

# 2017 Value Modifier Informal Review Request Quick Reference Guide

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If you have questions about the Value Modifier 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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## II. Introduction

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

The Affordable Care Act (ACA) establishes a Value Modifier that provides for differential payment to physician solo practitioners or physician groups under the Medicare Physician Fee Schedule (Medicare PFS) based on the quality of care furnished to Medicare Fee-for-Service (FFS) beneficiaries compared to the cost of care during a performance period. Further, the statute requires that Medicare begin applying the Value Modifier on January 1, 2015, with respect to items and services furnished by specific physician solo practitioners and physician groups (as determined by the Secretary), and to apply it to all physician solo practitioners and physician groups with 2 or more eligible professionals beginning no later than January 1, 2017. The statute requires that the Value Modifier must be implemented in a budget neutral manner. Generally this means that upward payment adjustments for high performance must balance the downward payment adjustments applied for poor performance.

Beginning in 2017, the Centers for Medicare and Medicaid Services (CMS) will apply a Value Modifier adjustment to physician solo practitioners and physician groups with 2 or more eligible professionals their Medicare Taxpayer Identification Number (TIN). This adjustment is based on the physician solo practitioners' or physician groups' reporting for the Physician Quality Reporting System (PQRS) in performance period 2015 and performance on claims-based quality outcome and cost measures. Physician solo practitioners and physician groups with 2-9 eligible professionals could be subject to an upward or neutral Value Modifier adjustment, while physician groups with 10+ eligible professionals could be subject to an upward, neutral, or downward Value Modifier adjustment.

In September 2016, CMS made the 2015 Annual Quality and Resource Use Reports (QRURs) available to every physician solo practitioner and physician group practices nationwide. The 2015 Annual QRURs show how physician solo practitioners and physician groups performed in 2015 on the quality and cost measures used to calculate the 2017 Value Modifier. For physician solo practitioners and physician groups with 2 or more eligible professionals who are subject to the 2017 Value Modifier, the QRUR shows how the Value Modifier will apply to physician payments under the Medicare PFS for physicians who bill under the TIN in 2017. For all other TINs, the QRUR is for informational purposes only and will not affect the TIN's payments under the Medicare PFS in 2017.

For physician solo practitioners and physician groups with 2 or more eligible professionals that are subject to the 2017 Value Modifier, CMS established a 60-day Informal Review Period, to request a correction of a perceived error. For more information about the 2017 Value Modifier and the 2015 Annual QRUR, how to submit an informal review request, and the deadline for submitting an informal review request, please visit:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/2015-QRUR.html>.

Information about the Value Modifier is available at: <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/ValueBasedPaymentModifier.html>

If you have questions about the Value Modifier 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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## III. Getting Started

Authorized representatives of a group can submit a Value Modifier 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:

- For a physician solo practitioner (TIN with only 1 National Provider Identifier [NPI] that bills under the TIN):
  - Individual Practitioner
  - Individual Practitioner Representative
- For a physician group with 2 or more eligible professionals (TIN with 2 or more NPIs that bill under the TIN):
  - 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 EIDM accounts are available at:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html>

- If a physician solo practitioner has already accessed their 2015 Annual QRUR, then the same person can submit a Value Modifier Informal Review Request using his/her EIDM User ID and Password.
- If a physician solo practitioner does not have an authorized representative with an EIDM account, an authorized representative can be identified and must sign up for an EIDM account with the Individual Practitioner Representative role.
- If a physician solo practitioner representative has an existing EIDM account, but not one of the individual-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to the individual's existing EIDM account. To ensure that the EIDM account is still active, please contact the QualityNet Help Desk.
- If a physician group has already accessed its 2015 Annual QRUR, then the same person can submit a Value Modifier Informal Review Request using his/her EIDM User ID and Password.
- If a physician 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 physician 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.

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## IV. 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](mailto:gnetsupport@hcqis.org)

For questions about how to access your reports on the CMS Enterprise Portal, information contained in your 2015 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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## V. Accessing the Value Modifier Informal Review Request Interface

There are two ways to access the Value Modifier Informal Review Request interface:

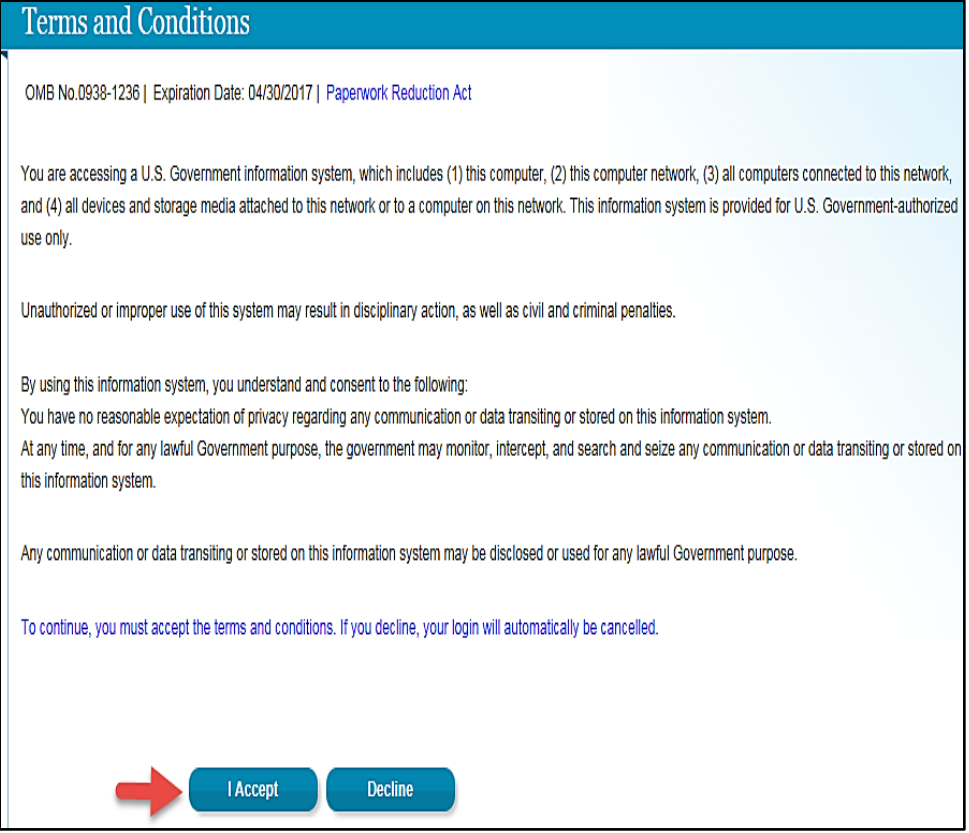

- CMS Enterprise Secure Portal
- QualityNet Communications Support Page (CSP)

### A. Accessing the Value Modifier Informal Review Request Interface from the CMS Enterprise Secure Portal

Steps	Screenshots
<p>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select <b>Login to CMS Secure Portal</b>.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"><li>• Internet Explorer 8 (without compatibility mode)</li><li>• Internet Explorer 9 (without compatibility mode)</li><li>• Internet Explorer 10 (without compatibility mode)</li><li>• Internet Explorer 11 (without compatibility mode)</li><li>• Mozilla-Firefox</li><li>• Chrome</li><li>• Safari</li></ul> <p>Enable JavaScript and adjust any zoom features to ensure the screen is not too wide.</p>	

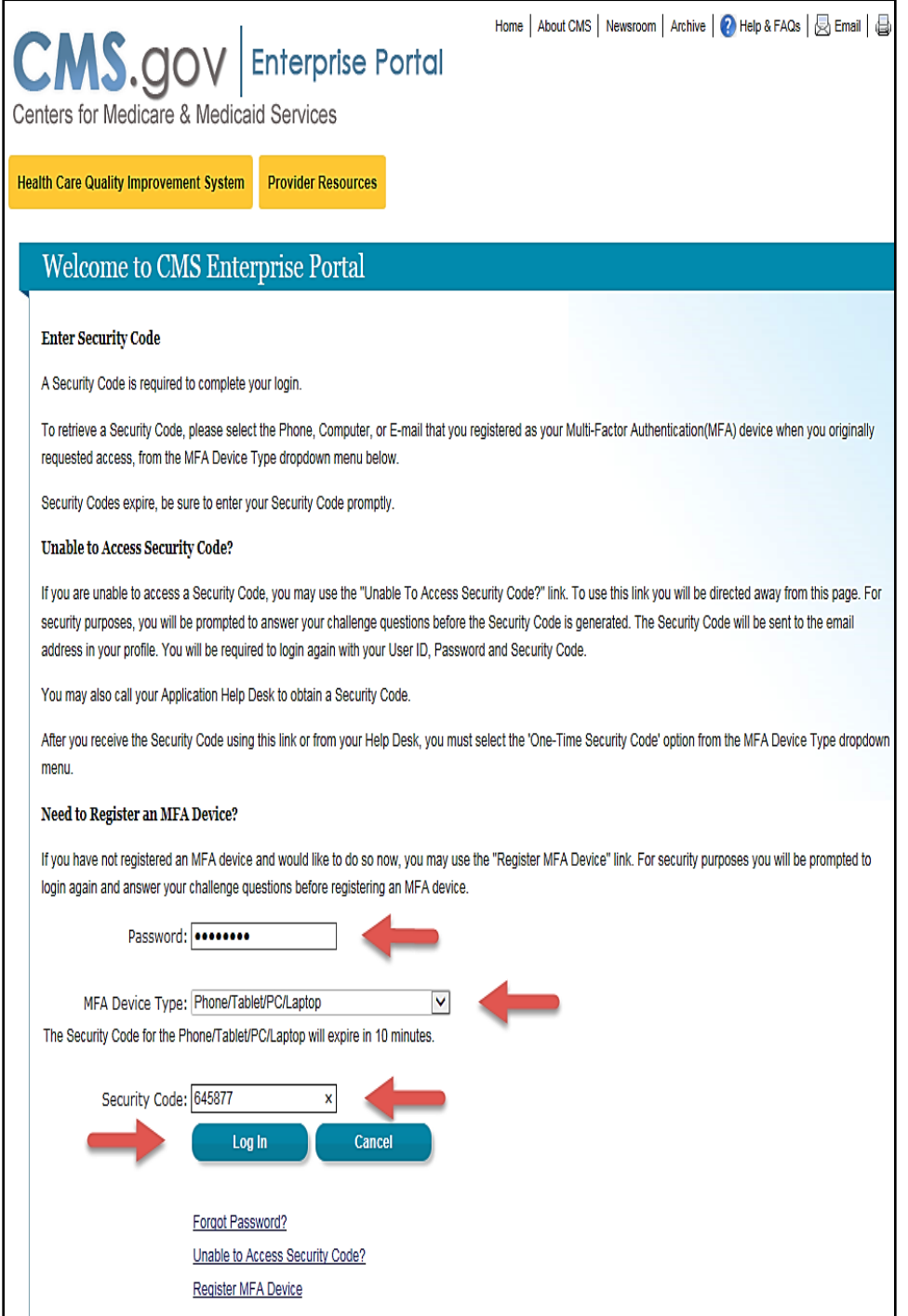
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

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Steps	Screenshots
<p>2. Read the <b>Terms and Conditions</b> and select <b>I Accept</b> to continue.</p> <p><b>Note:</b> Selecting <b>Decline</b> will end the session and return you to the <b>CMS Enterprise Portal Landing</b> screen.</p>	
<p>3. Enter your <b>EIDM User ID</b> and select <b>Next</b>.</p>	

If you have questions about the Value Modifier 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.

