2020 Registration Guide for the CMS Web Interface and the CAHPS for MIPS Survey

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I. Introduction

This guide provides information and instructions on the registration process for groups, virtual groups, or Alternative Payment Model (APM) Entities (Accountable Care Organizations (ACOs)) participating in the Medicare Shared Savings Program (MSSP) or Next Generation ACO Model) – which are collectively referred to as "organizations"– that want to submit their Merit-based Incentive Payment System (MIPS) quality data through the CMS Web Interface and/or administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS) for MIPS Survey for the 2020 performance period.

For additional information visit the following resources:

- The 2020 CMS Web Interface Quick Start Guide for more information about quality data submissions through the CMS Web Interface.

- The 2020 CAHPS for MIPS Survey Overview Fact Sheet for more information about administering the CAHPS for MIPS Survey.

You can find additional information about the Quality Payment Program on qpp.cms.gov.

Have questions? Contact the Quality Payment Program
Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) | Email: QPP@cms.hhs.gov
Available Monday – Friday, 8 a.m. – 8 p.m. ET

Registration Information

To register to submit quality data through the CMS Web Interface and/or administer the CAHPS for MIPS Survey, sign in to qpp.cms.gov.

Registration opens on Wednesday, April 1, 2020 at 10:00 a.m. Eastern Time (ET) and closes on Tuesday, June 30, 2020 at 8:00 p.m. ET.

> To complete your organization's registration, you need a HARP account and the Security Official role for your organization. More information is provided in **Section III: Access the Registration System** of this guide.

Definitions

- **Group**: A single Taxpayer Identification Number (TIN) with 2 or more clinicians (including at least one MIPS eligible clinician), as identified by their individual National Provider Identifier (NPI), who have reassigned their Medicare billing rights to the TIN.

- **Virtual group**: A combination of 2 or more whole TINs (solo practitioners and/or groups with 10 or fewer clinicians, including at least one MIPS eligible clinician) whose clinicians elected to participate in MIPS as part of a virtual group. For the 2020 performance period, only virtual groups that we approve and identify as official virtual groups can participate in MIPS as a virtual group.

- **APM Entity group**: The group of eligible clinicians participating in an APM Entity, as identified by a combination of the APM identifier, APM Entity identifier, Taxpayer Identification Number (TIN), and National Provider Identifier (NPI) for each participating eligible clinician.

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Who can register?

1. CMS Web Interface registration is open to groups, virtual groups, and APM Entities with 25 or more clinicians.

    o **EXCEPTION:** CMS Web Interface registration is NOT open to APM Entities (i.e. ACOs) participating in the MSSP or Next Generation ACO Model. Reporting quality data via the CMS Web Interface is required for these ACOs and as a result, they do not need to register.

        ▪ However, ACO participant TINs in these entities can still register for the CMS Web Interface if their ACO is unable to successfully report.

2. CAHPS for MIPS Survey registration is open to groups, virtual groups, and APM Entities with 2 or more eligible clinicians.

    o Please note that APM Entities (i.e. ACOs) participating in the Medicare Shared Savings Program or Next Generation ACO Model are already required to administer the CAHPS for ACO Survey.

> **Before You Register:** The CAHPS for MIPS Survey assesses the experience of patients receiving primary care services and is therefore, most appropriate for groups, virtual groups, and APM Entities that provide primary care services.

Who needs to register?

1. Groups, virtual groups, or APM Entities with 25 or more clinicians that **did not use** the CMS Web Interface to submit quality data for the 2019 performance period, but plan to for the 2020 performance period.

    o **Why?** Groups that submitted quality data through the CMS Web Interface for the 2019 performance period have been automatically registered for the 2020 performance period. Automatic CMS Web Interface registrations can be edited (i.e., update group information) or cancelled for the 2020 performance period.

> You were **automatically registered** if you submitted quality data through the CMS Web Interface in **2019.**
>
> Sign in to qpp.cms.gov and **review your registration** to verify the information (such as group size and contact information) is correct.

2. Groups, virtual groups, or APM Entities with 2 or more eligible clinicians that plan to administer the CAHPS for MIPS Survey for the 2020 performance period.

    o **Why?** There is **no automatic registration** for the CAHPS for MIPS Survey. Organizations that plan to administer the CAHPS for MIPS Survey must register each performance period that they plan to administer the CAHPS for MIPS Survey.

