

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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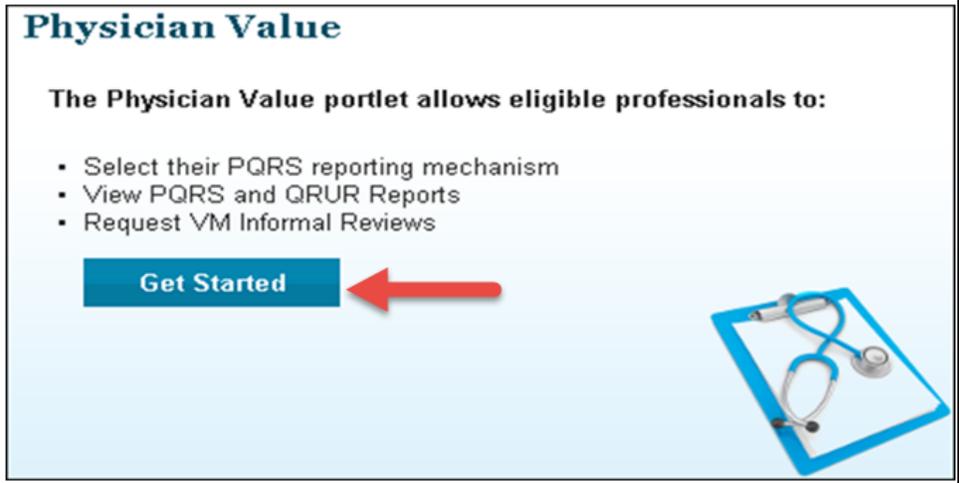
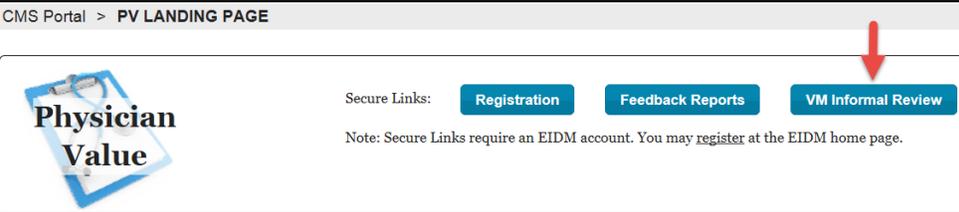
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V. Submitting a VM Informal Review Request

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

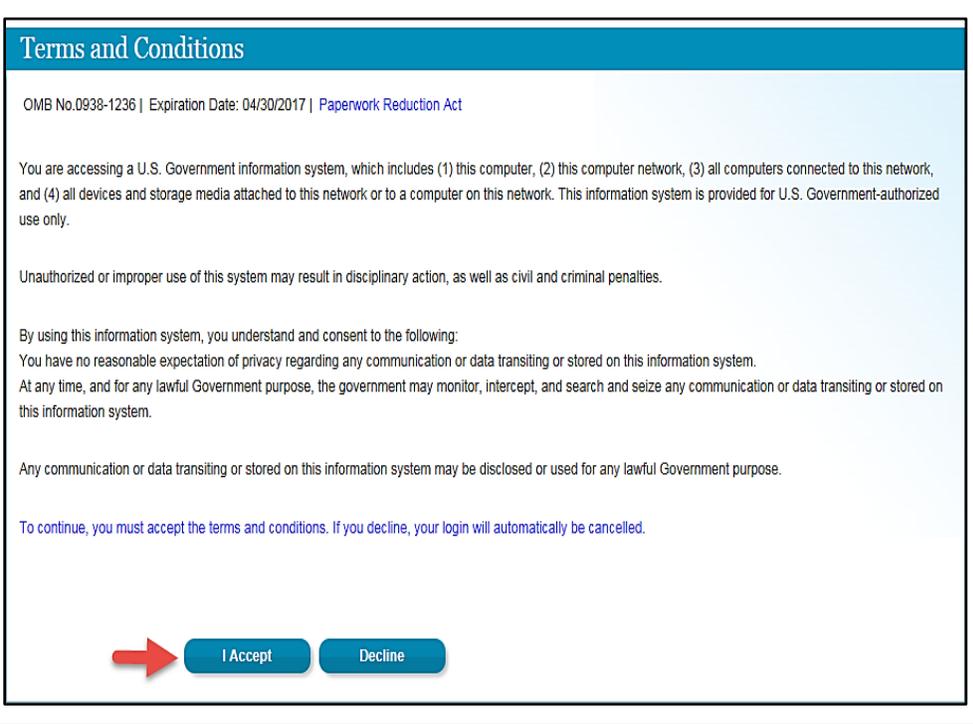
- Physician Value (PV) Landing Portlet
- Directly from the **CMS Enterprise Secure Portal**
- **QualityNet Customer Support Page (CSP)**

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 style="text-align: center;">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>	

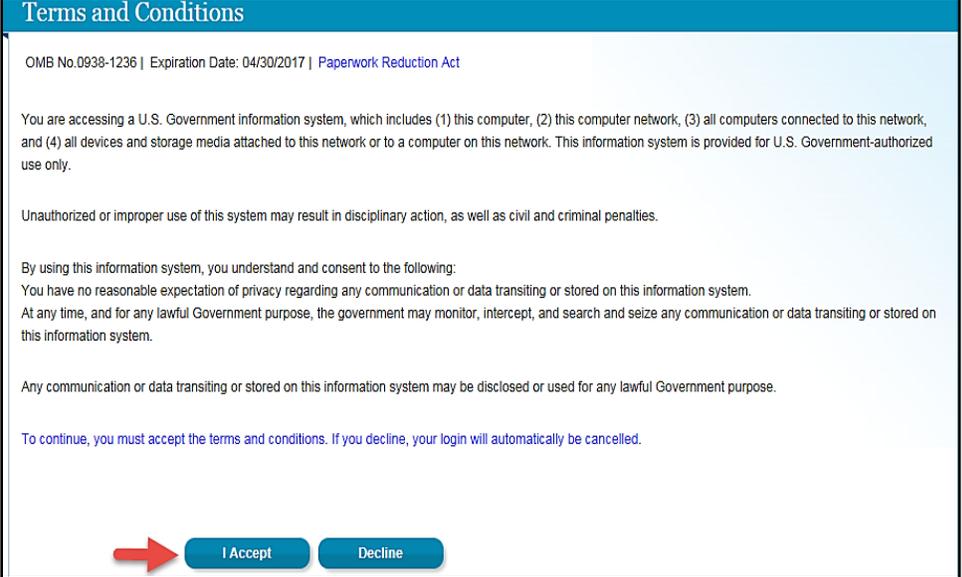
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Steps	Screenshots
<p>3. Read the Terms and Conditions and select I Accept to move forward.</p> <p>Note: Selecting Decline will end the session and return you to the CMS Enterprise Portal Landing screen.</p>	
<p>4. Enter the following information and 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>	

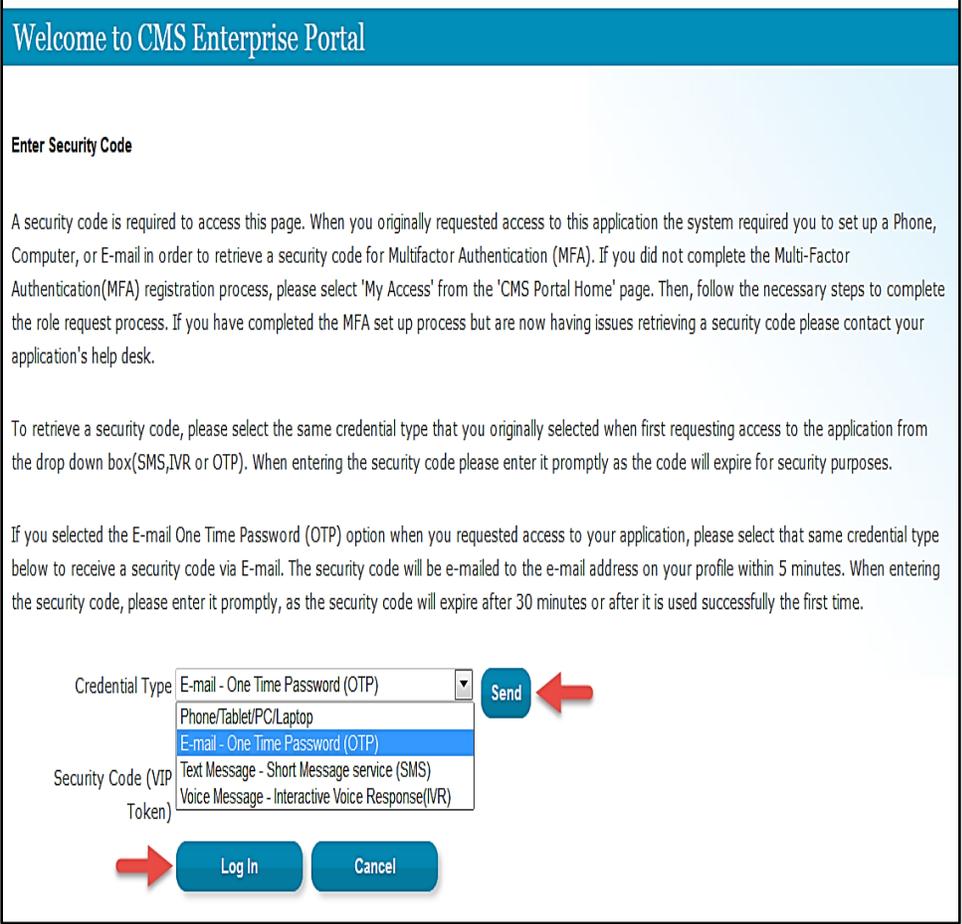
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<p>5. Read the Terms and Conditions and select I Accept.</p> <p>Note: <i>Selecting Decline will end the session and return you to the CMS Enterprise Portal Landing screen.</i></p>	 <p>Terms and Conditions</p> <p>OMB No.0938-1236 Expiration Date: 04/30/2017 Paperwork Reduction Act</p> <p>You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.</p> <p>Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.</p> <p>By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.</p> <p>Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.</p> <p>To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled.</p> <p> <input type="button" value="I Accept"/> <input type="button" value="Decline"/></p>

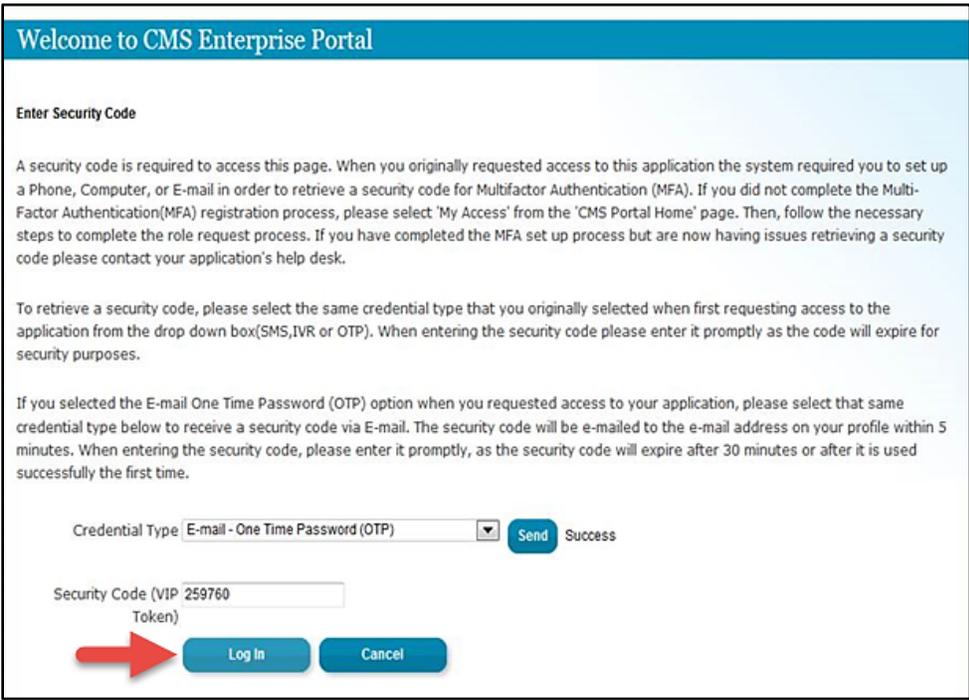
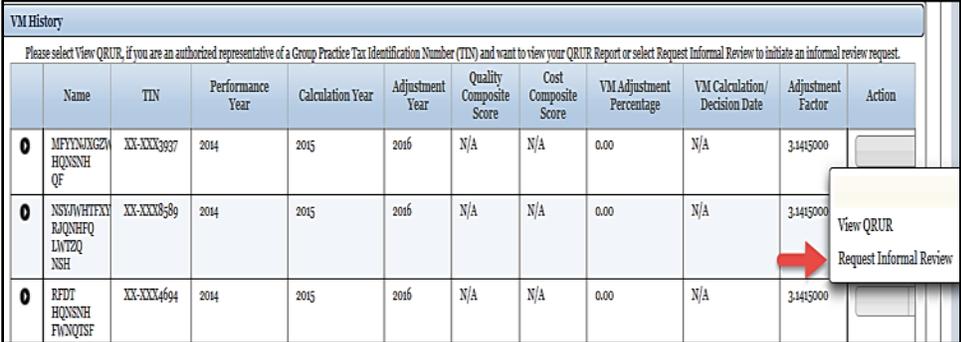
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<p>6. Select the Credential Type from the drop-down menu and then select Send to receive a Security Code. The word Success will be displayed next to the Send button once a security code has been successfully sent.</p> <p>Note: <i>You previously registered 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.</i></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): [Text Message - Short Message service (SMS)] [E-mail - One Time Password (OTP)] [Voice Message - Interactive Voice Response(IVR)]</p> <p>[Log In] [Cancel]</p>

