CAHPS for MIPS Survey and CMS Web Interface Registration Guide
2020 Final Document versus 2021 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:

    2020 - Page 1

    2021 – Page 1

Reason for Change:

    Alignment with current program year

2020 Final Document text:

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

2021 Final Document text:

    Title: *2021* Registration Guide for the CMS Web Interface and CAHPS for MIPS Survey

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Change #2:

Location:

    2020 – Page 2

    2021 – Page 2

Reason for Change:

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

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 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.

2021 Final Document text:

> **Section**: Introduction
>
> **Content**: This guide provides information and instructions on the *CMS Web Interface and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) for Merit-based Incentive Payment System (MIPS) Survey registration process for the 2021 performance period.*
>
> For additional information, visit the following resources:
>
> - The *2021 CMS Web Interface Quick Start Guide (PDF)* for more information about quality data submissions through the CMS Web Interface.
> - The *2021 CAHPS for MIPS Survey Overview Fact Sheet (PDF)* for more information about administering the CAHPS for MIPS Survey.

Please visit the Quality Payment Program (QPP) website for additional information.

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Change #3:

Location:

> 2020 – Page 3
>
> 2021 – Page 3

Reason for Change:

> Edited for alignment with current program year dates, deadlines, links/resources.

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.

2021 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 QPP.
>
> Registration opens on *Thursday, April 1, 2021 at 10 a.m. ET and closes on Wednesday, June 30, 2021 at 8 p.m. ET*
>
> <callout> To complete your organization's registration, you need a *HCQIS Access Roles and Profile (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:

       2020 – Page 3

       2021 – Page 3

Reason for Change:

       Edited for clarity and alignment with current program year dates.

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.

2021 Final Document text:

       Section: Introduction > Definitions

       Content:

- Group: A single Taxpayer Identification Number (TIN) with 2 or more *eligible* 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. Only virtual groups that *CMS* approves and identifies as official virtual groups can participate in MIPS as a virtual group for the *2021* performance year.
- *Alternative Payment Model* (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, *TIN*, and *NPI* for each participating eligible clinician.

Change #5:

Location:

2020 – Page 4

2021 – Page 4

Reason for Change:

Edited for clarity, added Shared Savings Program ACO information, alignment with current program year dates, deadlines, links/resources.

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.
   - *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.*
   - *Please note that APM Entities (i.e. ACOs) participating in the Medicare Shared Savings or 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.

2021 Final Document text:

Section: Introduction > Who can register for the CMS Web Interface?

Content:

CMS Web Interface registration is open to groups, virtual groups, and APM Entities that have 25 or more clinicians *and are meeting the quality performance category reporting requirements under* [traditional MIPS](.).

- *Groups and virtual groups that submitted quality data through the CMS Web Interface for the 2020 performance period are automatically registered for the CMS Web Interface for the 2021 performance period.*

Only Shared Savings Program Accountable Care Organizations (ACOs) can use the CMS Web Interface to meet reporting requirements for the [APM Performance Pathway (APP)](.).

- ***Shared Savings Program ACOs are automatically registered for the CMS Web Interface.*** *Shared Savings Program ACOs are required to meet reporting requirements under the APP but aren't required to report quality data through the CMS Web Interface. Please review the [2021 APM Performance Pathway Quick](.)*

Start Guide (PDF) or *2021 APM Performance Pathway (APP) for MIPS APM Participant Fact Sheet (PDF) for more details.*

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Change #6:

Location:

> 2020 – Page 4
>
> 2021 – Page 4

Reason for Change:

> Edited for clarity and alignment with current program year dates and requirements.

2020 Final Document text:

Section: Introduction > 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.*

   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.*

   *<callout> You were **automatically registered** if you submitted quality data through the CMS Web Interface in **2019**. Sign in to gpp.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.*

2021 Final Document text:

Section: Introduction > Who can register for the CAHPS for MIPS Survey?

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

- *The CAHPS for MIPS Survey is a **required measure** for groups and APM Entities reporting through the APP.*

- *The CAHPS for MIPS Survey is an **optional measure** for groups, virtual groups, and APM Entities reporting through traditional MIPS. In traditional MIPS, the CAHPS for MIPS Survey can be reported as 1 of the 6 required quality measures and can be attested to as an improvement activity.*

*<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.*

Advance registration is required for any group, virtual group, or APM Entity that intends to administer the CAHPS for MIPS Survey, except for Shared Savings Program ACOs.

- ***NOTE:** Because Shared Savings Program ACOs are required to report through the APP, they're automatically registered for the CAHPS for MIPS Survey.*

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Change #7:
Location:

> 2020 – Page 5
> 2021 – N/A

Reason for Change:

> N/A

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.
   - **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.
   - **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.
   - **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.

2021 Final Document text: N/A

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Change #8:

Location:

2020 – Page 5

2021 – Page 5

Reason for Change:

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

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.

2021 Final Document text:

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

Content:

No, registered organizations *don't* 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)) *to* submit quality data.

However, organizations that don't plan to submit quality data through the CMS Web Interface are strongly encouraged to cancel their registration by *8 p.m. ET on June 30, 2021.*

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Change #9:

Location:

2020 – Page 6

2021 – Page 5

Reason for Change:

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

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).

2021 Final Document text:

Section: Introduction > If organizations don't cancel their registration before the deadline, they can still submit quality data through other submission types. Is it possible that my organization won't be able to report quality measures 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 *zero* 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 won't be able to submit quality data through the CMS Web Interface.

If an organization doesn't have any Medicare patients assigned for any of the CMS Web Interface measures, the following will occur:
- We'll notify the organizations that they can't submit quality data through the CMS Web Interface. We anticipate notifications will be sent in the *fall 2021*.