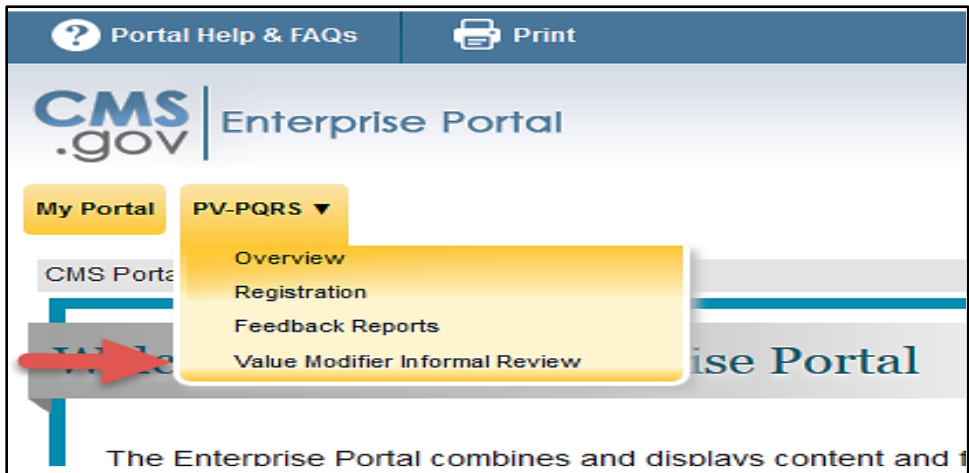
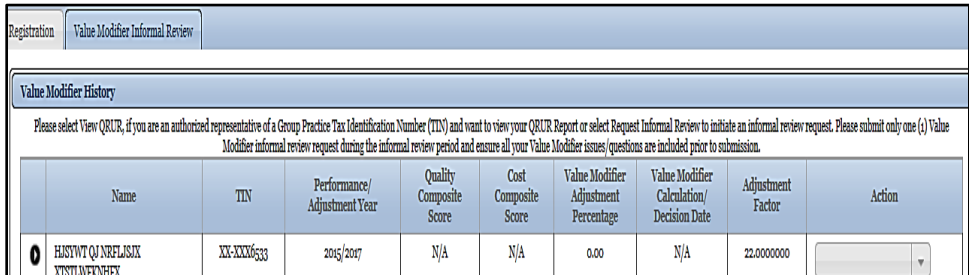
# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>4. Complete the <b>Multi-Factor Authentication (MFA)</b> process. MFA will need to be completed each time you log in to the <b>CMS Enterprise Portal</b>.</p> <ol style="list-style-type: none"> <li>Enter your <b>EIDM Password</b> information.</li> <li>Select your <b>MFA Device Type</b> from the drop-down menu.</li> </ol> <p><b>Note:</b> You previously registered to complete the MFA process when setting-up your <b>Physician Quality and Value Programs</b> account. Please ensure that you select the same <b>MFA Device Type</b> selected during your initial account set-up. You will not be able to complete the MFA process if your selection from the <b>MFA Device Type</b> does not match your initial selection when setting-up your account.</p> <ol style="list-style-type: none"> <li>Select <b>Send</b> to Receive a Security Code.</li> </ol> <p><b>Note:</b> The <b>Send</b> option will be displayed only when one of the following MFA Device Types is selected:</p> <ul style="list-style-type: none"> <li>Text Message-Short Message (SMS)</li> <li>Interactive Voice Response (IVR)</li> <li>Email</li> </ul> <ol style="list-style-type: none"> <li>Retrieve the security code from the selected MFA Device.</li> <li>Enter the <b>Security Code</b> and select <b>Log In</b>.</li> </ol>	
<p>The <b>Multi-Factor Authentication</b> process is now complete. You will be re-directed to your initial selection, the <b>Value Modifier Informal Review Request Landing</b> screen</p>	

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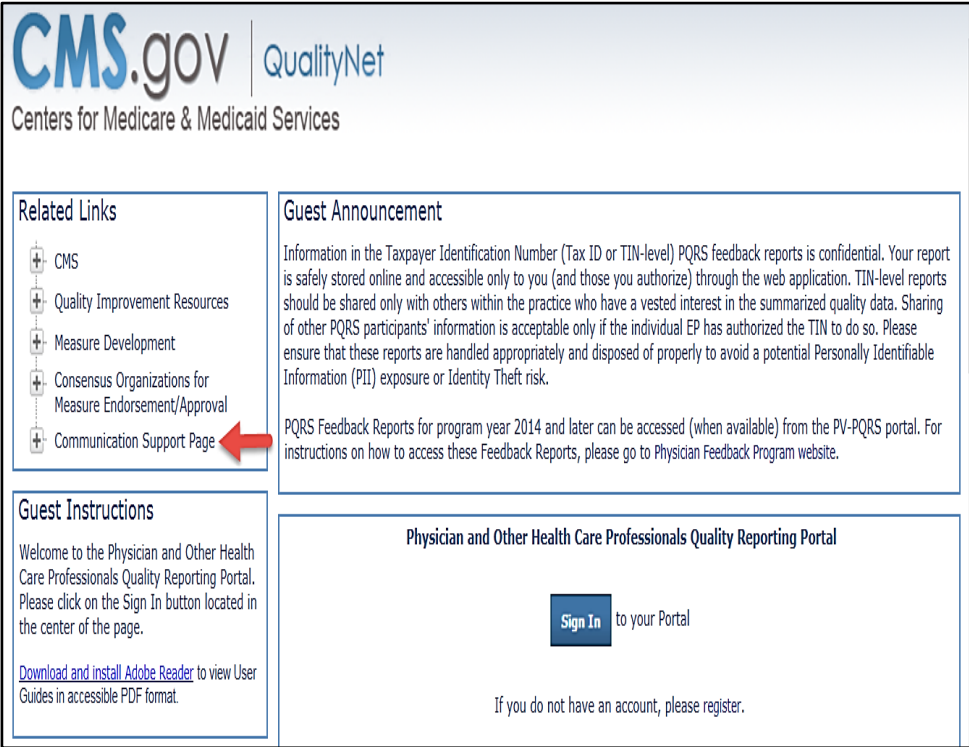

Steps	Screenshots																		
5. Select <b>Value Modifier Informal Review</b> from the <b>PV-PQRS</b> drop-down menu.	 <p>The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there are links for 'Portal Help &amp; FAQs' and a 'Print' button. The main header displays the 'CMS.gov' logo and 'Enterprise Portal'. Below this, there are two main navigation buttons: 'My Portal' and 'PV-PQRS'. The 'PV-PQRS' button is highlighted with a yellow background and a dropdown menu is open, showing four options: 'Overview', 'Registration', 'Feedback Reports', and 'Value Modifier Informal Review'. A red arrow points to the 'Value Modifier Informal Review' option. Below the navigation buttons, there is a section titled 'The Enterprise Portal combines and displays content and t'.</p>																		
The <b>Value Modifier Informal Review Request Interface</b> will be displayed with the <b>Value Modifier History Table</b> present on the screen.	 <p>The screenshot shows the 'Value Modifier Informal Review' interface. At the top, there are two tabs: 'Registration' and 'Value Modifier Informal Review'. The 'Value Modifier Informal Review' tab is selected. Below the tabs, there is a section titled 'Value Modifier History'. This section contains a table with the following columns: Name, TIN, Performance/Adjustment Year, Quality Composite Score, Cost Composite Score, Value Modifier Adjustment Percentage, Value Modifier Calculation/Decision Date, Adjustment Factor, and Action. The table contains one row of data for a user named 'HUSTWY QI NRFLSIX' with TIN 'XX-XXX6333' and Performance/Adjustment Year '2015/2017'. The 'Action' column for this row has a dropdown menu.</p> <table><tr><th>Name</th><th>TIN</th><th>Performance/Adjustment Year</th><th>Quality Composite Score</th><th>Cost Composite Score</th><th>Value Modifier Adjustment Percentage</th><th>Value Modifier Calculation/Decision Date</th><th>Adjustment Factor</th><th>Action</th></tr><tr><td>HUSTWY QI NRFLSIX XINTLWFXNHEX</td><td>XX-XXX6333</td><td>2015/2017</td><td>N/A</td><td>N/A</td><td>0.00</td><td>N/A</td><td>22.00000000</td><td></td></tr></table>	Name	TIN	Performance/Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/Decision Date	Adjustment Factor	Action	HUSTWY QI NRFLSIX XINTLWFXNHEX	XX-XXX6333	2015/2017	N/A	N/A	0.00	N/A	22.00000000	
Name	TIN	Performance/Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/Decision Date	Adjustment Factor	Action											
HUSTWY QI NRFLSIX XINTLWFXNHEX	XX-XXX6333	2015/2017	N/A	N/A	0.00	N/A	22.00000000												

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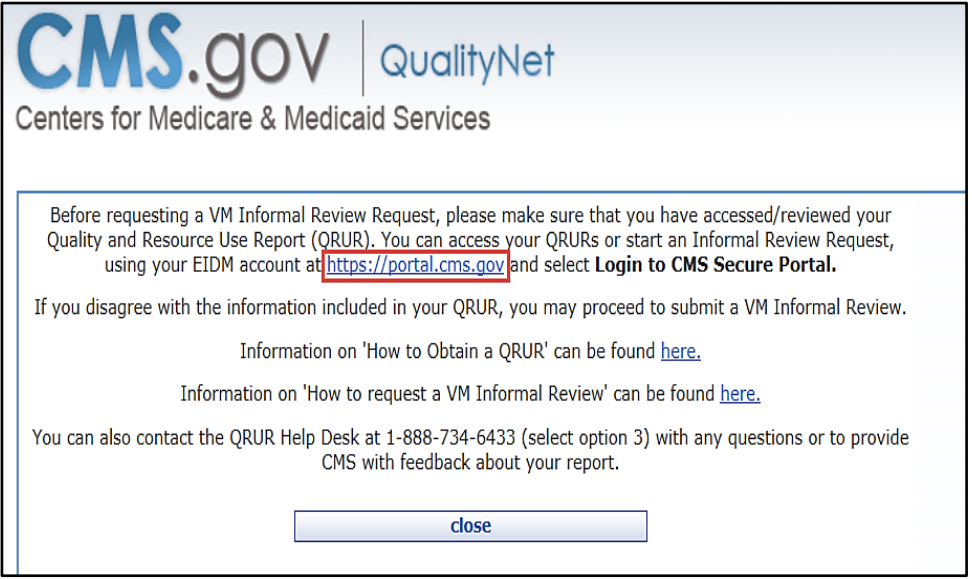
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## B. Accessing the Value Modifier Informal Review Request Interface via the QualityNet Communication Support Page (CSP)

Steps	Screenshots
<p>1. Go to <a href="https://www.qualitynet.org/portal/server.pt/community/pqri_home/212">https://www.qualitynet.org/portal/server.pt/community/pqri_home/212</a>. Under the related links section, select <b>Communication Support Page</b>.</p>	
<p>2. Select <b>Informal Review Request</b> from the <b>Communication Support Page</b> drop down.</p>	