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<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>	 <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <caption>VM History</caption> <thead> <tr> <th></th> <th>Name</th> <th>TIN</th> <th>Performance Year</th> <th>Calculation Year</th> <th>Adjustment Year</th> <th>Quality Composite Score</th> <th>Cost Composite Score</th> <th>VM Adjustment Percentage</th> <th>VM Calculation/ Decision Date</th> <th>Adjustment Factor</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>MFYYNMGZV 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>31445000</td> <td>View QRUR Request Informal Review</td> </tr> <tr> <td>0</td> <td>NSJWHTFXI RQNHQFQ LWYDQ NSH</td> <td>XX-XXX3589</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>31445000</td> <td></td> </tr> <tr> <td>0</td> <td>RFDI HQNSNH FVQZJSE</td> <td>XX-XXX4694</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>31445000</td> <td></td> </tr> </tbody> </table>		Name	TIN	Performance Year	Calculation Year	Adjustment Year	Quality Composite Score	Cost Composite Score	VM Adjustment Percentage	VM Calculation/ Decision Date	Adjustment Factor	Action	0	MFYYNMGZV HQNSNH QF	XX-XXX3937	2014	2015	2016	N/A	N/A	0.00	N/A	31445000	View QRUR Request Informal Review	0	NSJWHTFXI RQNHQFQ LWYDQ NSH	XX-XXX3589	2014	2015	2016	N/A	N/A	0.00	N/A	31445000		0	RFDI HQNSNH FVQZJSE	XX-XXX4694	2014	2015	2016	N/A	N/A	0.00	N/A	31445000	
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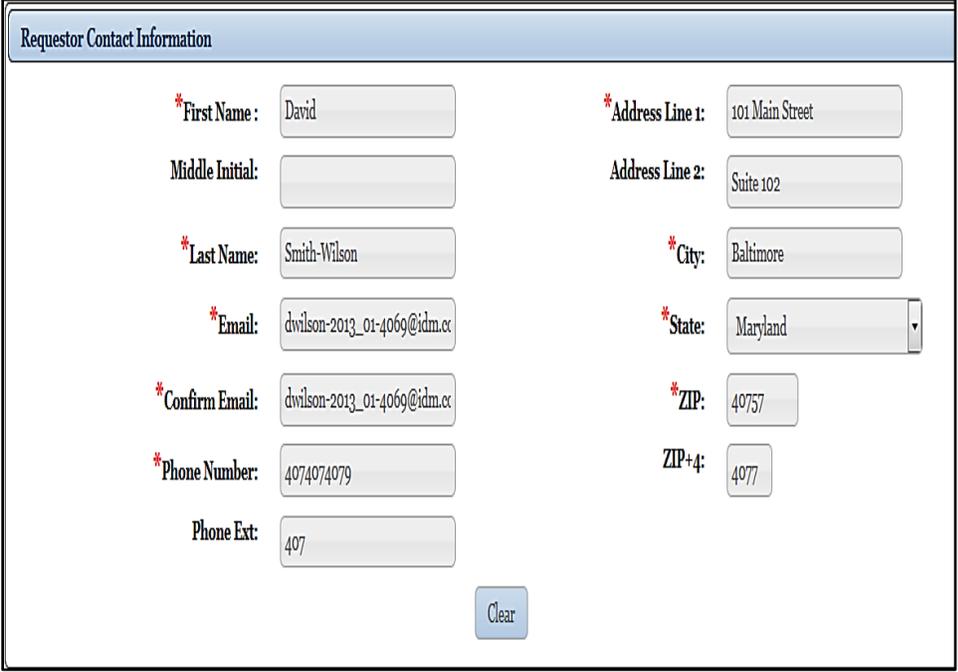
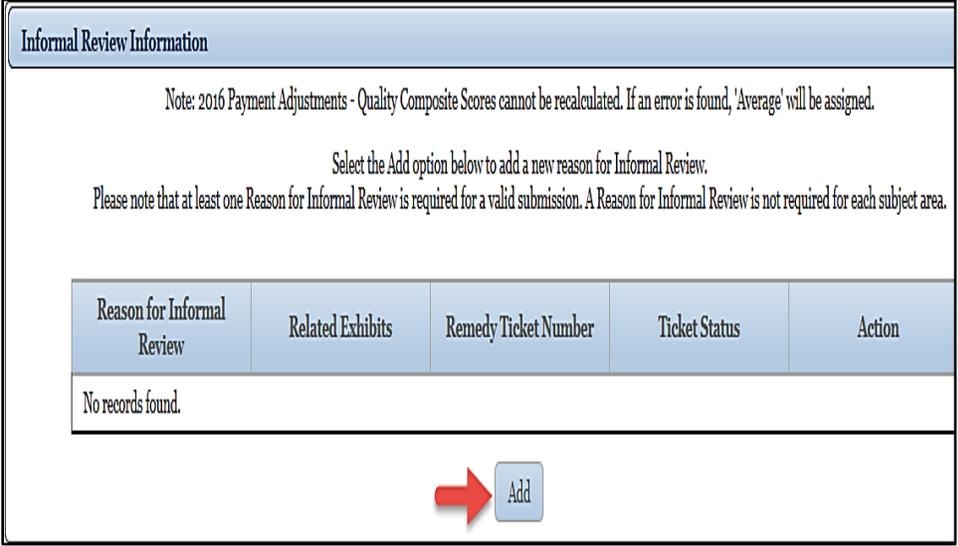
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<p>The Informal Review Request screen will be displayed. There are three (3) sections to a VM Informal Review Request:</p> <ol style="list-style-type: none"> i. Requestor Contact Information ii. Informal Review Information iii. User Attestation <p>Note: All fields denoted with a red asterisk are required fields.</p>	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #e6f2ff; border: 1px solid black; padding: 2px; margin-bottom: 5px;">VM Informal Review</div> <p style="font-size: small; margin-bottom: 5px;">A field with an asterisk (*) before denotes it is a required field.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <div style="background-color: #e6f2ff; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Requestor Contact Information</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> <p>*First Name : <input type="text" value="David"/></p> <p>Middle Initial: <input type="text"/></p> <p>*Last Name: <input type="text" value="Smith-Wilson"/></p> <p>*Email: <input type="text" value="dwilson-2013@elm.com"/></p> <p>*Confirm Email: <input type="text" value="dwilson-2013@elm.com"/></p> <p>*Phone Number: <input type="text" value="4074074079"/></p> <p>Phone Ext: <input type="text" value="407"/></p> </td> <td style="width: 50%; padding: 5px;"> <p>*Address Line 1: <input type="text" value="100 Main Street"/></p> <p>Address Line 2: <input type="text" value="Suite #02"/></p> <p>*City: <input type="text" value="Baltimore"/></p> <p>*State: <input type="text" value="Maryland"/></p> <p>*ZIP: <input type="text" value="40737"/></p> <p>ZIP+4: <input type="text" value="407"/></p> </td> </tr> </table> <p style="text-align: right; margin-top: 10px;"><input type="button" value="Clear"/></p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <div style="background-color: #e6f2ff; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Informal Review Information</div> <p style="font-size: x-small; margin-bottom: 5px;">Note: 2016 Payment Adjustment - If an error is found and the Quality Composite cannot be recalculated, then "Average" will be assigned.</p> <p style="font-size: x-small; margin-bottom: 5px;">Select the Add option below to add a new reason for Informal Review.</p> <p style="font-size: x-small; margin-bottom: 5px;">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.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr style="background-color: #e6f2ff;"> <th style="width: 25%;">Reason for Informal Review</th> <th style="width: 25%;">Related Exhibits</th> <th style="width: 25%;">Remedy Ticket Number</th> <th style="width: 25%;">Ticket Status</th> <th style="width: 20%;">Action</th> </tr> </thead> <tbody> <tr> <td colspan="5" style="text-align: center; padding: 5px;">No records found.</td> </tr> </tbody> </table> <p style="text-align: right;"><input type="button" value="Add"/></p> </div> <div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #e6f2ff; border: 1px solid black; padding: 2px; margin-bottom: 5px;">User Attestation</div> <p style="font-size: x-small; margin-bottom: 5px;">*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.</p> <p style="margin-bottom: 10px;"> <input type="radio"/> I accept the user attestation <input type="radio"/> I do not accept the user attestation </p> <p style="text-align: right; margin-top: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p> </div> </div>	<p>*First Name : <input type="text" value="David"/></p> <p>Middle Initial: <input type="text"/></p> <p>*Last Name: <input type="text" value="Smith-Wilson"/></p> <p>*Email: <input type="text" value="dwilson-2013@elm.com"/></p> <p>*Confirm Email: <input type="text" value="dwilson-2013@elm.com"/></p> <p>*Phone Number: <input type="text" value="4074074079"/></p> <p>Phone Ext: <input type="text" value="407"/></p>	<p>*Address Line 1: <input type="text" value="100 Main Street"/></p> <p>Address Line 2: <input type="text" value="Suite #02"/></p> <p>*City: <input type="text" value="Baltimore"/></p> <p>*State: <input type="text" value="Maryland"/></p> <p>*ZIP: <input type="text" value="40737"/></p> <p>ZIP+4: <input type="text" value="407"/></p>	Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action	No records found.				
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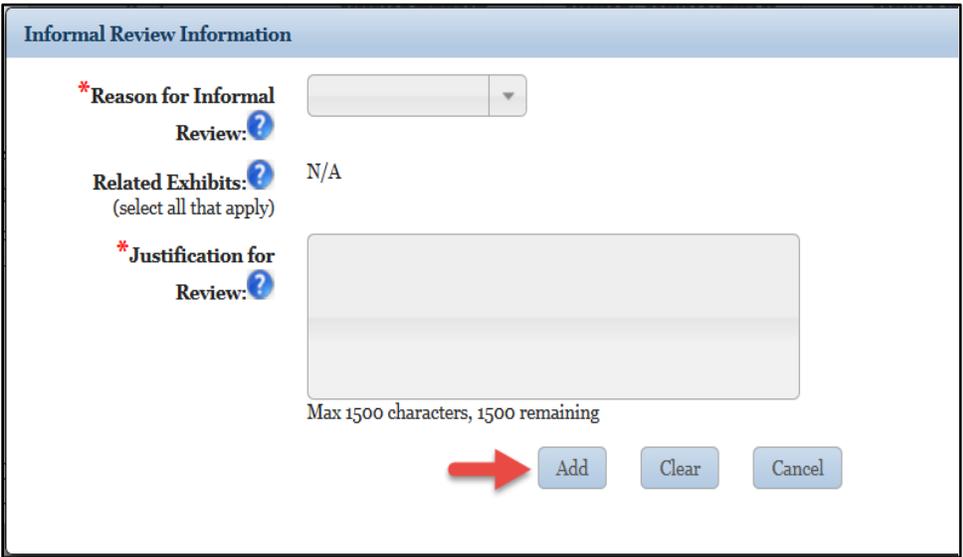
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Steps	Screenshots
<p><u>Requestor Contact Information Section</u></p> <p>9. Verify the EIDM pre-populated information.</p> <p>Note: <i>The Requestor Contact Information section will be the only section that is pre-populated, using information from 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.</i></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: <i>A pop-up window will be displayed with fields corresponding to the question information to be entered.</i></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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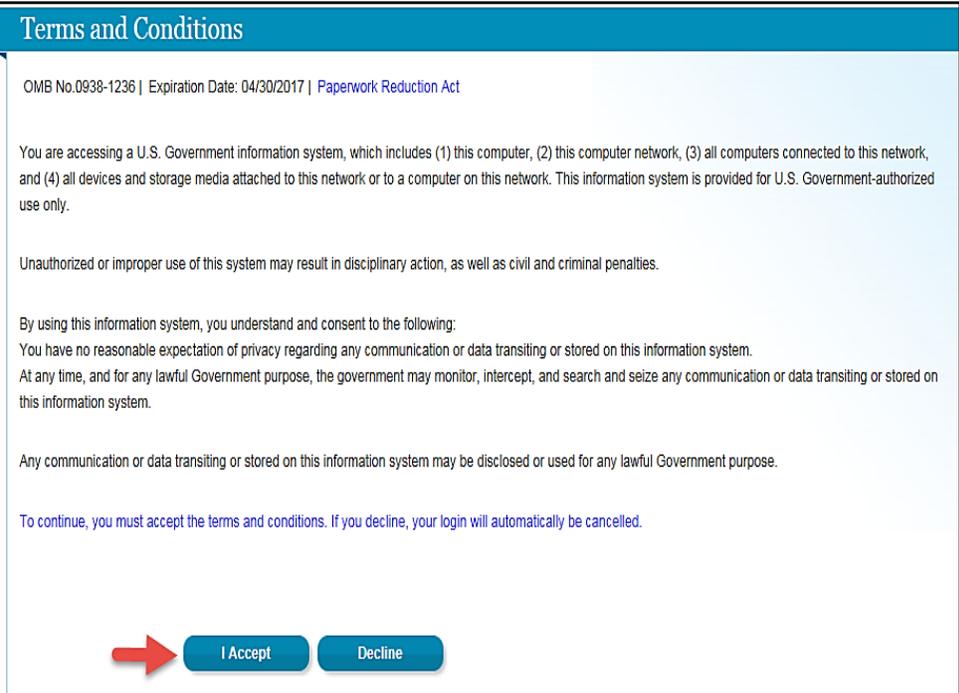
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Steps	Screenshots															
<p style="text-align: center;"><u>User Attestation Section</u></p> <p>12. After all relevant questions have been added to the question entry table; select <i>I accept the user attestation</i> and then select <i>Submit</i>.</p> <p>Note: <i>Submit</i> will be disabled until the <i>User Attestation</i> has been accepted.</p>	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #e6f2ff; padding: 2px;">Informal Review Information</div> <p style="font-size: small; text-align: center;">Note: 2016 Payment Adjustments - Quality Composite Scores cannot be recalculated. If an error is found, 'Average' will be assigned.</p> <p style="font-size: x-small; text-align: center;">Select the Add option below to add a new reason for Informal Review.</p> <p style="font-size: x-small;">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.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e6f2ff;"> <th style="width: 25%;">Reason for Informal Review</th> <th style="width: 15%;">Related Exhibits</th> <th style="width: 15%;">Remedy Ticket Number</th> <th style="width: 15%;">Ticket Status</th> <th style="width: 20%;">Action</th> </tr> </thead> <tbody> <tr> <td>QRUR Quality Section</td> <td>Exhibit 5</td> <td>N/A</td> <td>Pending</td> <td><input type="button" value="▼"/></td> </tr> <tr> <td>Group Size</td> <td>N/A</td> <td>N/A</td> <td>Pending</td> <td><input type="button" value="▼"/></td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 5px;"><input type="button" value="Add"/></p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <div style="background-color: #e6f2ff; padding: 2px;">User Attestation</div> <p style="font-size: x-small;">* 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.</p> <p style="margin-left: 20px;"> <input checked="" type="radio"/> I accept the user attestation <input type="radio"/> I do not accept the user attestation </p> <p style="text-align: right; margin-top: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p> </div>	Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action	QRUR Quality Section	Exhibit 5	N/A	Pending	<input type="button" value="▼"/>	Group Size	N/A	N/A	Pending	<input type="button" value="▼"/>
Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action												
QRUR Quality Section	Exhibit 5	N/A	Pending	<input type="button" value="▼"/>												
Group Size	N/A	N/A	Pending	<input type="button" value="▼"/>												
<p>The Submission Confirmation message will be displayed.</p> <p>Note: <i>Selecting Close on the Submission Confirmation message will navigate the user to the VM Informal Review screen.</i></p>	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #e6f2ff; padding: 2px;">Initial Confirmation.</div> <p>You have successfully requested an informal review on your Medicare Physician Fee Schedule 2016 payment adjustment under the Value-based Payment Modifier.</p> <p style="text-align: center;">Your request tracking number is 518. Please note the Request Tracking Number for any communication with the PV Helpdesk.</p> <p style="text-align: center;">An email will be sent to the email address on file as a notification of this submission. Informal Review Request has been successfully submitted.</p> <p style="text-align: right; margin-top: 10px;"> <input type="button" value="Close"/> <input type="button" value="Print"/> </p> </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.

