CAHPS for MIPS Survey and CMS Web Interface Registration Guide
2019 Final Document versus 2020 Final Document

Changes have burden impact: There are no burden impacts associated with policies finalized in the CY 2021 PFS final rule.

Change #1:

Location:

> 2019 - Page 1
>
> 2020 – Page 1

Reason for Change:

> Alignment with current program year

2019 Final Document text:

> **Title**: *2019* Registration Guide for the CMS Web Interface and CAHPS for MIPS Survey

2020 Final Document text:

> **Title**: *2020* Registration Guide for the CMS Web Interface and CAHPS for MIPS Survey

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Change #2:

Location:

> 2019 – Page 2
>
> 2020 – Page 3

Reason for Change:

> Edited for clarity and alignment with current program year dates, deadlines, links, resource titles

2019 Final Document text:

> **Section**: Introduction
>
> **Content**: This guide provides information and instructions on the registration process for groups *and virtual groups 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 2019 performance period.*
>
> *For additional information on submitting data through the CMS Web Interface or administering the CAHPS for MIPS Survey, visit the following resources:*
>
> - The *2019 CMS Web Interface Fact Sheet* for more information about quality data submissions through the CMS Web Interface.
> - The *2019 CAHPS for MIPS Survey Fact Sheet* for more information about administering the CAHPS for MIPS Survey.
>
> You can find additional information about the Quality Payment Program on the *Quality Payment Program website*.

2020 Final Document text:

> **Section**: Introduction

Content: 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 Guide* for more information about quality data submissions through the CMS Web Interface.
- The *2020 CAHPS for MIPS Survey 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*.

Change #3:

Location:

    2019 – Page 3

    2020 – Page 3

Reason for Change:

    Edited for clarity and alignment with current program year dates, deadlines, links/resources

2019 Final Document text:

    Section: Introduction > Registration Information

    Content: To register to submit quality data through the CMS Web Interface and/or administer the CAHPS for MIPS Survey, sign in to the *Quality Payment Program website*. Registration opens on *Monday, April 1, 2019 at 10:00am Eastern Time (ET) and closes on Monday, July 1, 2019 at 5:00 pm ET.*

- Groups and virtual groups need an account (user ID and password) to sign into the Quality Payment Program website.
- Additionally, an individual registering the group or virtual group will need an appropriate QPP role associated with the group or virtual group. More information is provided in *Section III: Accessing the Registration System*.

2020 Final Document text:

    Section: Introduction > Registration Information

    Content: 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.

    <callout> 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.

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Change #4:

Location:

2019 – Page 4

2020 – Page 3

Reason for Change:

Edited for clarity, added APM entity definition for accuracy, alignment with current program year dates, deadlines, links/resources

2019 Final Document text:

Section: Introduction > Who needs to register?

Content:

- A group is defined as 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.
- A virtual group is a combination of two 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 2019 performance period, only virtual groups that we approve and identify as official virtual groups can participate in MIPS as a virtual group.

2020 Final Document text:

Section: Introduction > Definitions

Content:

- 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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Change #5:

Location:

2019 – N/A

2020 – Page 4

Reason for Change:

Edited for clarity

2019 Final Document text:

N/A

2020 Final Document text:

Section: Introduction > Who can register?

Content:

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.

    <callout> 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.

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Change #6:

Location:

2019 – Page 3-4

2020 – Page 4

Reason for Change:

Edited for clarity and alignment with current program year dates and deadlines

2019 Final Document text:

Section: Introduction > Who needs to register?

Content:

- • Groups or virtual groups with 25 or more clinicians that did not use the CMS Web Interface to submit quality data for the *2018* performance period, but plan to for the *2019* performance period.
    - o Why? Groups that submitted quality data through the CMS Web Interface for the *2018* performance period have been automatically registered for the 2019 performance period. Automatic CMS Web Interface registrations can be edited (i.e., update group information) or cancelled for the *2019* performance period.
- • *Groups or virtual groups that plan to administer the CAHPS for MIPS Survey for the 2019 performance period.*
    - o *Why? There is no automatic registration for the CAHPS for MIPS Survey. Groups and virtual groups that plan to administer the CAHPS*

> *for MIPS Survey must register each performance period they plan to administer the CAHPS for MIPS Survey.*

- *Groups that have been automatically registered for the CMS Web Interface and plan to administer the CAHPS for MIPS Survey.*
  - *Why? There is no automatic registration for the CAHPS for MIPS Survey. Groups and virtual groups that plan to administer the CAHPS for MIPS Survey must register each performance period they plan to administer the CAHPS for MIPS Survey.*
  - *Note, the CAHPS for MIPS Survey assesses the experience of patients receiving primary care services. The CAHPS for MIPS Survey is most appropriate for groups and virtual groups that provide primary care services.*

A group is defined as 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.

