



## *QPP Resource Center: MACRA Minute*

**August 2018**

**Topics:** Peer-to-Peer Learning Calls, 2017 Performance Feedback & Payment Adjustment

**Webinar Events:** Maximize Your EHR to Succeed in MIPS, Understanding Advanced APMs, A Closer Look at the Proposed Rule for Year 3, & Opioid Safety



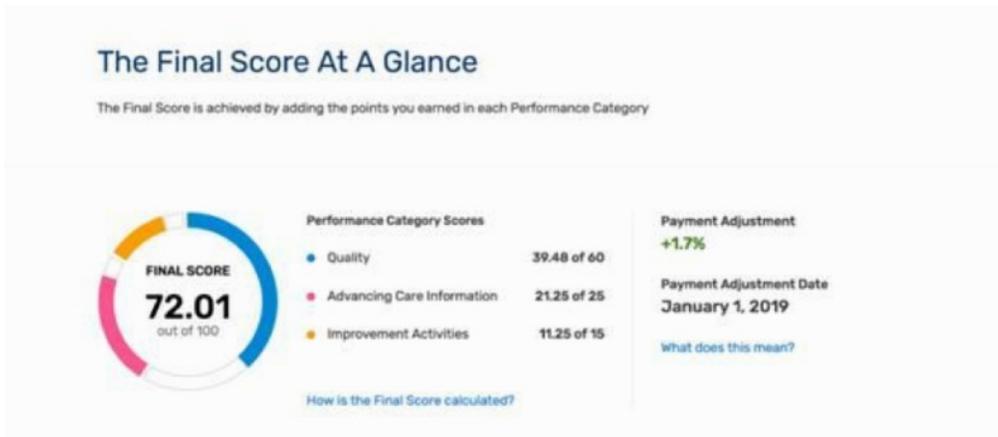
### New: 2017 Feedback Reports & Peer-to-Peer Learning Calls

We hope you are enjoying your summer! Hopefully you've been able to access your 2017 feedback reports. If you believe there's an error in the 2019 MIPS payment adjustment calculation, you have until **October 1, 2018** at 7:00 p.m. CST to request a Targeted Review Appeal.

Beginning next month, we will be offering **Peer-to-Peer Learning Calls**. These calls are a great way to connect with other practices on similar issues. More details are below.

**Check out your 2017 MIPS Performance Feedback and Final Score**

- If you submitted 2017 Merit-based Incentive Payment System data through the [Quality Payment Program website](#), you most likely have viewed your performance feedback and MIPS final score.



*If you haven't viewed your performance feedback and final score, please follow the steps below.*

- Visit the [Quality Payment Program website](#)
- Log in using your Enterprise Identity Management credentials; these are the same EIDM credentials that allowed you to submit your MIPS data
- If you don't have an EIDM account, refer to [this guide](#) and start the process now

### **MIPS Eligible Clinicians Participating in Medicare Shared Savings Program or Next Generation ACOs**

If you participated in a MIPS Alternative Payment Model in 2017, specifically in a Medicare Shared Savings Program or Next Generation Accountable Care Organization, your performance feedback is now available to your ACO (APM Entity) via the [Quality Payment Program website](#).

Participant TINs in Shared Savings Program will be able to log into the [Quality Payment Program website](#) to access final performance feedback. Participants in Next Generation ACOs will need to request feedback from a representative (such as a security official) within their APM Entity.

**Please note:** Because all clinicians in the Next Generation ACO Model were Qualifying APM participants, performance feedback for the 2017 performance year will not be provided.

Under the MIPS APM Scoring Standard, the performance feedback accessible to the APM Entity will be based on the APM Entity score, and is applicable to all MIPS eligible clinicians within the APM Entity group. This feedback and score does not impact the Shared Savings Program or Next Generation ACOs' quality assessment.

### **Feedback Reports and Targeted Reviews videos are now available:**

- [Access Performance Feedback for APM Entities](#)
- [Access Performance Feedback for Individuals](#)
- [Access Performance Feedback for Voluntary Submitters](#)
- [Access Performance Feedback for Groups](#)
- [Request a Targeted Review](#)

### **Additional Information:**

- [2017 Resources webpage](#)

- [Performance Feedback User Guide](#)
- [Enterprise Identity Data Management User Guide](#)
- [EIDM Accountable Care Organization User Guide](#)

### Questions?

If you have questions about your performance feedback or MIPS final score, please contact the Quality Payment Program:

- Phone: 1-866-288-8292/TTY: 1-877-715-6222 or
- Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)

## Coming Soon: Peer-to-Peer Learning Calls!

We are excited to host a new series of peer-to-peer learning opportunities this fall. Telligen will facilitate a series of calls with a focus on similarity by practice specialty and EHR vendor.