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Who does not need to register?

1. Groups, virtual groups, or APM Entities that plan to submit Medicare Part B Claims measures, electronic Clinical Quality Measures (eCQMs), MIPS Clinical Quality Measures (CQMs) and/or Quality Clinical Data Registry (QCDR) measures for the 2020 performance period.

   o **Why?** Registration is **not required** for these collection types.

2. Groups that submitted quality data through the CMS Web Interface for the 2019 performance period.

   o **Why?** Groups have been **automatically registered** to submit data for the Quality performance category through the CMS Web Interface for the 2020 performance period. Automatic CMS Web Interface registrations can be edited (i.e., update group information) or cancelled for the 2020 performance period.

3. ACOs participating in a Medicare Shared Savings Program or the Next Generation ACO Model.

   o **Why?** An ACO is **required** to submit quality data through the CMS Web Interface and no registration is needed. The quality data submitted through the CMS Web Interface by an ACO is used to score the MIPS Quality performance category; the score will apply to each MIPS eligible clinician in the ACO who is scored under the APM scoring standard.

   o However, ACO Participant TINs can register to submit data at the group level if, for example, an ACO Participant TIN is terminating its ACO participation agreement or have concerns that the ACO will not be able to successfully report on behalf of the ACO Participant TINs.

Do we have to submit data through the CMS Web Interface if we're registered?

No, registered organizations do not have to submit quality data through the CMS Web Interface but would need to select a different submission type (i.e., Electronic Health Record (EHR), Qualified Registry, Qualified Clinical Data Registry (QCDR)) in order to submit quality.

However, organizations that do not plan to submit quality data through the CMS Web Interface are strongly encouraged to cancel their registration by 8:00pm ET on June 30, 2020.

If organizations do not cancel their registration before the deadline, they can still submit quality data through other submission types.

Is it possible for my organization to be unable to report through the CMS Web Interface?

For organizations that are registered for the CMS Web Interface, we conduct an assignment and sampling methodology process. Generally, we assign patients to the organizations that furnished the plurality of primary care services for such patients.

In rare instances, an organization may have 0 Medicare patients assigned to them and as a result, we can't populate a patient sample. If a patient sample can't be populated, the organization will not be able to submit quality data through the CMS Web Interface.

If an organization does not have any Medicare patients assigned for any of the CMS Web Interface measures, the following will occur:

- We will notify the organizations that they can't submit quality data through the CMS Web Interface. We anticipate notifications will be sent in the Fall of 2020.

The organization won't meet the CMS Web Interface data submission criteria and will need to submit quality measures from another collection type (i.e., eCQMs or MIPS CQMs).

Is it possible we won't be able to administer the CAHPS for MIPS Survey?

For the 2020 performance period, the CAHPS for MIPS Survey continues to be **optional**.

For organizations that are registered to administer the CAHPS for MIPS Survey, we conduct an assignment and sampling methodology process. Groups and virtual groups must meet minimum patient sampling requirements in order to administer the 2020 CAHPS for MIPS Survey.

If an organization does not meet the minimum patient sampling requirements for the CAHPS for MIPS Survey, we will notify organizations indicating that they will not be able to administer the CAHPS for MIPS Survey. We anticipate notifications to be sent in the Fall of 2020.

Organizations that don't meet minimum patient sampling requirements:

- Will not be able to attest to Participation in CAHPS or Other Supplemental Questionnaire (IA_PSPA_11) and will need to select a different activity for the Improvement Activities performance category.

- Will not be able to supplement their quality score with points associated with the administration of the CAHPS for MIPS Survey.

- May qualify for a denominator reduction in the Quality performance category if not submitting quality data through the CMS Web Interface.

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II. Get Started

Obtain Access

A representative of the group, virtual group, or APM Entity will need an account that allows the representative to sign in to qpp.cms.gov and have the **Security Official role** for the organization in order to submit, modify, or cancel a registration.

- If you're a returning user, sign in with your existing QPP account credentials.

- If you're a new user, you'll need to create an account before you can request Security Official access to your organization by signing in to qpp.cms.gov.

Visit the QPP Access User Guide on the Resource Library for instructions to create an account and/or request the Security Official role for your organization.