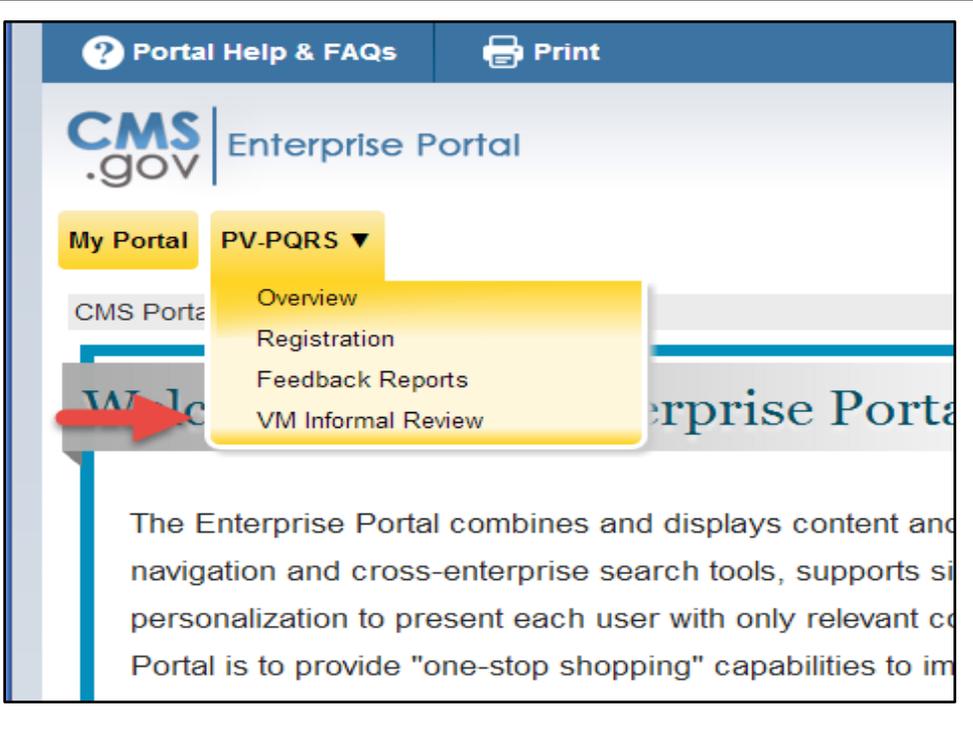
2016 VM Informal Review Request Quick Reference Guide

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>	

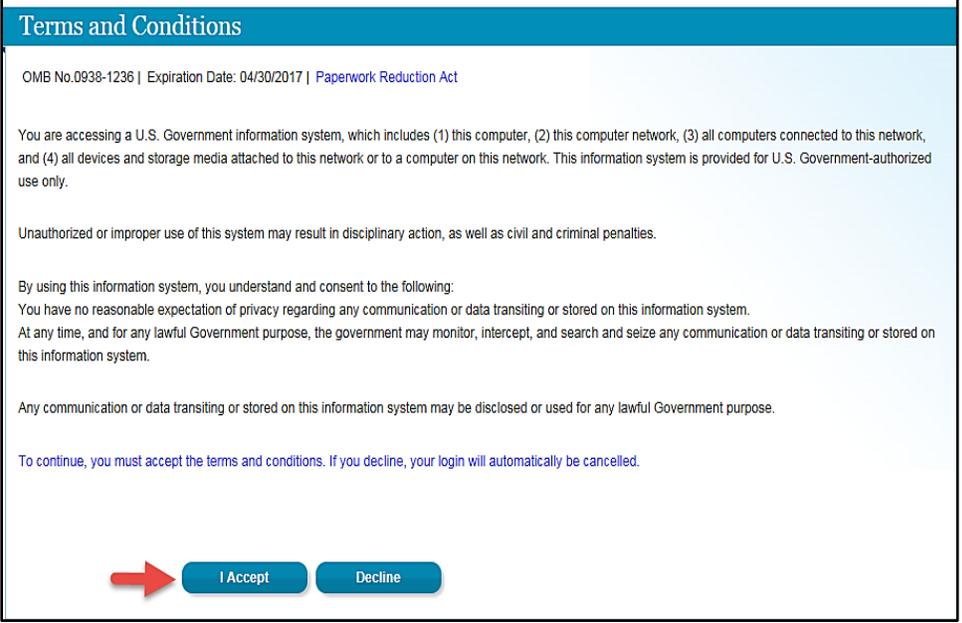
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Steps	Screenshots
<p>3. Enter the following information and select Log In under Welcome to CMS Enterprise Portal:</p> <ul style="list-style-type: none"> • EIDM User ID • EIDM Password 	
<p>4. Select VM Informal Review from the PV-PQRS drop-down menu.</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>	

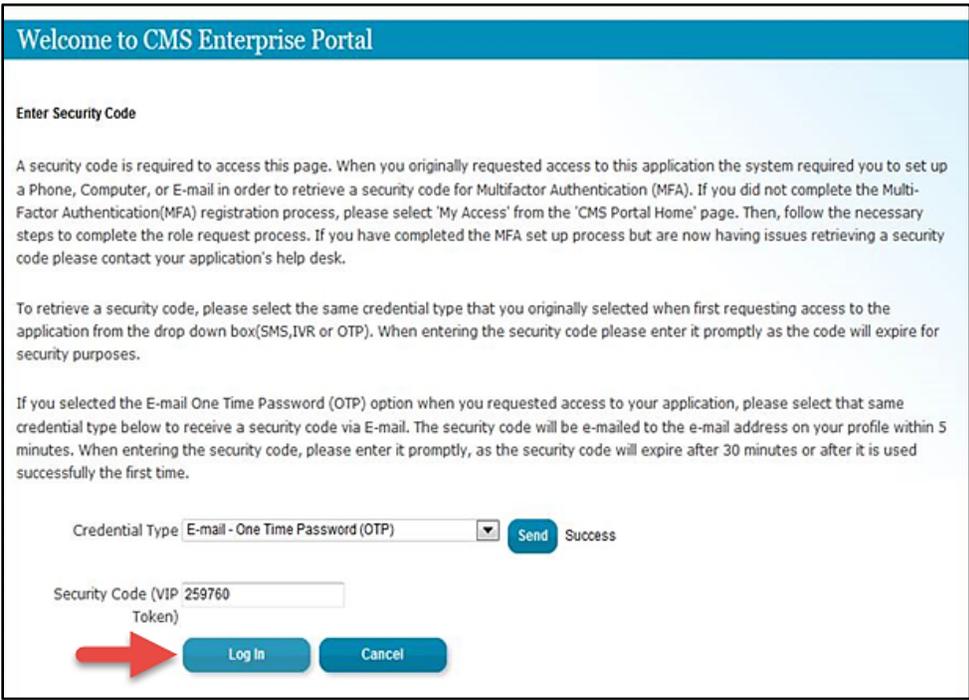
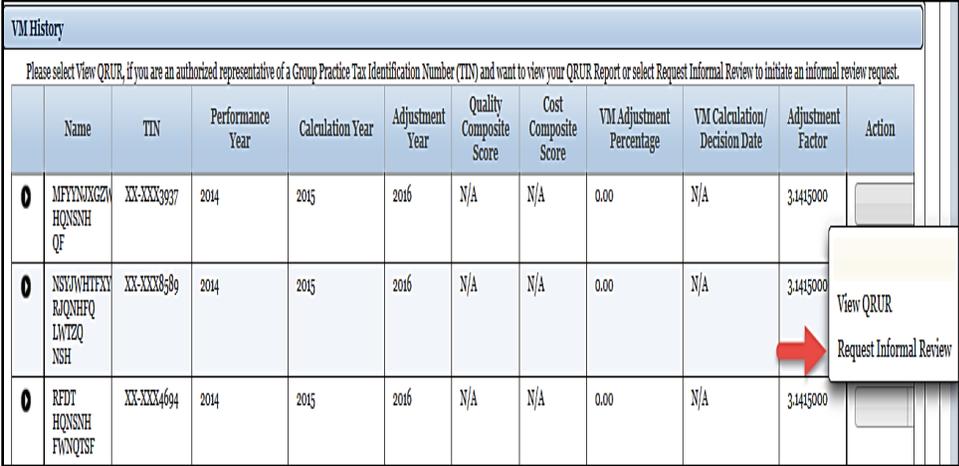
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Steps	Screenshots
<p>7. Select the Credential Type from the drop-down menu and then select Send to receive a Security Code. The word Success will be displayed next to the Send button once a security code has been successfully sent.</p> <p>Note: <i>You 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.</i></p>	<div style="border: 1px solid black; padding: 10px;"> <div style="background-color: #0070C0; color: white; padding: 5px; text-align: center;">Welcome to CMS Enterprise Portal</div> <div style="padding: 10px;"> <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 OIIP). 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> <div style="margin-top: 20px;"> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <p>Credential Type:</p> <p>Security Code (VIP Token)</p> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 200px;"> <div style="background-color: #e0e0e0; padding: 2px;">E-mail - One Time Password (OTP)</div> <div style="background-color: #e0e0e0; padding: 2px;">Phone/Tablet/PC/Laptop</div> <div style="background-color: #0070C0; color: white; padding: 2px;">E-mail - One Time Password (OTP)</div> <div style="background-color: #e0e0e0; padding: 2px;">Text Message - Short Message service (SMS)</div> <div style="background-color: #e0e0e0; padding: 2px;">Voice Message - Interactive Voice Response(IVR)</div> </div> <div style="margin-left: 10px; text-align: center;"> <p>Send ←</p> <p>→ Log In Cancel</p> </div> </div> </div> </div> </div>

