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

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: qnetsupport@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)

IV. Table of Contents

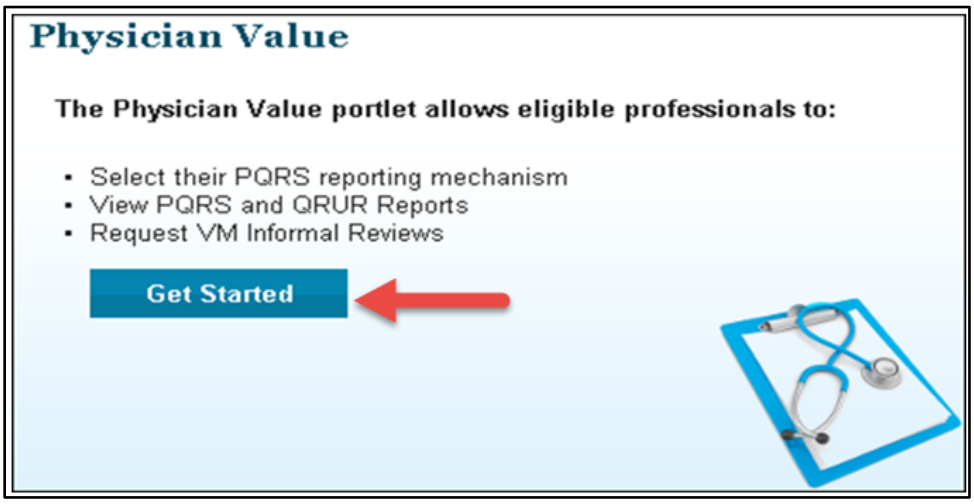
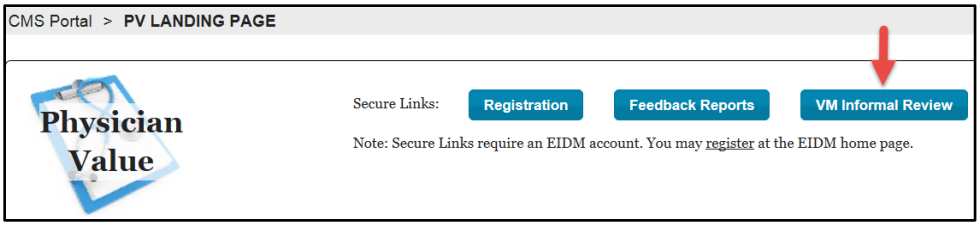
Section Name	Page Number
I. Introduction	1
II. Getting Started	1
III. Questions	2
IV. Table of Contents	3
V. Submitting a VM Informal Review Request A. Submitting a VM Informal Review Request via PV Landing Portlet B. Submitting a VM Informal Review Request via CMS Enterprise Secure Portal C. Submitting a VM Informal Review Request via QualityNet Customer Support Page (CSP)	4
VI. Modifying an Existing Informal Review Request	26
VII. Canceling an Existing Informal Review Request	34
VIII. Troubleshooting Browser Setting	36

V. Submitting a VM Informal Review Request

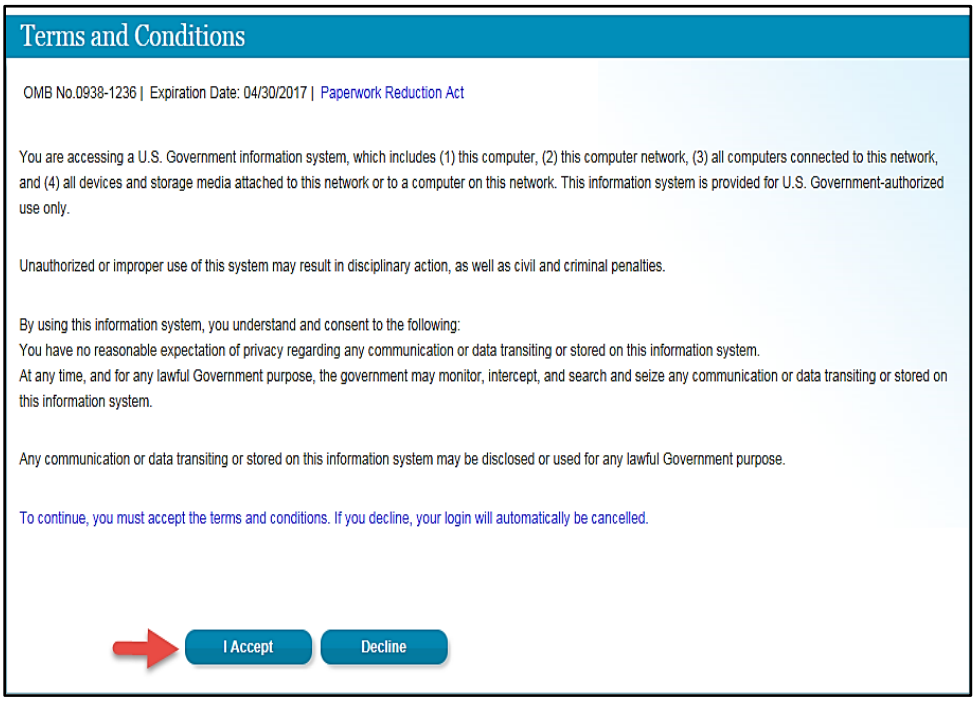
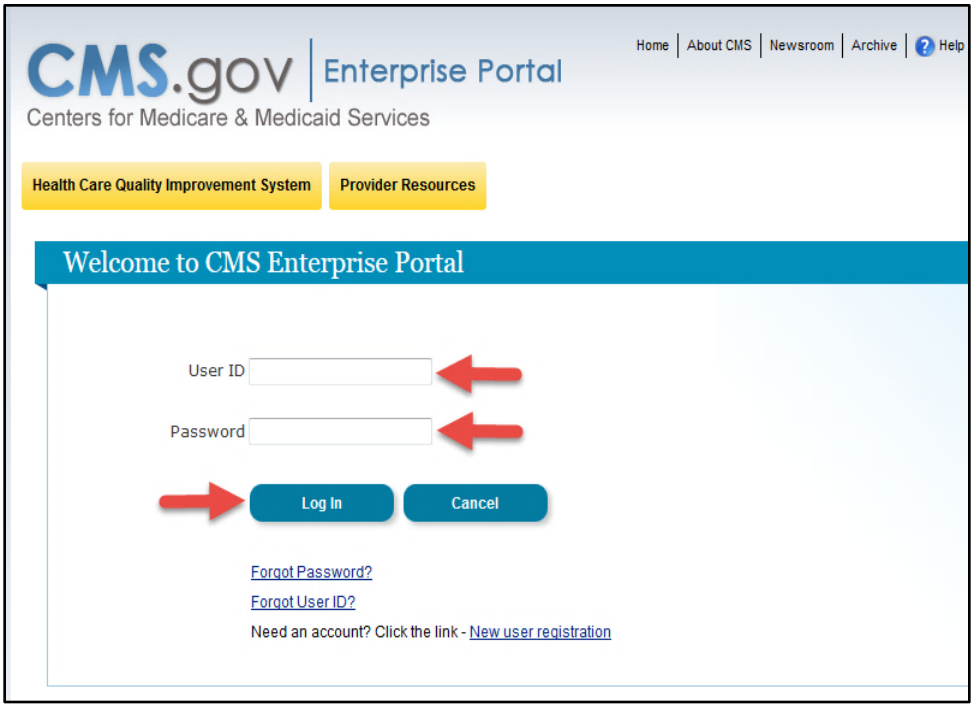
There are three ways to access the VM Informal Review Request process:

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

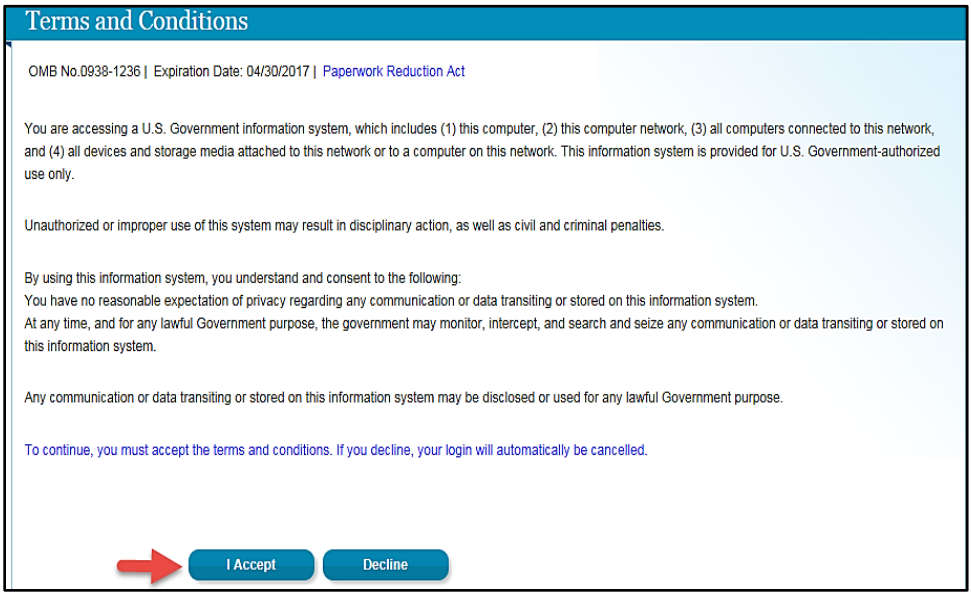
A. Submitting a VM Informal Review via the PV Landing Portlet

Steps	Screenshots
1. (a) Go to https://portal.cms.gov and select ***Get Started*** in the **Physician Value** box on the **CMS Enterprise Portal**. OR (b) Type https://portal.cms.gov/PV on a CMS supported Internet Browser. ***Note:*** *The CMS Enterprise Portal supports the following internet browsers:* • *Internet Explorer 8 (without compatibility mode)* • *Internet Explorer 9 (without compatibility mode)* • *Internet Explorer 10 (without compatibility mode)* • *Mozilla-Firefox* • *Chrome* • *Safari* *Enable JavaScript and adjust any zoom features to ensure you are not seeing the screen in too wide of a view.*	
2. Select ***VM Informal Review*** on **the PV Landing Page**.	

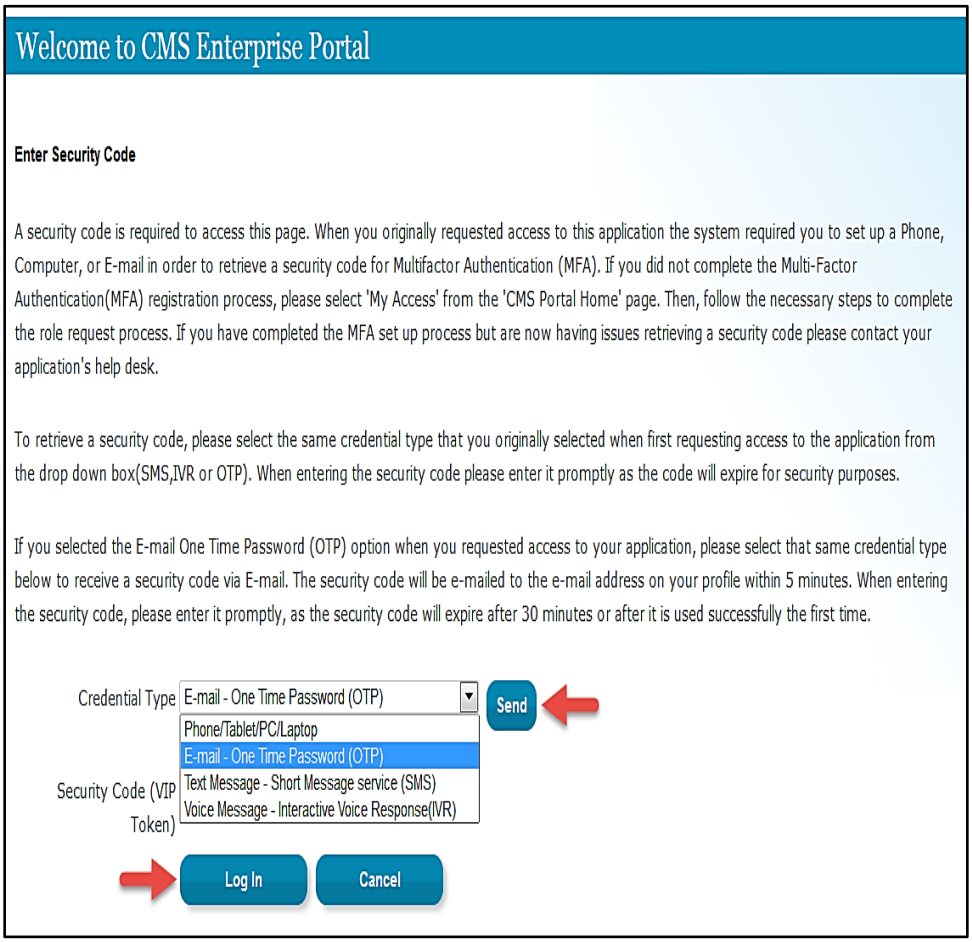
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

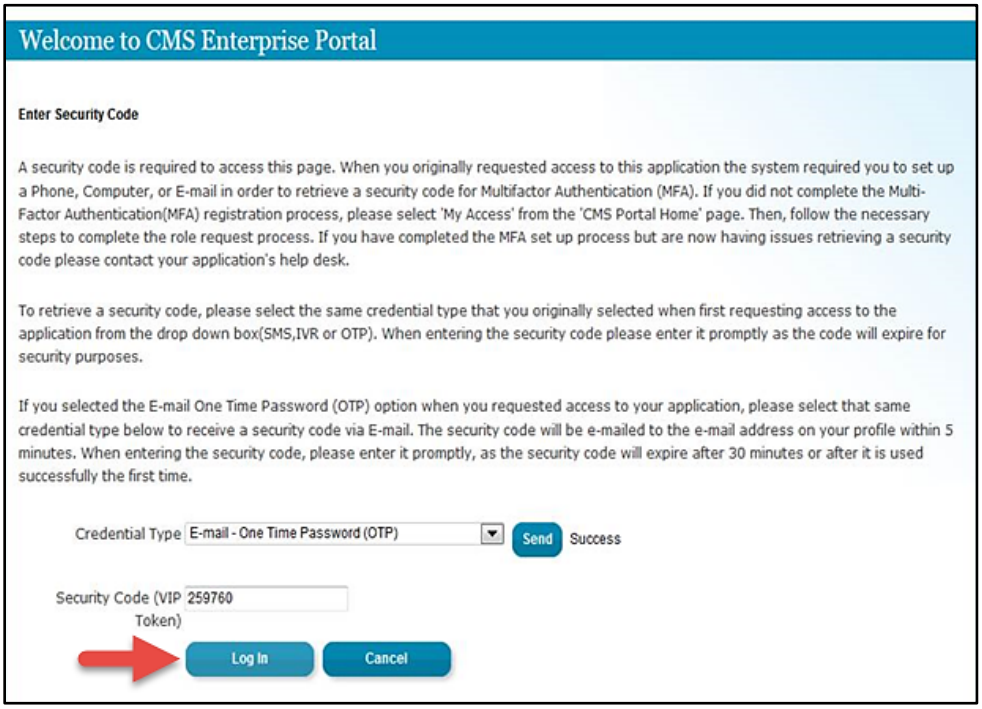
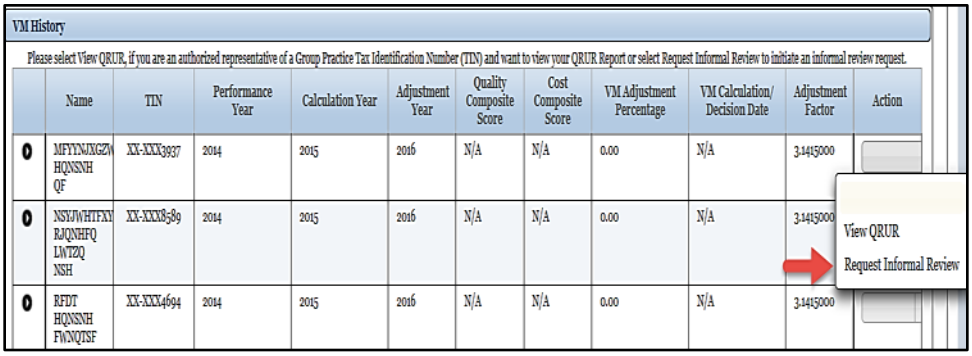
Steps	Screenshots
3. Read the **Terms and Conditions** and select ***I Accept*** to move forward. ***Note:*** *Selecting* ***Decline*** *will end the session and return you to the* ***CMS Enterprise Portal Landing*** *screen.*	
4. Enter the following information and select ***Log In*** under **Welcome to CMS Enterprise Portal**: • EIDM User ID • EIDM Password ***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.*	

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.