- **Register for a HCQIS Access Roles and Profile (HARP) Account** provides information about creating a new HARP account

- **Connect to an Organization** provides information about requesting the Security Official role for your organization.

> Start the account creation process **now** to avoid any last-minute delays in obtaining an account and a role with your organization. The registration period closes on **June 30, 2020 at 8:00 p.m. ET**.

To determine if your organization already has an individual who can register the group, virtual group, or APM Entity for the CMS Web Interface and/or to administer the CAHPS for MIPS Survey, please contact the Quality Payment Program using the contact information at the bottom of this page and provide the group's TIN, the virtual group identifier, or the APM Entity identifier, and the name of the organization.

Prepare to Register for the CMS Web Interface and/or the CAHPS for MIPS Survey

Gather the following information before you begin to register your group, virtual group, and APM Entity:

- **Organization Information:** Organization Name and Mailing Address.

- **Contact Information:** First Name, Last Name, Phone Number and E-Mail.

  - **Note**: You must provide complete information for at least one contact to submit your registration; all contacts will be notified by e-mail when a registration is submitted, modified, or cancelled.

- **Determine Organization Size:** 2-24 clinicians, 25-99 clinicians, or 100 or more clinicians.

- **Determine Registration Selection:** the CMS Web Interface (25 or more clinicians) and/or the CAHPS for MIPS Survey. (2 or more eligible clinicians)

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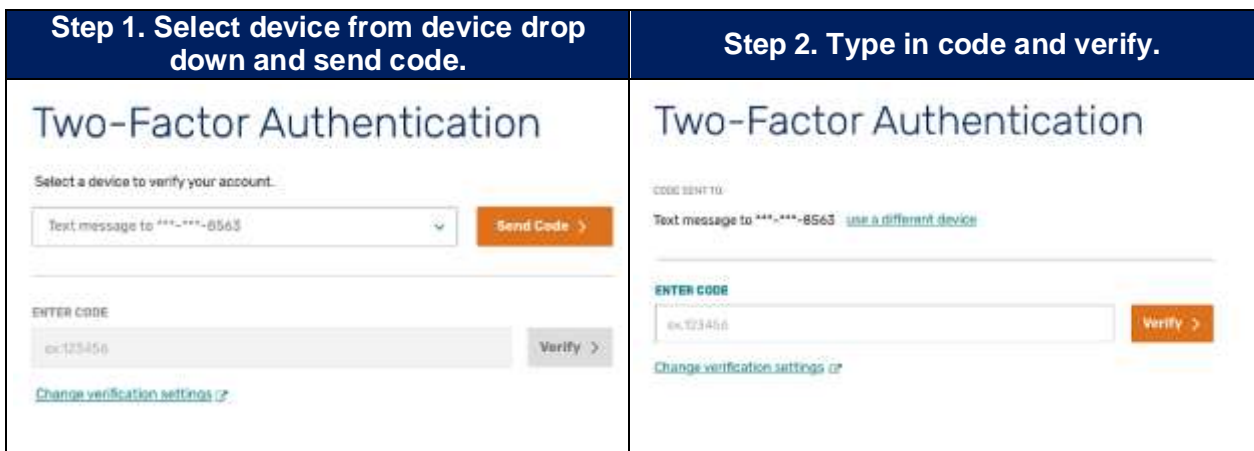Available Monday – Friday, 8 a.m. – 8 p.m. ET

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III. Access the CMS Web Interface and/or the CAHPS for MIPS Survey Registration System

You will be able to access the registration system between **April 1, 2020 (10:00 a.m. ET) and June 30, 2020 (8:00 p.m. ET)** by signing in to the qpp.cms.gov.

Signing in to qpp.cms.gov will allow you to create new registrations, view or cancel existing registrations (including an automatic CMS Web Interface registration), or modify information for existing registrations (including an automatic CMS Web Interface registration).

1. **Sign In**

   Go to https://qpp.cms.gov/login or click **Sign In** in the upper right-hand corner of qpp.cms.gov.

2. **Enter User ID and Password**

   Enter your **User ID** and **Password** in the requested fields, check "**Yes, I agree**" next to the Statement of Truth, and **Sign In** (you will be prompted to provide a security code from your two-factor authentication).