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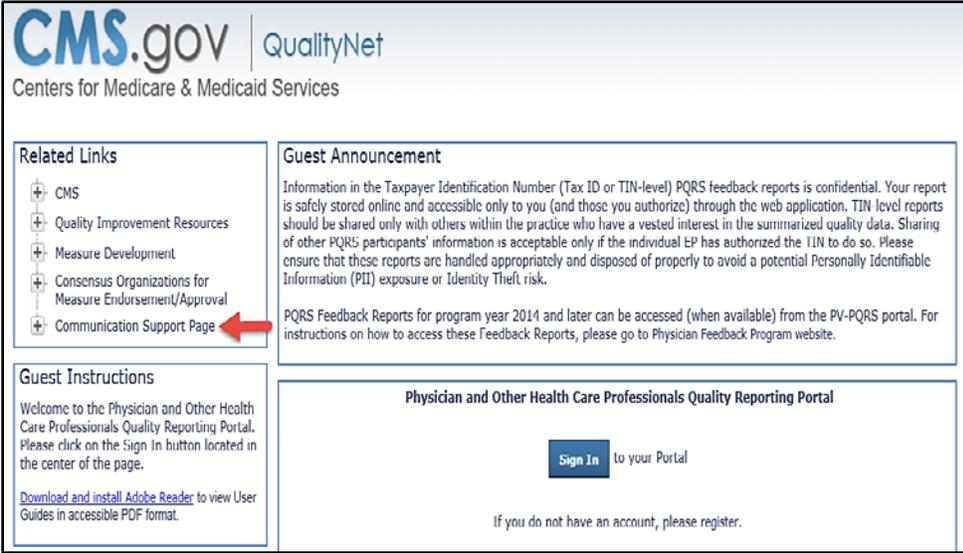
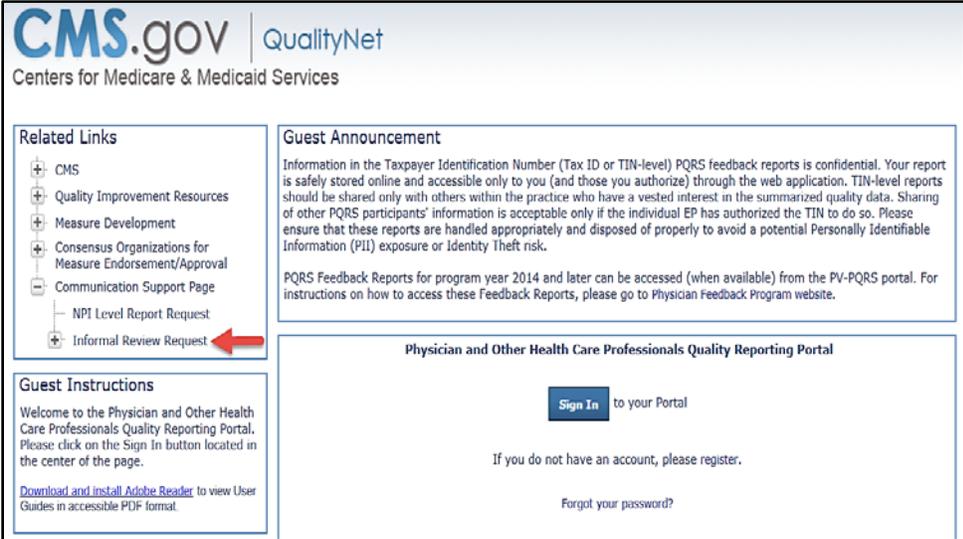
2016 VM Informal Review Request Quick Reference Guide

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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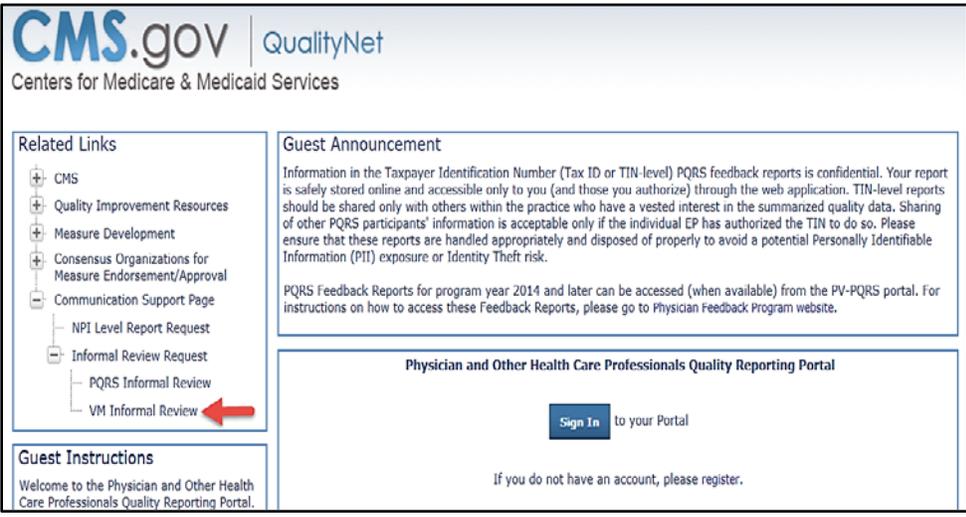
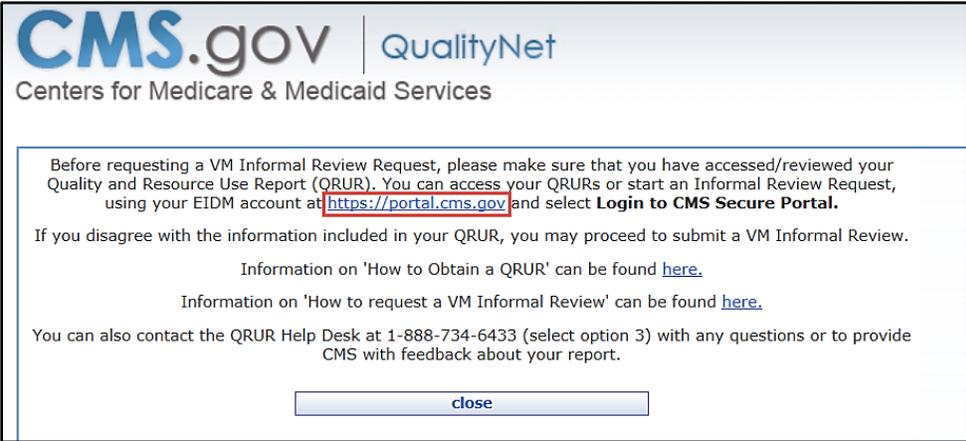
2016 VM Informal Review Request Quick Reference Guide

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>The screenshot shows the CMS.gov QualityNet homepage. At the top, it says 'CMS.gov QualityNet Centers for Medicare & Medicaid Services'. Below this, there are two main sections: 'Related Links' and 'Guest Announcement'. In the 'Related Links' section, there is a list of links: CMS, Quality Improvement Resources, Measure Development, Consensus Organizations for Measure Endorsement/Approval, and Communication Support Page. A red arrow points to the 'Communication Support Page' link. Below the 'Related Links' section is a 'Guest Instructions' box with a welcome message and a 'Sign In' button. To the right of the 'Guest Instructions' is a 'Guest Announcement' box with text about PQR feedback reports. Below the 'Guest Announcement' is another 'Sign In' button and a link to 'Physician and Other Health Care Professionals Quality Reporting Portal'.</p>
<p>2. Select Informal Review Request from the Communications Support Page drop down.</p>	 <p>The screenshot shows the CMS.gov QualityNet homepage, similar to the first one. In the 'Related Links' section, there is a dropdown menu open, and 'Informal Review Request' is highlighted with a red arrow. The rest of the page content is identical to the first screenshot.</p>

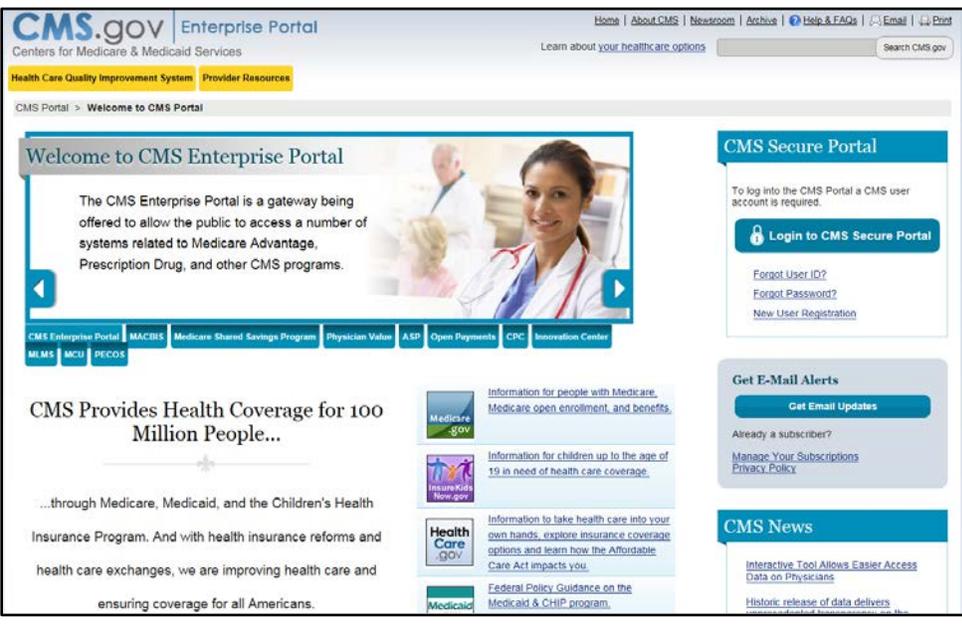
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Steps	Screenshots
<p>3. Select VM Informal Review from the Informal Review Request drop down.</p>	 <p>The screenshot shows the CMS.gov QualityNet portal. On the left, there is a 'Related Links' menu with a tree structure. The 'VM Informal Review' link is highlighted with a red arrow. To the right, there is a 'Guest Announcement' section with text about PQR feedback reports. Below that is a 'Physician and Other Health Care Professionals Quality Reporting Portal' section with a 'Sign In' button and a registration link.</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>	 <p>The screenshot shows a message box from CMS.gov. It contains the following text: 'Before requesting a VM Informal Review Request, please make sure that you have accessed/reviewed your Quality and Resource Use Report (QRUR). You can access your QRURs or start an Informal Review Request, using your EIDM account at https://portal.cms.gov and select Login to CMS Secure Portal. If you disagree with the information included in your QRUR, you may proceed to submit a VM Informal Review. Information on 'How to Obtain a QRUR' can be found here. Information on 'How to request a VM Informal Review' can be found here. You can also contact the QRUR Help Desk at 1-888-734-6433 (select option 3) with any questions or to provide CMS with feedback about your report.' At the bottom of the message box is a 'close' button.</p>

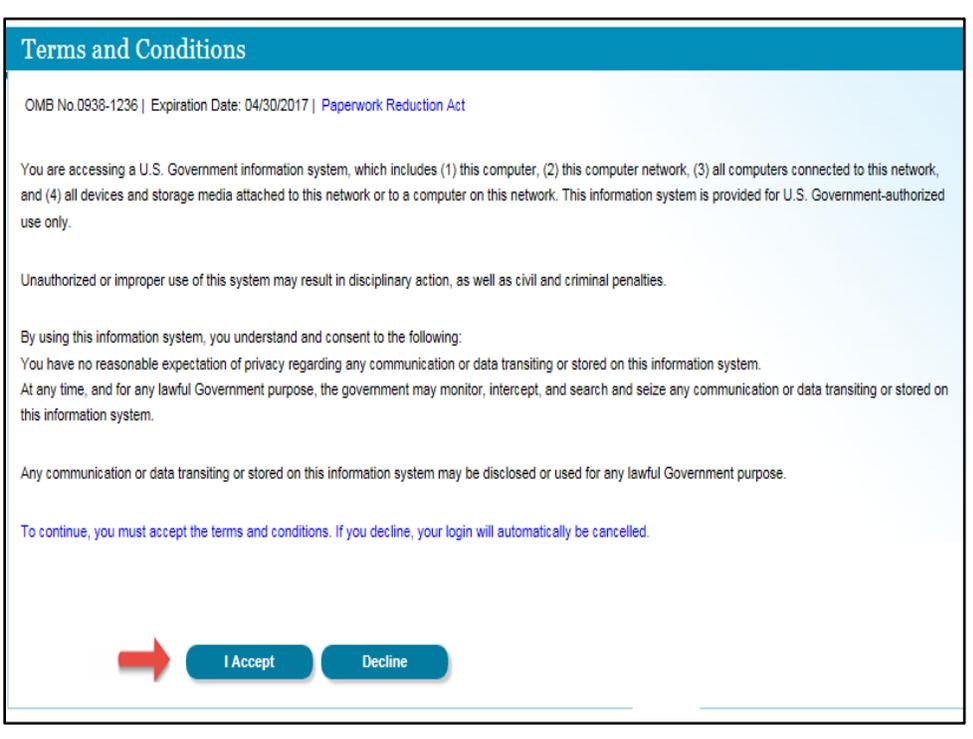
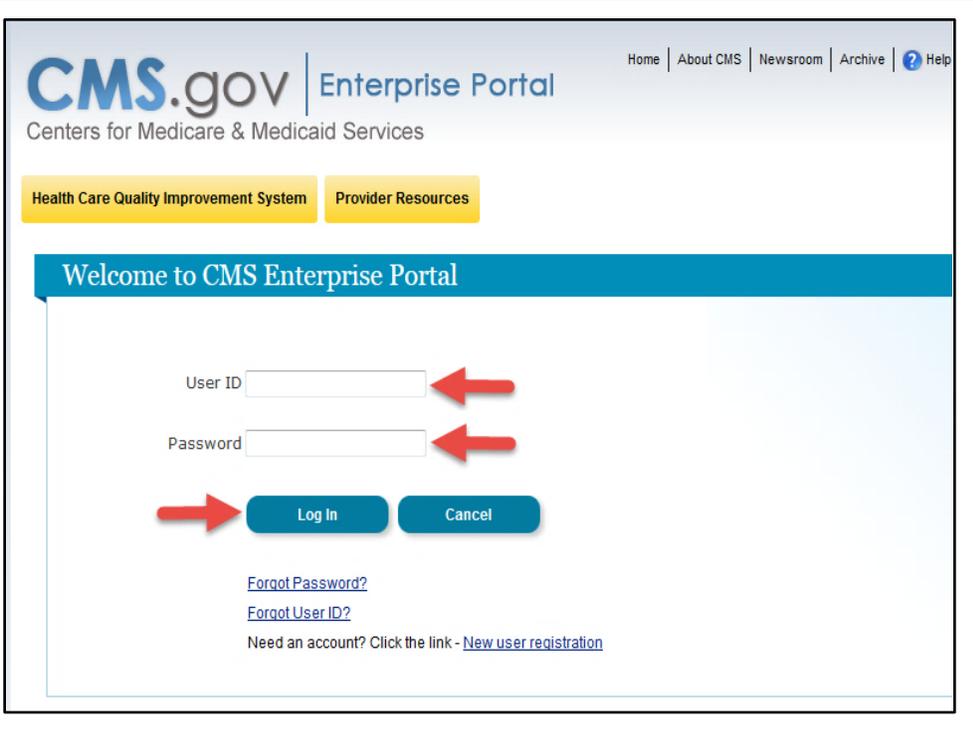
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2016 VM Informal Review Request Quick Reference Guide