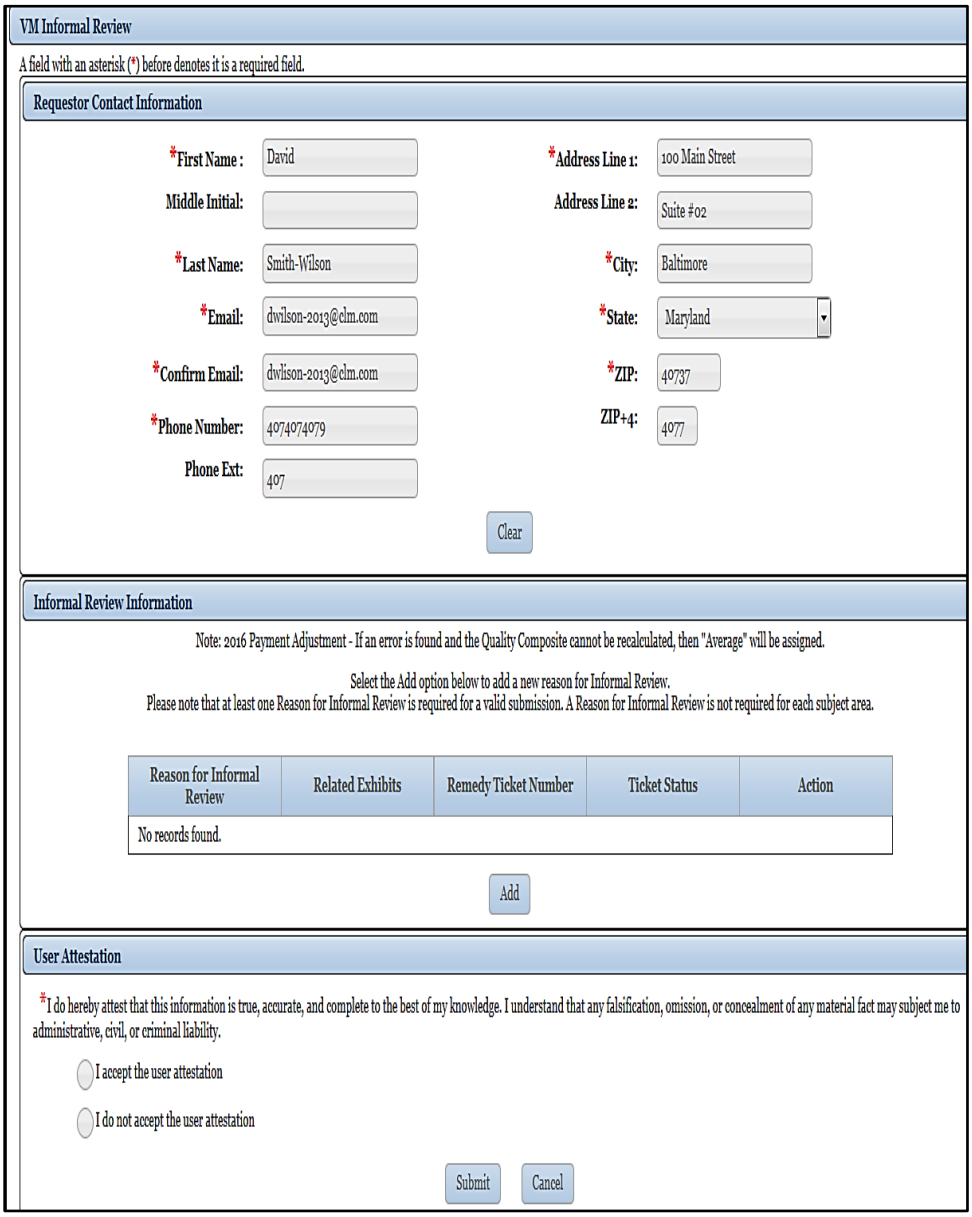
Steps	Screenshots
5. Read the **Terms and Conditions** and select ***I Accept***. ***Note:*** *Selecting Decline will end the session and return you to the* ***CMS Enterprise Portal Landing*** *screen.*	

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.

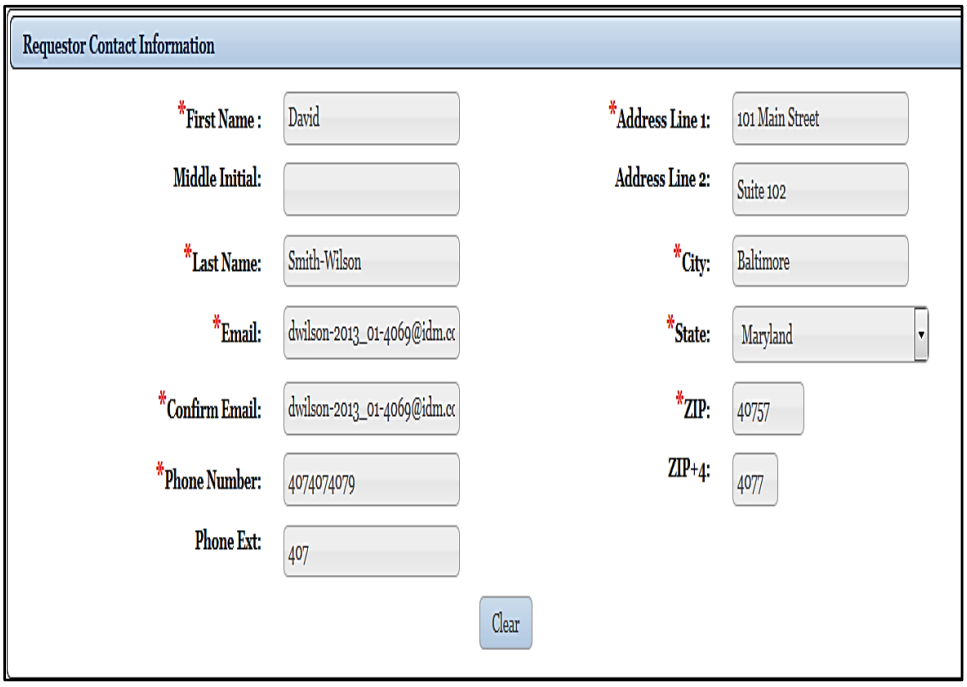
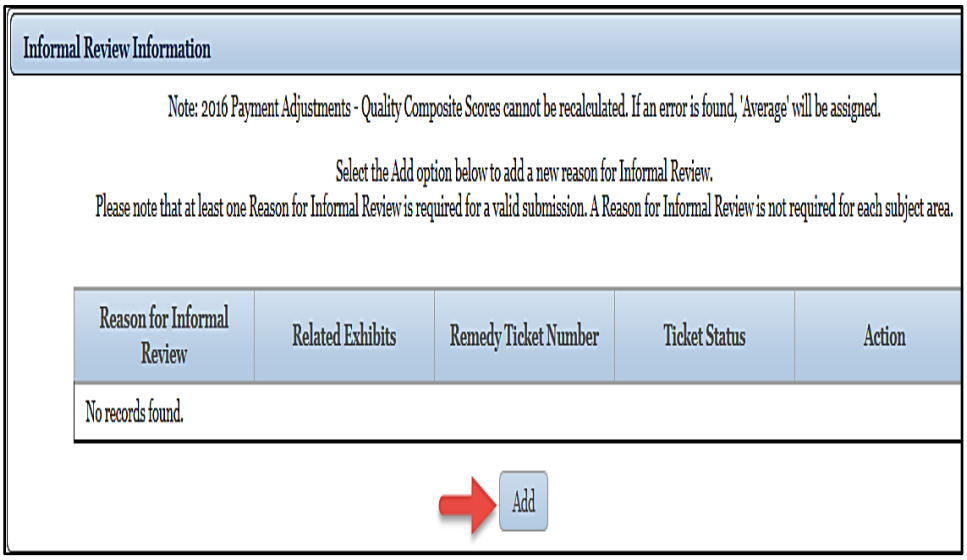
Steps	Screenshots
6. Select the ***Credential Type*** from the drop-down menu and then select ***Send*** to receive a **Security Code**. The word **Success** will be displayed next to the **Send** button once a security code has been successfully sent. ***Note:*** *You previously registered to complete 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.*	

Steps	Screenshots
7. Enter the ***Security Code (VIP Token)*** and then select ***Log In***. ***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.* The **Multi-Factor Authentication** process is now complete. You will be re-directed to your initial selection, the **VM Informal Review Request Landing** screen	
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. ***Note:*** *Selecting* ***View QRUR*** *will display the appropriate attestation message prior to opening the QRUR.*	

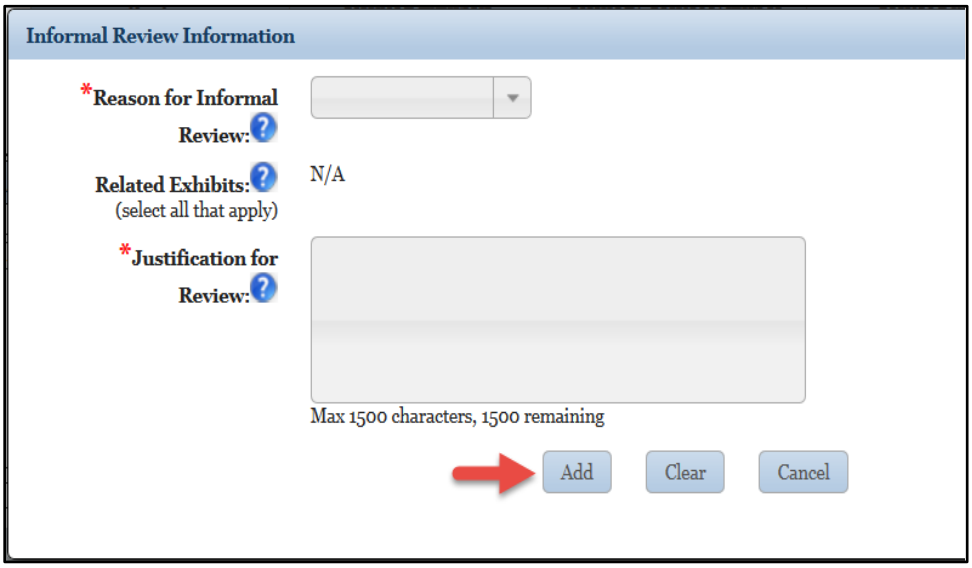
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

Steps	Screenshots
The **Informal Review Request** screen will be displayed. There are three (3) sections to a VM Informal Review Request: i. **Requestor Contact Information** ii. **Informal Review Information** iii. **User Attestation** ***Note:*** *All fields denoted with a red asterisk are required fields.*	 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. 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

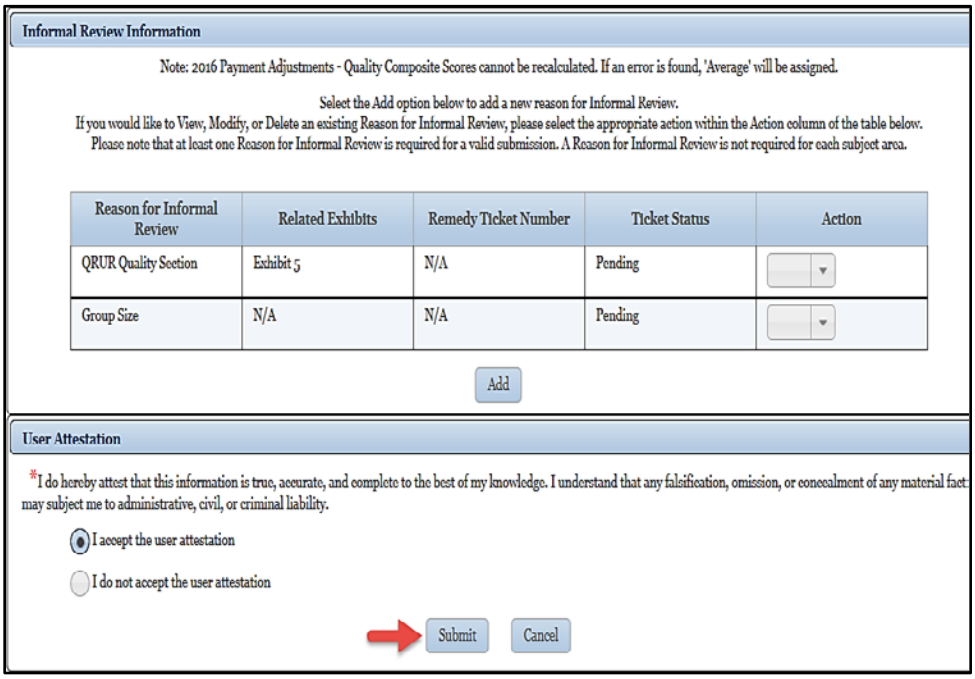
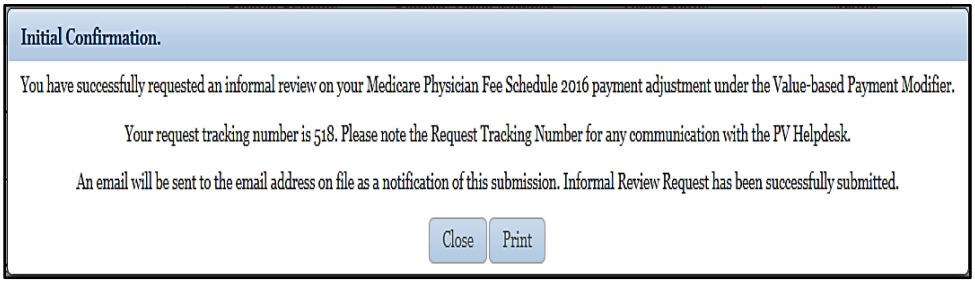
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

Steps	Screenshots
Requestor Contact Information Section 9. Verify the EIDM pre-populated information. ***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.*	
Informal Review Information Section 10. Select ***Add*** to add a question to the question entry table ***Note:*** *A pop-up window will be displayed with fields corresponding to the question information to be entered.*	

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.