A virtual group is a combination of two 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 2019 performance period, only virtual groups that we approve and identify as official virtual groups can participate in MIPS as a virtual group.

2020 Final Document text:

Section: Who needs to register?

Content:

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.
   - 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.

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.*
   - *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.*

   <Callout> You were automatically registered if you submitted quality data through the CMS Web Interface in 2019.

   Sign in to [qpp.cms.gov](qpp.cms.gov) and review your registration to verify the information (such as group size and contact information) is correct.

Change #7:

Location:

> 2019 – Page 4-5
>
> 2020 – Page 5

Reason for Change:

> Edited for clarity and alignment with current program year dates and deadlines

2019 Final Document text:

> **Section**: Introduction > Who does not need to register?
>
> **Content**:
>
> - Groups *or virtual groups* that plan to submit eCQMs, MIPS CQMs and/or QCDR measures for the *2019* performance period.
>   - o Why? Registration is not required for these collection types.
> - Groups that submitted quality data through the CMS Web Interface for the *2018* performance period.
>   - o Why? Groups have been automatically registered to submit data for the Quality performance category through the CMS Web Interface for the *2019* performance period. Automatic CMS Web Interface registrations can be edited (i.e., update group information) or cancelled for the *2019* performance period.
>   - o However, groups that have been automatically registered for the CMS Web Interface and plan to administer the CAHPS for MIPS Survey need to register for the CAHPS for MIPS Survey for the *2019* performance period. There is no automatic registration for the CAHPS for MIPS Survey.
> - *Groups participating in a Medicare Shared Savings Program (SSP) Accountable Care Organization (ACO).*
>   - o Why? An SSP ACO is required to submit quality data through the CMS Web Interface. The quality data submitted through the CMS Web Interface by the SSP ACO is used to score the MIPS Quality performance category and the score will apply to each MIPS eligible clinician in the ACO.
>   - o However, *groups can register to submit data at the group (ACO Participant TIN) level if, for example, a group (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*.

2020 Final Document text:

> **Section**: Introduction > Who does not need to register?
>
> **Content**:
>
> 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.*

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Change #8:
Location: Page 5
Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Introduction > Groups with clinicians participating in a Next Generation ACO Model or other (non-SSP) Advanced APM
Content:

- • *Certain Advanced Alternate Payment Models (Advanced APMs) allow "split TINs", where some of the clinicians billing under the group's Taxpayer Identification number (TIN) participate in the model while others do not. If a "split TIN", particularly the portion of the group (TIN) that is not participating in a Next Generation ACO Model or other Advanced APM, is eligible to participate in MIPS, the group can register to submit quality data through the CMS Web Interface (as long as the MIPS eligible portion of the group has 25 or more clinicians) and/or administer the CAHPS for MIPS Survey on behalf of the MIPS eligible clinicians in the group who do not participate in the APM. This would be separate from any APM Entity reporting required by the model which would only apply to the clinicians participating in the model.*
  Who can't register?
    - o *APM Entities: Medicare Shared Savings Program Accountable Care Organizations (SSP ACOs) and Next Generation ACO Models.*
    - o *Why? ACOs are required to submit quality data through the CMS Web Interface, so there is no need to register for the CMS Web Interface. The registration system will not allow registrations at the APM Entity (Primary TIN) level.*

2020 Final Document text:

Section: Introduction > Who does not need to register?

Content: *ACOs participating in a Medicare Shared Savings Program or the Next Generation ACO Model.*

- ○ ***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.*

- ○ *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.*

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Change #9:

Location: Page 5

Reason for Change:

Edited to align with current program year dates and deadlines

2019 Final Document text:

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

Content: No, registered groups and virtual groups do not have to submit quality data through the CMS Web Interface. However, groups and virtual groups that do not plan to submit quality data through the CMS Web Interface are strongly encourage to cancel their registration by *5:00pm ET on July 1, 2019*. If your *group or virtual group doesn't cancel your registration before this date*, you can submit quality measures through other submission types.

2020 Final Document text:

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

Content: 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.

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Change #10:

Location: Page 6

Reason for Change:

Edited for clarity and alignment with current program year dates and deadlines

2019 Final Document text:

Section: Introduction > Is it possible *we won't* be able to report through the CMS Web Interface?