Returning users
Sign in with your previously created HARP credentials

New users
Sign in with your newly created HARP credentials

Don't have an Account?
Click the Register tab next to the Sign In tab and review the QPP Access User Guide

Have questions? Contact the Quality Payment Program
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3. Complete the Two-Factor Authentication

If this is your first time signing in, you will be prompted to set up **two-factor authentication** which will be completed in your HARP account. You will select a verification device (i.e. your cell phone) where you wish to have your one-time code sent each time you sign in.

If you're a returning user, you will simply select the registered verification device you wish to have the one-time code sent to.
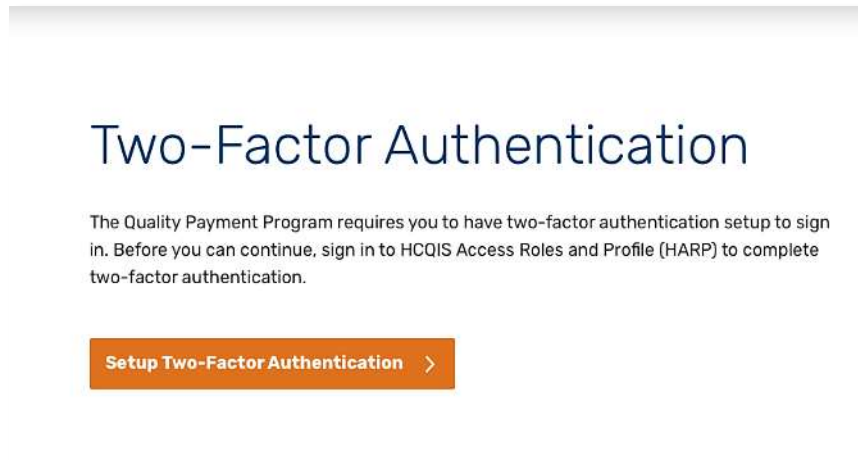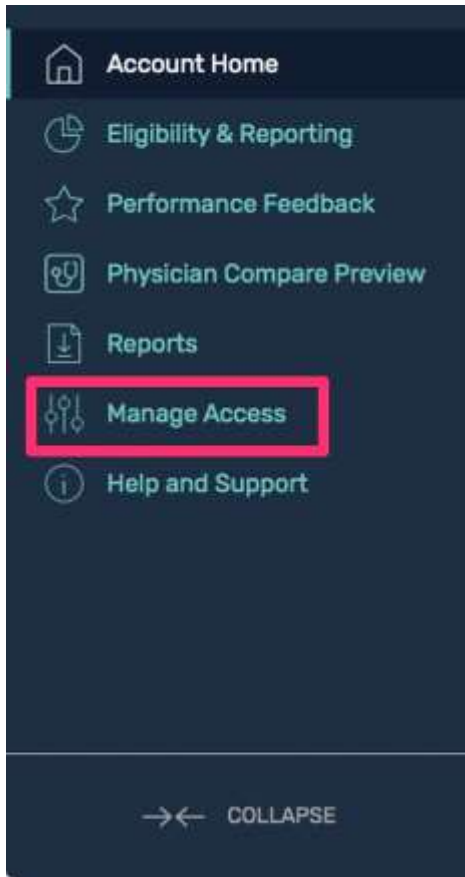

Request a one-time code by selecting your preferred device from the **device dropdown,** click **Send Code,** enter the one-time code, and click **Verify**.

Step 1. Select device from device drop down and send code.	Step 2. Type in code and verify.

4. Manage Access

Select **Manage Access** from the left-hand navigation panel.

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5. Connected Practices

Review your **Connected Organizations** to see if your organization has an active registration for the CMS Web Interface and/or the CAHPS for MIPS Survey.

An active registration is indicated by **Registered** in green text with a green check checkmark.

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6. Register or Edit Registration

Click the **Edit Registration** button to the right of the CMS Web Interface & CAHPS section or below the CMS Web Interface and CAHPS section under the organization you're interested in registering or making an edit to its registration.

Selecting **Edit Registration** will allow you to submit a new registration as well as modify or cancel an existing registration for your organization.
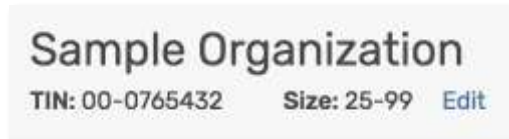

If you **don't** see **Edit Registration**, then you do not have the required Security Official role in for any connected organization(s). This role is necessary to submit, modify, or cancel a registration.