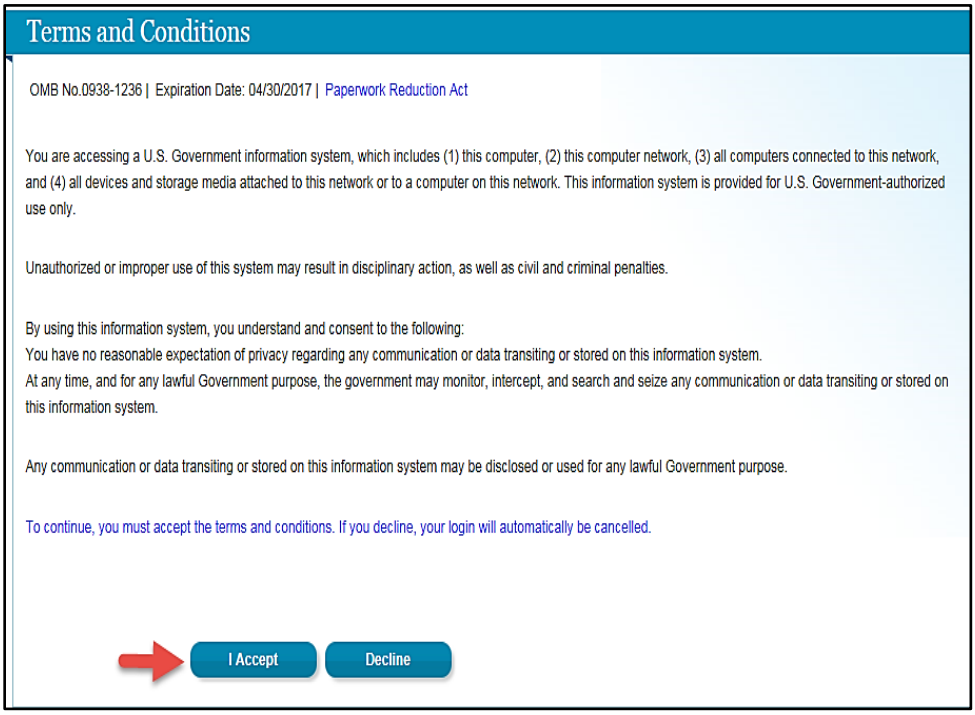
Steps	Screenshots
<u>Informal Review Information Section (cont'd)</u> 11. (a) Select an option from the ***Reason for Informal*** drop-down menu. ***Note:*** *The options for the* ***Reason for Informal Review*** *field are:* ***Group Size***, ***QRUR Cost***, ***QRUR Quality***, ***QRUR Other***, ***Registration***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

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.

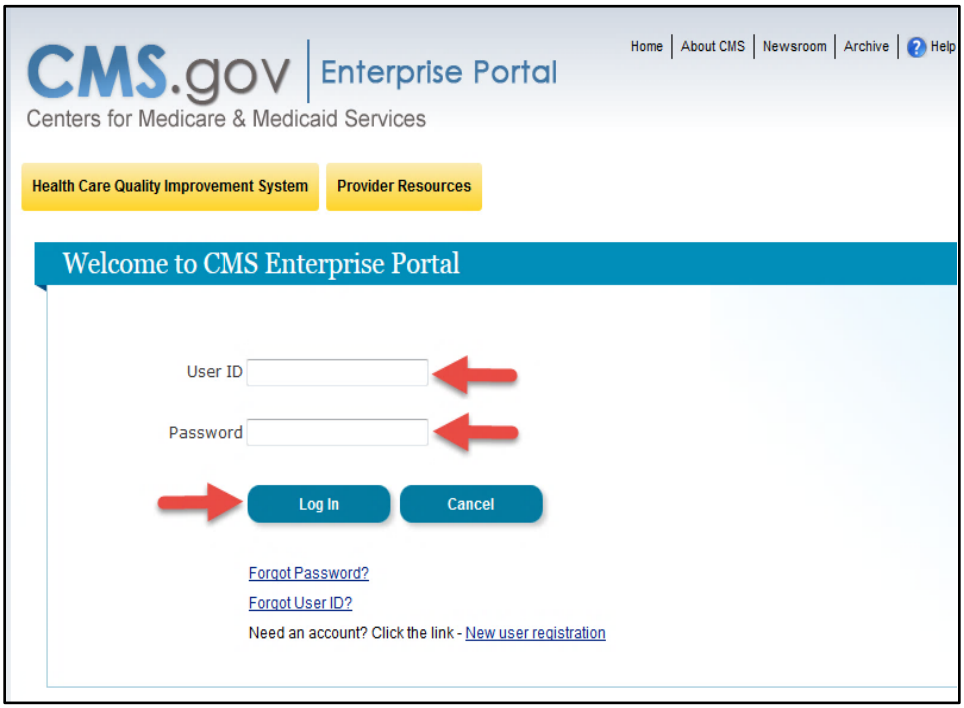
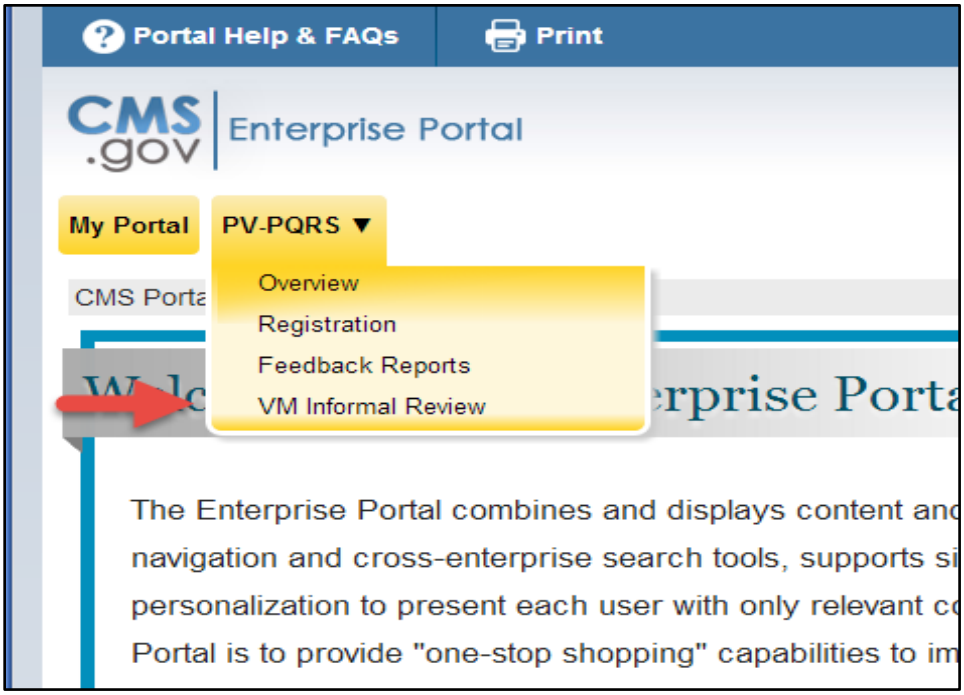
Steps	Screenshots
User Attestation Section 12. After all relevant questions have been added to the question entry table; select ***I accept the user attestation*** and then select ***Submit***. ***Note: Submit*** *will be disabled until the* ***User Attestation*** *has been accepted.*	 Informal Review 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 Group Size | N/A | N/A | Pending 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 **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. 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.

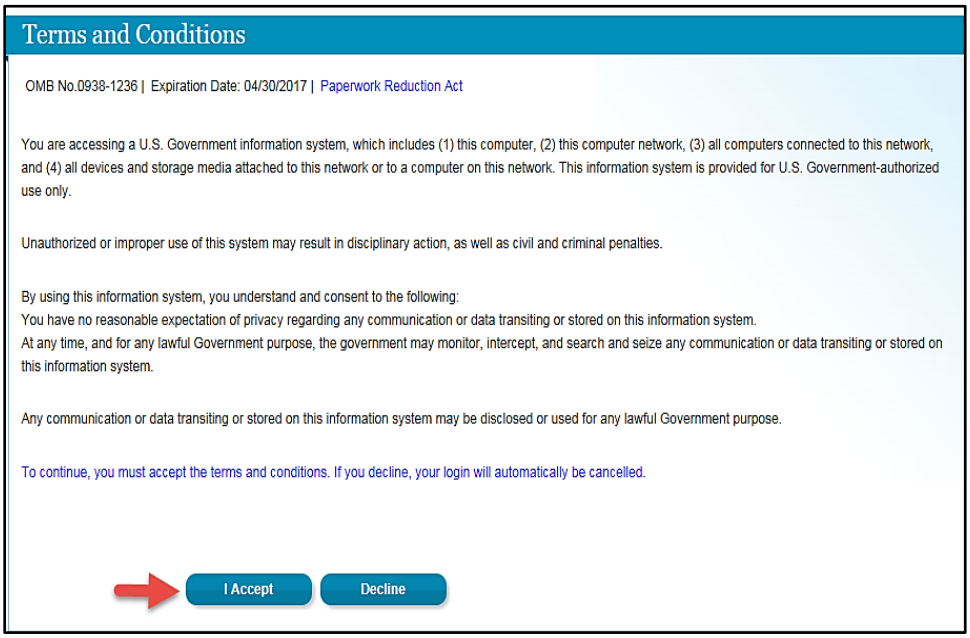
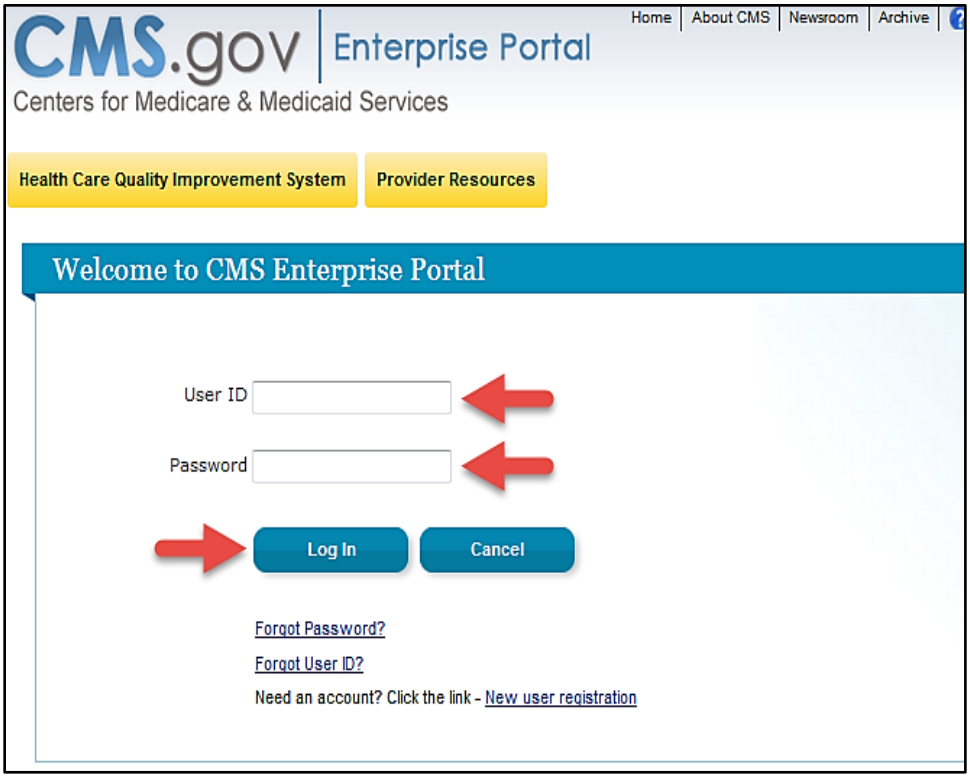
B. Submitting a VM Informal Review Request via CMS Enterprise Secure Portal

Steps	Screenshots
1. Go to https://portal.cms.gov/ and select ***Login to CMS Secure Portal***. ***Note:*** *The CMS Enterprise Portal supports the following internet browsers:* • *Internet Explorer 8 (without compatibility mode)* • *Internet Explorer 9 (without compatibility mode)* • *Internet Explorer 10 (without compatibility mode)* • *Mozilla-Firefox* • *Chrome* • *Safari* *Enable JavaScript and adjust any zoom features to ensure you are not seeing the screen in too wide of a view.*	
2. Read the **Terms and Conditions** and select ***I Accept*** to continue. ***Note:*** *Selecting **Decline** will end the session and return you to the **CMS Enterprise Portal Landing** screen.*	

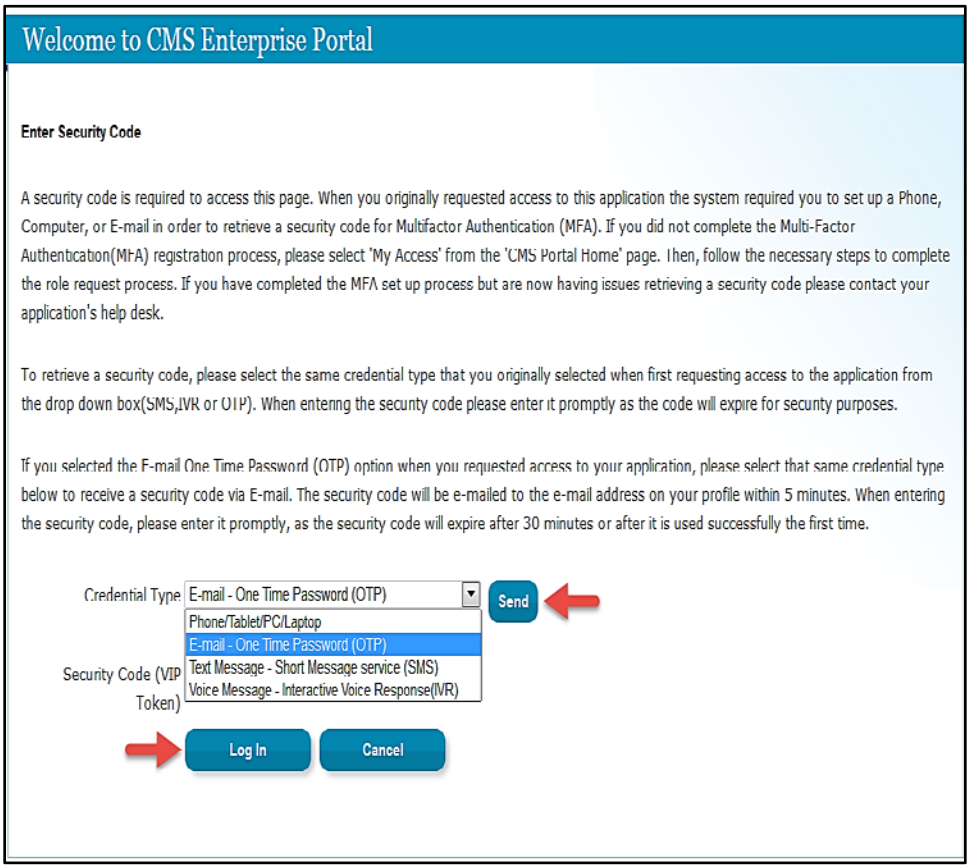
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

