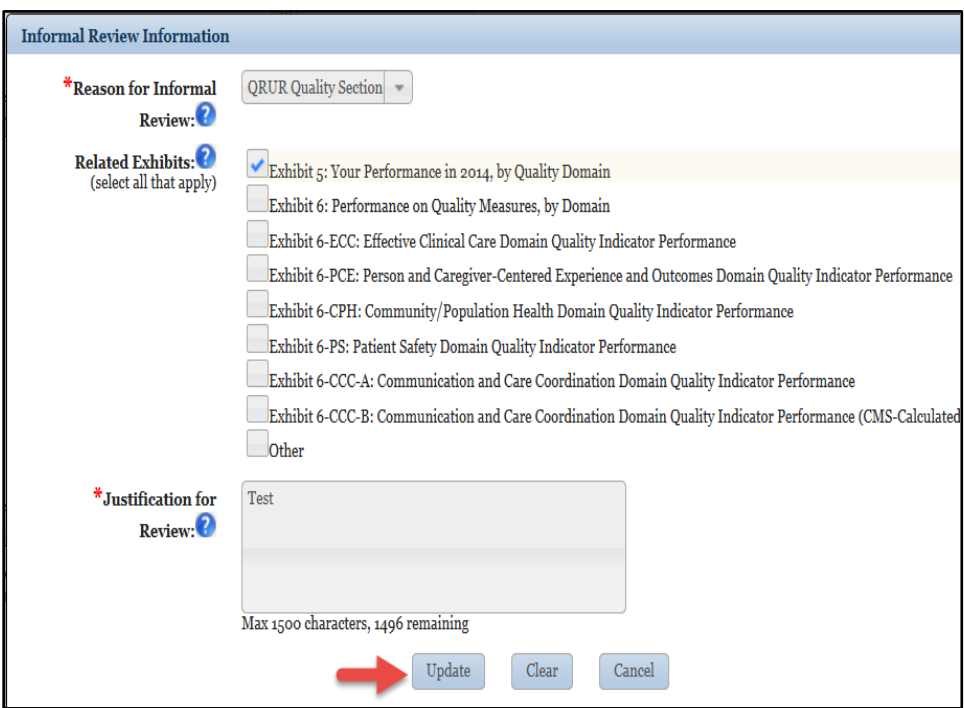
*First Name : David
Middle Initial:
*Last Name: Smith-Wilson
*Email: dwilson-2013_01-4069@idm.c
*Confirm Email: dwilson-2013_01-4069@idm.c
*Phone Number: 4074074079
Phone Ext: 407

*Address Line 1: 101 Main Street
Address Line 2: Suite 102
*City: Baltimore
*State: Maryland
*ZIP: 40757
ZIP+4: 4077