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>	

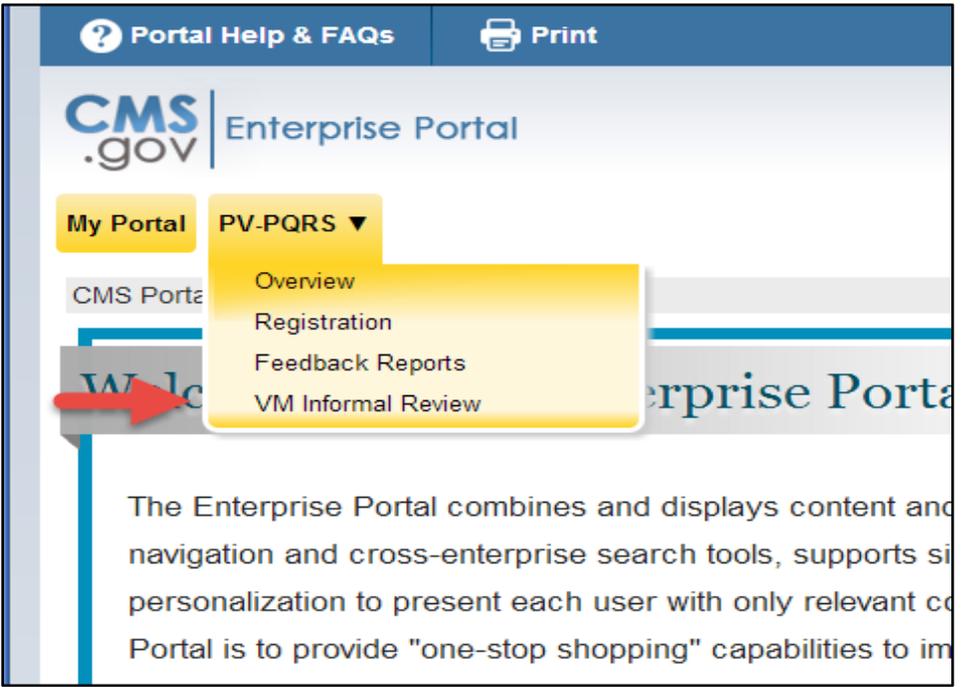
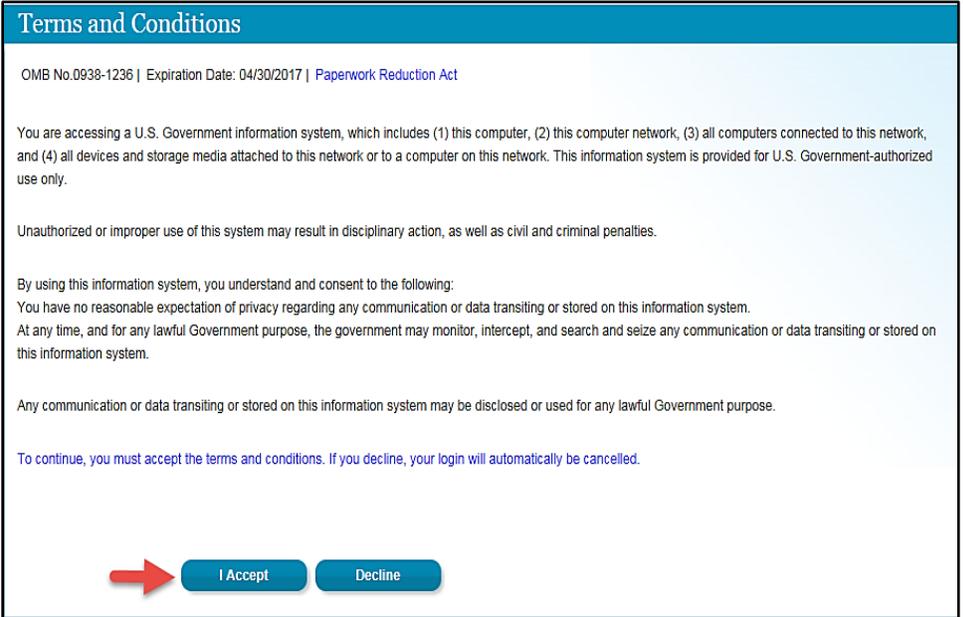
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Steps	Screenshots
<p>6. Read the Terms and Conditions and select I Accept to continue.</p> <p>Note: Selecting Decline will end the session and return you to the CMS Enterprise Portal Landing screen.</p>	
<p>7. Enter the following information and select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

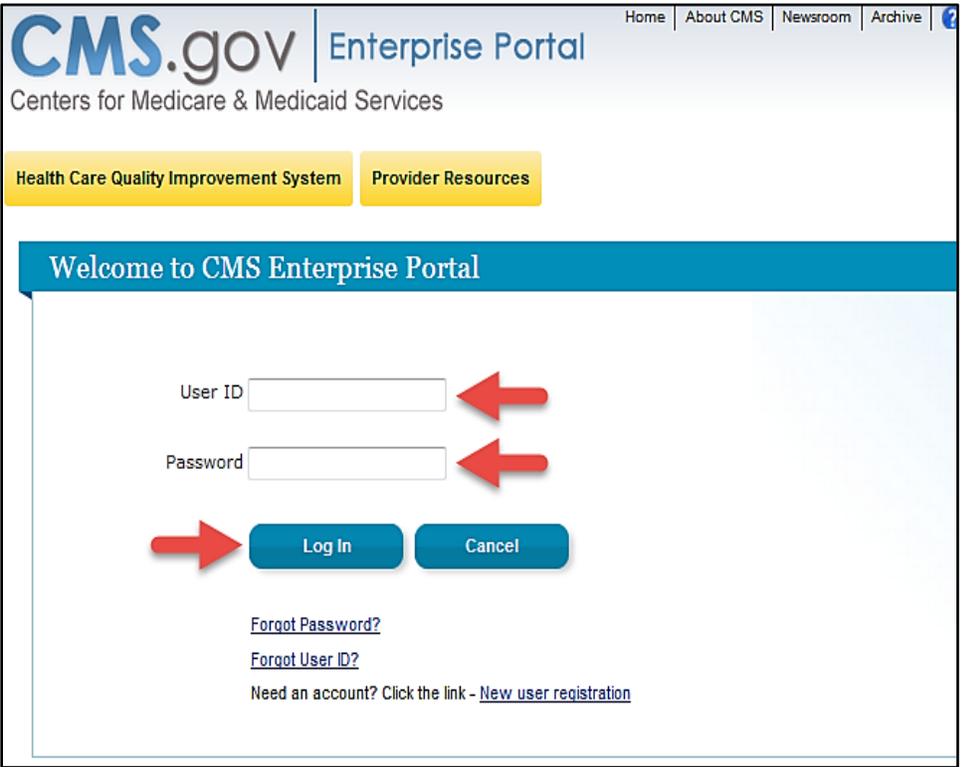
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Steps	Screenshots
<p>8. Select VM Informal Review from the PV-PQRS drop-down menu.</p> <p>Note: You will be directed to the Multi-Factor Authentication (MFA) process each time you log in and attempt to access the VM Informal Review Request interface. 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 'Print'. Below the CMS logo, there is a navigation menu with 'My Portal' and 'PV-PQRS'. The 'PV-PQRS' 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 menu, 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, it displays 'OMB No.0938-1236 Expiration Date: 04/30/2017 Paperwork Reduction Act'. The main text describes the user's access to a U.S. Government information system and outlines the terms of use. At the bottom, there are two buttons: 'I Accept' and 'Decline'. A red arrow points to the 'I Accept' button.</p>

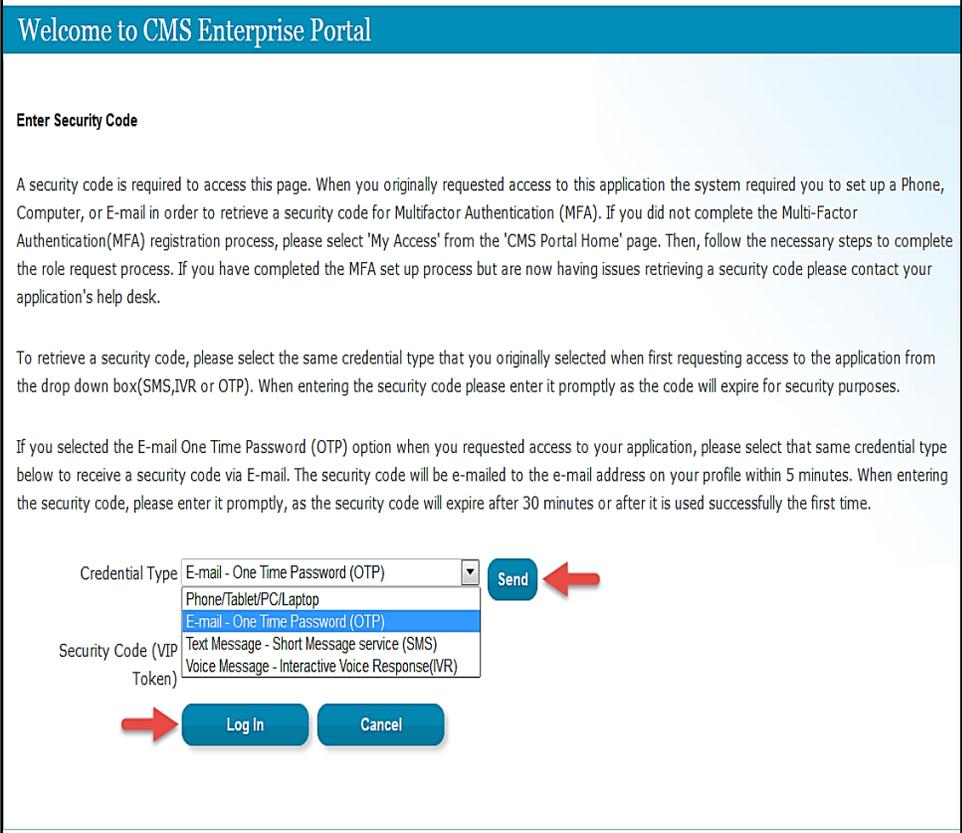
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2016 VM Informal Review Request Quick Reference Guide

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

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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>	

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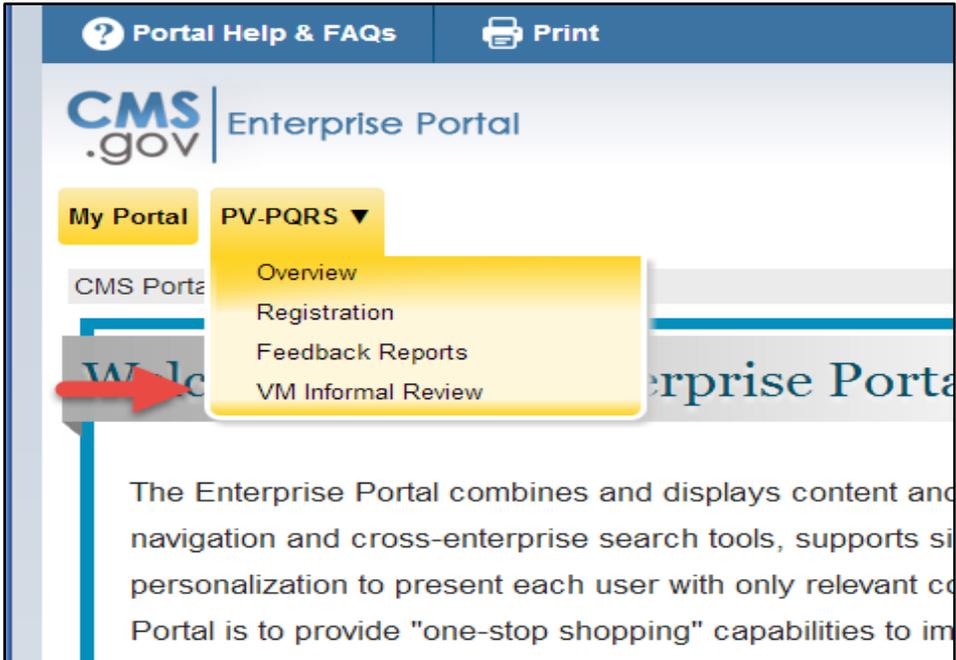
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VM History																																																																									
Please select View QRUR, if you are an authorized representative of a Group Practice Tax Identification Number (TIN) and want to view your QRUR Report or select Request Informal Review to initiate an informal review request.																																																																									
	Name	TIN	Performance Year	Calculation Year	Adjustment Year	Quality Composite Score	Cost Composite Score	VM Adjustment Percentage	VM Calculation/ Decision Date	Adjustment Factor	Action																																																														
0	MFYVMJGZV HQNSNH QF	XX-XXX3937	2014	2015	2016	N/A	N/A	0.00	N/A	3,443,000	View QRUR Request Informal Review																																																														
0	NSYVWHFXY RQNHQFQ LWZDQ NSH	XX-XXX8589	2014	2015	2016	N/A	N/A	0.00	N/A	3,443,000	View QRUR Request Informal Review																																																														
0	RFDT HQNSNH FVNQTSF	XX-XXX4694	2014	2015	2016	N/A	N/A	0.00	N/A	3,443,000	View QRUR Request Informal Review																																																														
<p>14. 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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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>	