Visit Review the **Connect to an Organization** section in the QPP Access User Guide for information about obtaining the correct Security Official role.

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IV. Submit a New Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey

After selecting **Edit Registration**, you will be taken to the main registration page where you will see a list of organizations for which you have you have a Security Official role.

Sample Organization
TIN: 00-0765432   Size: 25-99   Edit

Follow the steps below whether you are registering an organization for the first time or re-registering an organization that cancelled a previous registration.

> If you **don't** see an organization that you expected to see, you don't have the required Security Official role for that organization. This role is necessary to submit or cancel a registration.
>
> Review **Connect to an Organization** in the QPP Access User Guide for information about obtaining this role.

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1. **Organization Size**

   Select the **Organization Size** next to the organization you want to register.

   - **2-24** clinicians will allow you to register for the CAHPS for MIPS survey.
   - **25-99** or **100 or greater** clinicians will allow you to register for the CMS Web Interface and/or the CAHPS for MIPS Survey.

2. **Register**

   Click **Register** under "CMS Web Interface" (which will only display if your organization size allows it) or "CAHPS for MIPS Survey".

   Note: This section uses the CMS Web Interface registration as the example, but the same steps apply if you're registering to administer the CAHPS for MIPS Survey.

3. **Submit Registration**

   To submit your registration, you will need to complete any required **organization and contact information**. You will see limited organization and contact information populated.

   Select **Edit** next to the organization to complete any missing required information.

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4. Review Organization Information

Review the **Organization Information** that is pre-populated for your group or virtual group and update it as necessary.
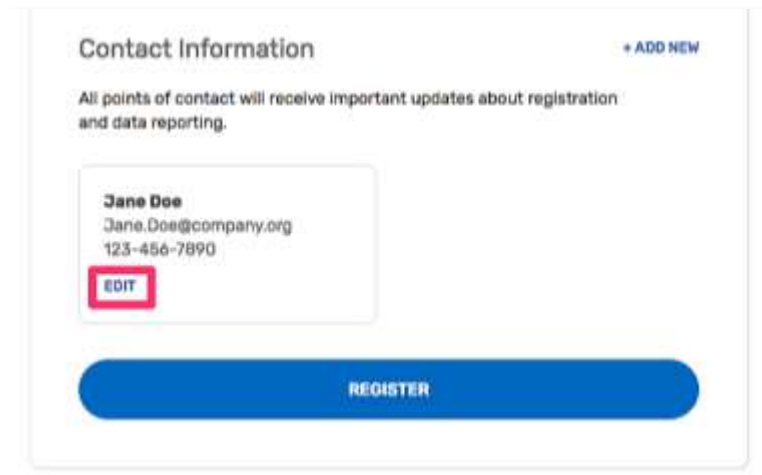
A green checkmark will appear after you enter each piece of required information. Once all required information has been entered, you will be able to select **Update.**

Can update:	Can t update:
- Organization name - Address - City - State - Zipcode	- Group size* - TIN, virtual group ID, or APM Entity ID**
*Group size can only be edited on the main registration page. **TIN, virtual group ID, and APM Entity ID cannot be edited.	

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5. Edit Registration

After the organization information has been updated, under **Contact Information** select **Edit** to complete the remaining required information.

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6. **Review Contact Information**

Contact information will be partially pre-populated with the first and last name associated with your HARP account.

- To keep yourself as a contact for the organization's registration, simply add your e-mail address and phone number, and then select **Update**. (Don't worry – you can add additional contacts!)

- If you should not be a contact for the organization's registration, update the first and last name, add the appropriate contact's e-mail address and phone number, and then select **Update**.