Steps	Screenshots
3. Enter the following information and select ***Log In*** under **Welcome to CMS Enterprise Portal**: • EIDM User ID • EIDM Password	
4. Select ***VM Informal Review*** from the **PV-PQRS** drop-down menu. ***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.*	

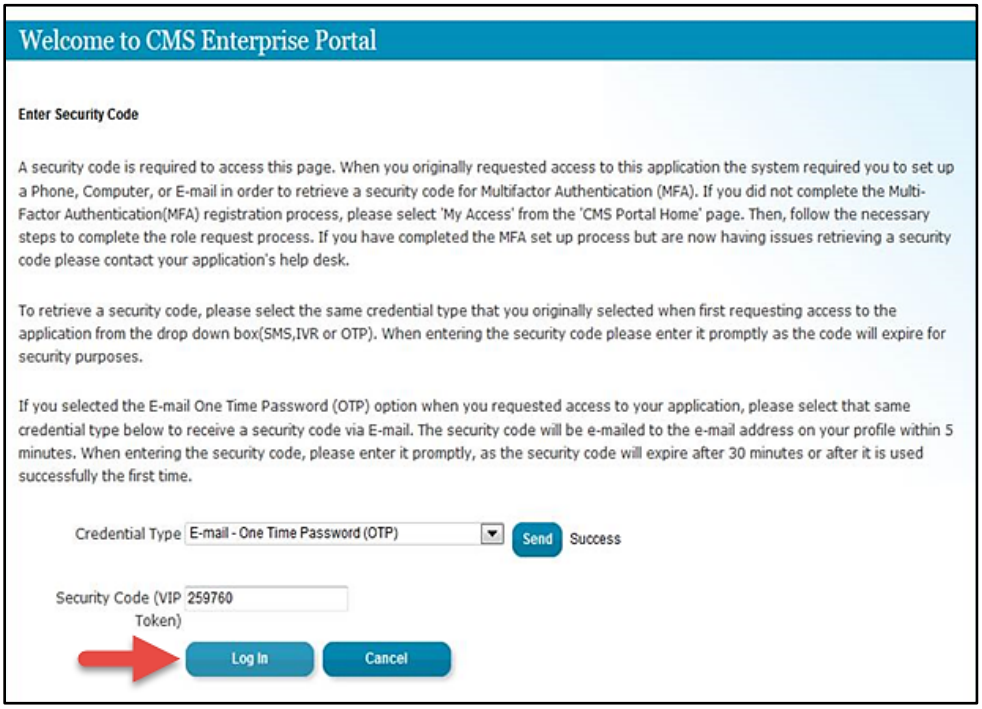
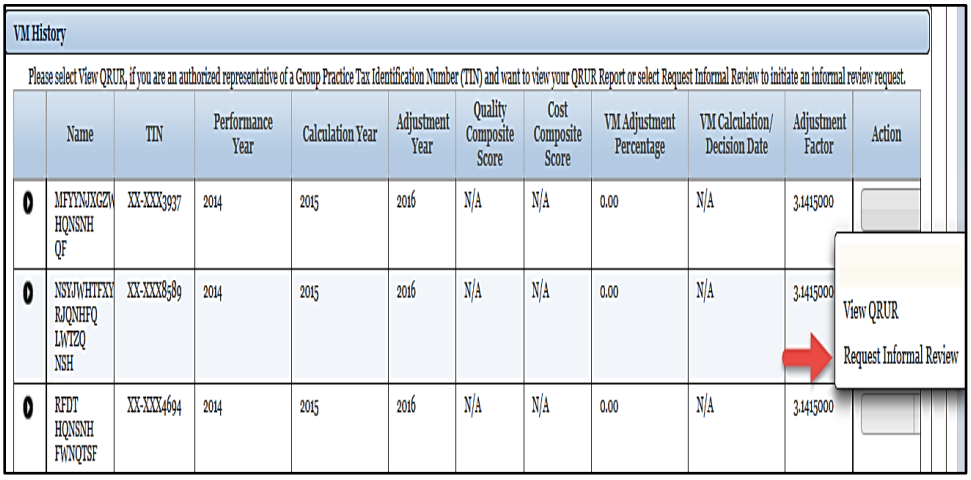
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

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

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.

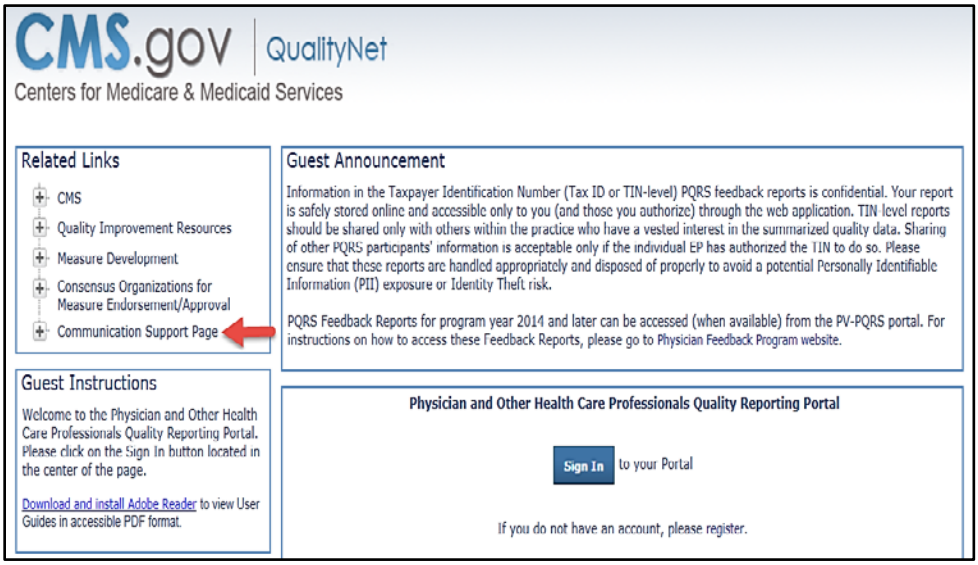
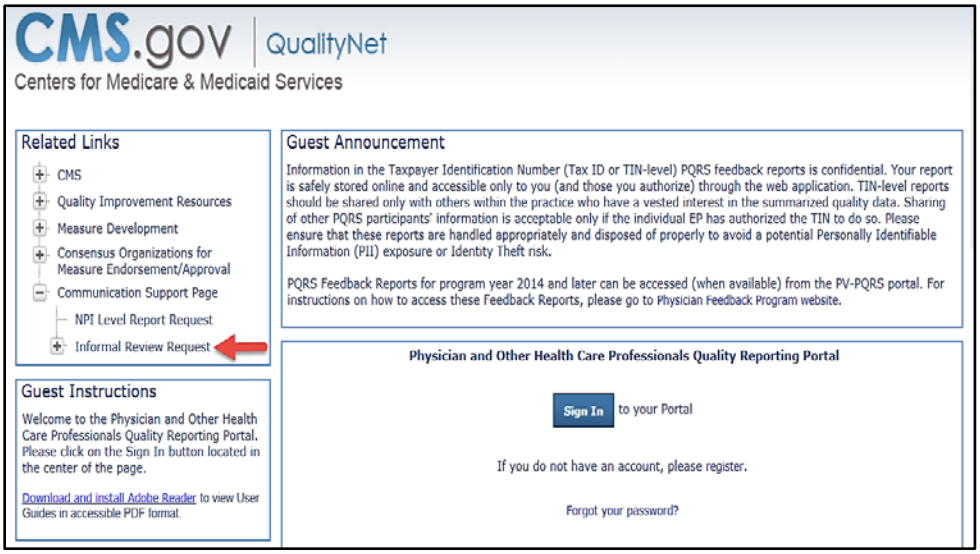
Steps	Screenshots
7. Select the ***Credential Type*** from the drop-down menu and then select ***Send*** to receive a **Security Code**. The word **Success** will be displayed next to the **Send** button once a security code has been successfully sent. ***Note:*** *You previously registered to complete 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.*	

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.

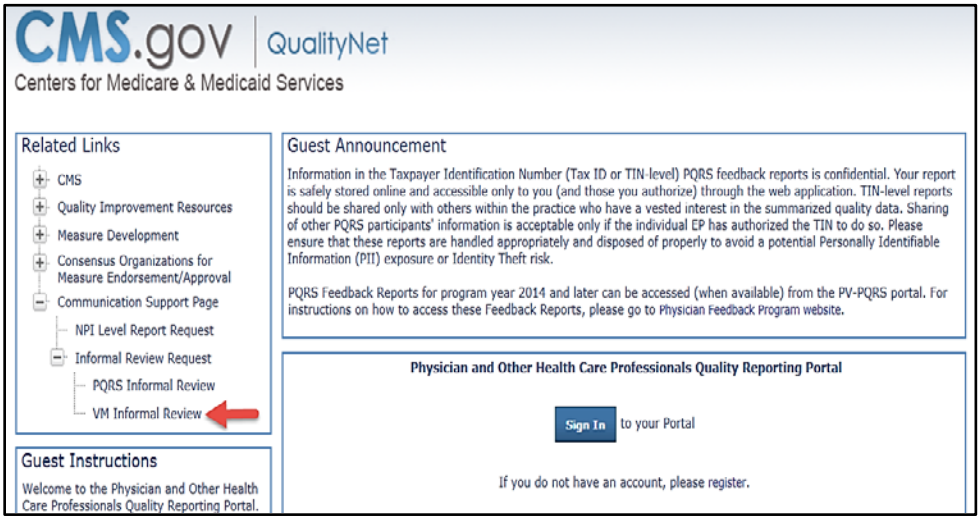
Steps	Screenshots
8. Enter the ***Security Code (VIP Token)*** and then select ***Log In.*** ***Note:*** *You will have thirty (30) minutes to retrieve and enter the* ***Security Code****. If you are unable to enter the code within thirty (30) minutes, then the code will expire and you will need to request a new Security Code.* The **Multi-Factor Authentication** process is now complete. You will be re-directed to your initial selection, the **VM Informal Review Request Landing** screen	
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. ***Note:*** *Selecting* ***View QRUR*** *will display the appropriate attestation message prior to opening the QRUR.*	
10. Follow Steps 9 – 12 of **Section V-A**: (**Submitting a VM Informal Review Request via PV Landing Portlet)** in this guide.	

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.

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

Steps	Screenshots
1. Go to https://www.qualitynet.org/portal/server.pt/community/PQRI_home212 and under the related links section, select ***Communications Support Page***.	
2. Select ***Informal Review Request*** from the ***Communications Support Page*** drop down.	

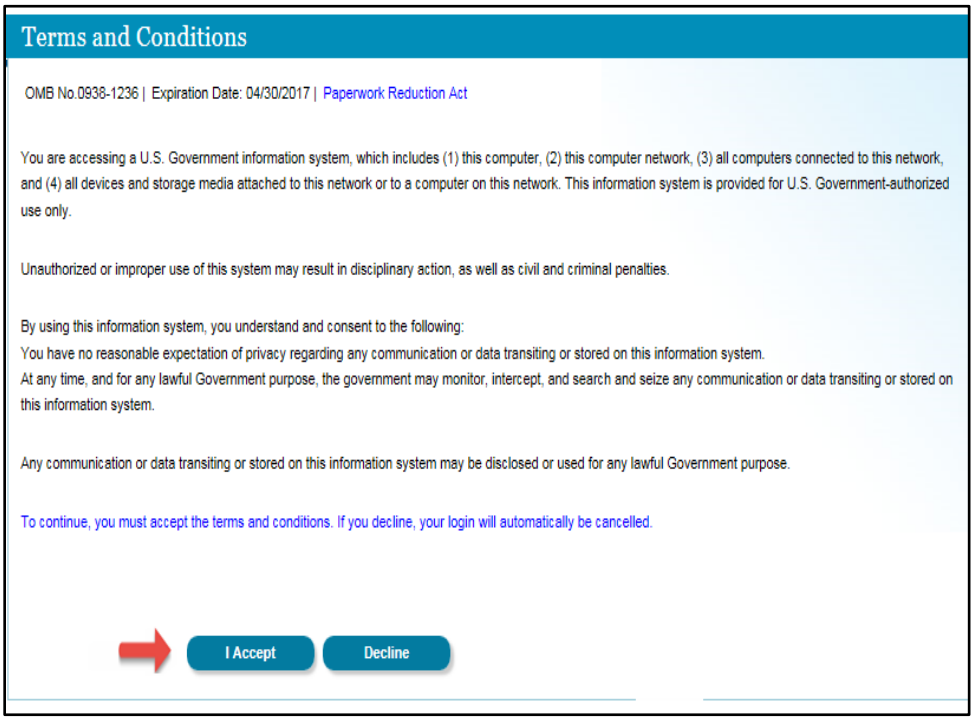
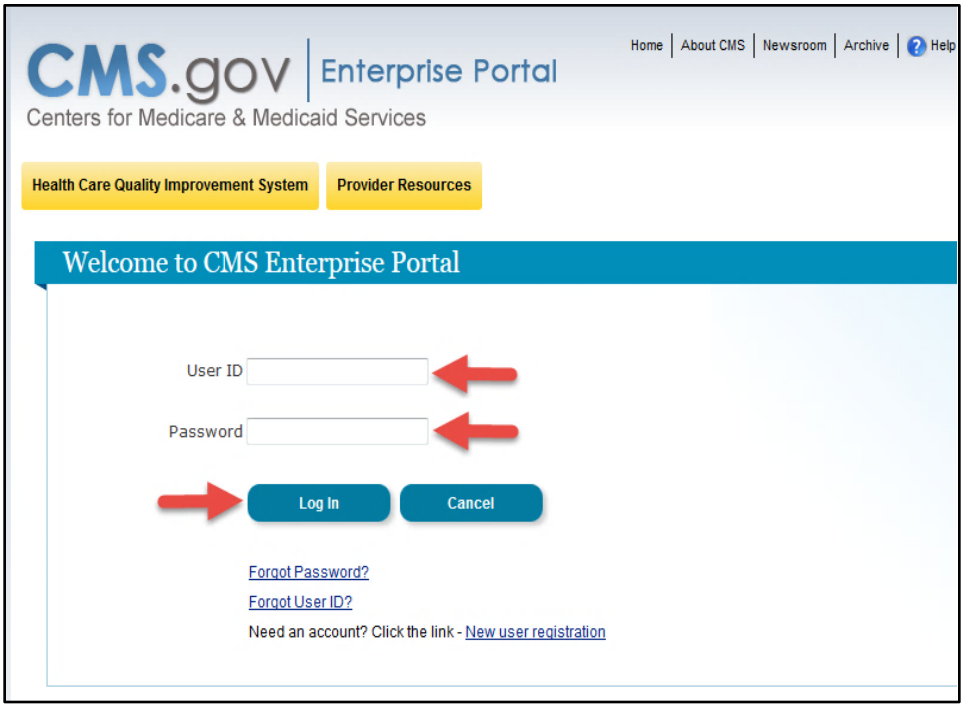
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

Steps	Screenshots
3. Select ***VM Informal Review*** from the ***Informal Review Request*** drop down***.***	
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**.	