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Steps	Screenshots																																		
<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>																																			
<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>	<div style="border: 1px solid black; padding: 5px;"> <p>VM History</p> <p>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.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Name</th> <th>TIN</th> <th>Performance Year</th> <th>Calculation Year</th> <th>Adjustment Year</th> <th>Quality Composite Score</th> <th>Cost Composite Score</th> <th>VM Adjustment Percentage</th> <th>VM Calculation/ Decision Date</th> <th>Adjustment Factor</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>MPFYNNJK HQNSNH QF</td> <td>XX-XXX3997</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><input type="button" value="View"/></td> </tr> </tbody> </table> <p>To view or modify the details of an existing informal review request, you may select the request tracking number.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <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>585</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>	Name	TIN	Performance Year	Calculation Year	Adjustment Year	Quality Composite Score	Cost Composite Score	VM Adjustment Percentage	VM Calculation/ Decision Date	Adjustment Factor	Action	MPFYNNJK HQNSNH QF	XX-XXX3997	2014	2015	2016	N/A	N/A	0.00	N/A	N/A	<input type="button" value="View"/>	Request Tracking Number	Date Informal Review Initiated	Informal Review Status	Action	585	08/10/2015	Review Requested	Cancel Informal Review	519	07/13/2015	Review Completed	
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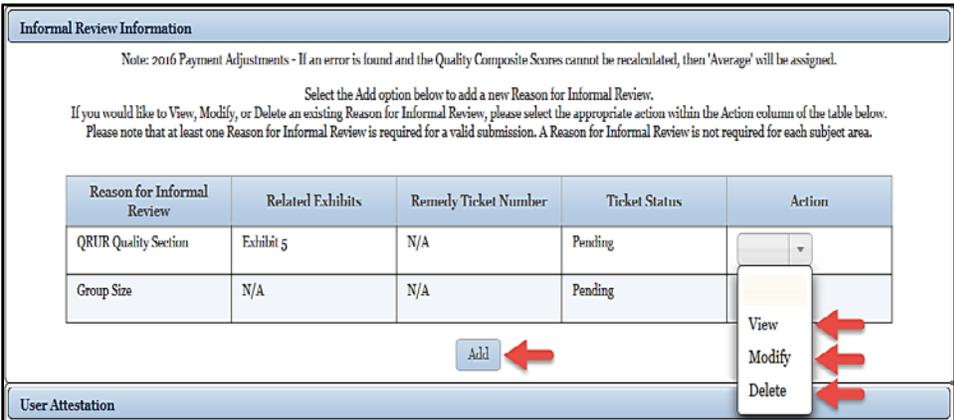
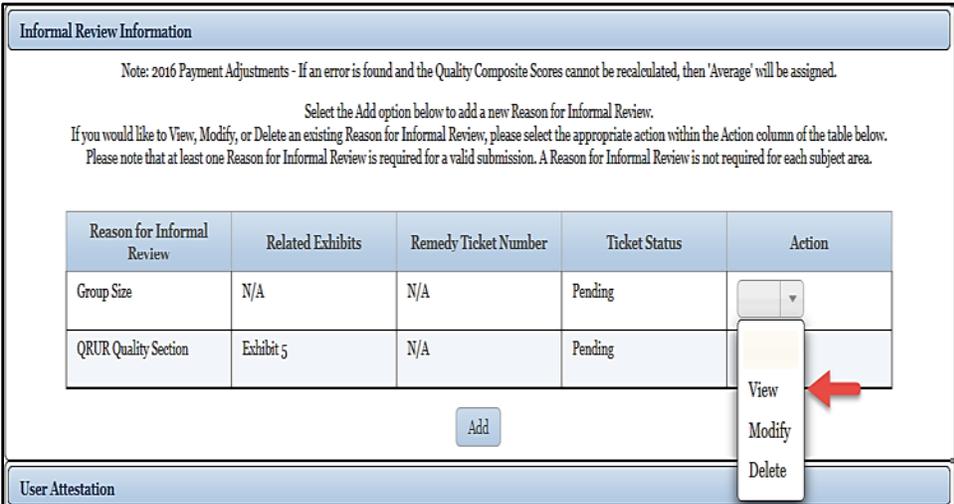
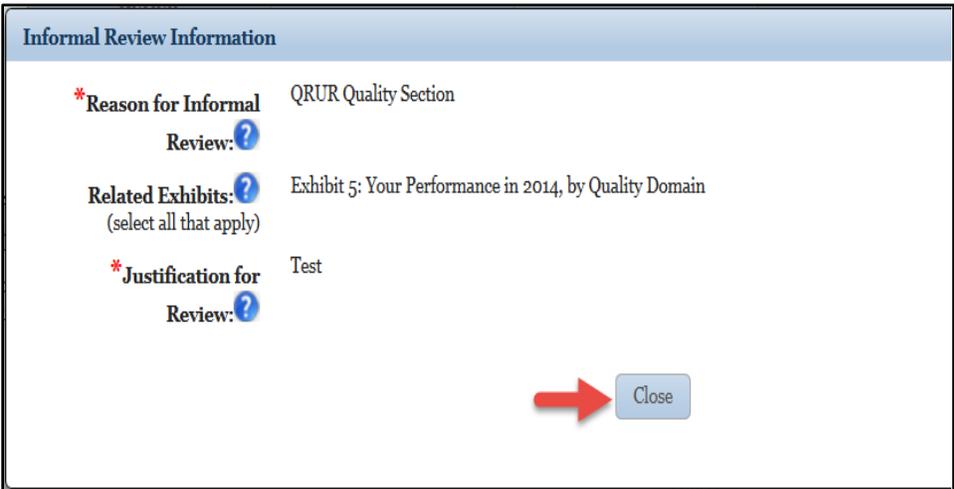
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2016 VM Informal Review Request Quick Reference Guide

Steps	Screenshots																	
<p>The Informal Review Request will be displayed with the latest information saved to the database.</p> <p>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.</p>	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #e6f2ff; padding: 2px; border: 1px solid black; margin-bottom: 5px;"> VM Informal Review </div> <p style="font-size: small; margin: 0;">A field with an asterisk (*) before denotes it is a required field.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p style="font-size: small; margin: 0;">Requestor Contact Information</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <p>*First Name : <input type="text" value="David"/></p> <p>Middle Initial: <input type="text"/></p> <p>*Last Name: <input type="text" value="Smith-Wilson"/></p> <p>*Email: <input type="text" value="dwilson-2013@clm.com"/></p> <p>*Confirm Email: <input type="text" value="dwilson-2013@clm.com"/></p> <p>*Phone Number: <input type="text" value="4074074079"/></p> <p>Phone Ext: <input type="text" value="407"/></p> </td> <td style="width: 50%; border: none;"> <p>*Address Line 1: <input type="text" value="100 Main Street"/></p> <p>Address Line 2: <input type="text" value="Suite #02"/></p> <p>*City: <input type="text" value="Baltimore"/></p> <p>*State: <input type="text" value="Maryland"/></p> <p>*ZIP: <input type="text" value="49737"/></p> <p>ZIP+4: <input type="text" value="4077"/></p> </td> </tr> </table> <p style="text-align: right; margin-top: 10px;"><input type="button" value="Clear"/></p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p style="font-size: small; margin: 0;">Informal Review Information</p> <p style="font-size: x-small; margin: 0;">Note: 2016 Payment Adjustment - If an error is found and the Quality Composite cannot be recalculated, then "Average" will be assigned.</p> <p style="font-size: x-small; margin: 0;">Select the Add option below to add a new reason for Informal Review.</p> <p style="font-size: x-small; margin: 0;">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. 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I understand that any falsification, omission, or concealment of any material fact may subject me to administrative, civil, or criminal liability.</p> <p style="margin: 5px 0;"> <input type="radio"/> I accept the user attestation <input type="radio"/> I do not accept the user attestation </p> <p style="text-align: right; margin-top: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p> </div> </div>	<p>*First Name : <input type="text" value="David"/></p> <p>Middle Initial: <input type="text"/></p> <p>*Last Name: <input type="text" value="Smith-Wilson"/></p> <p>*Email: <input type="text" value="dwilson-2013@clm.com"/></p> <p>*Confirm Email: <input type="text" value="dwilson-2013@clm.com"/></p> <p>*Phone Number: <input type="text" value="4074074079"/></p> <p>Phone Ext: <input type="text" value="407"/></p>	<p>*Address Line 1: <input type="text" value="100 Main Street"/></p> <p>Address Line 2: <input type="text" value="Suite #02"/></p> <p>*City: <input type="text" value="Baltimore"/></p> <p>*State: <input type="text" value="Maryland"/></p> <p>*ZIP: <input type="text" value="49737"/></p> <p>ZIP+4: <input type="text" value="4077"/></p>	Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action	QRUR Quality Section	Exhibit 5	N/A	Pending	<input type="button" value="v"/>	Group Size	N/A	N/A	Pending	<input type="button" value="v"/>
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<p style="text-align: center;"><u>Modifying Requestor Contact Information</u></p> <p>5. (a) Select field to be modified and enter updated information</p> <p style="text-align: center; margin: 10px 0;">OR</p> <p>(b) Select Clear to clear all fields and enter updated information into all required fields</p>	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #e6f2ff; padding: 2px; border: 1px solid black; margin-bottom: 5px;"> Requestor Contact Information </div> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <p>*First Name : <input type="text" value="David"/></p> <p>Middle Initial: <input type="text"/></p> <p>*Last Name: <input type="text" value="Smith-Wilson"/></p> <p>*Email: <input type="text" value="dwilson-2013_01-4069@idm.cc"/></p> <p>*Confirm Email: <input type="text" value="dwilson-2013_01-4069@idm.cc"/></p> <p>*Phone Number: <input type="text" value="4074074079"/></p> <p>Phone Ext: <input type="text" value="407"/></p> </td> <td style="width: 50%; border: none;"> <p>*Address Line 1: <input type="text" value="101 Main Street"/></p> <p>Address Line 2: <input type="text" value="Suite 102"/></p> <p>*City: <input type="text" value="Baltimore"/></p> <p>*State: <input type="text" value="Maryland"/></p> <p>*ZIP: <input type="text" value="40757"/></p> <p>ZIP+4: <input type="text" value="4077"/></p> </td> </tr> </table> <p style="text-align: right; margin-top: 10px;"><input type="button" value="Clear"/></p> </div>	<p>*First Name : <input type="text" value="David"/></p> <p>Middle Initial: <input type="text"/></p> <p>*Last Name: <input type="text" value="Smith-Wilson"/></p> <p>*Email: <input type="text" value="dwilson-2013_01-4069@idm.cc"/></p> <p>*Confirm Email: <input type="text" value="dwilson-2013_01-4069@idm.cc"/></p> <p>*Phone Number: <input type="text" value="4074074079"/></p> <p>Phone Ext: <input type="text" value="407"/></p>	<p>*Address Line 1: <input type="text" value="101 Main Street"/></p> <p>Address Line 2: <input type="text" value="Suite 102"/></p> <p>*City: <input type="text" value="Baltimore"/></p> <p>*State: <input type="text" value="Maryland"/></p> <p>*ZIP: <input type="text" value="40757"/></p> <p>ZIP+4: <input type="text" value="4077"/></p>															
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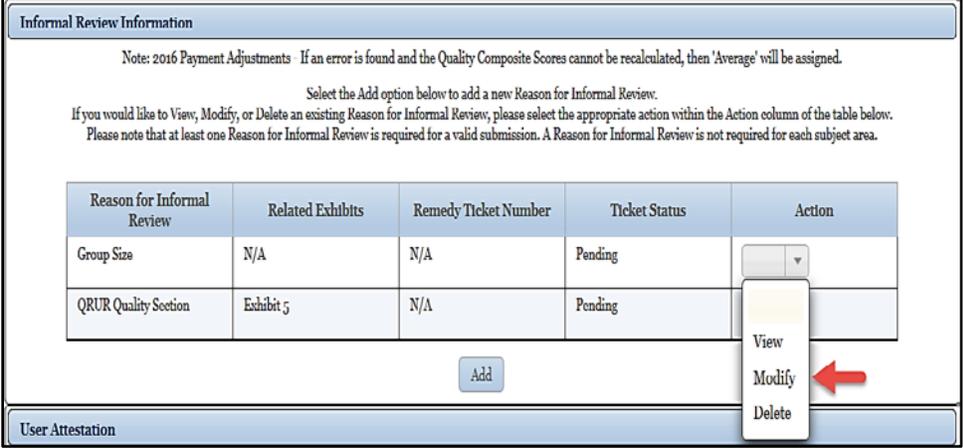
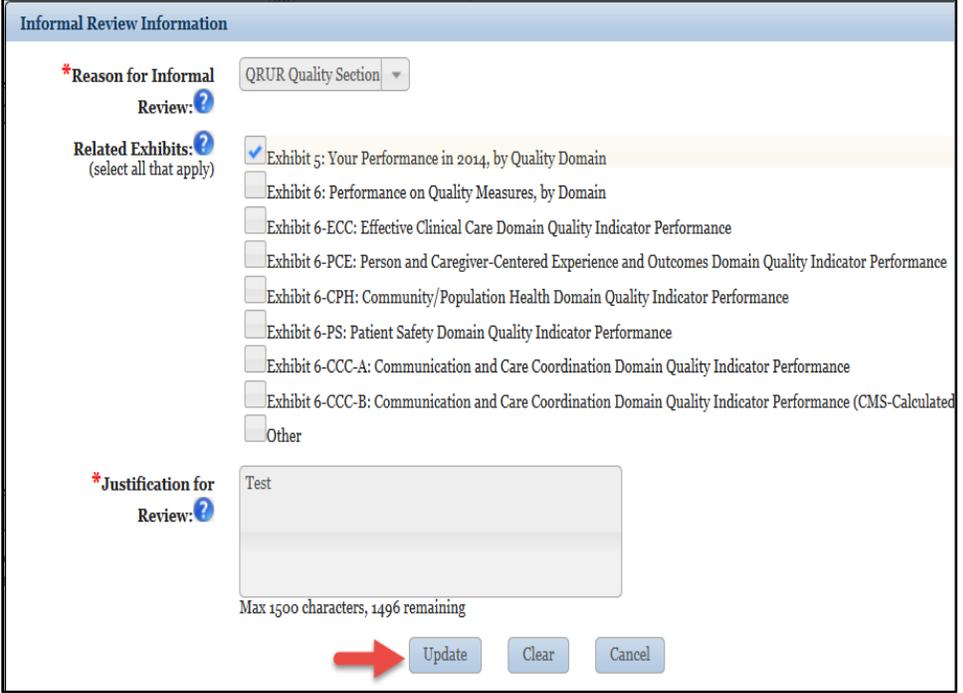
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Steps	Screenshots															
<p style="text-align: center;"><u>Modifying Informal Review Information Section</u></p> <p>6. Within the Question Entry table, select the desired action under the Action column.</p> <p>Note: Selecting View or Modify 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.</p>	 <p style="text-align: center;">Informal Review Information</p> <p style="text-align: center;">Note: 2016 Payment Adjustments - If an error is found and the Quality Composite Scores cannot be recalculated, then 'Average' will be assigned.</p> <p style="text-align: center;">Select the Add option below to add a new Reason for Informal Review.</p> <p>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.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Reason for Informal Review</th> <th>Related Exhibits</th> <th>Remedy Ticket Number</th> <th>Ticket Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>QRUR Quality Section</td> <td>Exhibit 5</td> <td>N/A</td> <td>Pending</td> <td style="text-align: center;">▼</td> </tr> <tr> <td>Group Size</td> <td>N/A</td> <td>N/A</td> <td>Pending</td> <td style="text-align: center;">▼</td> </tr> </tbody> </table> <p style="text-align: center;"><input type="button" value="Add"/></p> <p style="text-align: center;">User Attestation</p>	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	▼
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Modifying Informal Review Information Section – Viewing an Existing Question																
<p>7. (a) Within the Question Entry table, select View under the Action column to the right of the question you want to review.</p>	 <p style="text-align: center;">Informal Review Information</p> <p style="text-align: center;">Note: 2016 Payment Adjustments - If an error is found and the Quality Composite Scores cannot be recalculated, then 'Average' will be assigned.</p> <p style="text-align: center;">Select the Add option below to add a new Reason for Informal Review.</p> <p>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.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Reason for Informal Review</th> <th>Related Exhibits</th> <th>Remedy Ticket Number</th> <th>Ticket Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Group Size</td> <td>N/A</td> <td>N/A</td> <td>Pending</td> <td style="text-align: center;">▼</td> </tr> <tr> <td>QRUR Quality Section</td> <td>Exhibit 5</td> <td>N/A</td> <td>Pending</td> <td style="text-align: center;">▼</td> </tr> </tbody> </table> <p style="text-align: center;"><input type="button" value="Add"/></p> <p style="text-align: center;">User Attestation</p>	Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action	Group Size	N/A	N/A	Pending	▼	QRUR Quality Section	Exhibit 5	N/A	Pending	▼
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QRUR Quality Section	Exhibit 5	N/A	Pending	▼												
<p>7. (b) Select Close to close the pop-up, after reviewing the information.</p> <p>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.</p>	 <p style="text-align: center;">Informal Review Information</p> <p>*Reason for Informal Review: QRUR Quality Section</p> <p>Related Exhibits: Exhibit 5: Your Performance in 2014, by Quality Domain (select all that apply)</p> <p>*Justification for Review: Test</p> <p style="text-align: right;"><input type="button" value="Close"/></p>															