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7. **Add New Contact**

Add any additional contact by selecting **Add New**, where you will be prompted to provide first and last name, e-mail address, and phone n umber. Otherwise, select **Register**. (You can add additional contacts at any point during the registration period.)
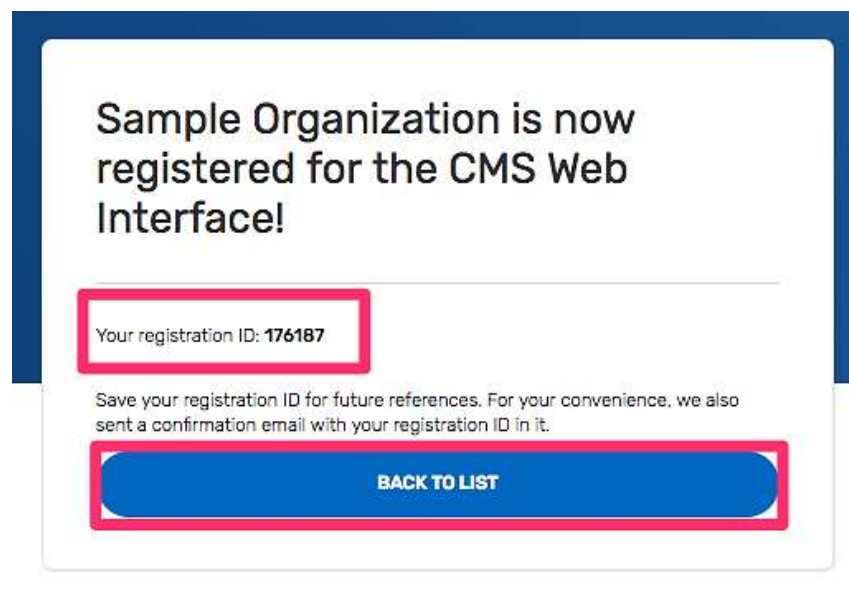
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8. **Congratulations, you have successfully registered**!

You will see your **registration identification number** displayed on the screen. Each organization receives a single registration identification number that will not change whether you modify, cancel, or add a new registration. All of the contacts associated with the registration will also receive an e-mail notification of the successful registration.

Select **Back to List** to complete another registration for the same organization, or to register another organization for the CMS Web Interface and/or the CAHPS for MIPS Survey.
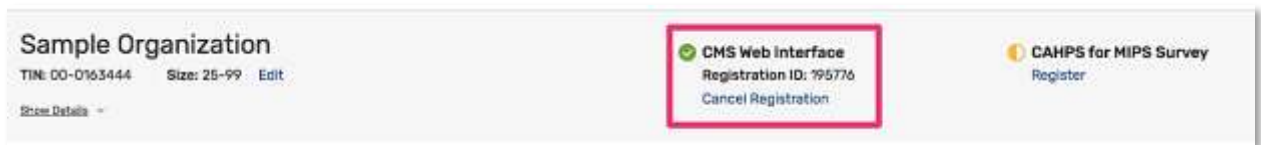
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9. **Confirm Registration on the Registration Overview Page**

On the **Registration Overview** page, confirm that you see a green checkmark next to "CMS Web Interface" (and/or "CAHPS for MIPS Survey"). The green checkmark indicates your successful registration for your organization.

Note: If you're adding a second registration for the same organization (i.e. registering for the CAHPS for MIPS Survey after registering for the CMS Web Interface), the organization and contact information will carry over and you will only need to follow Steps 2 and 8.

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V. Modify Information for an Organization with an Existing Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey

If you need to modify information for your organization that has an existing registration for the CMS Web Interface and/or the CAHPS for MIPS Survey for the 2020 performance period, you may do so at any time during the registration period between **April 1, 2020 at 10:00 a.m.** and **June 30, 2020 at 8:00 p.m. ET**.

You may need to modify your information for any of the following reasons:

- You were automatically registered for the CMS Web Interface and:

  o The Organization Size from your registration is no longer accurate.

  o The Organization Address from your 2019 registration is no longer accurate.

  o The Contact Information (name, e-mail address, and/or phone number) from your 2019 registration is no longer accurate.

- You registered for the CMS Web Interface this performance year and:

  o You need to update the Organization Address.

  o You need to update Contact Information, or change the Contacts associated with the organization's registration.

Complete the steps in Section III: Access the Registration System of this guide before modifying your organization information.
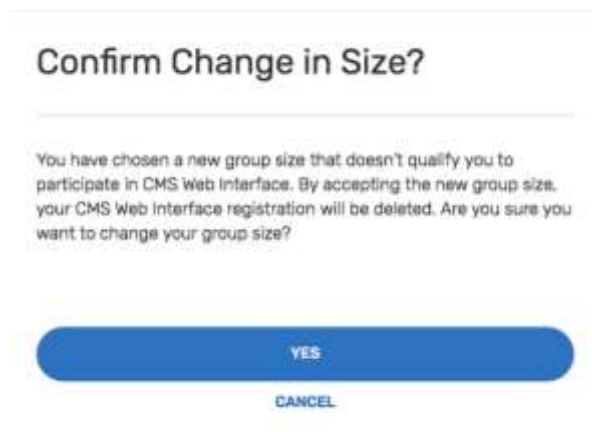
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Update Organization Size

To edit the size of your organization, select **Edit** next to **Size**. Select the correct organization size and confirm or cancel the change.