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., electronic clinical quality measures (eCQMs) (ZIP) or MIPS clinical quality measures (MIPS CQMs) (ZIP)).*

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Change #10:
Location:
2020 – 6
2021 – 5-6

Reason for Change:

Edited to align with current program year dates and deadlines and addition of Shared Savings Program ACOs information.

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.

2021 Final Document text:

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

Content:

For the 2021 performance period, the CAHPS for MIPS Survey continues to be optional for organizations meeting reporting requirements under traditional MIPS.

For organizations that are registered to administer the CAHPS for MIPS Survey, we conduct an assignment and sampling methodology process. Groups, virtual groups, and *APM Entities* must meet minimum patient sampling requirements to administer the *2021* CAHPS for MIPS Survey.

If an organization *doesn't* meet the minimum patient sampling requirements for the CAHPS for MIPS Survey, we'll notify organizations indicating that they won't be able to administer the CAHPS for MIPS Survey. We anticipate notifications will be sent in the *fall 2021.*

Organizations that don't meet minimum patient sampling requirements:

- *Won't* be able to attest to Participation in CAHPS or Other Supplemental Questionnaire (IA_PSPA_11) and *must* select a different activity for the improvement activities performance category.
- *Won't* 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 organizations are not submitting quality data through the CMS Web Interface.
- *Shared Savings Program ACOs are required to report quality via the APP. ACOs that don't meet the minimum patient sampling requirement for the CAHPS for MIPS Survey will receive a denominator reduction.*

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Change #11:

Location: Page 7

Reason for Change:

Edited to make links more concise and alignment with current program year dates and deadlines.

2020 Final Document text:

Section: Get Started > Obtain Access

Content:

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.

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.

<callout> 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.**

2021 Final Document text:

Section: Introduction > Obtain Access

Content:

 A representative of the group, virtual group, or APM Entity will need an account that allows the representative to sign in to *QPP* 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 must create an account before you can request Security Official access to your organization by signing in to *QPP*.

Review the below sections of the QPP Access User Guide *(ZIP)* for instructions to create an account and/or request the Security Official role for your organization.

- **Register for a *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.

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 *QPP* 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, *if applicable*.

<callout> Start the account creation process **now** to avoid any delays in obtaining an account and a role with your organization. The registration period closes on **June 30, *2021* at 8:00 p.m. ET.**

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Change #12:

Location:

2020 – Page 7

2021 – Page 7

Reason for Change:

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

2020 Final Document text:

Section: Introduction > Prepare to Register for the CMS Web Interface and/or the CAHPS for MIPS Survey

Content:

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

2021 Final Document text:

Section: Introduction > Prepare to Register for the CMS Web Interface and/or the CAHPS for MIPS Survey

Content:

Gather the following information before you begin to register your *organization*:

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Change #13:

Location:

2020 – Page 8

2021 – Page 8

Reason for Change:

Edited for to make links more concise and alignment with current program year dates and deadlines. Screenshots of QPP account also changed.

2020 Final Document text:

Section: Access the CMS Web Interface and/or the 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 (8:00 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).

   <callout>

   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

2021 Final Document text:

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

Content:

You will be able to access the registration system between ***April 1, 2021 (10:00 a.m. ET) and June 30, 2021 (8:00 p.m. ET)*** by signing in to the *QPP*.

Signing in to *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 *QPP and* click **Sign In** in the upper right-hand.

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Change #14:

Location:

2020 – Page 13-20

2021 – Page 13-21

Reason for Change:

Edited for conciseness and changed screenshots.

2020 Final Document text:

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

Content:

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.

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.

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**.

6. **Review Contact Information**

7. 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**.

2021 Final Document text:

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

Content:

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

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.

   Click the **Register** button to submit your registration.

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** *button*.

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**. (*Please note* – 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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Change #15:

Location:

2020 – Page 21

2021 – Page 22

Reason for Change:

Edited for alignment with current program year dates and deadlines. Additionally, screenshots were updated.

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:

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.

2021 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 2021 performance period, you may do so at any time during the registration period between **April 1,** *2021* **at 10 a.m. ET and June 30,** *2021* **at 8 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 *2020* registration is no longer accurate.
  - The Contact Information (name, email address, and/or phone number) from your *2020* registration is no longer accurate.
- You registered for the CMS Web Interface *between April 1, 2021 and June 30, 2021 and:*
  - You need to update the Organization Address.
  - You need to update Contact Information, or change the Contacts associated with the organization's registration.

Change #16:

Location:

2020 – Page 24

2021 – Page 26

Reason for Change:

Screenshots were updated.

2020 Final Document text:

Section: View your CMS Web Interface and/or the CAHPS for MIPS Survey Registration Summary

Content: Screenshots were updated.

2021 Final Document text:

Section: View your CMS Web Interface and/or the CAHPS for MIPS Survey Registration Summary

Content: Screenshots were updated.

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Change #17:

Location:

2020 – Page 25

2021 – Page 27

Reason for Change:

Edited for alignment with current program year dates and deadlines. Additionally, screenshots were updated.

2020 Final Document text:

Section: Cancel Your *2020* Registration for the CMS Web Interface and/or the 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.

2021 Final Document text:

Section: Cancel Your *2021* Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey

Content:

If your organization is registered to participate in MIPS using the CMS Web Interface and/or administering the CAHPS for MIPS Survey for the *2021* 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, *2021* at 8p.m. ET**.

If you want to re-register the organization during the *2021* registration period after cancelling your registration, please refer to Section IV: Submit a New Registration of this guide.

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