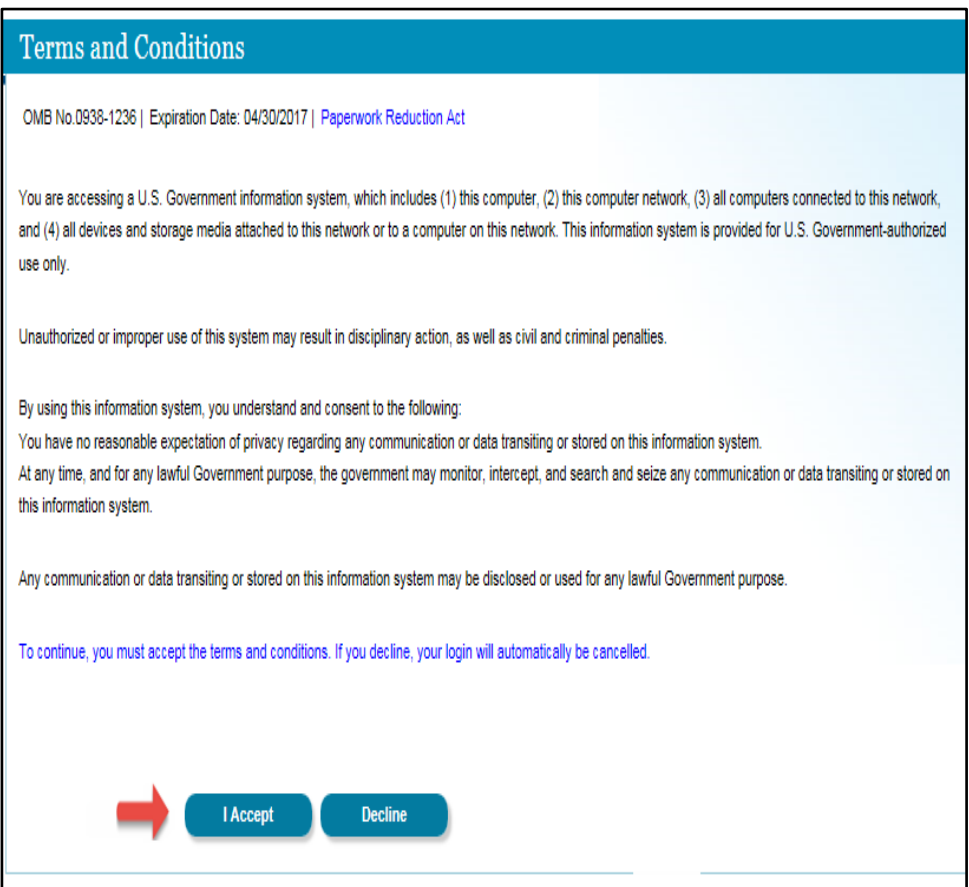
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Steps	Screenshots
<p>3. Select <b>VM Informal Review</b> from the <b>Informal Review Request</b> drop down.</p>	 <p>The screenshot shows the CMS.gov QualityNet portal. On the left, under 'Related Links', there is a list of links including 'CMS', 'Quality Improvement Resources', 'Measure Development', 'Consensus Organizations for Measure Endorsement/Approval', 'Communication Support Page', 'NPI Level Report Request', 'Informal Review Request', 'PQRS Informal Review', 'VM Informal Review' (highlighted with a red arrow), and 'EHR Reconsiderations'. The main content area features a 'Guest Announcement' about PQR feedback reports and a 'Physician and Other Health Care Professionals Quality Reporting Portal' with a 'Sign In' button and a link to 'to your Portal'.</p>
<p>4. A VM informal review request message will be displayed. After reading the message, select <a href="https://portal.cms.gov">https://portal.cms.gov</a> to be navigated to the <b>CMS Enterprise Secure Portal</b>.</p>	 <p>The screenshot shows a message box from CMS.gov. The message text reads: '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 <a href="https://portal.cms.gov">https://portal.cms.gov</a> and select <b>Login to CMS Secure Portal</b>. 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 <a href="#">here</a>. Information on 'How to request a VM Informal Review' can be found <a href="#">here</a>. 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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Steps	Screenshots
<p>5. The CMS Enterprise Secure Portal Landing screen will be displayed. Select <b>Login to CMS Secure Portal</b>.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>Internet Explorer 8 (without compatibility mode)</li> <li>Internet Explorer 9 (without compatibility mode)</li> <li>Internet Explorer 10 (without compatibility mode)</li> <li>Internet Explorer 11 (without compatibility mode)</li> <li>Mozilla-Firefox</li> <li>Chrome</li> <li>Safari</li> </ul> <p>Enable JavaScript and adjust any zoom features to ensure the screen is not too wide.</p>	
<p>6. Read the <b>Terms and Conditions</b> and select <b>I Accept</b> to continue.</p> <p><b>Note:</b> Selecting <b>Decline</b> will end the session and return you to the <b>CMS Enterprise Portal Landing</b> screen.</p>	

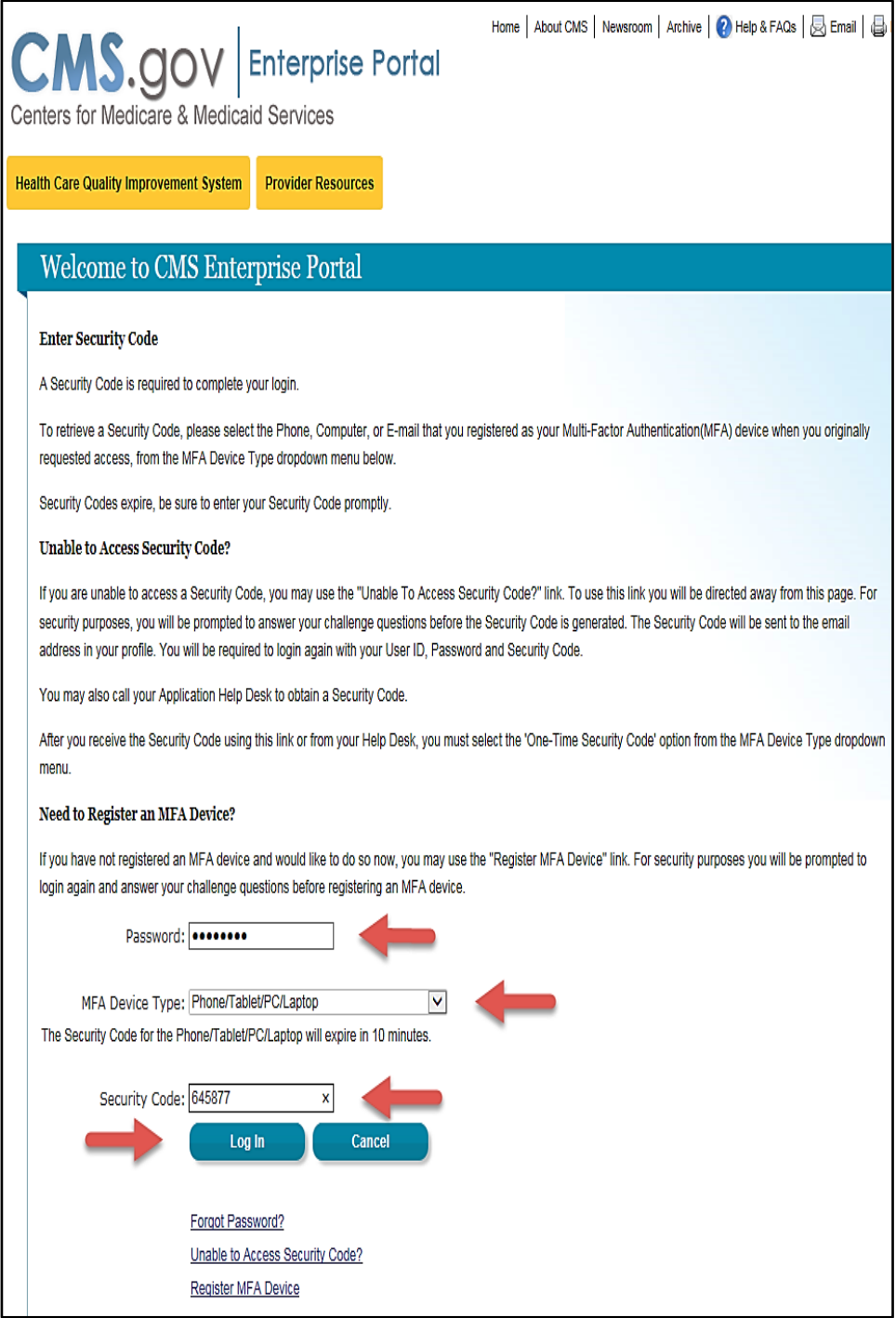
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Steps	Screenshots
7. Enter your <b>EIDM User ID</b> and select <b>Next</b> .	

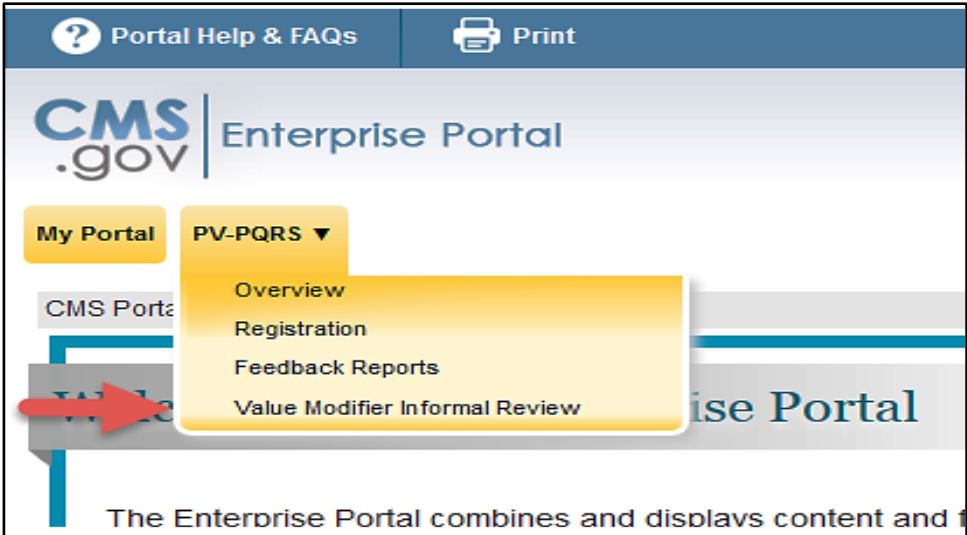
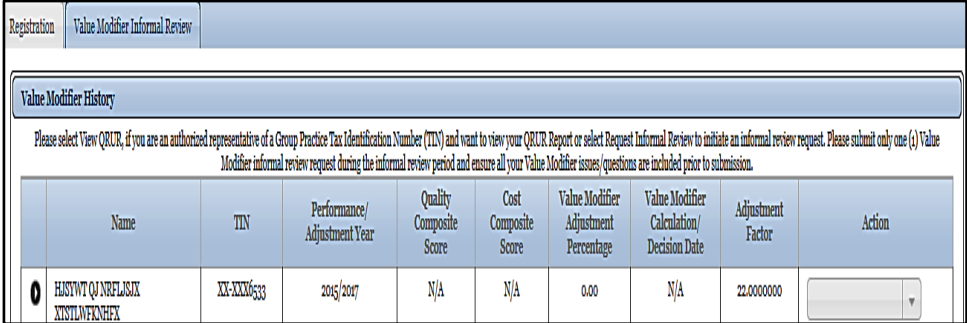
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Steps	Screenshots
<p>8. Complete the <b>Multi-Factor Authentication (MFA)</b> process. MFA will need to be completed each time you log in to the <b>CMS Enterprise Portal</b>.</p> <ol style="list-style-type: none"> <li>Enter your <b>EIDM Password</b> information.</li> <li>Select your <b>MFA Device Type</b> from the drop-down menu.</li> </ol> <p><b>Note:</b> You previously registered to complete the MFA process when setting-up your <b>Physician Quality and Value Programs</b> account. Please ensure that you select the same <b>MFA Device Type</b> selected during your initial account set-up. You will not be able to complete the MFA process if your selection from the <b>MFA Device Type</b> does not match your initial selection when setting-up your account.</p> <ol style="list-style-type: none"> <li>Select <b>Send</b> to Receive a Security Code.</li> </ol> <p><b>Note:</b> The <b>Send</b> option will be displayed only when one of the following MFA Device Types is selected:</p> <ul style="list-style-type: none"> <li>Text Message-Short Message (SMS)</li> <li>Interactive Voice Response (IVR)</li> <li>Email</li> </ul> <ol style="list-style-type: none"> <li>Retrieve the security code from the selected MFA Device.</li> <li>Enter the <b>Security Code</b> and select <b>Log In</b>.</li> </ol>	
<p>The <b>Multi-Factor Authentication</b> process is now complete. You will be re-directed to the Provider Welcome Screen.</p>	