We have selected groups that are widely represented by the MIPS eligible clinicians in our region. Calls are meant to share successes and challenges with your peers specific to your specialty with the MIPS program or EHR.

Our goal is to help you gain valuable knowledge as well as network with peers.

If you have any questions or topics to discuss, please contact Michelle Brunsen at [mbrunsen@telligen.com](mailto:mbrunsen@telligen.com) or at 515-453-8180. Register now and mark your calendar for the call(s) that interest you!

Calls will be held from 11:00 a.m. - 12:00 p.m. CST. The call schedule is as follows:

- 9/5/18: Optometrists and Ophthalmologists: [Register for 9/5/18 from 11:00 - 12:00 CST](#)
- 9/19/18: Podiatrists: [Register for 9/19/18 from 11:00 - 12:00 CST](#)
- 10/3/18: eCW: [Register for 10/3/18 from 11:00 - 12:00 CST](#)
- 10/17/18: Diagnostic Radiologists: [Register for 10/17/18 from 11:00 - 12:00 CST](#)
- 10/31/18: Dermatologists: [Register for 10/31/18 from 11:00 - 12:00 CST](#)
- 11/14/18: AllScripts: [Register for 11/14/18 from 11:00 - 12:00 CST](#)

## Update: 2017 Performance Feedback & Payment Adjustment

You may have viewed your performance feedback and MIPS final score when it was first released. CMS originally displayed a single payment adjustment amount. This included an additional adjustment for exceptional performance available to MIPS eligible clinicians and groups with a final score of 70 or greater. However, based on feedback from various clinicians and groups, we updated the system so your MIPS payment adjustment, and if applicable, additional adjustment for exceptional performance are displayed separately. The system will continue to display your total MIPS payment adjustment, which is a sum of your MIPS performance and exceptional performance.

[Access Your Final Score and Feedback](#)

Access your 2017 MIPS performance feedback and final score by:

- Go to the [Quality Payment Program website](#)
- Log in using your Enterprise Identity Management credentials; if you don't have an EIDM account, refer to [this guide](#)

## FAQ: MIPS Payment Adjustment

### *Why am I receiving a low payment adjustment when I received a high 2017 MIPS final performance score?*

It's important to remember that for the first year we started slowly, understanding that the Quality Payment Program was a big change. We designed a scoring system that would reduce burden and increase flexibility during the first transition year. As a result, more clinicians were able to successfully participate. With more clinicians participating, distribution of incentive payments was spread across more people.

During the 2017 performance year, 91 percent of MIPS eligible clinicians submitted data. MIPS payment adjustment is required to be budget neutral. A scaling factor is applied to positive 2019 MIPS payment adjustment factors which may result in a lower adjustment than anticipated. Clinicians who were required to participate, and did not received a 4 percent payment reduction.

The program and incentives will continue to evolve. If you believe there is an error with your 2017 MIPS final performance score, submit a targeted review request as soon as possible. Targeted reviews can be requested until October 1, 2018. However, it is strongly recommended that targeted review requests are submitted sooner to ensure that payment adjustments are applied correctly as of January 1, 2019.

If you need additional information, we have a targeted review factsheet and user guide available on the QPP resource library.

### Resources

- [2017 Performance Feedback Fact Sheet](#) and [User Guide](#)
- [2017 Performance Feedback Instructional Videos](#)
- [2019 MIPS Payment Adjustment Fact Sheet](#) and [Infographic](#)

### Questions?

For questions about your performance feedback or MIPS final score, please contact the Quality Payment Program:

- Phone: 1-866-288-8292/TTY: 1-877-715-6222
- Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)

Reminder: Request Targeted Review of 2019 MIPS  
Payment Adjustment

If you participated in the Merit-based Incentive Payment System in 2017, your MIPS final score and performance feedback is available for review on the [Quality Payment Program website](#). The payment adjustment you will receive in 2019 is based on this final score. A positive, negative or neutral payment adjustment will be applied to the Medicare paid amount for covered professional services furnished under the Medicare Physician Fee Schedule in 2019.

### Who is Eligible to Request CMS Review of Performance Feedback and Final Score?

- MIPS eligible clinicians or groups, including designated support staff, authorized third-party intermediary and those who are subject to the APM scoring standard

### When to Request a Targeted Review

If you believe an error has been made in your 2019 MIPS payment adjustment calculation, contact the QPP service center at 1-866-288-8292. If they can't resolve the issue, you have until October 1, 2018 at 7:00 p.m. CST to request a targeted review. The following are circumstances in which you may wish to request a targeted review:

- Errors or data quality issues on measures and activities you submitted
- Eligibility issues (e.g., you fall below the low-volume threshold and shouldn't have received a payment adjustment)
- Being erroneously excluded from the APM participation list, and not being scored under APM scoring standard
- Not being automatically reweighted even though you qualify for automatic reweighting due to the 2017 extreme and uncontrollable circumstances policy

Note: This is not a comprehensive list of circumstances. CMS encourages you to submit a request form if you believe a targeted review of your MIPS payment adjustment (or additional MIPS payment adjustment) is warranted.