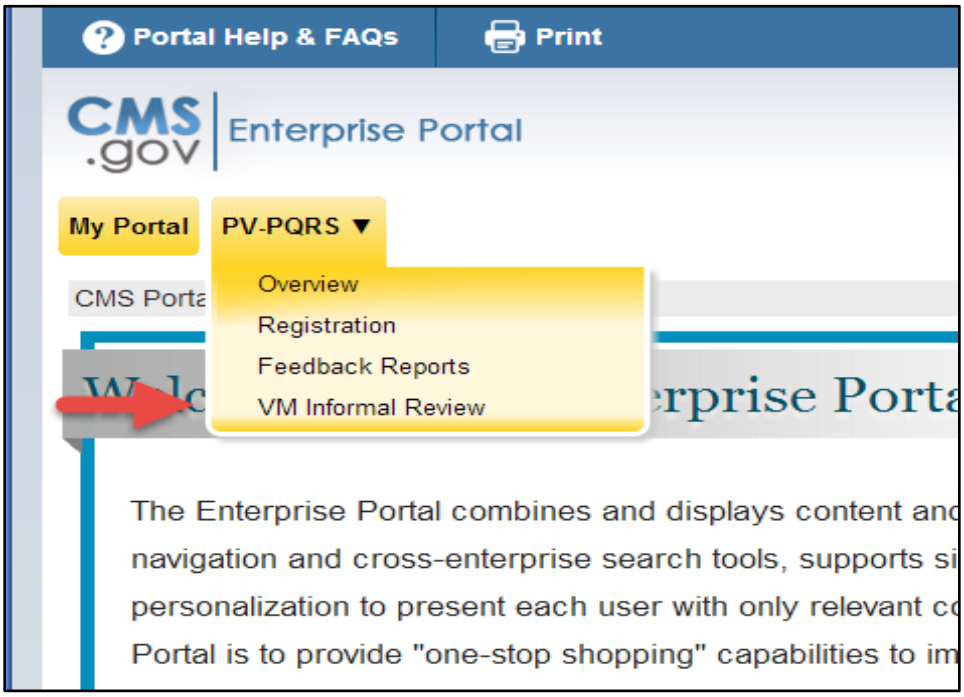
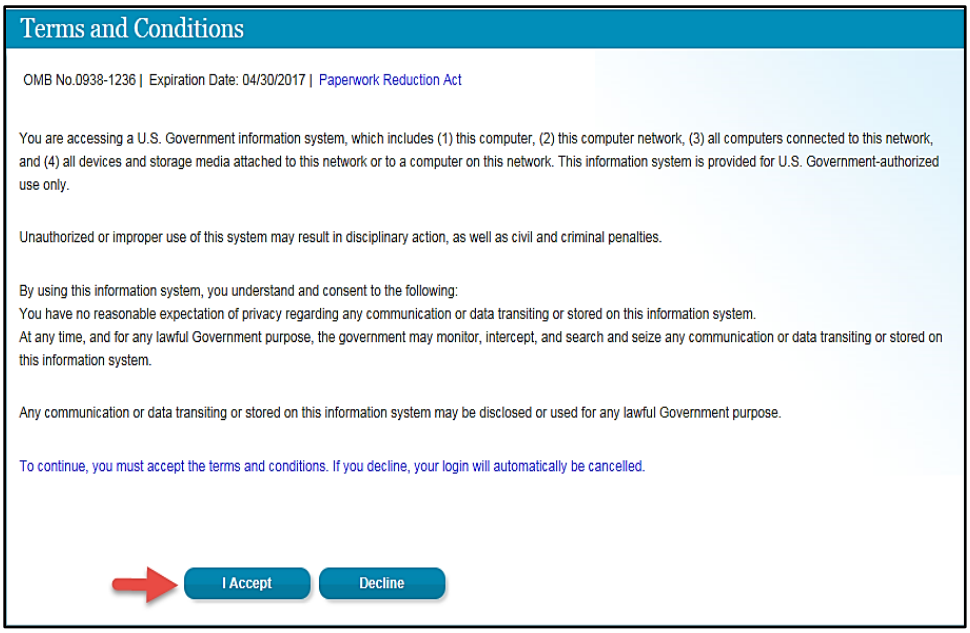
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

Steps	Screenshots
The CMS Enterprise Secure Portal Landing screen will be displayed. ***Note:*** *The CMS Enterprise Portal supports the following internet browsers:* • *Internet Explorer 8 (without compatibility mode)* • *Internet Explorer 9 (without compatibility mode)* • *Internet Explorer 10 (without compatibility mode)* • *Mozilla-Firefox* • *Chrome* • *Safari* *Enable JavaScript and adjust any zoom features to ensure you are not seeing the screen in too wide of a view.*	
5. Select ***Login to CMS Secure Portal***.	

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.

Steps	Screenshots
6. Read the **Terms and Conditions** and select ***I Accept*** to continue. ***Note:*** *Selecting* ***Decline*** *will end the session and return you to the* ***CMS Enterprise Portal Landing*** *screen.*	
7. Enter the following information and select ***Log In*** under **Welcome to CMS Enterprise Portal**: • EIDM User ID • EIDM Password	

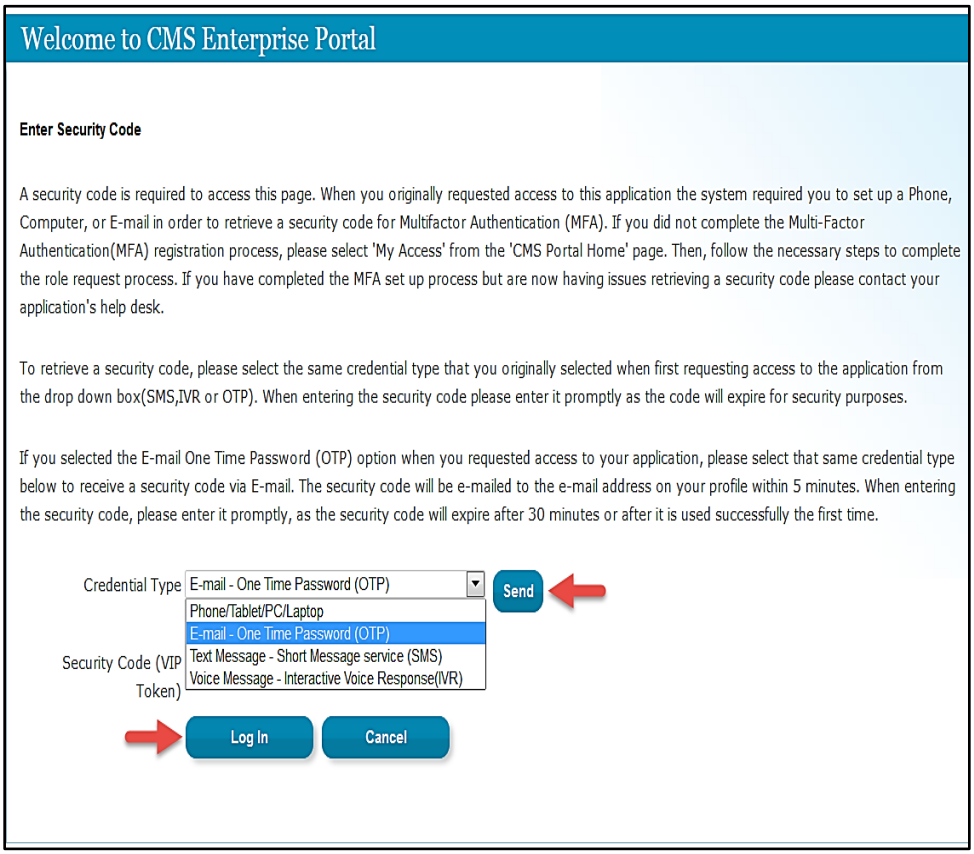
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

Steps	Screenshots
8. Select ***VM Informal Review*** from the **PV-PQRS** drop-down menu. ***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.*	
9. Read the **Terms and Conditions** and select ***I Accept***. ***Note:*** *Selecting* ***Decline*** *will end the session and return you to the* ***CMS Enterprise Portal Landing*** *screen.*	

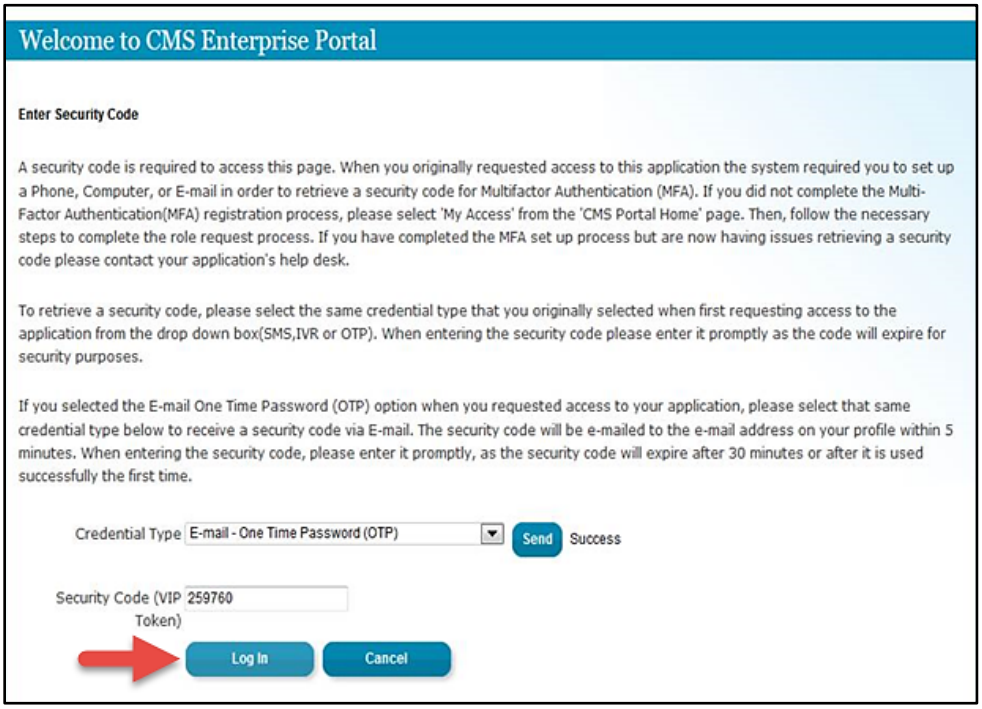
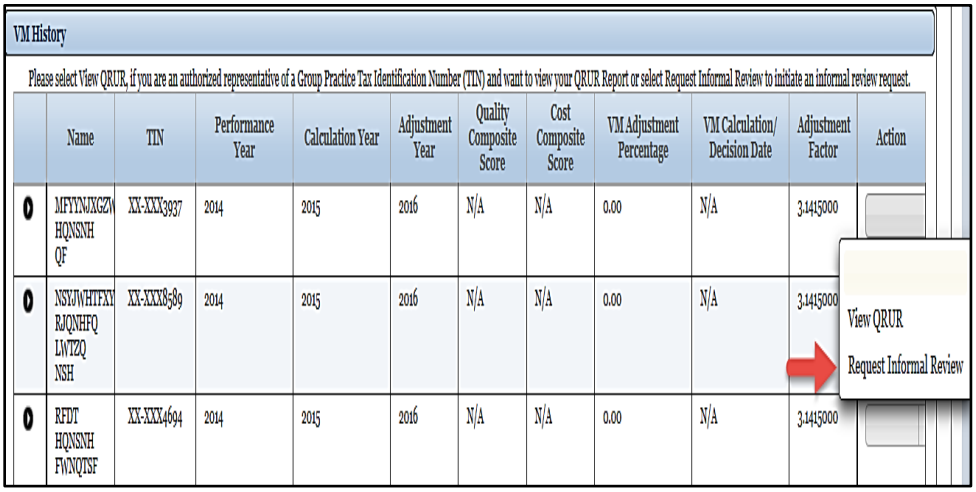
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

Steps	Screenshots
10. Enter your *EIDM* ***User ID*** and *EIDM* ***Password*** 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.