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Steps	Screenshots																		
9. Select <b>Value Modifier Informal Review</b> from the <b>PV-PQRS</b> drop-down menu.	 <p>The screenshot shows the CMS.gov Enterprise Portal. At the top, there are links for 'Portal Help &amp; FAQs' and 'Print'. Below the CMS.gov logo, there is a 'My Portal' button and a 'PV-PQRS' dropdown menu. The dropdown menu is open, showing options: 'Overview', 'Registration', 'Feedback Reports', and 'Value Modifier Informal Review'. A red arrow points to the 'Value Modifier Informal Review' option. Below the dropdown, there is a 'CMS Portal' button and a 'Value Modifier Informal Review' button. The text 'The Enterprise Portal combines and displays content and f' is visible at the bottom.</p>																		
The <b>Value Modifier Informal Review Request Interface</b> will be displayed with the <b>Value Modifier History Table</b> present on the screen.	 <p>The screenshot shows the 'Value Modifier Informal Review' interface. At the top, there are tabs for 'Registration' and 'Value Modifier Informal Review'. Below the tabs, there is a 'Value Modifier History' section. It contains a table with the following columns: Name, TIN, Performance/Adjustment Year, Quality Composite Score, Cost Composite Score, Value Modifier Adjustment Percentage, Value Modifier Calculation/Decision Date, Adjustment Factor, and Action. The table has one row of data.</p> <table><tr><th>Name</th><th>TIN</th><th>Performance/Adjustment Year</th><th>Quality Composite Score</th><th>Cost Composite Score</th><th>Value Modifier Adjustment Percentage</th><th>Value Modifier Calculation/Decision Date</th><th>Adjustment Factor</th><th>Action</th></tr><tr><td>HJSTWT QJ NRFLJSIX XJSTLWFKH/HEX</td><td>XY-XXX6533</td><td>2015/2017</td><td>N/A</td><td>N/A</td><td>0.00</td><td>N/A</td><td>22.00000000</td><td><input type="button" value="▼"/></td></tr></table>	Name	TIN	Performance/Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/Decision Date	Adjustment Factor	Action	HJSTWT QJ NRFLJSIX XJSTLWFKH/HEX	XY-XXX6533	2015/2017	N/A	N/A	0.00	N/A	22.00000000	<input type="button" value="▼"/>
Name	TIN	Performance/Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/Decision Date	Adjustment Factor	Action											
HJSTWT QJ NRFLJSIX XJSTLWFKH/HEX	XY-XXX6533	2015/2017	N/A	N/A	0.00	N/A	22.00000000	<input type="button" value="▼"/>											

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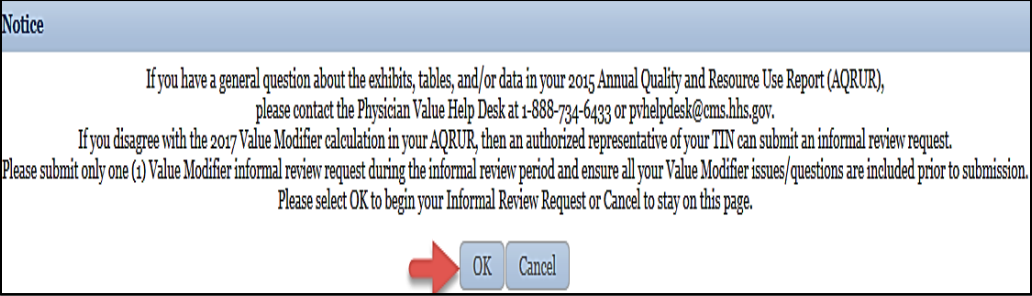
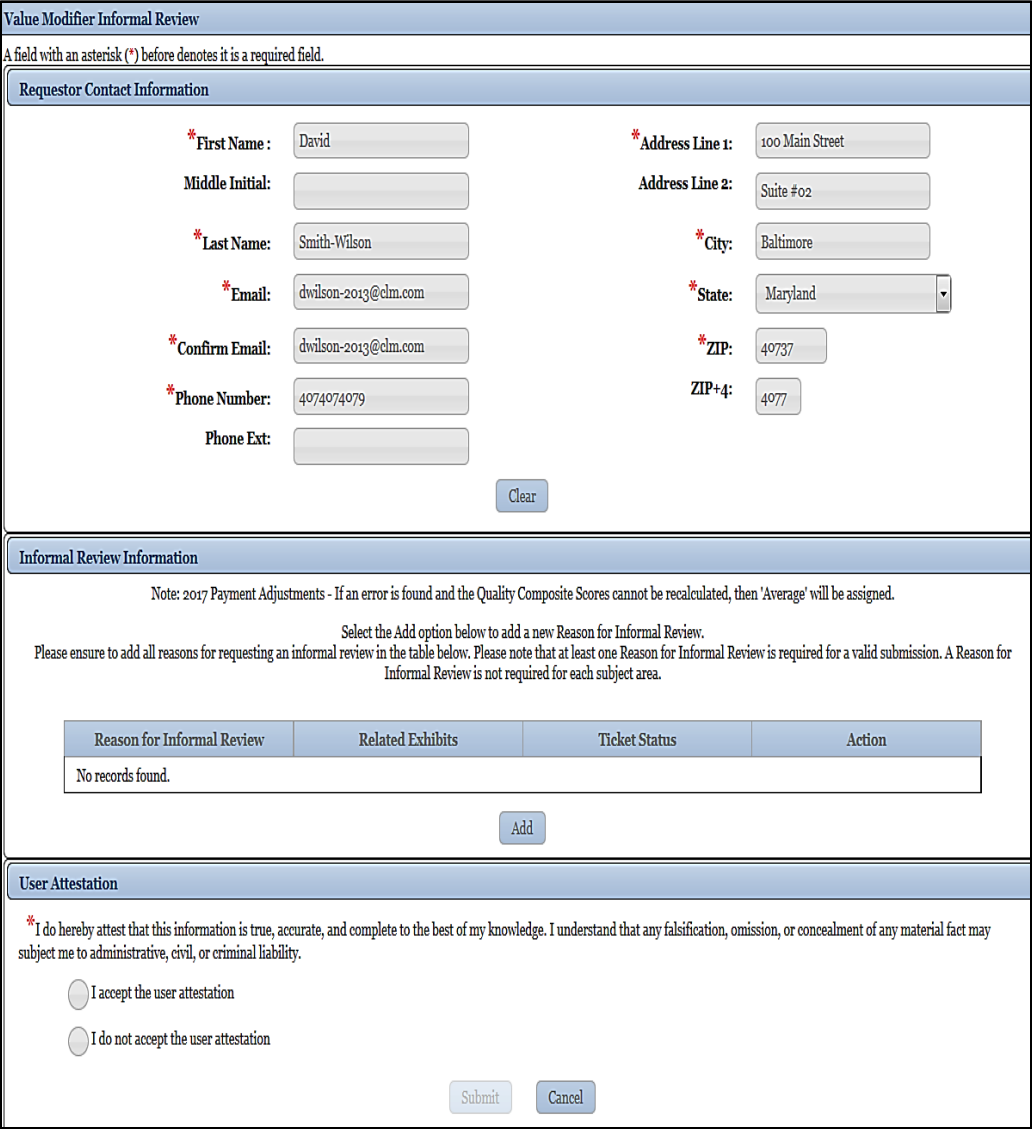
## VI. Submitting a Value Modifier Informal Review Request

Steps	Screenshots																																								
<p>1. Refer to <b>Section V: Accessing the Value Modifier Informal Review Request Interface</b> for steps on how to access the Value Modifier Informal Review Request Interface.</p> <p><b>Note:</b> You can access the Value Modifier Informal Review Request Interface via one of the following methods to submit an Value Modifier Informal Review Request as described in <b>Section V</b>:</p> <ul style="list-style-type: none"><li>Section V - A. Directly from the CMS Enterprise Secure Portal</li><li>Section V – B. Via QualityNet Communication Support Page (CSP)</li></ul>																																									
<p>2. Within the <b>Value Modifier History</b> table, you will see a list of the TIN(s) that are associated with your EIDM account. To request an informal review for the 2017 Value Modifier, select <b>Request Informal Review</b> under the <b>Action</b> column to the right of the TIN for which you want to request an informal review.</p> <p><b>Note:</b> Selecting <b>View QRUR</b> will display the appropriate attestation message prior to opening the QRUR.</p>	<div><div>RegistrationValue Modifier Informal Review</div><div><div>Value Modifier History</div><div>Please select View QRUR, if you are an authorized representative of a Group Practice Tax Identification Number (TIN) and want to view your QRUR Report or select Request Informal Review to initiate an informal review request. Please submit only one (1) Value Modifier informal review request during the informal review period and ensure all your Value Modifier issues/questions are included prior to submission.</div><table><thead><tr><th></th><th>Name</th><th>TIN</th><th>Performance/ Adjustment Year</th><th>Quality Composite Score</th><th>Cost Composite Score</th><th>Value Modifier Adjustment Percentage</th><th>Value Modifier Calculation/ Decision Date</th><th>Adjustment Factor</th><th>Action</th></tr></thead><tbody><tr><td></td><td>HJSTWT QJ NRFLJSIX XTSTLWFKNHFX</td><td>XX-XXX6533</td><td>2015/2017</td><td>N/A</td><td>N/A</td><td>0.00</td><td>N/A</td><td>22.00000000</td><td><div>View QRUR Request Informal Review</div></td></tr><tr><td></td><td>HJSTJW KTW KFRNQD &amp; QWQJSTNQJ RJQNHNSJ, QF</td><td>XX-XXX4074</td><td>2015/2017</td><td>N/A</td><td>N/A</td><td>0.00</td><td>N/A</td><td>22.00000000</td><td></td></tr><tr><td></td><td>JTXY VSSJYUJL JFJL</td><td>YY-YYY220</td><td>2015/2017</td><td>N/A</td><td>N/A</td><td>0.00</td><td>N/A</td><td>22.00000000</td><td></td></tr></tbody></table></div></div>		Name	TIN	Performance/ Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/ Decision Date	Adjustment Factor	Action		HJSTWT QJ NRFLJSIX XTSTLWFKNHFX	XX-XXX6533	2015/2017	N/A	N/A	0.00	N/A	22.00000000	<div>View QRUR Request Informal Review</div>		HJSTJW KTW KFRNQD & QWQJSTNQJ RJQNHNSJ, QF	XX-XXX4074	2015/2017	N/A	N/A	0.00	N/A	22.00000000			JTXY VSSJYUJL JFJL	YY-YYY220	2015/2017	N/A	N/A	0.00	N/A	22.00000000	
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If you have questions about the Value Modifier 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.