Content: For *groups and virtual groups* that are registered for the CMS Web Interface, we conduct an assignment and sampling methodology process. Generally, we assign beneficiaries to the group or virtual group that furnished the plurality of primary care services for such beneficiaries.

In rare instances, a group or virtual group may have *zero* Medicare beneficiaries assigned to them and as a result, we can't populate a beneficiary sample. If a beneficiary sample can't be populated, *the group or virtual group* will not be able to submit quality data through the CMS Web Interface.

If a *group or virtual group* does not have any Medicare beneficiaries assigned for any of the CMS Web Interface measures, the following will occur:

- We will notify the groups and virtual groups that they can't submit quality data through the CMS Web Interface. We anticipate notifications to be sent in the Fall of *2019*.
- The group or virtual group won't meet the CMS Web Interface data submission criteria and will need to submit measures from another collection type (such as eCQMs or MIPS CQMs).

2020 Final Document text:

Section: Introduction > Is it possible for *my organization* to be unable to report through the CMS Web Interface?

Content: 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).

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Change #11:

Location: Page 6

Reason for Change:

Edited for clarity and alignment with current program year dates and deadlines

2019 Final Document text:

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

Content: For the *2019* performance period, the CAHPS for MIPS Survey continues to be optional. For groups and virtual groups that are registered to administer the CAHPS for MIPS Survey, we conduct a process for assigning and sampling beneficiaries. Groups

and virtual groups must meet minimum beneficiary sampling requirements to administer the *2019* CAHPS for MIPS Survey.

If a group or virtual group does not meet the minimum beneficiary sampling requirements for the CAHPS for MIPS survey, we will notify groups and virtual groups indicating that they will not be able to administer the CAHPS for MIPS Survey. We anticipate notifications to be sent in the Fall of *2019*.

Groups and virtual groups that don't meet minimum beneficiary sampling requirements:

- *Will need to select a different activity for the Improvement Activities performance category*
- *Will not be able to supplement their quality score from CMS Web Interface measures 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

2020 Final Document text:

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

Content: 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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Change #12:

Location: Page 7

Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Get Started

Content: Register for a *HARP* Account provides information about creating a new HARP account

2020 Final Document text:

Section: Get Started

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

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Change #13:

Location: Page 7

Reason for Change:

Edited for clarity and alignment with current program year dates and deadlines

2019 Final Document text:

Section: Get Started

Content: Start the account creation process now to avoid any last-minute delays in obtaining an account and role with your organization. The registration period closes on *July 1, 2019 at 5:00 pm ET.*

2020 Final Document text:

Section: Get Started

Content: 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 8:00p.m. ET*.

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Change #14:

Location: Page 7

Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Get Started

Content: To determine whether your group or virtual group already has an individual who can register the group or virtual group for the CMS Web Interface and/or to administer the CAHPS for MIPS survey, please contact the Quality Payment Program and provide the group's TIN or virtual group ID and the name of the *group*.

- o *By phone at 866-288-8292 (TTY 1-877-715-6222)*
- o *By e-mail at QPP@cms.hhs.gov*

2020 Final Document text:

Section: Get Started

Content: 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.*

Change #15:

Location: Page 8

Reason for Change:

Edited for clarity and alignment with current program year dates, deadlines, links/resources

2019 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content: You will be able to access the registration system between April 1*, 2019 and July 1, 2019 (5:00 pm ET)* by signing in to the [QPP website](#). Signing in to [qpp.cms.gov](#) will allow you to create new registrations, view or cancel existing registrations, or modify information for groups with an existing registration.

1. Go to [https://qpp.cms.gov/login](#) or click Sign In in the upper right-hand corner of the [QPP website](#).
2. 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).

2020 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

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

Change #16:

Location: Page 9

Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content:

3. 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 (such as 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.

4. Request a one-time code by selecting your preferred device from the **device drop down** and click **send code** and **verify** code.

2020 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content:

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.

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Change #17:
Location: Page 10
Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System
Content:

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

2020 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System
Content:

4. *Manage Access*

   Select Manage Access from the left-hand navigation panel.

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Change #18:
Location: Page 11
Reason for Change:

Edited for clarity and alignment with current program year dates and deadlines

2019 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content:

6. Review your connected organizations to see if your group or virtual group has an active registration for the CMS Web Interface and/or CAHPS for MIPS Survey. An active registration is indicated by "Registered" in green text with a green check checkmark.

2020 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content:

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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Change #19:

Location: Page 12

Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content:

7. Click the Edit Registration button to the right of CMS Web Interface & CAHPS section. Or click the Edit Registration link below the CMS Web Interface and CAHPS section under the practice you're interested in registering for.
Selecting **Edit Registration** will allow you to submit a new registration as well as modify or cancel an existing registration for your group or virtual group.