Clear

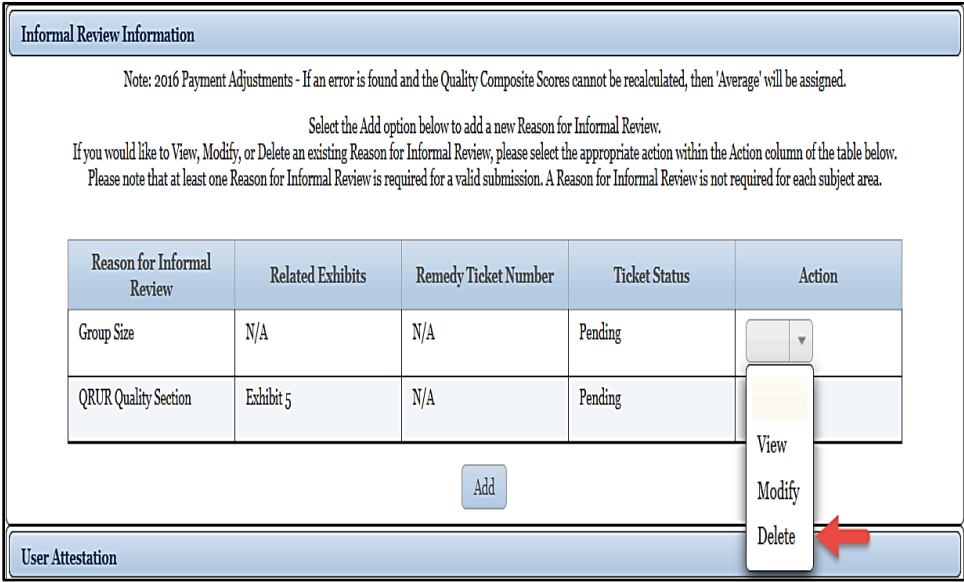
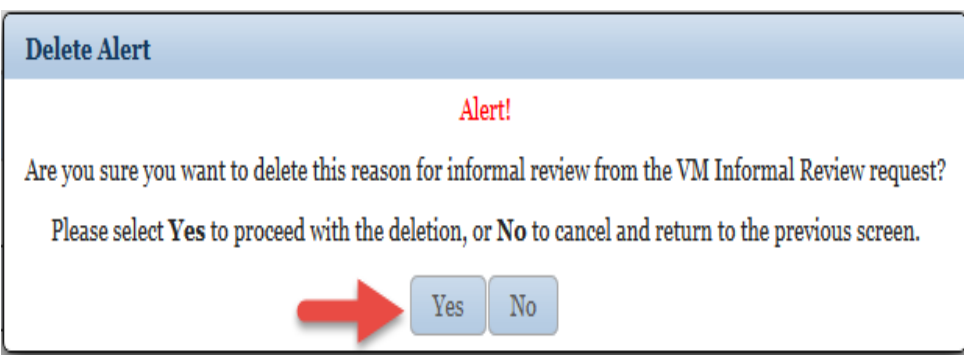
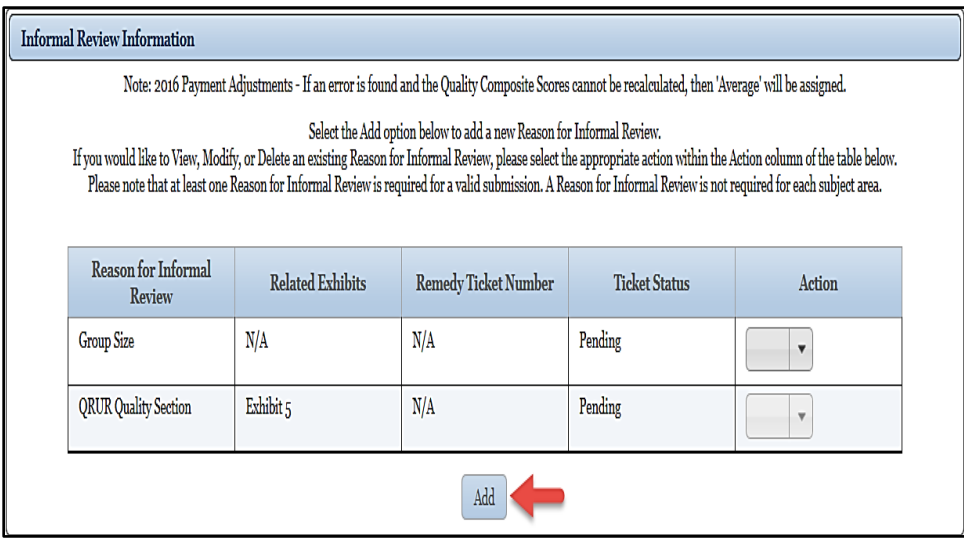
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2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
Modifying Informal Review Information – Viewing or Modifying an Existing Question	
<p>8. (a) Within the Question Entry table, select Modify under the Action column to the right of the question you want to modify.</p>	
<p>8. (b) Review current information.</p> <p>(c) Modify information that requires update.</p> <p>(d) Select Update to update the question information within the Question Entry table.</p> <p>Note: The updated question information has not yet been saved. To save the updated information, you must select Submit under the User Attestation section.</p>	