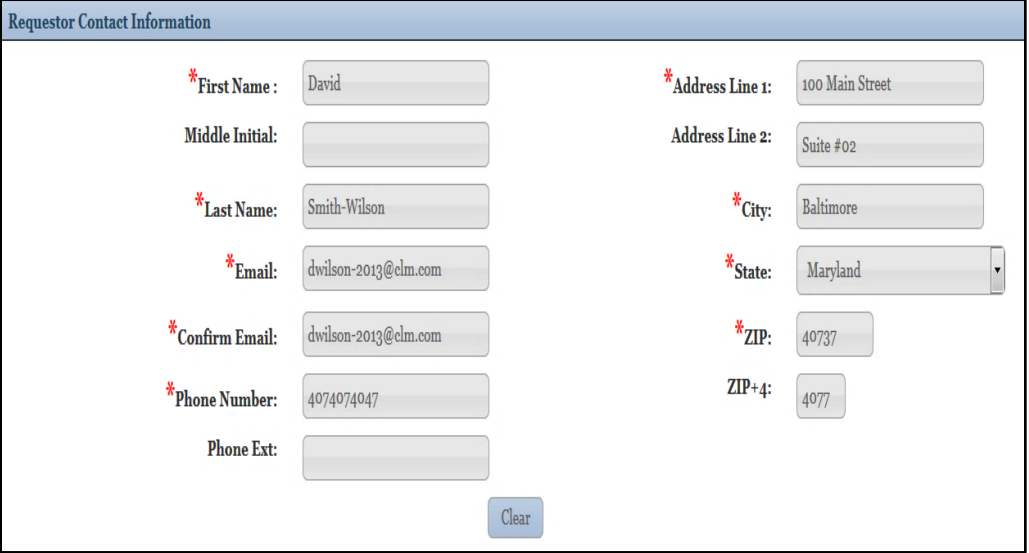
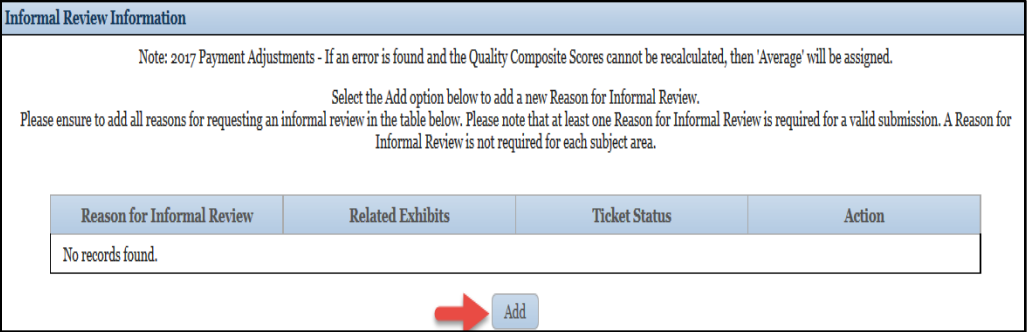


# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>3. A message will be displayed providing information for you to review before beginning an informal review request. After reading the information provided, select <b>OK</b> to continue an informal review request.</p>	
<p>The <b>Informal Review Request</b> screen will be displayed. There are three (3) sections to a Value Modifier Informal Review Request:</p> <ul style="list-style-type: none"> <li>• <b>Requestor Contact Information</b></li> <li>• <b>Informal Review Information</b></li> <li>• <b>User Attestation</b></li> </ul> <p><b>Note:</b> All fields denoted with a red asterisk are required fields.</p>	

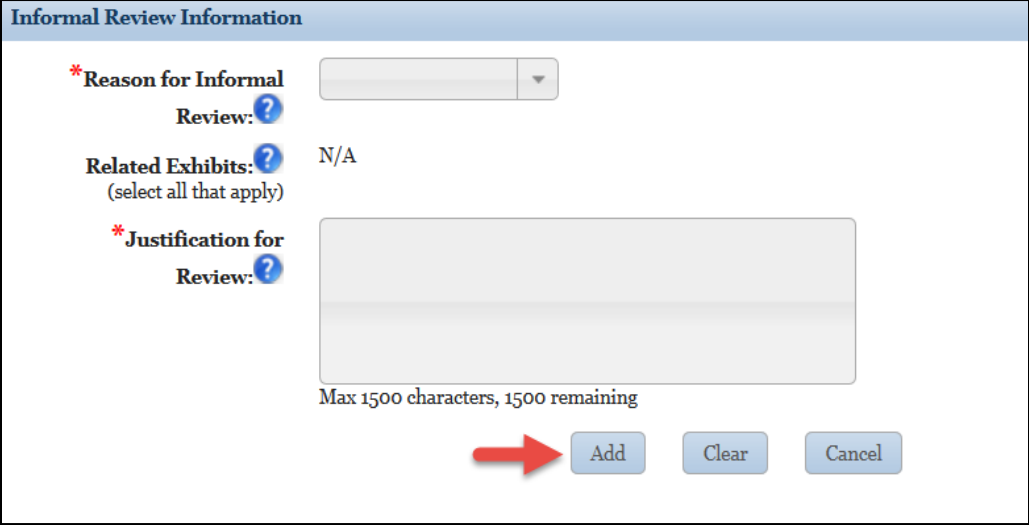
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# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p><b>Requestor Contact Information Section</b></p> <p>4. Verify the EIDM pre-populated information.</p> <p><b>Note:</b> When a new Value Modifier Informal Review request is started, the <b>Requestor Contact Information</b> section will be the only section that is pre-populated using information from EIDM. 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 <b>Clear</b> to clear all pre-populated fields.</p>	
<p><b>Informal Review Information Section</b></p> <p>5. Select <b>Add</b> to add a Reason for Informal Review to the question entry table.</p> <p><b>Note:</b> A pop-up window will be displayed with fields corresponding to a reason for informal review.</p>	

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## 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p><b>Informal Review Information Section (cont'd)</b></p> <p>6. a) Select an option from the <b>Reason for Informal Review</b> drop-down menu.</p> <p><b>Note:</b> The options for the <b>Reason for Informal Review</b> field are: <b>Group Size, QRUR Cost, QRUR Quality, QRUR Other, Registration and Other.</b></p> <p>b) Select an option from the <b>Related Exhibits</b> from check-box menu (optional).</p> <p><b>Note:</b> The available options for the <b>Related Exhibits</b> field, varies based on the selection made for <b>Reason for Informal Review</b> field.</p> <p>c) Enter <b>Justification for Review.</b></p> <p>d) Select <b>Add.</b></p> <p><b>Note:</b> Selecting <b>Add</b> will add the reason for informal review to the question entry table. Selecting <b>Clear</b> will clear all information selected/entered in the pop-up window. Selecting <b>Cancel</b> will display the Cancellation Alert, ensuring this is the action to be completed.</p> <p>e) Repeat steps 3 – 4 from this section to add additional reasons for informal review to the question entry table (optional)</p>	

If you have questions about the Value Modifier 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.

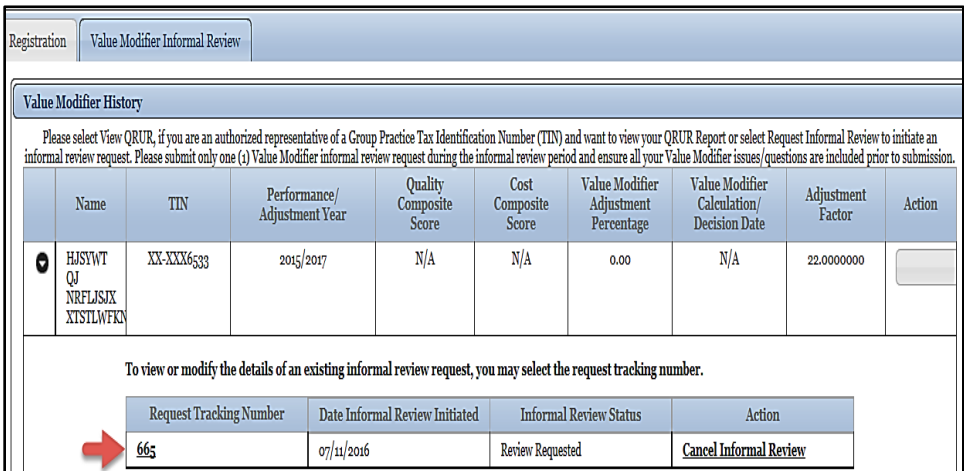
# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots												
<p><b>User Attestation Section</b></p> <p>7. After all relevant reasons for informal review have been added to the question entry table; select <b>I accept the user attestation</b> and then select <b>Submit</b>.</p> <p><b>Note:</b> <b>Submit</b> will be disabled until the <b>User Attestation</b> has been accepted.</p>	<div><div>Informal Review Information</div><div><p>Note: 2017 Payment Adjustments - If an error is found and the Quality Composite Scores cannot be recalculated, then 'Average' will be assigned.</p><p>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 ensure to add all reasons for requesting an informal review in 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><thead><tr><th>Reason for Informal Review</th><th>Related Exhibits</th><th>Ticket Status</th><th>Action</th></tr></thead><tbody><tr><td>QRUR Quality Section</td><td>Exhibit 2</td><td>Pending</td><td><div></div></td></tr><tr><td>Group Size</td><td>N/A</td><td>Pending</td><td><div></div></td></tr></tbody></table><div>Add</div></div><div><div>User Attestation</div><div><p>* 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><div><div><input checked="" type="radio"/> I accept the user attestation</div><div><input type="radio"/> I do not accept the user attestation</div></div><div><div></div><div>Submit</div><div>Cancel</div></div></div></div></div>	Reason for Informal Review	Related Exhibits	Ticket Status	Action	QRUR Quality Section	Exhibit 2	Pending	<div></div>	Group Size	N/A	Pending	<div></div>
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Group Size	N/A	Pending	<div></div>										
<p>The <b>Initial Confirmation</b> message will be displayed.</p> <p><b>Note:</b> Selecting <b>Close</b> on the <b>Initial Confirmation</b> message will navigate the user to the <b>Value Modifier Informal Review</b> screen.</p>	<div><div>Initial Confirmation.</div><div><p>You have successfully requested an informal review on your Medicare Physician Fee Schedule 2017 payment adjustment under the Value-based Payment Modifier.</p><p>Your Request Tracking Number is 665. Please include the Request Tracking Number on any communication with the PV Helpdesk.</p><p>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><div><div>Close</div><div>Print</div></div></div></div>												

If you have questions about the Value Modifier 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.

# 2017 Value Modifier Informal Review Request Quick Reference Guide

## VII. Modifying an Existing Value Modifier Informal Review Request

Steps	Screenshots
<p>1. Refer to <b>Section V: Accessing the Value Modifier Informal Review Request Interface</b> for steps on how to access the Value Modifier Informal Review Request Interface.</p> <p><b>Note:</b> You can access the Value Modifier Informal Review Request Interface via one of the following methods to modify a Value Modifier Informal Review Request as described in <b>Section V</b>:</p> <ul style="list-style-type: none"> <li>Section V - A. Directly from the CMS Enterprise Secure Portal</li> <li>Section V – B. Via QualityNet Communications Support Page (CSP)</li> </ul>	
<p>2. Within the <b>Review Details</b> table, select the <b>Request Tracking Number</b> for the informal review request to be modified.</p>	 <p>The screenshot displays the 'Value Modifier Informal Review' interface. At the top, there are tabs for 'Registration' and 'Value Modifier Informal Review'. Below this is a 'Value Modifier History' section with a table containing one row of data. The table has columns for Name, TIN, Performance/Adjustment Year, Quality Composite Score, Cost Composite Score, Value Modifier Adjustment Percentage, Value Modifier Calculation/Decision Date, Adjustment Factor, and Action. The data row shows a Name with a dropdown arrow, TIN 'XX-XXX6533', Performance/Adjustment Year '2015/2017', Quality Composite Score 'N/A', Cost Composite Score 'N/A', Value Modifier Adjustment Percentage '0.00', Value Modifier Calculation/Decision Date 'N/A', Adjustment Factor '22.0000000', and an Action button. Below the table, there is a section titled 'To view or modify the details of an existing informal review request, you may select the request tracking number.' which contains a table with columns: Request Tracking Number, Date Informal Review Initiated, Informal Review Status, and Action. The data row shows Request Tracking Number '665', Date Informal Review Initiated '07/11/2016', Informal Review Status 'Review Requested', and Action 'Cancel Informal Review'. A red arrow points to the 'Request Tracking Number' column.</p>

If you have questions about the Value Modifier 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.

# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots												
<p>The <b>Informal Review Request</b> will be displayed with the latest information saved to the database.</p> <p><b>Note:</b> Selecting the <b>Request Tracking Number</b> will open the informal review request to be modified. If the informal review request has a status of <b>Review Requested</b> 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.</p> <p>If the informal review request has a status of <b>Review Started</b> the user will only be able to modify the requestor contact information. If the informal review has a status of <b>Review Started</b>, then the user will need to contact the Helpdesk for assistance with modifying an existing informal review request.</p>	<p><b>Requestor Contact Information</b></p> <p>*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:          *Address Line 1: 100 Main Street          Address Line 2: Suite #02          *City: Baltimore          *State: Maryland          *ZIP: 40737          ZIP+4: 4077</p> <p><b>Informal Review Information</b></p> <p>Note: 2017 Payment Adjustments - If an error is found and the Quality Composite Scores cannot be recalculated, then 'Average' will be assigned.</p> <p>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 ensure to add all reasons for requesting an informal review in 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"> <thead> <tr> <th>Reason for Informal Review</th> <th>Related Exhibits</th> <th>Ticket Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>QRUR Quality Section</td> <td>Exhibit 2</td> <td>Pending</td> <td></td> </tr> <tr> <td>Group Size</td> <td>N/A</td> <td>Pending</td> <td></td> </tr> </tbody> </table> <p><b>User Attestation</b></p> <p>*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><input type="radio"/> I accept the user attestation  <input type="radio"/> I do not accept the user attestation</p>	Reason for Informal Review	Related Exhibits	Ticket Status	Action	QRUR Quality Section	Exhibit 2	Pending		Group Size	N/A	Pending	
Reason for Informal Review	Related Exhibits	Ticket Status	Action										
QRUR Quality Section	Exhibit 2	Pending											
Group Size	N/A	Pending											
<p><b>Modifying Requestor Contact Information</b></p> <p>3. a) Select field to be modified and enter updated information          OR          b) Select <b>Clear</b> to clear all fields and enter updated information into all required fields</p>	<p><b>Requestor Contact Information</b></p> <p>*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:          *Address Line 1: 100 Main Street          Address Line 2: Suite #02          *City: Baltimore          *State: Maryland          *ZIP: 40737          ZIP+4: 4077</p>												

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# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots												
<p><b>Modifying Informal Review Information Section</b></p> <p>4. Within the <b>Question Entry</b> table, select the <b>desired action</b> under the <b>Action</b> column.</p> <p><b>Note:</b> Selecting <b>View</b> or <b>Modify</b> will display the reason for informal review information in a pop-up window. In the <b>Review Requested</b> status, all fields within the pop-up can be edited when selecting <b>View</b> or <b>Modify</b>. Selecting <b>Delete</b> will display the <b>Delete Alert</b> message.</p>	<div><div>Informal Review Information</div><div><p>Note: 2017 Payment Adjustments - If an error is found and the Quality Composite Scores cannot be recalculated, then 'Average' will be assigned.</p><p>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 ensure to add all reasons for requesting an informal review in 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><thead><tr><th>Reason for Informal Review</th><th>Related Exhibits</th><th>Ticket Status</th><th>Action</th></tr></thead><tbody><tr><td>QRUR Quality Section</td><td>Exhibit 2</td><td>Pending</td><td><div></div></td></tr><tr><td>Group Size</td><td>N/A</td><td>Pending</td><td><div></div></td></tr></tbody></table><div>Add</div></div><div><div>User Attestation</div><div><div>View</div><div>Modify</div><div>Delete</div></div></div></div>	Reason for Informal Review	Related Exhibits	Ticket Status	Action	QRUR Quality Section	Exhibit 2	Pending	<div></div>	Group Size	N/A	Pending	<div></div>
Reason for Informal Review	Related Exhibits	Ticket Status	Action										
QRUR Quality Section	Exhibit 2	Pending	<div></div>										
Group Size	N/A	Pending	<div></div>										
<b>Modifying Informal Review Information Section – Viewing an Existing Question</b>													
<p>5. Within the <b>Question Entry</b> table, select <b>View</b> under the <b>Action</b> column to the right of the reason for informal review you want to review.</p>	<div><div>Informal Review Information</div><div><p>Note: 2017 Payment Adjustments - If an error is found and the Quality Composite Scores cannot be recalculated, then 'Average' will be assigned.</p><p>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 ensure to add all reasons for requesting an informal review in 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><thead><tr><th>Reason for Informal Review</th><th>Related Exhibits</th><th>Ticket Status</th><th>Action</th></tr></thead><tbody><tr><td>QRUR Quality Section</td><td>Exhibit 2</td><td>Pending</td><td><div></div></td></tr><tr><td>Group Size</td><td>N/A</td><td>Pending</td><td><div></div></td></tr></tbody></table><div>Add</div></div><div><div>User Attestation</div><div><div>View</div><div>Modify</div><div>Delete</div></div></div></div>	Reason for Informal Review	Related Exhibits	Ticket Status	Action	QRUR Quality Section	Exhibit 2	Pending	<div></div>	Group Size	N/A	Pending	<div></div>
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Group Size	N/A	Pending	<div></div>										
<p>6. Select <b>Close</b> to close the pop-up, after reviewing the information.</p> <p><b>Note:</b> If the Informal Review Request is in the <b>Review Started</b> status, selecting the <b>View</b> option will display a pop-up with non-editable fields. If the Informal Review Request is in the <b>Review Requested</b> status, selecting the <b>View</b> option will display a pop-up with editable fields.</p>	<div><div>Informal Review Information</div><div><div><div>Reason for Informal Review:</div><div>QRUR Quality Section</div></div><div><div>Review:</div><div></div></div><div><div>Related Exhibits:</div><div>Exhibit 2: Your TIN's Quality Composite Score</div></div><div><div>Justification for Review:</div><div>Test</div></div></div><div><div>Close</div></div></div>												

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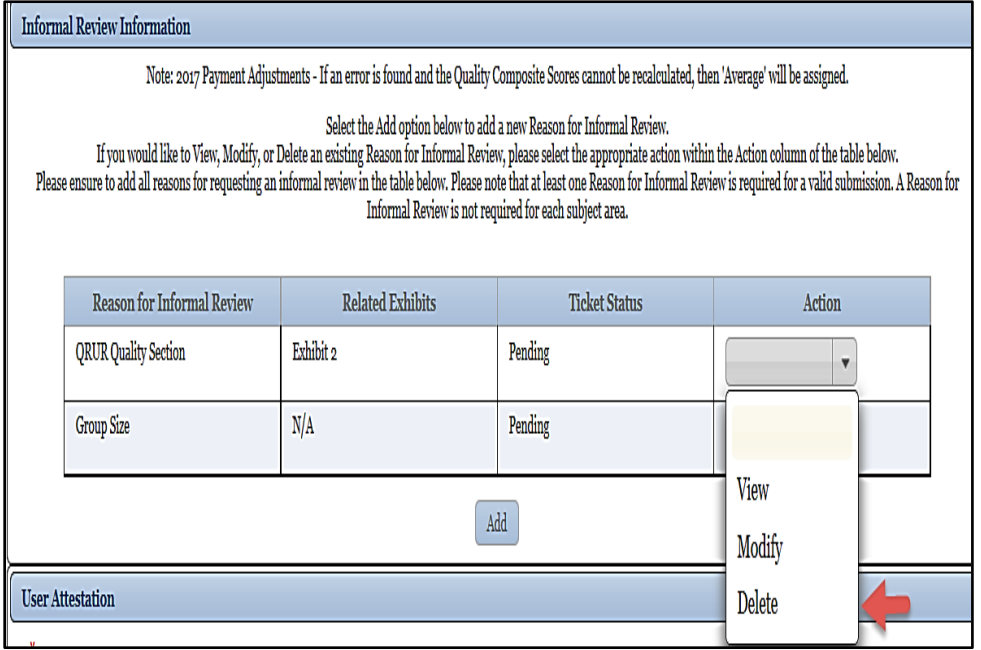
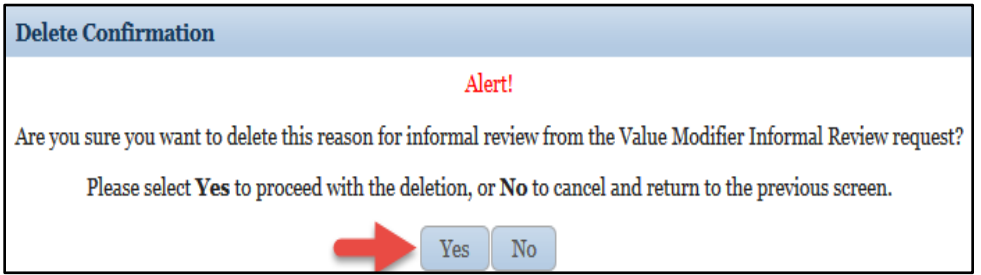
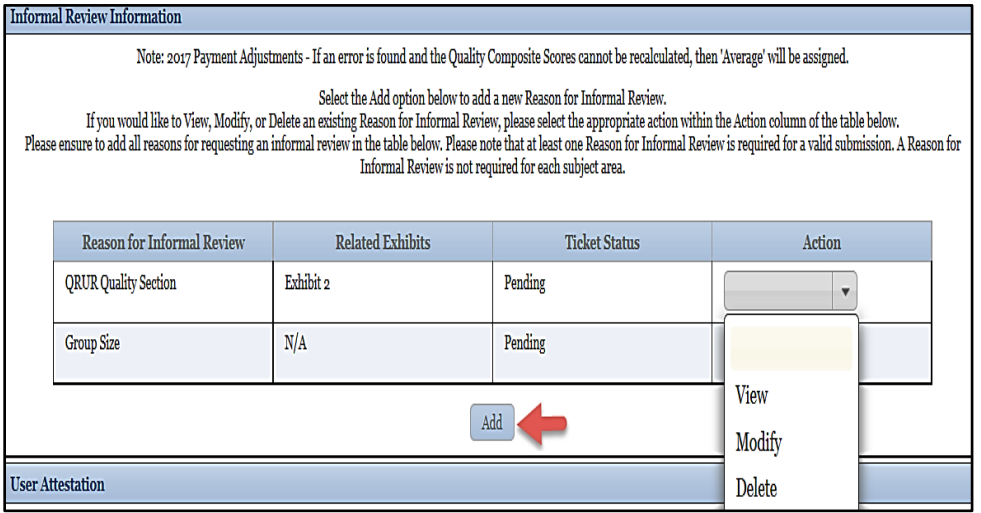


# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots												
Modifying Informal Review Information – Viewing or Modifying an Existing Question													
7. a) Within the <b>Question Entry</b> table, select <b>Modify</b> under the <b>Action</b> column to the right of the request for informal review you want to modify.	<div><div>Informal Review Information</div><div><p>Note: 2017 Payment Adjustments - If an error is found and the Quality Composite Scores cannot be recalculated, then 'Average' will be assigned.</p><p>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 ensure to add all reasons for requesting an informal review in 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><thead><tr><th>Reason for Informal Review</th><th>Related Exhibits</th><th>Ticket Status</th><th>Action</th></tr></thead><tbody><tr><td>QRUR Quality Section</td><td>Exhibit 2</td><td>Pending</td><td><div><div></div><div>View</div><div>Modify</div><div>Delete</div></div></td></tr><tr><td>Group Size</td><td>N/A</td><td>Pending</td><td></td></tr></tbody></table><div>Add</div></div><div>User Attestation</div></div>	Reason for Informal Review	Related Exhibits	Ticket Status	Action	QRUR Quality Section	Exhibit 2	Pending	<div><div></div><div>View</div><div>Modify</div><div>Delete</div></div>	Group Size	N/A	Pending	
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Group Size	N/A	Pending											
7. b) Review current information. c) Modify information that requires update. d) Select <b>Update</b> to update the reason for informal review information within the <b>Question Entry</b> table.  <b>Note:</b> The updated reason for informal review information has not yet been saved. To save the updated information, you must select <b>Submit</b> under the <b>User Attestation</b> section.	<div><div>Informal Review Information</div><div><div><div>*Reason for Informal Review:</div><div>QRUR Quality Section</div></div><div><div>Review: ?</div><div></div></div><div><div>Related Exhibits: ?</div><div>(select all that apply)</div><div><div><input checked="" type="checkbox"/>Exhibit 2: Your TIN's Quality Composite Score</div><div><input type="checkbox"/>Exhibit 3-ECC: Effective Clinical Care Domain Quality Indicator Performance</div><div><input type="checkbox"/>Exhibit 3-PCE: Person and Caregiver-Centered Experience and Outcomes Domain Quality Indicator Performance</div><div><input type="checkbox"/>Exhibit 3-CPH: Community/Population Health Domain Quality Indicator Performance</div><div><input type="checkbox"/>Exhibit 3-PS: Patient Safety Domain Quality Indicator Performance</div><div><input type="checkbox"/>Exhibit 3-CCC-A: Communication and Care Coordination Domain Quality Indicator</div><div><input type="checkbox"/>Exhibit 3-CCC-B: Communication and Care Coordination Domain Medicare-Calculated Quality Outcome Measures</div><div><input type="checkbox"/>Exhibit 3-ECR: Efficiency and Cost Reduction Domain Quality Indicator Performance</div><div><input type="checkbox"/>Other</div></div></div><div><div>*Justification for Review: ?</div><div><div>Test</div><div></div></div><div>Max 1500 characters, 1496 remaining</div></div><div><div></div><div>Update</div><div>Clear</div><div>Cancel</div></div></div></div>												

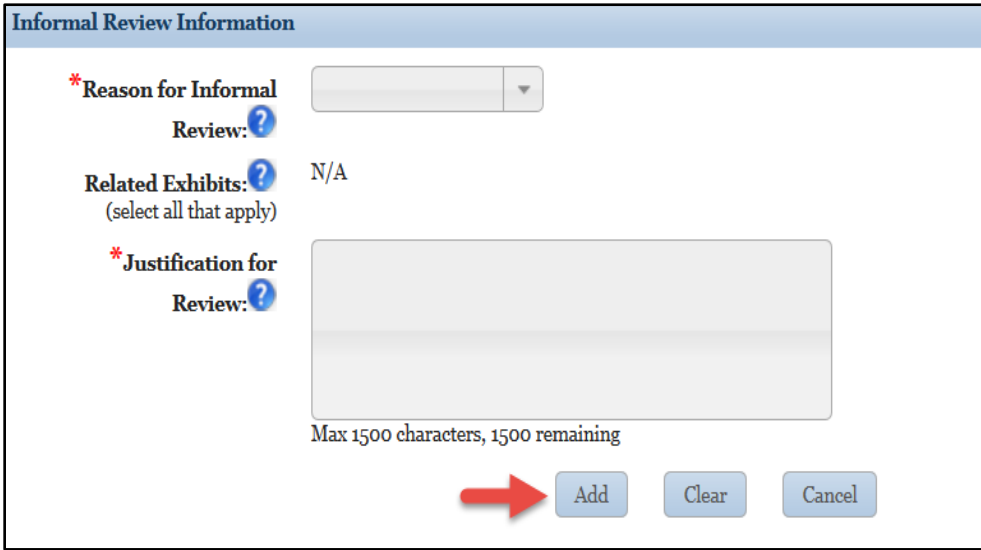
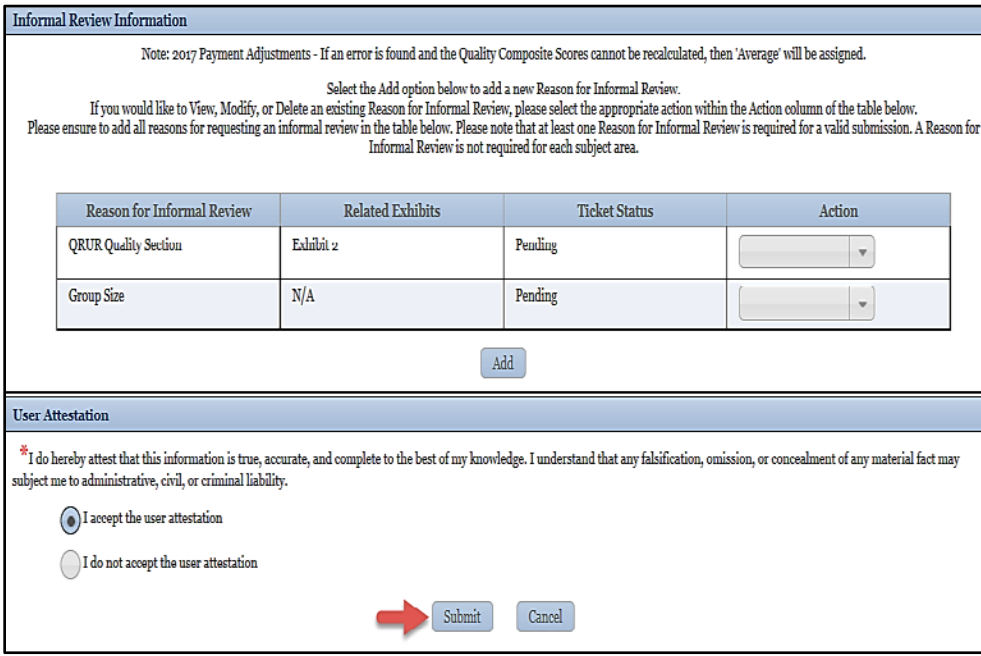
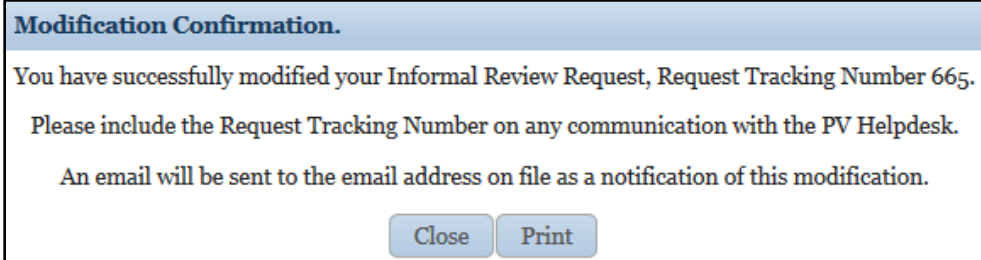
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. EST.

# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<b>Modifying Informal Review Information – Deleting an Existing Question</b>	
<p>8. a) Within the <b>Question Entry</b> table, select <b>Delete</b> under the <b>Action</b> column to the right of the reason for informal review you want to delete.</p> <p><b>Note:</b> Upon selecting <b>Delete</b>, the <b>Delete Alert Message</b> will be displayed.</p>	 <p>The screenshot shows the 'Informal Review Information' screen. At the top, there are two notes: 'Note: 2017 Payment Adjustments - If an error is found and the Quality Composite Scores cannot be recalculated, then 'Average' will be assigned.' and 'Select the Add option below to add a new Reason for Informal Review.' Below these is a table with columns: Reason for Informal Review, Related Exhibits, Ticket Status, and Action. The table has two rows: 'QRUR Quality Section' with 'Exhibit 2' and 'Pending' status, and 'Group Size' with 'N/A' and 'Pending' status. In the 'Action' column for the 'Group Size' row, a dropdown menu is open, showing 'View', 'Modify', and 'Delete' options. A red arrow points to the 'Delete' option. Below the table is an 'Add' button. At the bottom of the screen is a 'User Attestation' section.</p>
<p>8. b) Select Yes on Delete Alert to confirm that you want to delete the reason for informal review entry.</p> <p><b>Note:</b> The <b>Ticket Status</b> will be updated to <b>Delete Requested</b>.</p>	 <p>The screenshot shows the 'Delete Confirmation' screen. At the top, there is a red 'Alert!' message. Below it is the question: 'Are you sure you want to delete this reason for informal review from the Value Modifier Informal Review request?'. Underneath is the instruction: 'Please select Yes to proceed with the deletion, or No to cancel and return to the previous screen.' At the bottom, there are two buttons: 'Yes' and 'No'. A red arrow points to the 'Yes' button.</p>
<b>Modifying Informal Review Information – Adding a New Question to the Question Entry Table</b>	
<p>9. a) Select <b>Add</b>.</p> <p><b>Note:</b> A pop-up window will be displayed with fields corresponding to add a new reason for informal review.</p>	 <p>The screenshot shows the 'Informal Review Information' screen, identical to the one in the first screenshot. However, the 'Add' button at the bottom of the table is highlighted with a red arrow. The dropdown menu in the 'Action' column is still open, showing 'View', 'Modify', and 'Delete' options.</p>