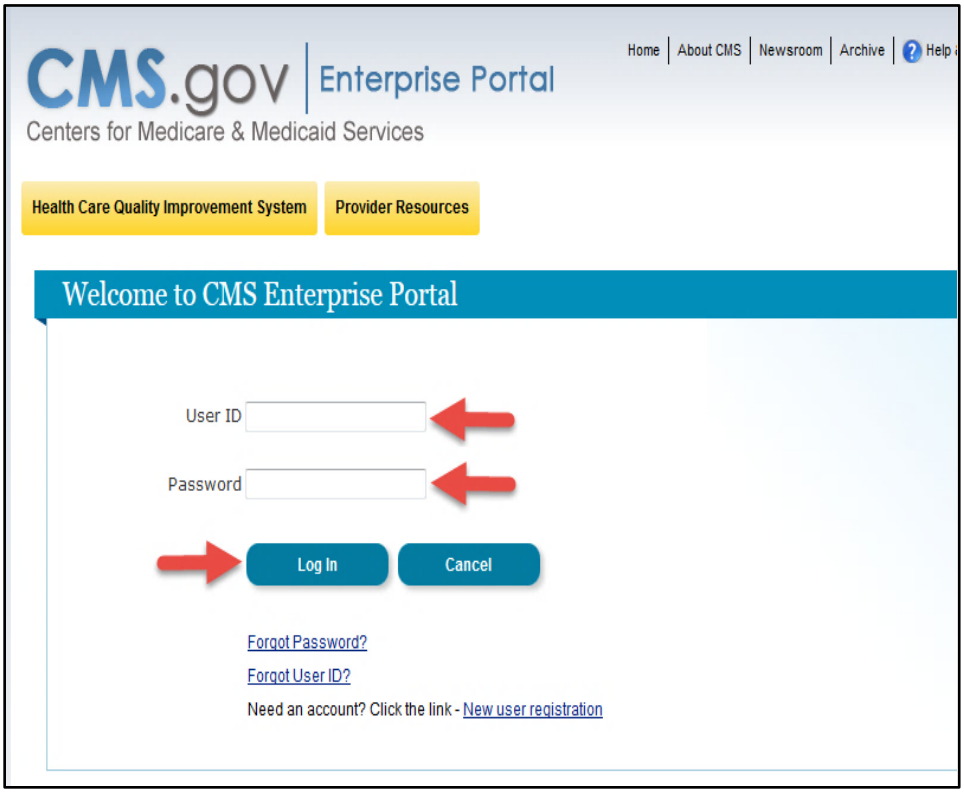
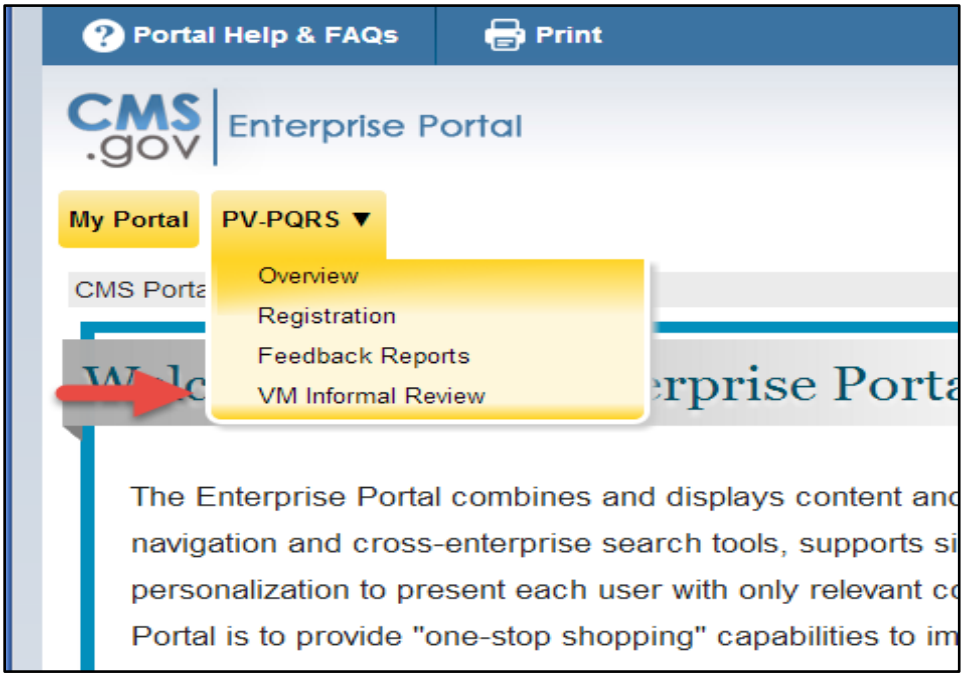
Steps	Screenshots
11. Select the ***Credential Type*** from the drop-down menu and then select ***Send*** to receive a **Security Code**. The word **Success** will be displayed next to the **Send** button once a security code has been successfully sent. ***Note:*** *You previously registered to complete 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.*	

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.

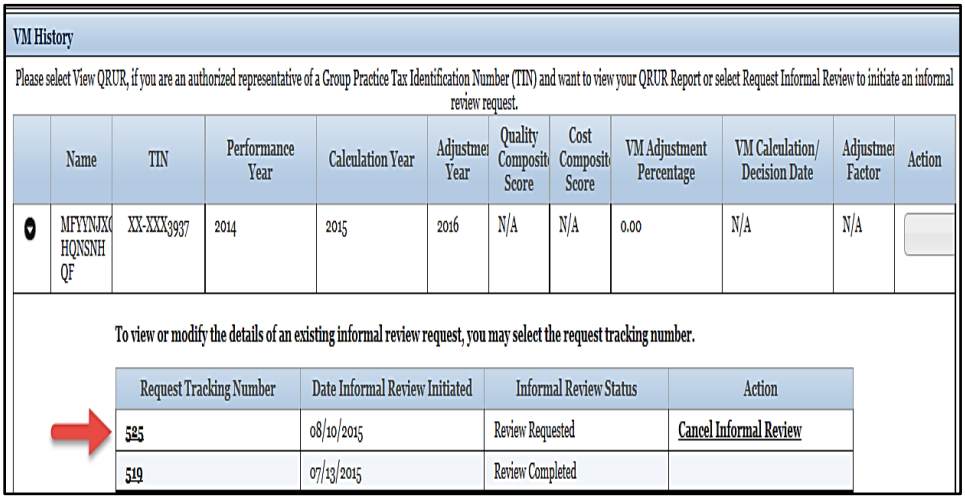
Steps	Screenshots
12. Enter the ***Security Code (VIP Token)*** and then select ***Log In***. ***Note:*** *You will have thirty (30) minutes to retrieve and enter the* ***Security Code****. If you are unable to enter the code within thirty (30) minutes, then the code will expire and you will need to request a new Security Code.* The **Multi-Factor Authentication** process is now complete. You will be re-directed to your initial selection, the **VM Informal Review Request Landing** screen.	
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. ***Note:*** *Selecting* ***View QRUR*** *will display the appropriate attestation message prior to opening the QRUR.*	
14. Follow Steps 9 – 12 of **Section V – A: (Submitting a VM Informal Review Request via PV Landing Portlet)** in this guide.	

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.

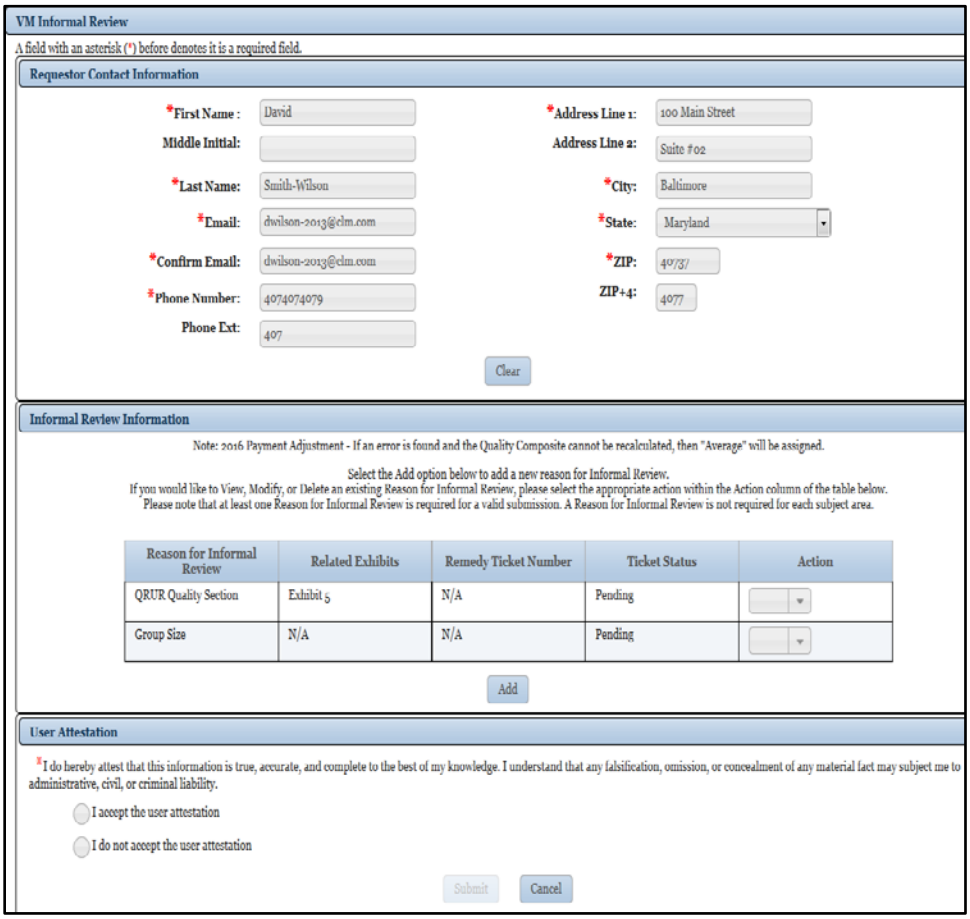
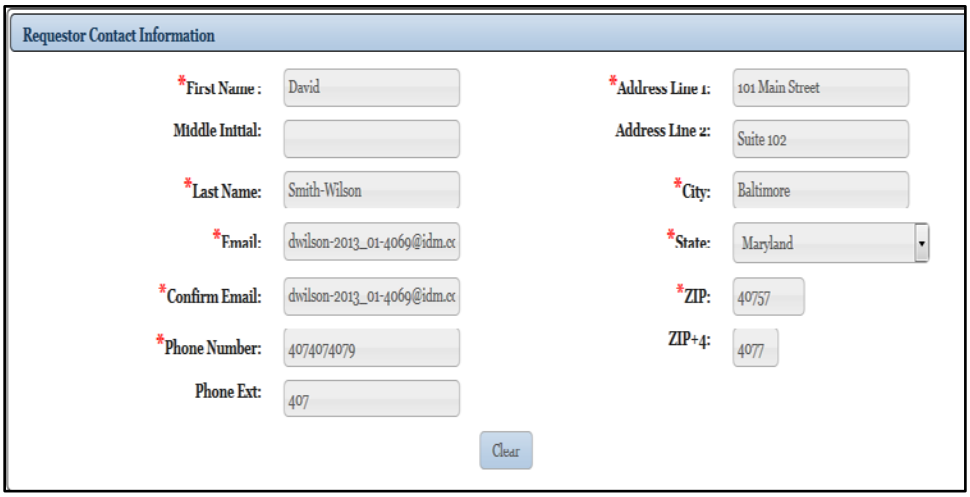
VI. Modifying an Existing Informal Review Request

Steps	Screenshots
1. Enter the following information and select ***Log In*** under **Welcome to CMS Enterprise Portal**: • EIDM User ID • EIDM Password **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**:* • *New **PV Landing Portlet*** • *Directly from the **CMS Enterprise Secure Portal*** • *Via **QualityNet Customer Support Page (CSP)***	
2. Select ***VM Informal Review*** from the **PV-PQRS** drop-down menu. ***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.*	

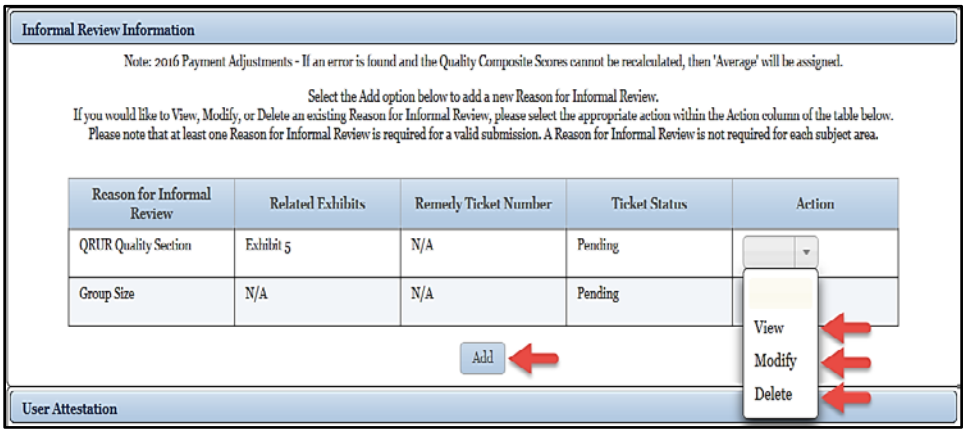
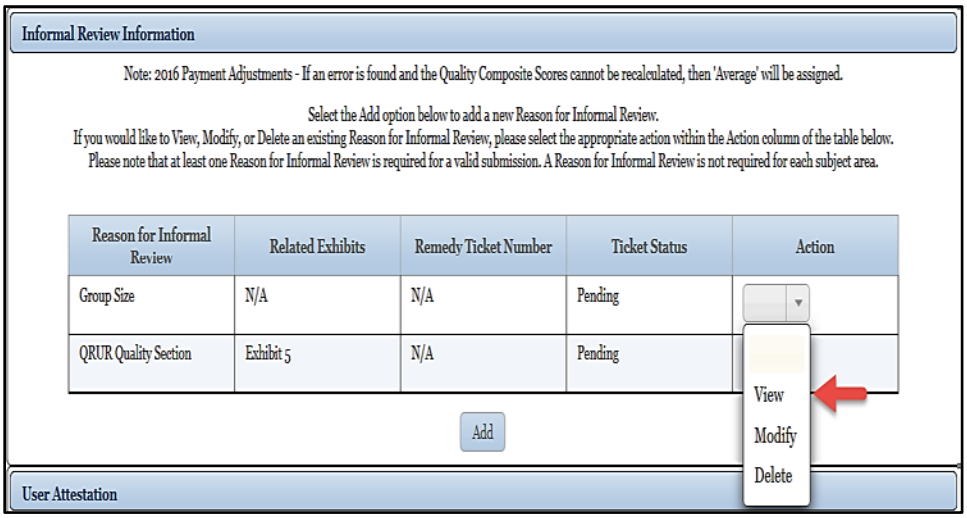
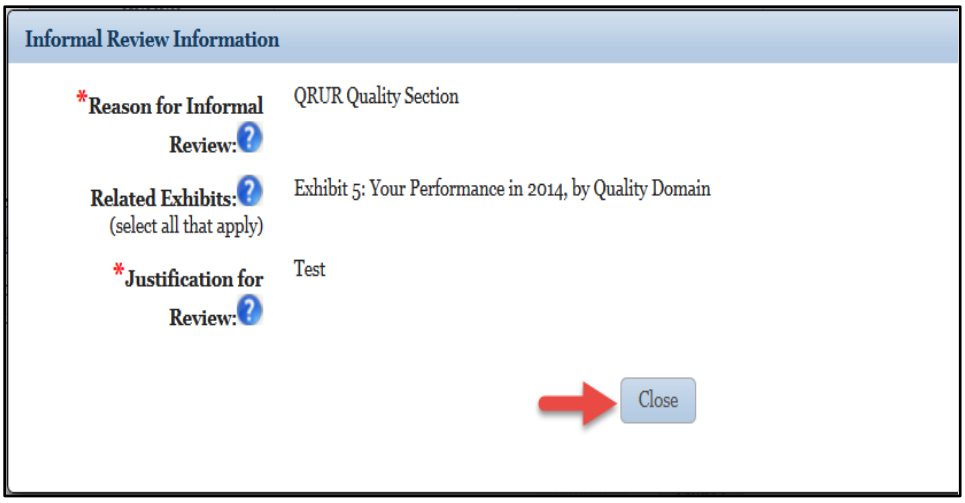
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

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.	
4. Within the **Review Details** table, select the ***Request Tracking Number*** for the informal review request to be modified. ***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.*	 VM History 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. Name: MFYYNJXC HQNSNH QF; TIN: XX-XXX3937; Performance Year: 2014; Calculation Year: 2015; Adjustme Year: 2016; Quality Composit Score: N/A; Cost Composit Score: N/A; VM Adjustment Percentage: 0.00; VM Calculation/ Decision Date: N/A; Adjustme Factor: N/A; Action To view or modify the details of an existing informal review request, you may select the request tracking number. Request Tracking Number: 525; Date Informal Review Initiated: 08/10/2015; Informal Review Status: Review Requested; Action: Cancel Informal Review Request Tracking Number: 519; Date Informal Review Initiated: 07/13/2015; Informal Review Status: Review Completed; Action:

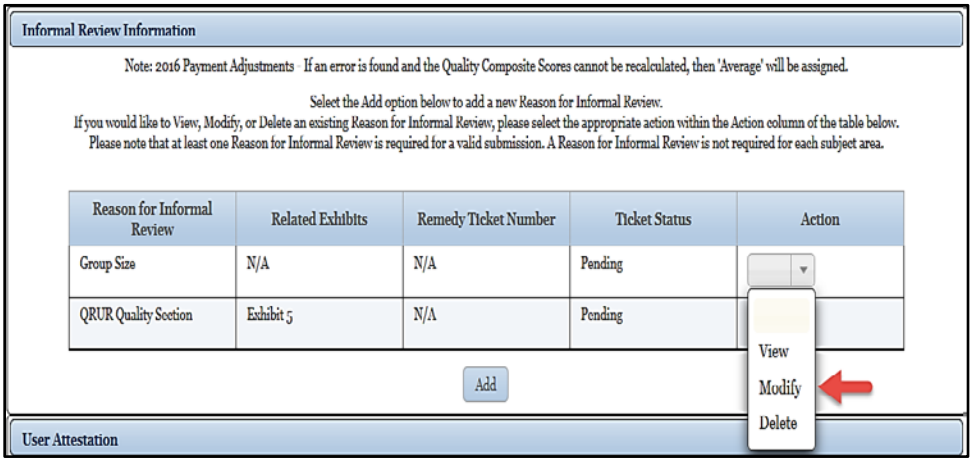
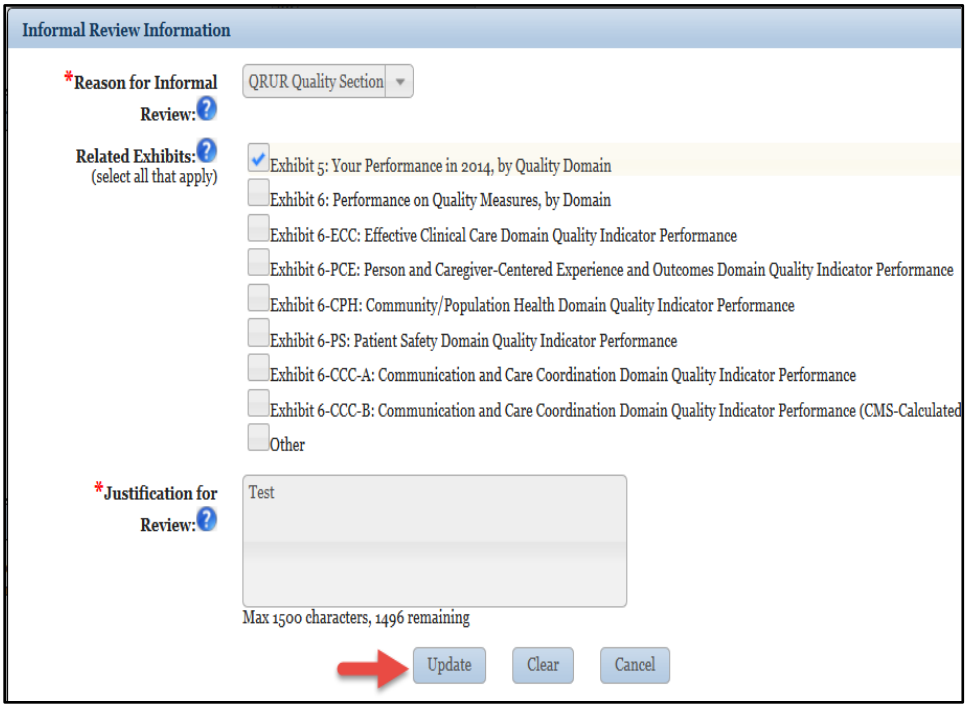
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

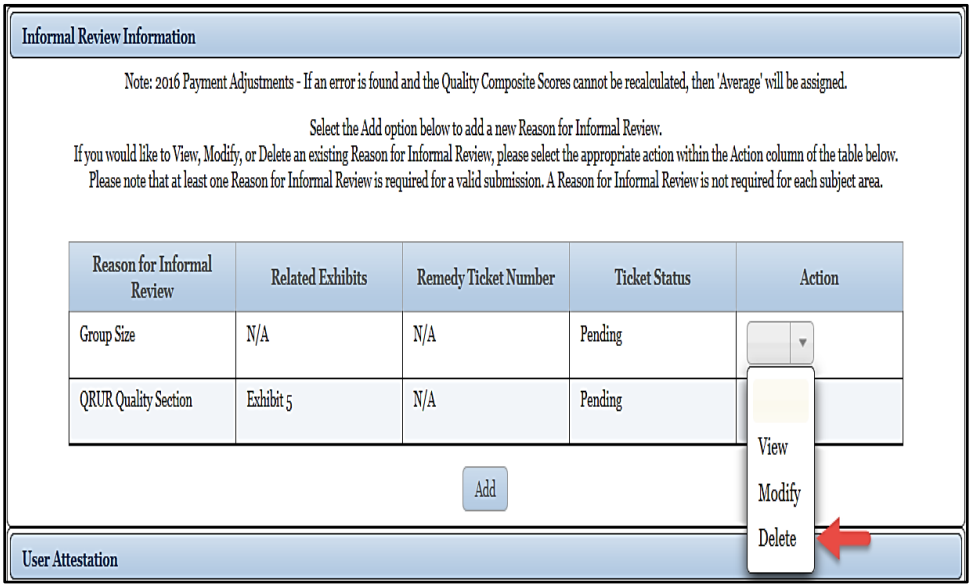
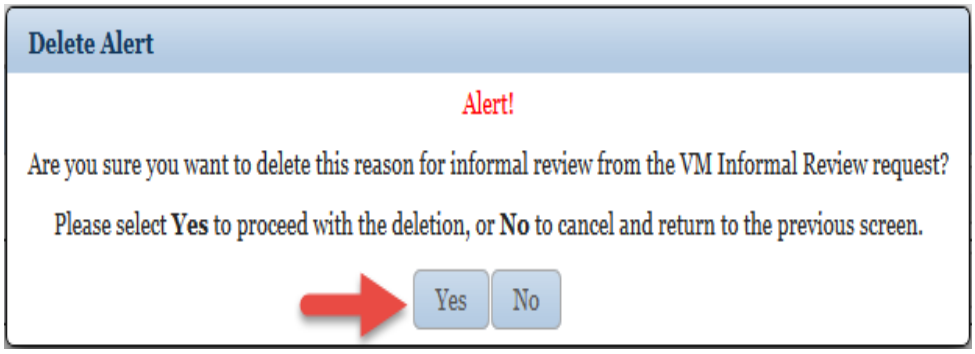
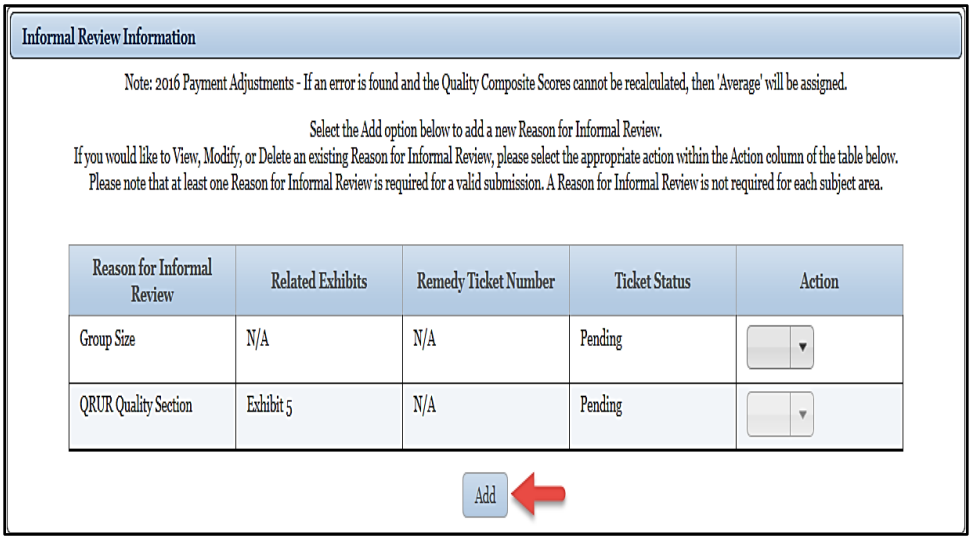
Steps	Screenshots
The **Informal Review Request** will be displayed with the latest information saved to the database. ***Note:*** *While the Informal Review Request is in the status of* ***Review Requested****, you are able to complete the following modifications: modify requestor contact information, 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.*	
<u>Modifying Requestor Contact Information</u> 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	

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.

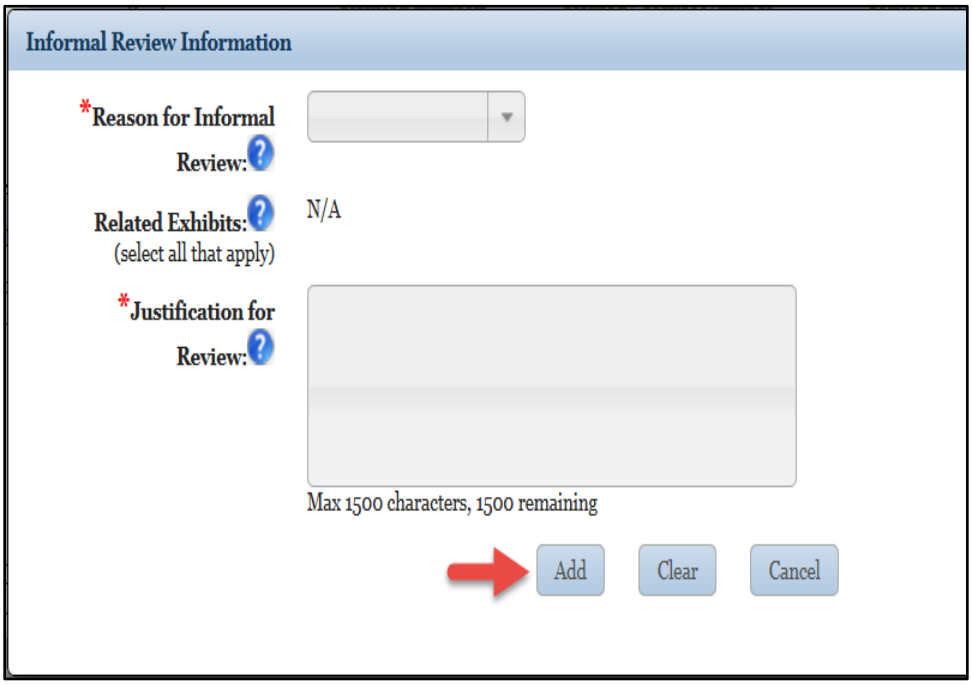
Steps	Screenshots
Modifying Informal Review Information Section 6. Within the **Question Entry** table, select the ***desired action*** under the **Action** column. ***Note:*** *Selecting **View** or **Modify** will display the question information in a pop-up window. In the **Review Requested** status, all fields within the pop-up can be edited when selecting **View** or **Modify**. Selecting **Delete** will display the **Delete Alert** message.*	
Modifying Informal Review Information Section – Viewing an Existing Question	
7. (a) Within the **Question Entry** table, select ***View*** under the **Action** column to the right of the question you want to review.	
7. (b) Select ***Close*** to close the pop-up, after reviewing the information. ***Note:*** *If the Informal Review Request is in the **Review Started** status, selecting the **View** option will display a pop-up with non-editable fields. If the Informal Review Request is in the **Review Requested** status, selecting the **View** option will display a pop-up with editable fields.*	

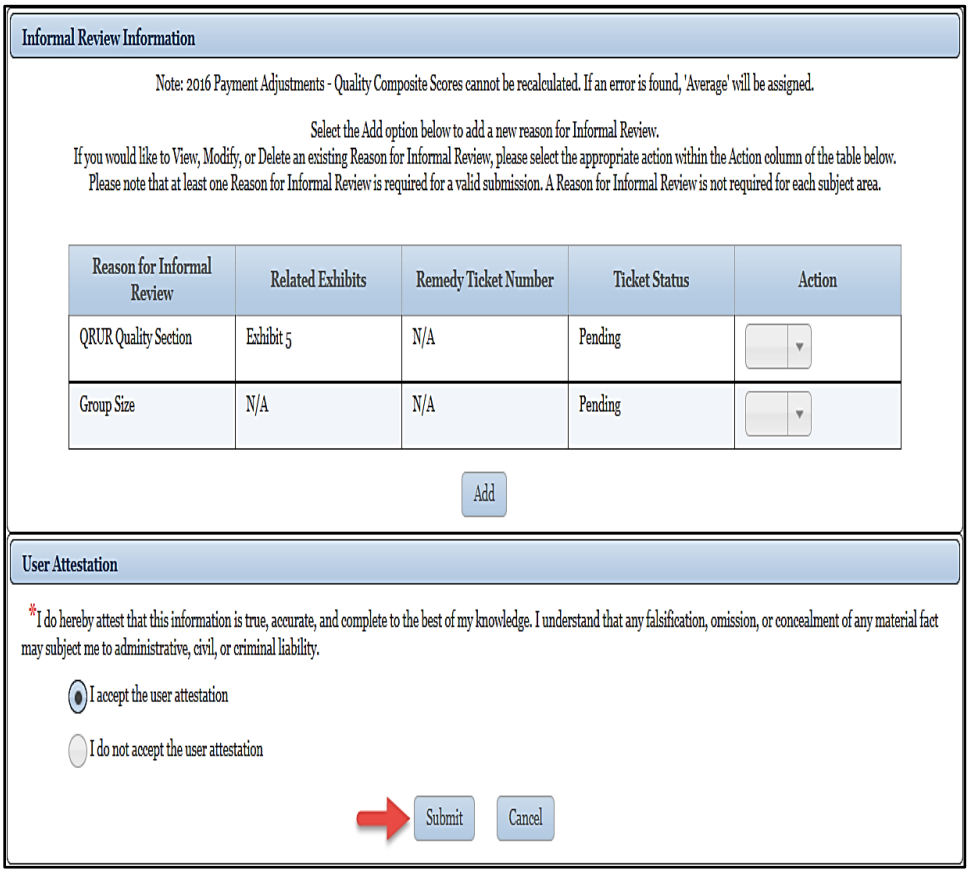
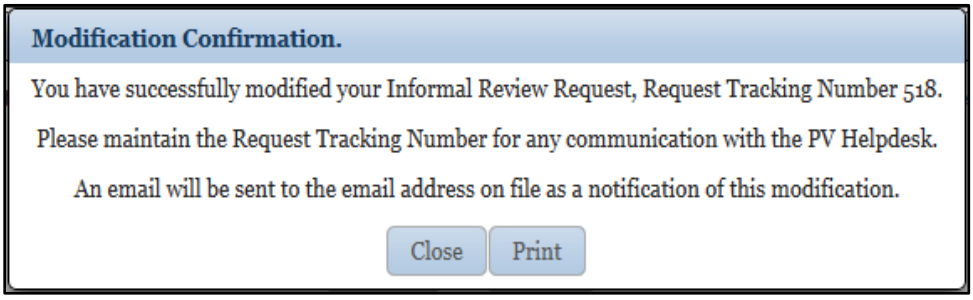
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