Note: If you are currently registered for the CMS Web Interface and select **2-24** as the organization size, the confirmation message will indicate that accepting the change in size will cancel any existing CMS Web Interface registration because the CMS Web Interface is only available to organizations with 25 or more clinicians (including at least one MIPS eligible clinician).

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Update Organization/Contact Information

To update the organization or contact information, select **Show Details** below the organization's TIN, virtual group ID, or APM Entity ID.

Update Organization Address

To update the organization's address, select **Edit**, which will allow you to update the address, city, state, and zip code as needed.

Update Existing Contact

To **Edit** or **Delete** an existing contact, select the appropriate option under the contact.

Note: The system requires that there is **at least one** contact for a registration. If your organization only has one contact identified and the contact needs to be changed, you will need to select **Edit** (not Delete), which will allow you to change the first and last name, e-mail address, and phone number.

Add New Contact

To add a new contact, select **Add New Contact**; you will be prompted to provide the contact's first and last name, email address, and phone number.

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VI. View your CMS Web Interface and/or the CAHPS for MIPS Survey Registration Summary

The registration system will allow you to view information about the CMS Web Interface and/or the CAHPS for MIPS Survey registrations for all the organizations for which you have a Security Official role.

A green checkmark indicates an existing registration, and a yellow semi-circle indicates there is no registration.

In the below screenshot, Sample Organization is registered for the CMS Web Interface, but not registered to administer the CAHPS for MIPS Survey.

Select **Show Detail** to display the Organization and Contact Information.

Note: Each organization will receive a single registration identification number to track all registration activity.

To view your organization's registration information, follow the steps in Section III: Access the Registration System of this guide.

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VII. Cancel Your 2020 Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey

If your organization is registered to participate in MIPS utilizing the CMS Web Interface and/or administering the CAHPS for MIPS Survey for the 2020 performance period, but wishes to cancel one or both registrations, you can log in to the registration system and cancel your registration any time before the registration period closes on **June 30, 2020 at 8:00 p.m. ET**.

If you want to re-register the organization during the 2020 registration period after cancelling your registration, please refer to Section IV: Submit a New Registration of this guide.

Cancel Registration

1. Complete the steps in Section III: Access the Registration System of this guide.

2. Select **Cancel Registration** under the appropriate registration.

3. Once you select **Cancel Registration**, you will be required to click **Continue** to cancel your registration or if you change your mind, click **Cancel.**
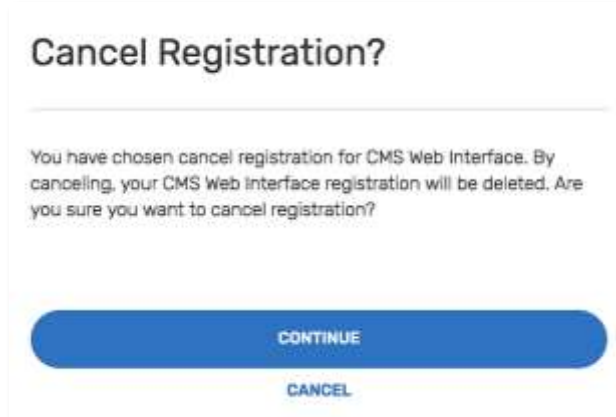
4. **You have successfully cancelled your registration!** Record the registration identification number provided in the e-mail notification for your records.

   If you need to contact the Quality Payment Program to discuss your registration, please provide the registration identification number. All the contacts associated with the registration will also receive an e-mail with the registration identification number confirming your registration cancellation.

5. When you return to the list of Connected Organizations, you should see that the organization is no longer registered for the CMS Web Interface.

Note: If you did not intend to cancel the organization's registration, please follow the guidance in Section IV: Submit a New Registration of this guide to re-register your organization before the 2020 registration period closes on June 30, 2020 at 8:00p.m. ET.

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