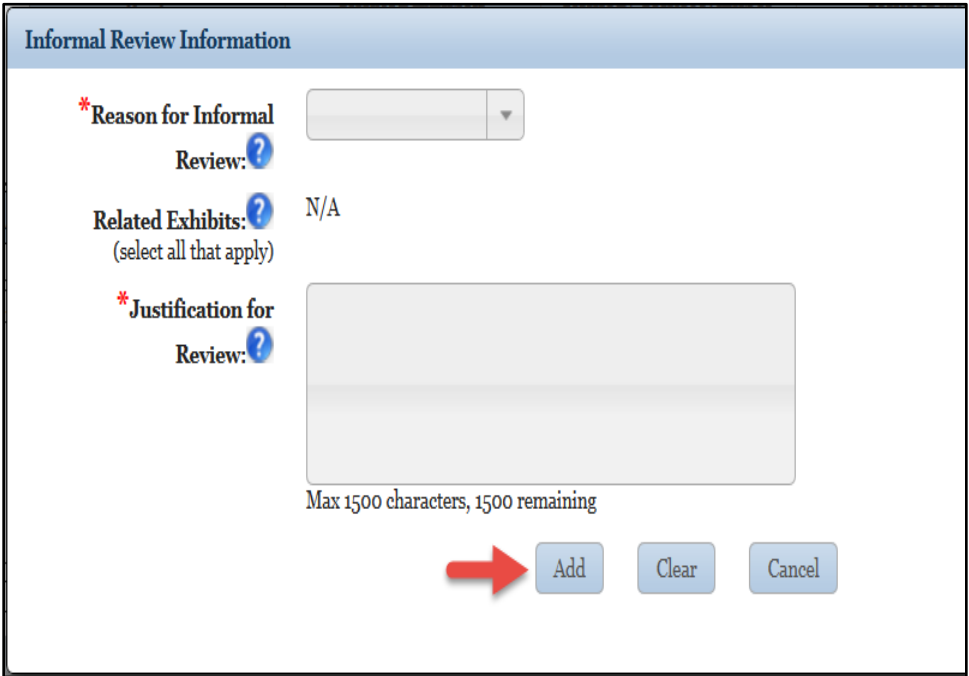
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
Modifying Informal Review Information – Deleting an Existing Question	
<p>9. (a) Within the Question Entry table, select Delete under the Action column to the right of the question you want to delete.</p> <p>Note: Upon selecting Delete, the Delete Alert Message will be displayed.</p>	 <p>The screenshot shows the 'Informal Review Information' page. It includes a table with columns: Reason for Informal Review, Related Exhibits, Remedy Ticket Number, Ticket Status, and Action. The table has two rows: 'Group Size' and 'QRUR Quality Section'. The 'Action' column for the 'QRUR Quality Section' row has a dropdown menu open with options: View, Modify, and Delete. A red arrow points to the 'Delete' option.</p>
<p>9. (b) Select Yes on Delete Alert to confirm that you want to delete the question entry.</p> <p>Note: The Ticket Status will be updated to Delete Requested.</p>	 <p>The screenshot shows a 'Delete Alert' dialog box. It contains the text: 'Alert! Are you sure you want to delete this reason for informal review from the VM Informal Review request? Please select Yes to proceed with the deletion, or No to cancel and return to the previous screen.' There are two buttons: 'Yes' and 'No'. A red arrow points to the 'Yes' button.</p>
Modifying Informal Review Information – Adding a New Question to the Question Entry Table	
<p>10. (a) Select Add.</p> <p>Note: A pop-up window will be displayed with fields corresponding to question information to be entered.</p>	 <p>The screenshot shows the 'Informal Review Information' page, identical to the one above. It includes the same table. Below the table, there is an 'Add' button. A red arrow points to the 'Add' button.</p>

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>10. (b) Select an option from the <i>Reason for Informal Review</i> drop-down menu.</p> <p>(c) Select an option from the <i>Related Exhibits</i> check-box menu (optional).</p> <p>(d) Enter <i>Justification for Review</i></p> <p>(e) Select <i>Add</i></p> <p>(f) Repeat Steps 10a – 10e to add additional questions to the question entry table (if applicable)</p> <p>(g) Enter <i>Justification for Review</i></p> <p>(h) Select <i>Add</i></p>	

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

Steps

User Attestation Section

11. After all relevant questions have been added to the question entry table, select ***I accept the user attestation*** and then select ***Submit***.

Note: ***Submit*** button will be disabled until the ***User Attestation*** has been accepted. All changes will not be saved to the databased until ***Submit*** is selected.

Screenshots

Informal Review Information

Note: 2016 Payment Adjustments - Quality Composite Scores cannot be recalculated. If an error is found, 'Average' will be assigned.