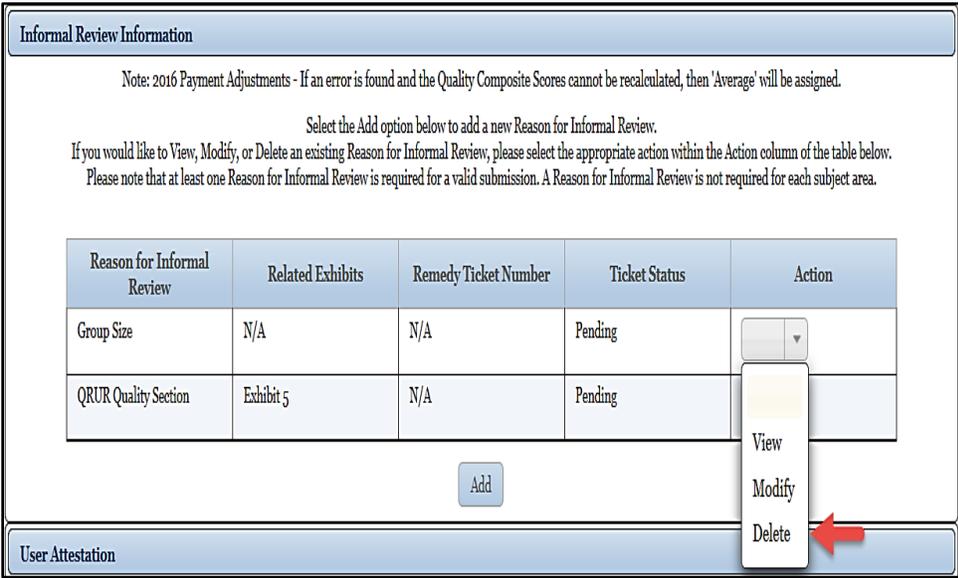
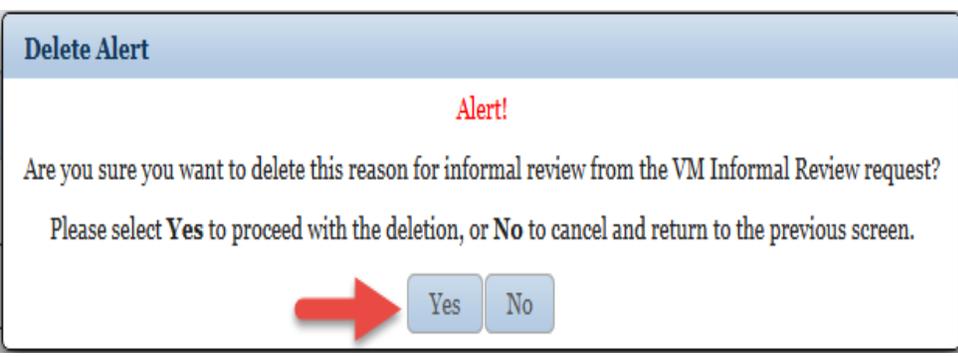
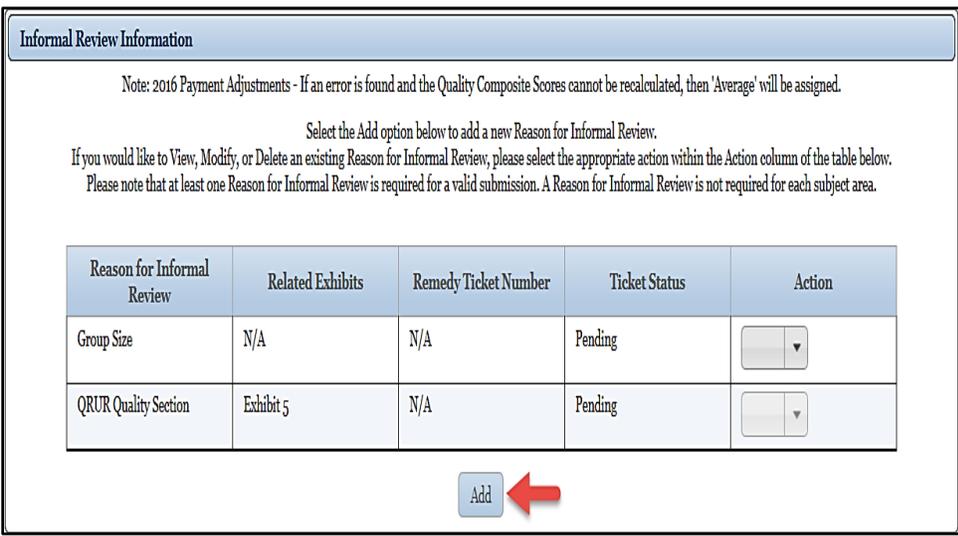
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Steps	Screenshots
Modifying Informal Review Information – Viewing or Modifying an Existing Question	
<p>8. (a) Within the Question Entry table, select Modify under the Action column to the right of the question you want to modify.</p>	
<p>8. (b) Review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

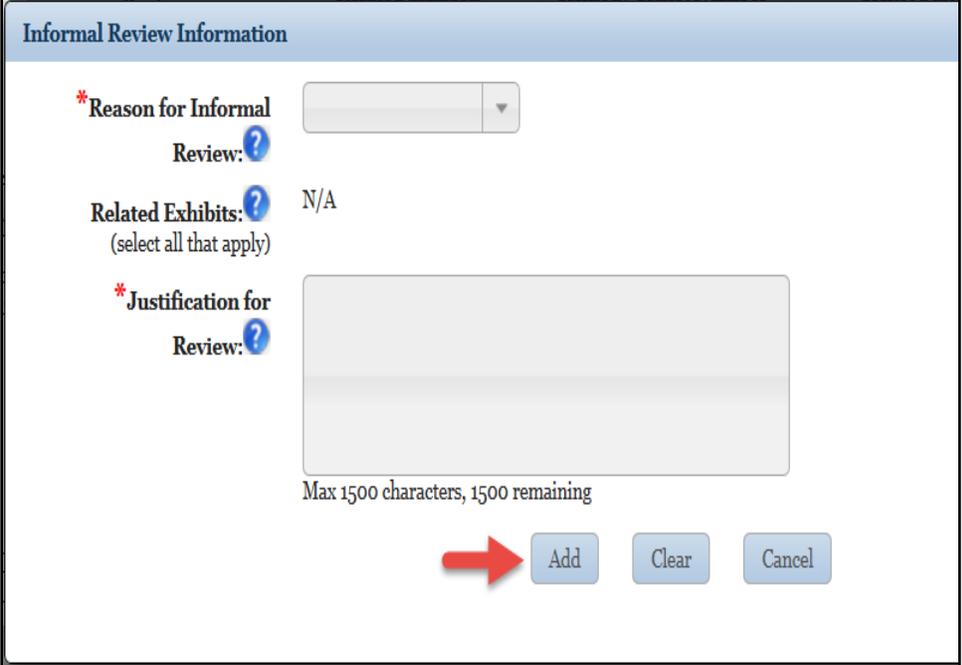
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Steps	Screenshots															
Modifying Informal Review Information – Deleting an Existing Question																
<p>9. (a) Within the Question Entry table, select Delete under the Action column to the right of the question you want to delete.</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 the following data:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Reason for Informal Review</th> <th>Related Exhibits</th> <th>Remedy Ticket Number</th> <th>Ticket Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Group Size</td> <td>N/A</td> <td>N/A</td> <td>Pending</td> <td>Dropdown menu (Delete selected)</td> </tr> <tr> <td>QRUR Quality Section</td> <td>Exhibit 5</td> <td>N/A</td> <td>Pending</td> <td>Dropdown menu</td> </tr> </tbody> </table> <p>Below the table is an 'Add' button. A red arrow points to the 'Delete' option in the dropdown menu.</p>	Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action	Group Size	N/A	N/A	Pending	Dropdown menu (Delete selected)	QRUR Quality Section	Exhibit 5	N/A	Pending	Dropdown menu
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Group Size	N/A	N/A	Pending	Dropdown menu (Delete selected)												
QRUR Quality Section	Exhibit 5	N/A	Pending	Dropdown menu												
<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 with the following text:</p> <p style="text-align: center;">Alert!</p> <p style="text-align: center;">Are you sure you want to delete this reason for informal review from the VM Informal Review request?</p> <p style="text-align: center;">Please select Yes to proceed with the deletion, or No to cancel and return to the previous screen.</p> <p style="text-align: center;">Yes No</p> <p>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 first screenshot, but with a red arrow pointing to the 'Add' button below the table.</p>															