2020 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content:

8. *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.

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Change #20:

Location: Page 13

Reason for Change:

Edited for clarity and alignment with current program year links/resources

2019 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content: If you don't see Edit Registration, then you do not have the required Security Official role in for any connected practice(s). This role is necessary to submit, modify or cancel a registration. *Visit Connect to an Organization in the **QPP Access User Guide** for information about obtaining the correct role.*

2020 Final Document text:

Section: Access the CMS Web Interface and/or CAHPS for MIPS Survey Registration System

Content: 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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Change #21:

Location: Page 13

Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content: Note: There are a few small differences in the registration process for groups and virtual groups. These differences will be highlighted throughout this section of the guide. The main difference is that groups will see their Taxpayer Identification Number (TIN) listed below their group name while virtual groups will see their virtual group ID.

2020 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content: Groups will see their Taxpayer Identification Number (TIN) listed below their group name.

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Change #22:

Location: Page 14

Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

1. Select the **Group Size** next to the group or virtual group 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.

2020 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

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.

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Change #23:

Location: Page 14

Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

2. After you identify your group size, you will see the registration options available to your group or virtual group. Click Register under CMS Web Interface (which will only display if your group size allows it) or CAHPS for MIPS Survey.
   Note: This section uses CMS Web Interface registration as the example, but the same steps apply if you're registering to administer the CAHPS for MIPS *survey*.

2020 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

>> *3. 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.

Change #24:

Location: Page 14

Reason for Change:

>> Edited for clarity

2019 Final Document text:

>> **Section**: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

>> **Content**:

3. To submit your registration, you will need to complete any required Organization and Contact information. Groups and virtual groups will both see limited group and contact information populated. Select Edit next to the organization to complete any missing required information.

2020 Final Document text:

>> **Section**: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

>> **Content**:

>> *4. 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.

Change #25:

Location: Page 17

Reason for Change:

>> Edited for clarity

2019 Final Document text:

>> **Section**: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

>> **Content**:

>> 4. Review the organization information that 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.

2020 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey
Content:

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.

▪▪▪

Change #26:
Location: Page 18
Reason for Change:
Edited for clarity
2019 Final Document text:
Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey
Content:

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

2020 Final Document text:
Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey
Content:

5. *Edit Registration*

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

▪▪▪

Change #27:
Location: Page 17
Reason for Change:
Edited for clarity
2019 Final Document text:
Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

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

2020 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

6. Review Contact Information

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

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Change #28:

Location: Page 18

Reason for Change:

Edited for clarity

2019 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

7. Add any additional contacts by selecting Add New, where you will be prompted to provide First and Last Name, Email, and Phone Number. Otherwise, select Register. (You can add additional contacts at any point during the registration period.)

2020 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

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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Change #29:

Location:

2019 – Page 21

2020 – Page 19

Reason for Change:

Edited for clarity and accuracy

2019 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content: You will see your *registration ID* displayed on the screen. *Each group or virtual group* receives a single registration ID that will not change whether you modify, cancel or add a new registration. All the contacts associated with the registration will also receive an email notification of their successful registration.

Select Back to List to complete another registration for the same group or virtual group, or to register another group for the CMS Web Interface and/or CAHPS for MIPS Survey.

2020 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content: 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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Change #30:
Location:
    2019 – Page 20
    2020 – Page 22
Reason for Change:
    Edited for clarity
2019 Final Document text:
    Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey
    Content:

8. In Manage Access, confirm you see a green checkmark next to CMS Web Interface (or CAHPS for MIPS Survey), indicating your successful registration for your group or virtual group.

2020 Final Document text:
    Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey
    Content:

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.*

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Change #31:
Location:
    2019 – Page 21
    2020 – Page 23
Reason for Change:

Edited for clarity and alignment with current program year dates, deadlines, links/resources

2019 Final Document text:

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

Content*: 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:*
  - ▪ *The Organization Size from your registration is no longer accurate.*
  - ▪ *The Organization Address from your 2019 registration is no longer accurate.*
  - ▪ *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:*
  - ▪ *You need to update the Organization Address.*
  - ▪ *You need to update Contact Information, or change the Contacts associated with the organization's registration.*

Complete the steps in <u>Section III: Access the Registration System</u> *of this guide before modifying your organization information.*

2020 Final Document text:

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

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

- *You were automatically registered for the CMS Web Interface, and the Group Size from your 2018 registration is no longer accurate.*
- *You were automatically registered for the CMS Web Interface, and the Organization Address from your 2018 registration is no longer accurate.*
- *You were automatically registered for the CMS Web Interface, and the Contact Information (name, email, and/or phone number) from your 2018 registration is no longer accurate.*
- *You need to update the Organization Address.*
- *You need to update Contact Information, or change the Contacts associated with the group's registration.*

*You can modify information for a group or virtual group with an existing registration for the CMS Web Interface and/or CAHPS for MIPS survey for performance period 2019 any time before the registration period closes on **July 1, 2019 at 5:00 pm ET***.