Select the Add option below to add a new reason for Informal Review.

If you would like to View, Modify, or Delete an existing Reason for Informal Review, please select the appropriate action within the Action column of the table below. Please note that at least one Reason for Informal Review is required for a valid submission. A Reason for Informal Review is not required for each subject area.

Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action
QRUR Quality Section	Exhibit 5	N/A	Pending	<div><div></div><div></div></div>
Group Size	N/A	N/A	Pending	<div><div></div><div></div></div>

Add

User Attestation

*I do hereby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any falsification, omission, or concealment of any material fact may subject me to administrative, civil, or criminal liability.

I accept the user attestation

I do not accept the user attestation

Submit

Cancel

The Modification Confirmation message will be displayed

Note: Selecting ***Close*** on the ***Modification Confirmation Message*** will navigate the user to the ***VM Informal Review*** tab.

Modification Confirmation.

You have successfully modified your Informal Review Request, Request Tracking Number 518.

Please maintain the Request Tracking Number for any communication with the PV Helpdesk.

An email will be sent to the email address on file as a notification of this modification.


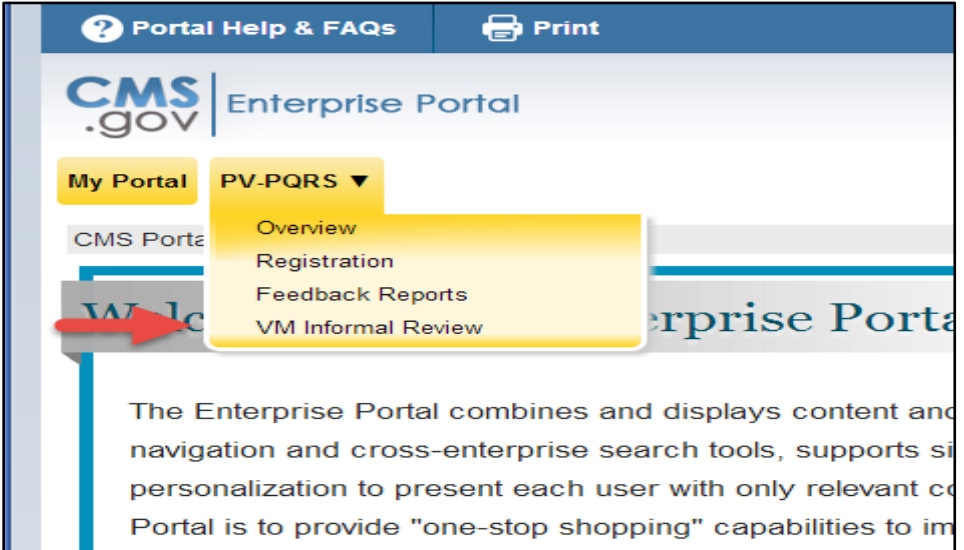
Close

Print

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

2016 VM Informal Review Request Quick Reference Guide

VII. Canceling an Existing Informal Review Request

Steps	Screenshots
<p>1. Enter the following information and select Log In:</p> <ul style="list-style-type: none"> • EIDM User ID • EIDM Password 	
<p>2. Select VM Informal Review from the PV-PQRS drop-down menu.</p>	
<p>3. Follow Steps 5 – 8 of Section V – B: (Submitting a VM Informal Review Request via CMS Enterprise Portal) in this guide to complete the MFA process.</p>	