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

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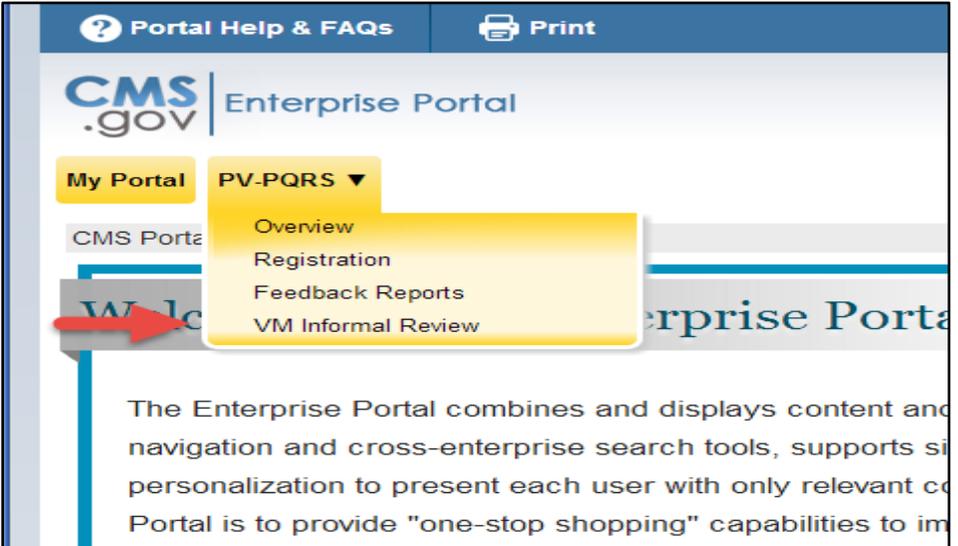
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Steps	Screenshots															
<p><u>User Attestation Section</u></p> <p>11. After all relevant questions have been added to the question entry table, select <i>I accept the user attestation</i> and then select <i>Submit</i>.</p> <p>Note: <i>Submit</i> button will be disabled until the User Attestation has been accepted. All changes will not be saved to the databased until Submit is selected.</p>	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #e6f2ff; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Informal Review Information</div> <p style="text-align: center; font-size: small;">Note: 2016 Payment Adjustments - Quality Composite Scores cannot be recalculated. If an error is found, 'Average' will be assigned.</p> <p style="text-align: center; font-size: x-small;">Select the Add option below to add a new reason for Informal Review.</p> <p style="font-size: x-small;">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.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e6f2ff;"> <th style="width: 25%;">Reason for Informal Review</th> <th style="width: 25%;">Related Exhibits</th> <th style="width: 25%;">Remedy Ticket Number</th> <th style="width: 25%;">Ticket Status</th> <th style="width: 20%;">Action</th> </tr> </thead> <tbody> <tr> <td>QRUR Quality Section</td> <td>Exhibit 5</td> <td>N/A</td> <td>Pending</td> <td><input type="button" value="View"/> <input type="button" value="Delete"/></td> </tr> <tr> <td>Group Size</td> <td>N/A</td> <td>N/A</td> <td>Pending</td> <td><input type="button" value="View"/> <input type="button" value="Delete"/></td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;"><input type="button" value="Add"/></p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <div style="background-color: #e6f2ff; border: 1px solid black; padding: 2px; margin-bottom: 5px;">User Attestation</div> <p style="font-size: x-small;">*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.</p> <p style="margin-left: 20px;"> <input checked="" type="radio"/> I accept the user attestation <input type="radio"/> I do not accept the user attestation </p> <p style="text-align: right; margin-top: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p> </div>	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="Delete"/>	Group Size	N/A	N/A	Pending	<input type="button" value="View"/> <input type="button" value="Delete"/>
Reason for Informal Review	Related Exhibits	Remedy Ticket Number	Ticket Status	Action												
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Group Size	N/A	N/A	Pending	<input type="button" value="View"/> <input type="button" value="Delete"/>												
<p>The Modification Confirmation message will be displayed</p> <p>Note: <i>Selecting Close</i> on the Modification Confirmation Message will navigate the user to the VM Informal Review tab.</p>	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #e6f2ff; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Modification Confirmation.</div> <p style="text-align: center;">You have successfully modified your Informal Review Request, Request Tracking Number 518.</p> <p style="text-align: center;">Please maintain the Request Tracking Number for any communication with the PV Helpdesk.</p> <p style="text-align: center;">An email will be sent to the email address on file as a notification of this modification.</p> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Close"/> <input type="button" value="Print"/> </p> </div>															

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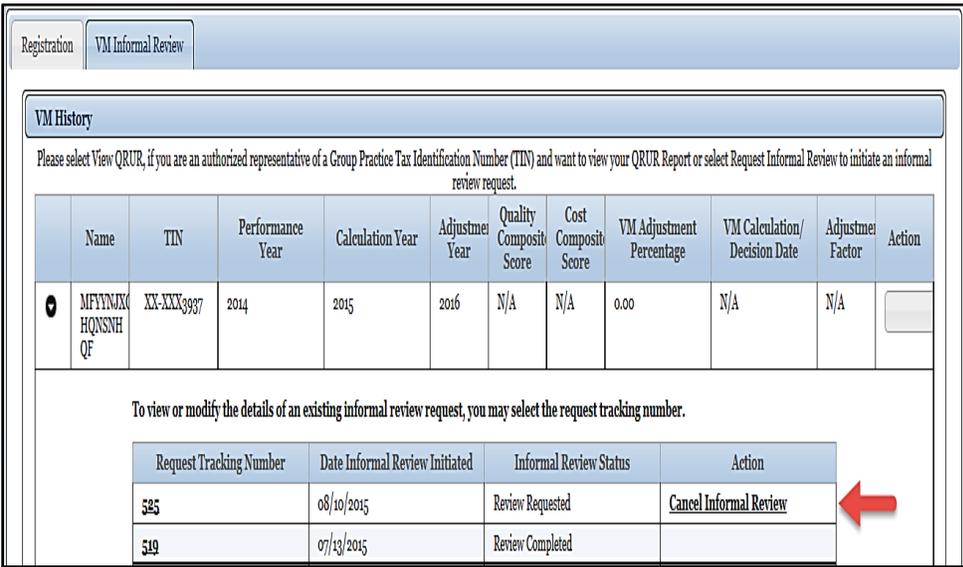
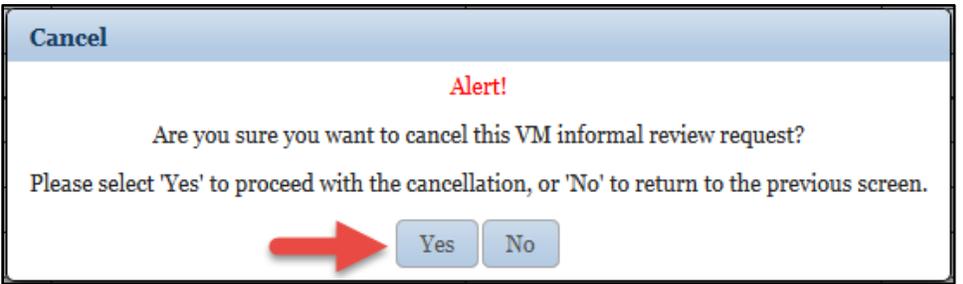
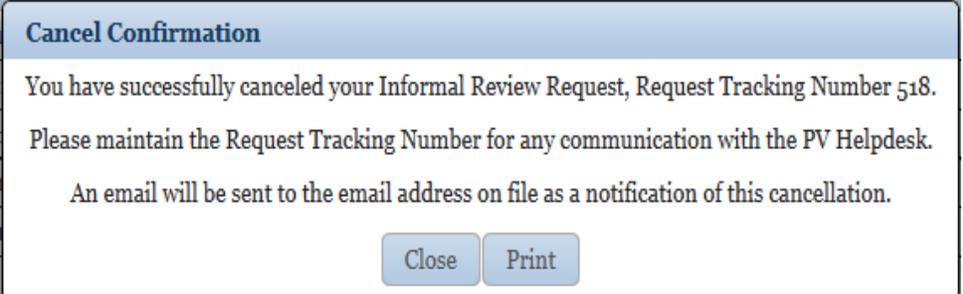
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VII. Canceling an Existing Informal Review Request

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.

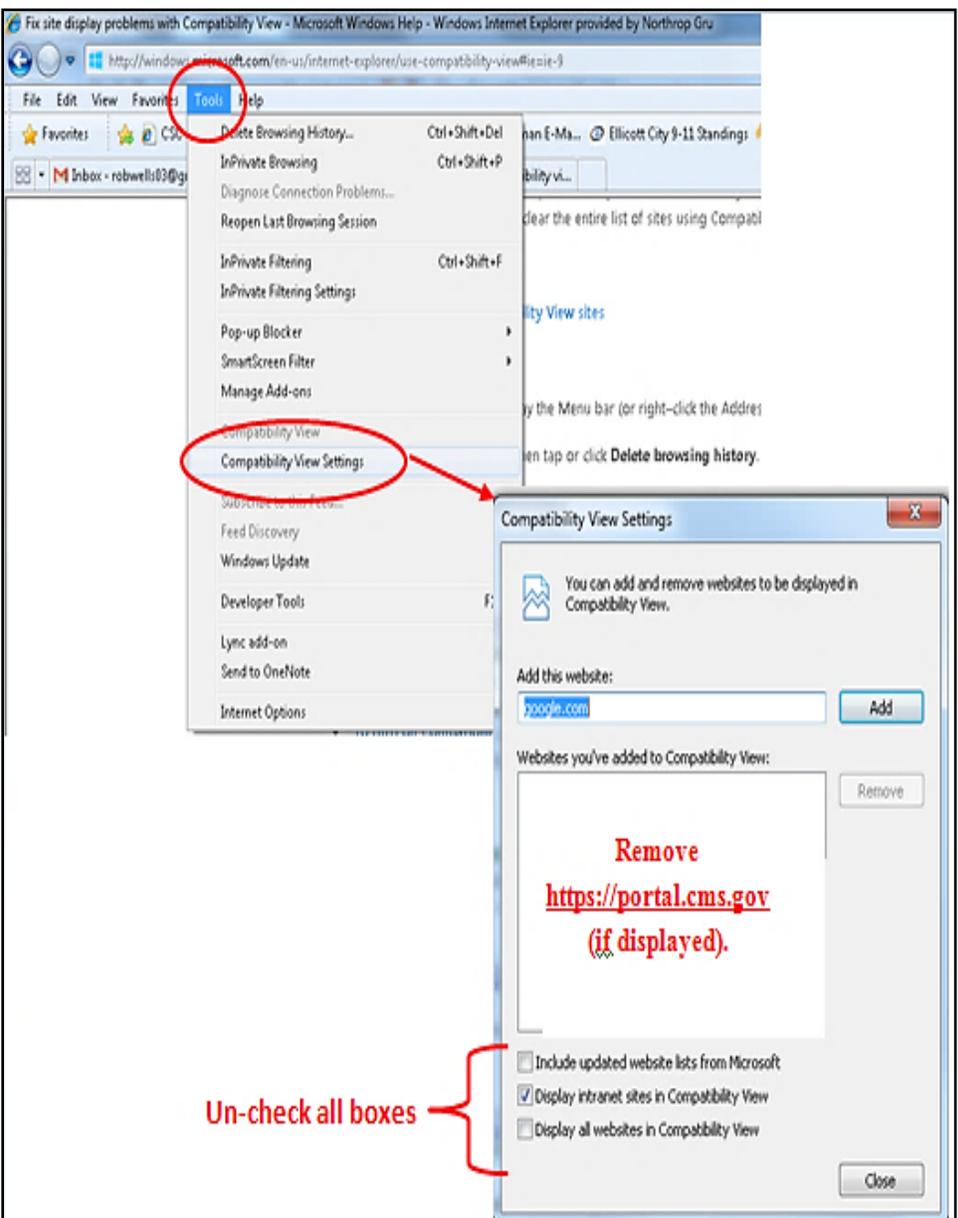
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Steps	Screenshots
<p>4. Within the Review Details table, select Cancel Informal Review under the Action column for the informal review request to be canceled.</p> <p>Note: Selecting the Cancel Informal Review will display the Cancellation Alert Message.</p>	 <p>The screenshot shows the 'VM Informal Review' interface. At the top, there are tabs for 'Registration' and 'VM Informal Review'. Below is a 'VM History' section with a table of review requests. The table has 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. One row is highlighted with a radio button selected. Below the table, there is a section for viewing details of existing requests, with a table showing Request Tracking Number, Date Informal Review Initiated, Informal Review Status, and Action. A red arrow points to the 'Cancel Informal Review' button in the Action column for request tracking number 518.</p>
<p>5. Select Yes on the Cancellation Alert message to confirm that you want to cancel the VM Informal Review Request.</p> <p>Note: Selecting No on the Cancellation Alert Message will navigate the user back to the VM Informal Review screen.</p>	 <p>The screenshot shows a 'Cancel' alert box. The title is 'Cancel'. The main text asks: 'Are you sure you want to cancel this VM informal review request?'. Below this, it says: 'Please select 'Yes' to proceed with the cancellation, or 'No' to return to the previous screen.' At the bottom, there are two buttons: 'Yes' and 'No'. A red arrow points to the 'Yes' button.</p>
<p>The Cancellation Confirmation message will be displayed.</p> <p>Note: Selecting Close on the Cancellation Confirmation Message will navigate the user to the VM Informal Review screen.</p>	 <p>The screenshot shows a 'Cancel Confirmation' message box. The title is 'Cancel Confirmation'. The main text says: 'You have successfully canceled 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 cancellation.' At the bottom, there are two buttons: 'Close' and 'Print'. A red arrow points to the 'Close' button.</p>

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VIII. Troubleshooting Browser Settings

Steps	Screenshots
<p data-bbox="203 336 438 367" style="text-align: center;"><u>Troubleshooting</u></p> <p data-bbox="56 399 535 535">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 data-bbox="105 577 576 1396" 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 data-bbox="56 1438 527 1533">Note: The CMS Enterprise Portal supports the following internet browsers:</p> <ul data-bbox="105 1543 527 1837" 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 data-bbox="812 1438 1031 1480">Un-check all boxes</p>

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