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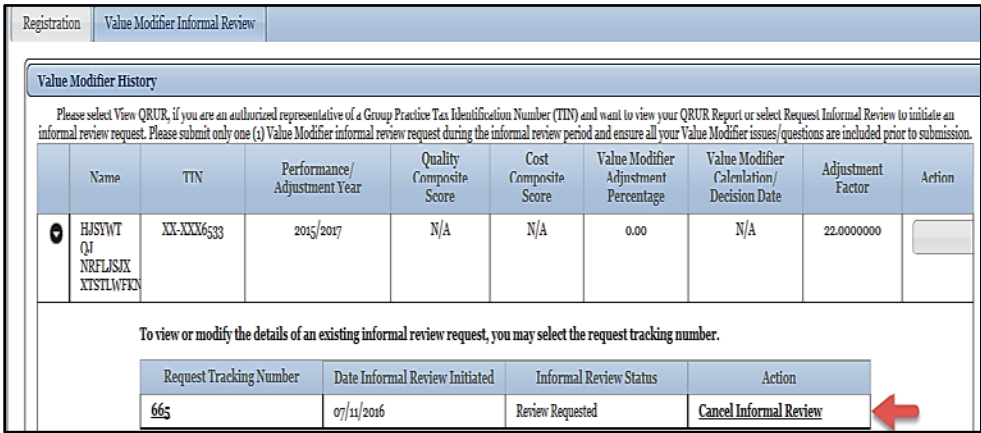
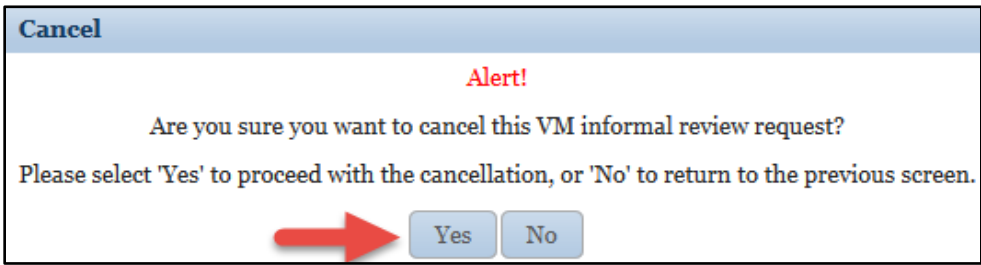
# 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>9. b) Select an option from the <b>Reason for Informal Review</b> drop-down menu.</p> <p>c) Select an option from the <b>Related Exhibits</b> check-box menu (optional).</p> <p>d) Enter <b>Justification for Review</b>.</p> <p>e) Select <b>Add</b>.</p> <p>f) Repeat Steps 8a – 8e to add additional reasons for informal review to the question entry table (if applicable).</p> <p>g) Enter <b>Justification for Review</b>.</p> <p>h) Select <b>Add</b>.</p>	
<p><b>User Attestation Section</b></p> <p>10. After all relevant reasons for informal review have been added to the question entry table; select <b>I accept the user attestation</b> and then select <b>Submit</b>.</p> <p><b>Note:</b> <i>Submit button will be disabled until the User Attestation has been accepted. All changes will not be saved to the database until Submit is selected.</i></p>	
<p>The <b>Modification Confirmation</b> message will be displayed.</p> <p><b>Note:</b> <i>Selecting Close on the Modification Confirmation message will navigate the user to the Value Modifier Informal Review tab.</i></p>	

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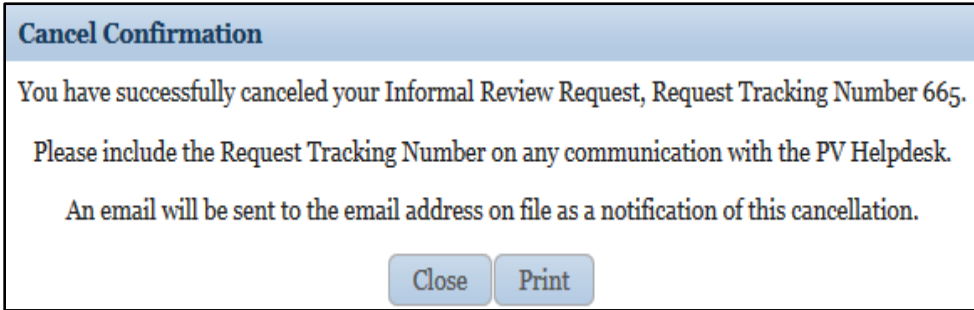
# 2017 Value Modifier Informal Review Request Quick Reference Guide

## VIII. Canceling an Existing Value Modifier Informal Review Request

Steps	Screenshots
<p>1. Refer to <b>Section V: Accessing the Value Modifier Informal Review Request Interface</b> for steps on how to access the Value Modifier Informal Review Request Interface.</p> <p><b>Note:</b> You can access the Value Modifier Informal Review Request Interface via one of the following methods to cancel a Value Modifier Informal Review Request as described in <b>Section V:</b></p> <ul style="list-style-type: none"> <li>Section V – A. Directly from the CMS Enterprise Secure Portal</li> <li>Section V – B. Via QualityNet Communications Support Page (CSP)</li> </ul>	
<p>2. Within the <b>Review Details</b> table, select <b>Cancel Informal Review</b> under the <b>Action</b> column for the informal review request to be canceled.</p> <p><b>Note:</b> Selecting the <b>Cancel Informal Review</b> will display the <b>Cancellation Alert Message</b>.</p>	 <p>The screenshot shows the 'Value Modifier Informal Review' interface. At the top, there are tabs for 'Registration' and 'Value Modifier Informal Review'. Below this is a 'Value Modifier History' section with a warning message: '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. Please submit only one (1) Value Modifier informal review request during the informal review period and ensure all your Value Modifier issues/questions are included prior to submission.' Below the warning is a table with columns: Name, TIN, Performance/Adjustment Year, Quality Composite Score, Cost Composite Score, Value Modifier Adjustment Percentage, Value Modifier Calculation/Decision Date, Adjustment Factor, and Action. The first row shows a request with TIN 'XX-XXX6333' and a 'Cancel Informal Review' button in the Action column. Below the table, there is a section titled 'To view or modify the details of an existing informal review request, you may select the request tracking number.' which contains a table with columns: Request Tracking Number, Date Informal Review Initiated, Informal Review Status, and Action. The first row shows a request with tracking number '665' and a 'Cancel Informal Review' button in the Action column. A red arrow points to the 'Cancel Informal Review' button in the Action column of the first row.</p>
<p>3. Select <b>Yes</b> on the <b>Cancellation Alert</b> message to confirm that you want to cancel the Value Modifier Informal Review Request.</p> <p><b>Note:</b> Selecting <b>No</b> on the Cancellation Alert Message will navigate the user back to the <b>Value Modifier Informal Review</b> screen.</p>	 <p>The screenshot shows a 'Cancel' alert message. The text reads: 'Alert! Are you sure you want to cancel this VM informal review request? Please select 'Yes' to proceed with the cancellation, or 'No' to return to the previous screen.' Below the text are two buttons: 'Yes' and 'No'. A red arrow points to the 'Yes' button.</p>

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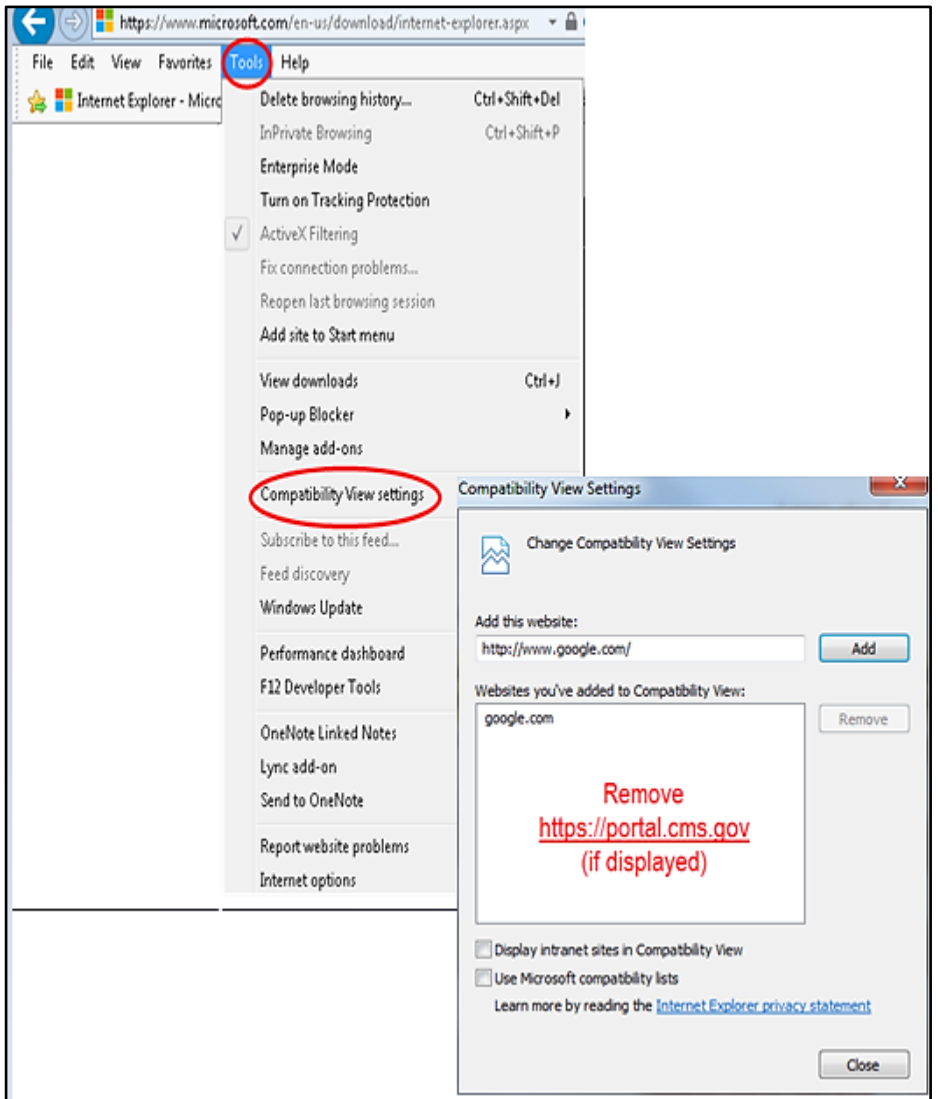
## 2017 Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>The <b>Cancellation Confirmation</b> message will be displayed.</p> <p><b>Note:</b> Selecting <b>Close</b> on the <b>Cancellation Confirmation</b> message will navigate the user to the <b>Value Modifier Informal Review</b> screen.</p>	 <p>The screenshot shows a light blue header bar with the text "Cancel Confirmation". Below the header, the text reads: "You have successfully canceled your Informal Review Request, Request Tracking Number 665." followed by "Please include the Request Tracking Number on any communication with the PV Helpdesk." and "An email will be sent to the email address on file as a notification of this cancellation." At the bottom right, there are two buttons: "Close" and "Print".</p>

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## IX. Troubleshooting Browser Settings

Steps	Screenshots
<p><b>Troubleshooting</b> If you are not using one of the supported browsers or are having trouble viewing the <b>CMS Enterprise Portal</b> using Internet Explorer 9:</p> <ol style="list-style-type: none"> <li>1. Ensure the browser is open.</li> <li>2. Press the <b>Alt</b> key to display the Menu bar (or right-click the <b>Address bar</b> and then select <b>Menu bar</b>).</li> <li>3. Select <b>Tools</b> on the <b>Menu bar</b>.</li> <li>4. Select <b>Compatibility View Settings</b>.</li> <li>5. Remove the CMS Enterprise Portal web address if it appears in the <b>Websites you've added to Compatibility View</b> box.</li> <li>6. Un-check all of the boxes below <b>Websites you've added to Compatibility View</b>.</li> <li>7. Close the <b>Compatibility View Settings</b> box.</li> <li>8. Close the current browser session.</li> <li>9. Open a new browser session.</li> <li>10. Go to <a href="https://portal.cms.gov">https://portal.cms.gov</a> and select <b>Login to the CMS Enterprise Portal</b>.</li> </ol> <p><b>Note:</b> The <b>CMS Enterprise Portal</b> supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 8 (without compatibility mode)</li> <li>• Internet Explorer 9 (without compatibility mode)</li> <li>• Internet Explorer 10 (without compatibility mode)</li> <li>• Internet Explorer 11 (without compatibility mode)</li> <li>• Mozilla-Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul>	 <p>The screenshot shows the Internet Explorer browser window with the address bar displaying <a href="https://www.microsoft.com/en-us/download/internet-explorer.aspx">https://www.microsoft.com/en-us/download/internet-explorer.aspx</a>. The <b>Tools</b> menu is open, and the <b>Compatibility View settings</b> option is circled in red. A secondary window titled <b>Compatibility View Settings</b> is also shown, with the <b>Remove</b> button circled in red next to the entry <a href="https://portal.cms.gov">https://portal.cms.gov</a> (if displayed).</p>

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