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

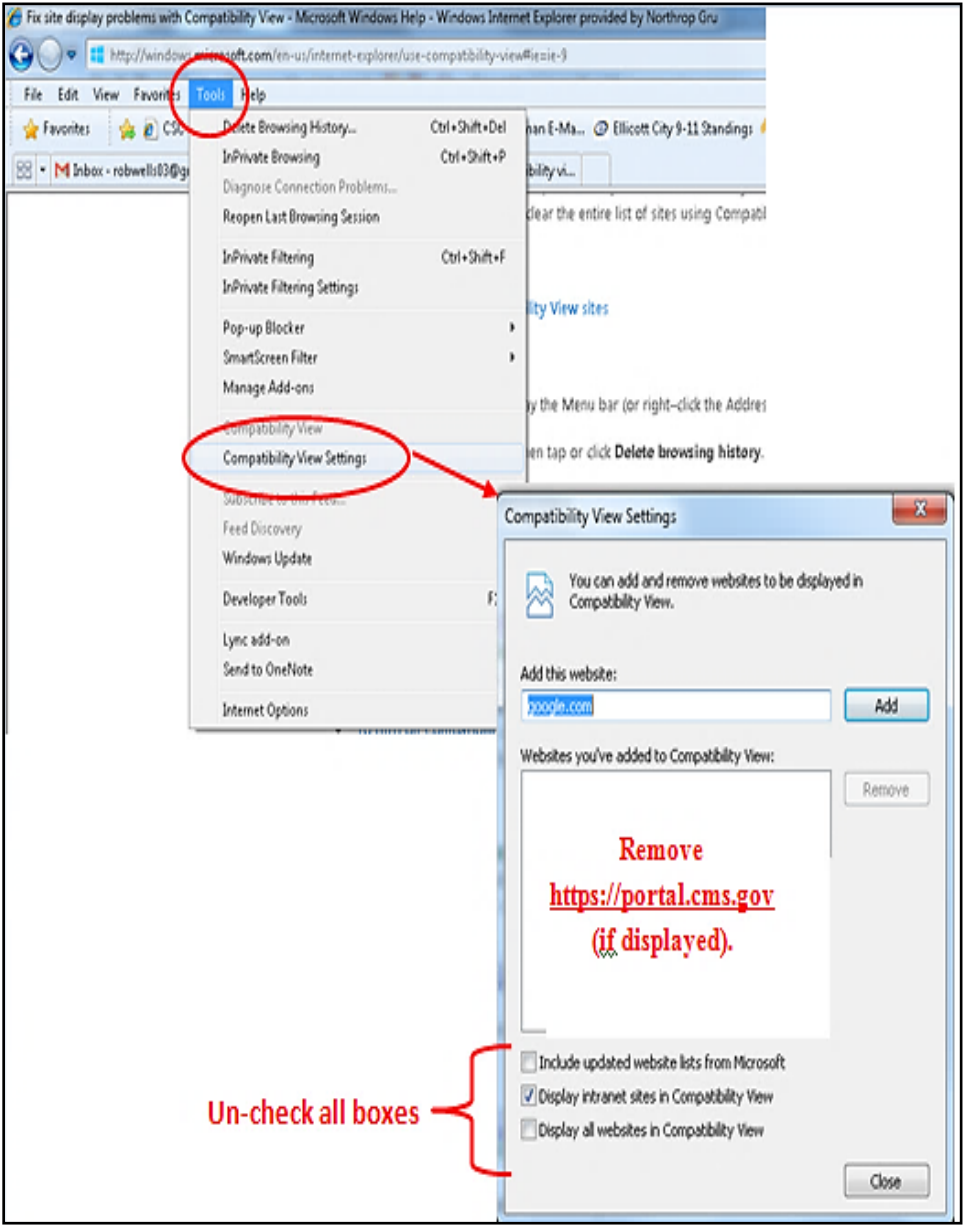
2016 VM Informal Review Request Quick Reference Guide