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

Steps	Screenshots
Modifying Informal Review Information – Deleting an Existing Question	
9. (a) Within the **Question Entry** table, select ***Delete*** under the **Action** column to the right of the question you want to delete. ***Note:*** *Upon selecting* ***Delete****, the* ***Delete Alert Message*** *will be displayed.*	
9. (b) Select Yes on Delete Alert to confirm that you want to delete the question entry. **Note:** *The* ***Ticket Status*** *will be updated to* ***Delete Requested****.*	
Modifying Informal Review Information – Adding a New Question to the Question Entry Table	
10. (a) Select ***Add***. ***Note:*** *A pop-up window will be displayed with fields corresponding to question information to be entered.*	

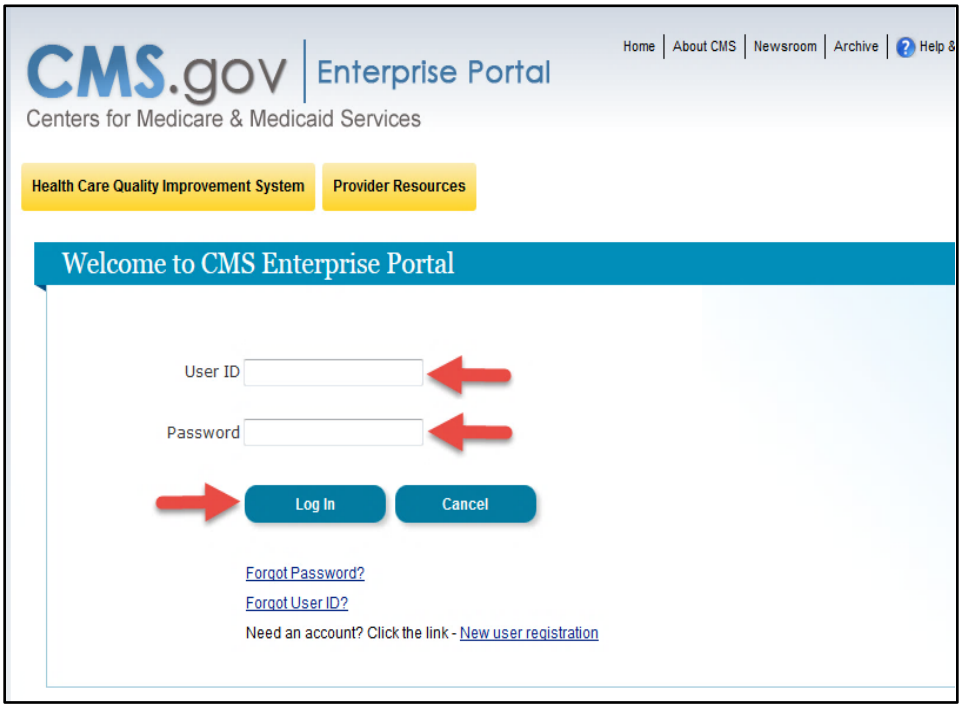
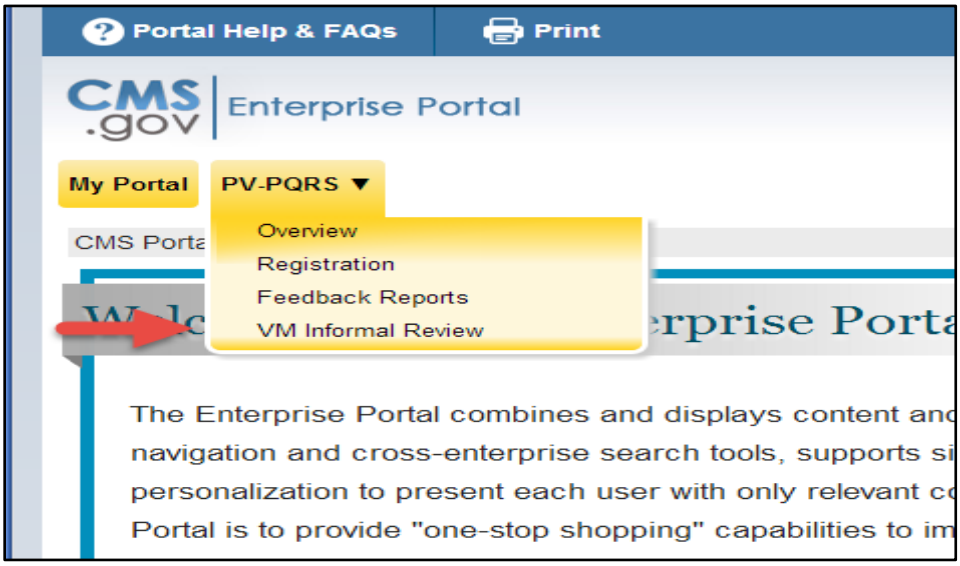
If you have questions about the VM Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

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

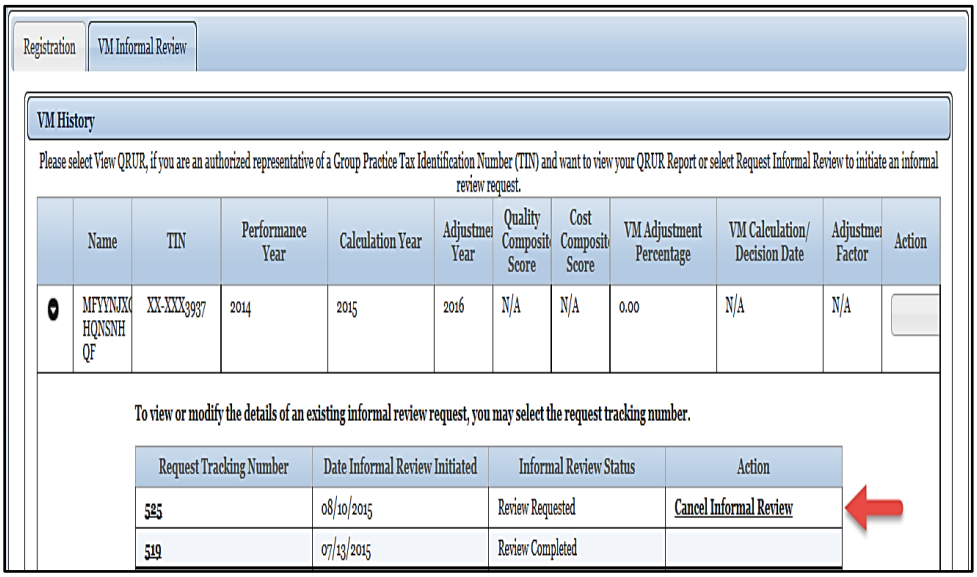
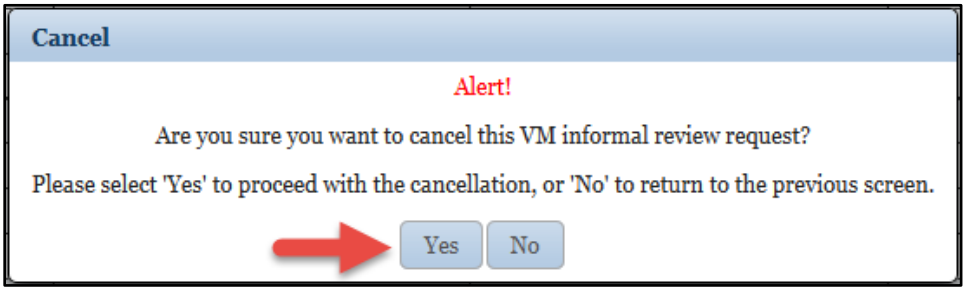
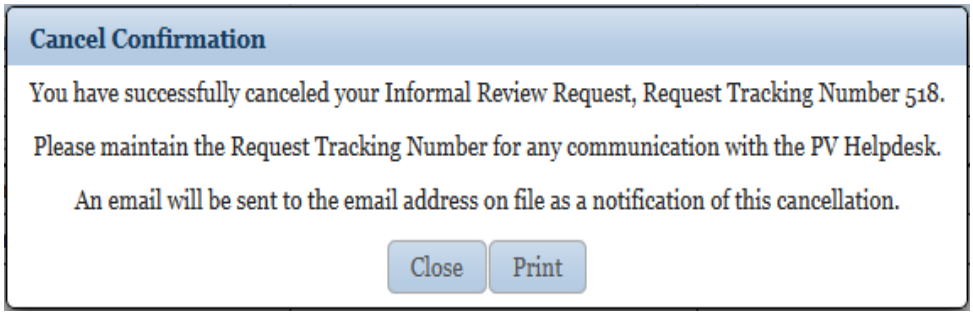
Steps	Screenshots
User Attestation Section 11. After all relevant questions have been added to the question entry table, select ***I accept the user attestation*** and then select ***Submit***. ***Note: Submit*** *button will be disabled until the* ***User Attestation*** *has been accepted. All changes will not be saved to the databased until* ***Submit*** *is selected.*	 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 Group Size | N/A | N/A | Pending 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.

VII. Canceling an Existing Informal Review Request

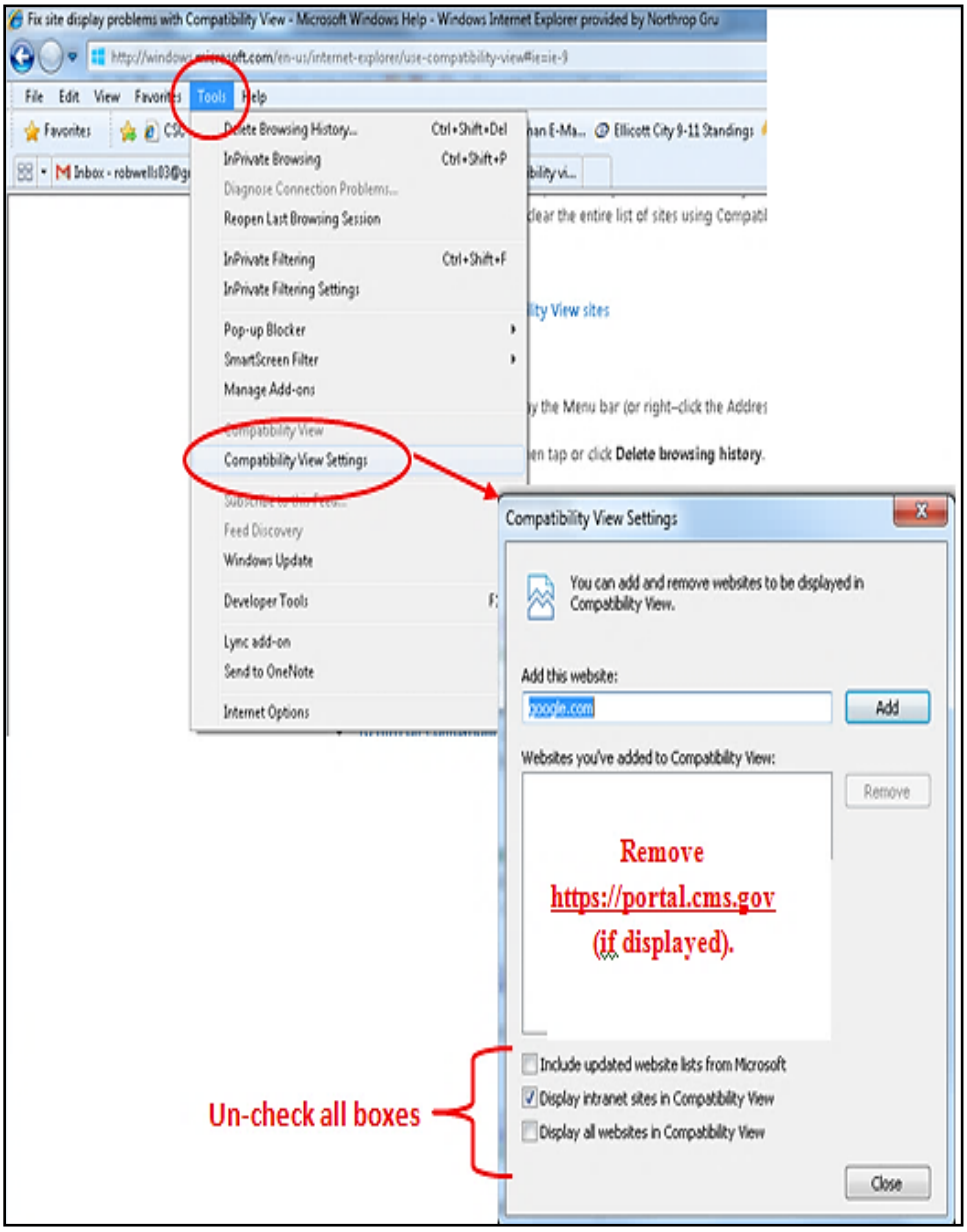
Steps	Screenshots
1. Enter the following information and select ***Log In***: • EIDM User ID • EIDM Password	
2. Select ***VM Informal Review*** from the **PV-PQRS** drop-down menu.	
3. Follow Steps 5 – 8 of **Section V – B: (Submitting a VM Informal Review Request via CMS Enterprise Portal**) in this guide to complete the MFA process.	

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.

Steps	Screenshots
4. Within the **Review Details** table, select ***Cancel Informal Review*** under the **Action** column for the informal review request to be canceled. ***Note:*** *Selecting the* ***Cancel Informal Review*** *will display the* ***Cancelation Alert Message****.*	
5. Select ***Yes*** on the **Cancelation Alert** message to confirm that you want to cancel the VM Informal Review Request. ***Note:*** *Selecting* ***No*** *on the Cancelation Alert Message will navigate the user back to the* ***VM Informal Review*** *screen.*	
The **Cancelation Confirmation** message will be displayed. ***Note:*** *Selecting* ***Close*** *on the* ***Cancelation Confirmation Message*** *will navigate the user to the* ***VM Informal Review*** *screen.*	

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.

VIII. Troubleshooting Browser Settings

Steps	Screenshots
Troubleshooting If you are not using one of the supported browsers or are having trouble viewing the **CMS Enterprise Portal** using Internet Explorer 9: • 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***. ***Note:*** *The **CMS Enterprise Portal** supports the following internet browsers:* • *Internet Explorer 8 (without compatibility mode)* • *Internet Explorer 9 (without compatibility mode)* • *Internet Explorer 10 (without compatibility mode)* • *Mozilla-Firefox* • *Chrome* • *Safari*	

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.