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Change #32:
Location:
> 2019 – Page 22
> 2020 – Page 24

Reason for Change:
> Edited for clarity

2019 Final Document text:
> **Section**: Modify Information for an Organization with an Existing Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey
> **Content**:

1. *Complete the steps in [Section III (Access the Registration System)](#).*

2. *To edit the Group Size, select **Edit** next to **Size**.*

3. *Select the correct **group size** and confirm or cancel the change.*

2020 Final Document text:
> **Section**: Modify Information for an Organization with an Existing Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey
> **Content**:
> *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.*

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Change #33:
Location:
> 2019 – Page 23
> 2020 – Page 25

Reason for Change:
> Edited for clarity and alignment with current program year dates, deadlines, links/resources

2019 Final Document text:
> **Section**: Modify Information for an Organization with an Existing Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey
> **Content**:

1. To update Organization or Contact Information, select Show Details below the TIN or Virtual Group ID information.
2.
3. To update the Organization's Address, select Edit, which will allow you to update the address, city, state, and zip code as needed.

2020 Final Document text:

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

Content:

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.

▪ ▪

Change #34:

Location:

2019 – Page 24

2020 – Page 26

Reason for Change:

Edited for clarity and alignment with current program year dates, deadlines, links/resources

2019 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

6. 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 group 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, Email, and Phone Number.

7. To add a new contact, select Add New Contact; you will be prompted to provide the Contact's First and Last Name, Email and Phone Number.

2020 Final Document text:

Section: Submit a New Registration for the CMS Web Interface and/or CAHPS for MIPS Survey

Content:

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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Change #35:
Location:
  2019 – Page 25
  2020 – Page 27
Reason for Change:
  Edited for clarity and alignment with current program year dates, deadlines, links/resources

2019 Final Document text:
Section: View your CMS Web Interface and/or CAHPS for MIPS Survey Registration Summary
Content:
The registration system will allow you to view information about the CMS Web Interface and/or CAHPS for MIPS Survey registrations for all the groups and virtual groups for which you have a Security Official role for their organization. A green checkmark indicates an existing registration, a yellow semi-circle indicates there is no registration.

Note: Each group and virtual group will receive a single Registration ID to track all registration activity.

To view your group or virtual group's registration information, follow the steps in [Section III (Access the Registration System)](#).

2020 Final Document text:
Section: View your CMS Web Interface and/or CAHPS for MIPS Survey Registration Summary
Content:
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.

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](#).

Change #36:
Location:
  2019 – Page 25-27
  2020 – Page 28-30
Reason for Change:
  Edited for clarity and alignment with current program year dates, deadlines, links/resources

2019 Final Document text:
  Section: Cancel Your *2019* Registration for the CMS Web Interface and/or CAHPS for MIPS Survey
  Content:
  If your group or virtual group is registered to participate in MIPS utilizing the CMS Web Interface and/or administering the CAHPS for MIPS survey for the *2019* performance period, but wishes to cancel the registration, you can log into the registration system and cancel the registration any time before the registration period closes on *July 1, 2019 at 5:00 pm ET*.
  If you want to re-register *the group or virtual group* during the registration period after cancelling your registration, please refer to [Section IV (Submit a New Registration)](#) of this guide.
  Note: You will can't cancel the *group or virtual group's 2019 r*egistration after *July 1, 2019 at 5:00 pm ET*.

  1. Complete the steps in [Section III (Access the Registration System)](#).
  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 email 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 email with the Registration Identification Number confirming your registration cancellation.
  5. When you return to the list of Connected Practices, you should see that the group or virtual group is no longer registered for the CMS Web Interface.

  Note: If you did not intend to cancel the *group or virtual group's registration*, please follow the guidance in [Section IV (Submit a New Registration)](#) to re-register your group before the registration period closes on *July 1, 2019 at 5:00 pm ET*.

2020 Final Document text:
  Section: Cancel Your *2020* Registration for the CMS Web Interface and/or CAHPS for MIPS Survey
  Content:
  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*.