<div>Steps</div> <div>4. Within the Review Details table, select Cancel Informal Review under the Action column for the informal review request to be canceled.</div> <div>Note: Selecting the Cancel Informal Review will display the Cancellation Alert Message.</div>	<div>Screenshots</div> <div><div><div>RegistrationVM Informal Review</div><div><div>VM History</div><div>Please select View QRUR, if you are an authorized representative of a Group Practice Tax Identification Number (TIN) and want to view your QRUR Report or select Request Informal Review to initiate an informal review request.</div><table><thead><tr><th></th><th>Name</th><th>TIN</th><th>Performance Year</th><th>Calculation Year</th><th>Adjusted Year</th><th>Quality Composite Score</th><th>Cost Composite Score</th><th>VM Adjustment Percentage</th><th>VM Calculation/ Decision Date</th><th>Adjusted Factor</th><th>Action</th></tr></thead><tbody><tr><td>0</td><td>MFYYNWX HQNSNH QF</td><td>XX-XXX3937</td><td>2014</td><td>2015</td><td>2016</td><td>N/A</td><td>N/A</td><td>0.00</td><td>N/A</td><td>N/A</td><td><div></div></td></tr></tbody></table><div>To view or modify the details of an existing informal review request, you may select the request tracking number.</div><table><thead><tr><th>Request Tracking Number</th><th>Date Informal Review Initiated</th><th>Informal Review Status</th><th>Action</th></tr></thead><tbody><tr><td>515</td><td>08/10/2015</td><td>Review Requested</td><td>Cancel Informal Review</td></tr><tr><td>519</td><td>07/13/2015</td><td>Review Completed</td><td></td></tr></tbody></table></div></div></div>		Name	TIN	Performance Year	Calculation Year	Adjusted Year	Quality Composite Score	Cost Composite Score	VM Adjustment Percentage	VM Calculation/ Decision Date	Adjusted Factor	Action	0	MFYYNWX HQNSNH QF	XX-XXX3937	2014	2015	2016	N/A	N/A	0.00	N/A	N/A	<div></div>	Request Tracking Number	Date Informal Review Initiated	Informal Review Status	Action	515	08/10/2015	Review Requested	Cancel Informal Review	519	07/13/2015	Review Completed	
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519	07/13/2015	Review Completed																																			
<div>5. Select Yes on the Cancellation Alert message to confirm that you want to cancel the VM Informal Review Request.</div> <div>Note: Selecting No on the Cancellation Alert Message will navigate the user back to the VM Informal Review screen.</div>	<div><div><div>Cancel</div><div><div>Alert!</div><div>Are you sure you want to cancel this VM informal review request?</div><div>Please select 'Yes' to proceed with the cancellation, or 'No' to return to the previous screen.</div><div><div></div><div>YesNo</div></div></div></div></div>																																				
<div>The Cancellation Confirmation message will be displayed.</div> <div>Note: Selecting Close on the Cancellation Confirmation Message will navigate the user to the VM Informal Review screen.</div>	<div><div><div>Cancel Confirmation</div><div>You have successfully canceled your Informal Review Request, Request Tracking Number 518.</div><div>Please maintain the Request Tracking Number for any communication with the PV Helpdesk.</div><div>An email will be sent to the email address on file as a notification of this cancellation.</div><div><div>Close</div><div>Print</div></div></div></div>																																				

If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

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VIII. Troubleshooting Browser Settings

Steps	Screenshots
<p><u>Troubleshooting</u></p> <p>If you are not using one of the supported browsers or are having trouble viewing the CMS Enterprise Portal using Internet Explorer 9:</p> <ul style="list-style-type: none">• Ensure the browser is open• Press the Alt key to display the Menu bar (or right-click the Address bar and then select Menu bar).• Select Tools on the Menu bar.• Select Compatibility View Settings.• Remove the CMS Enterprise Portal web address if it appears in the Websites you've added to Compatibility View box.• Un-check all of the boxes below Websites you've added to Compatibility View.• Close the Compatibility View Settings box.• Close the current browser session.• Open a new browser session.• Go to https://portal.cms.gov and select Login to the CMS Enterprise Portal. <p>Note: The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none">• Internet Explorer 8 (without compatibility mode)• Internet Explorer 9 (without compatibility mode)• Internet Explorer 10 (without compatibility mode)• Mozilla-Firefox• Chrome• Safari	 <p>The screenshots illustrate the process of configuring Compatibility View in Internet Explorer 9. The first screenshot shows the browser's menu bar with 'Tools' circled in red. A second screenshot shows the 'Tools' menu with 'Compatibility View Settings' circled in red. The third screenshot shows the 'Compatibility View Settings' dialog box. In this dialog, the 'Add this website' field contains 'google.com'. Below it, the 'Websites you've added to Compatibility View' list is empty. A red bracket points to the three checkboxes at the bottom: 'Include updated website lists from Microsoft' (unchecked), 'Display intranet sites in Compatibility View' (checked), and 'Display all websites in Compatibility View' (unchecked). A red arrow points to the 'Remove' button next to the 'Websites you've added to Compatibility View' list. A red text overlay reads: 'Remove https://portal.cms.gov (if displayed)'.</p> <p>Un-check all boxes</p>

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