### How to Request a Targeted Review

To access your MIPS final score and performance feedback and request a targeted review:

- Visit the [Quality Payment Program website](#)
- Log-in using your Enterprise Identity Management credentials; these are the same EIDM credentials used to submit your MIPS data
- Please refer to the [EIDM User Guide](#) for additional details

When evaluating a targeted review request, CMS will require additional documentation to support the request. If your review request is approved, CMS will update your final score and associated payment adjustment (if applicable), as soon as technically feasible. At the conclusion of the targeted review submission period, CMS will determine the amount of upward payment adjustments. Please note that targeted review decisions are final and not eligible for further review.

For more information about how to request a targeted review, please refer to the [Targeted Review of the 2019 Merit-based Incentive Payment System Payment Adjustment Fact Sheet](#) and the [Targeted Review of 2019 MIPS Payment Adjustment User Guide](#).

More Information:

- [Targeted Review User Guide](#)

### Questions?

For questions about your performance feedback or MIPS final score, please contact the Quality Payment Program:

- Phone: 1-866-288-8292/TTY: 1-877-715-6222
- Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)

## Reminder: PY 2018 Exception Applications

We understand there may be circumstances that may make it difficult to meet program requirements. CMS will allow you to apply for MIPS exceptions (all performance categories) or the Promoting Interoperability performance category only. Exception Applications may change each Performance Year due to shifting requirements. For more information, please visit: <https://qpp.cms.gov/mips/exception-applications>.

## FAQ: CAHPS for MIPS Vendor Authorization/MIPS Vendor Selection

*How do I authorize a CAHPS for MIPS survey vendor?/How do I notify CMS of my CAHPS for MIPS vendor selection?*

Groups must select and authorize a CMS-approved CAHPS for MIPS survey vendor to collect and report survey data to CMS. Groups communicate their vendor authorization to CMS via a web-based tool, and all groups will receive instructions for vendor authorization in August 2018. Groups must authorize a vendor for the 2018 CAHPS for MIPS Survey by September 18, 2018. They must choose from the 2018 final list of approved vendors found in the [Quality Payment Program 2018 resource library](#).

*I authorized my CAHPS for MIPS survey vendor last year. Do I still need to complete the vendor authorization process, even if using the same vendor?*

Yes, groups must authorize a survey vendor each year, even when using the same vendor year to year. Groups communicate their vendor authorization to CMS via a web-based tool, and all groups will receive instructions for vendor authorization in August 2018.

*My group has not received information or instructions on how to*

Instructions for vendor authorization will be distributed in August 2018. Instructions will be sent to the first and second points of contact that were provided during MIPS registration. Follow up with those individuals if they do not receive instructions in August 2018, please contact the CAHPS for MIPS Survey vendor authorization team, at [mips-cahps@rand.org](mailto:mips-cahps@rand.org).

## Webinar Events



### Telligen Webinar Event: A Closer Look at the Proposed Rule for Year 3 of the Quality Payment Program

Title: A Closer Look at the Proposed Rule for Year 3 of the Quality Payment Program

Date: Tuesday, August 21

Time: 11:00 - 12:00 CST.

[Register Here](#)

#### Description:

Did you know that under the MACRA legislation, the QPP is updated annually? CMS recently issued a proposed rule that would make changes for the program beginning in Year 3 - 2019.

In this webinar, experts from Telligen SURS and QIO, Michelle Brunsen and Sandy Swallow, will explain and evaluate the proposed requirement changes and how they will affect clinicians working in your environment. Clinician feedback is important as CMS has used it to shape each program year and will continue to do so. Telligen experts will share steps to submit comments prior to the deadline. Input can be considered before CMS announces the final rule of the QPP this fall.

#### Key Objectives:

1. Identify the proposed changes in the NPRM Year 3 - 2019
2. Recognize how changes affect clinicians and organizations
3. Discuss key takeaways to prepare for proposed changes

## Telligen QIN's Opioid Safety Project Webinar Series

Opioids are prescribed to relieve pain and can have a soothing and euphoric effect. Opioid abuse is a critical public health concern and a relevant topic for providers and practices of all sizes and settings. It's easy to understand how experiences such as pain relief and euphoria could lead to dependency. According to the Centers for Disease Control and Prevention, an average of 115 Americans die every day from an opioid overdose.

Telligen QIN-QIO and the American Medical Association will take a deeper dive into safely managing patients with opioids in a webinar series on the second Wednesday of each month through December.

### September 12, 2018:

Prescription Drug Monitoring Programs

Presenters: Christine Rash-Foanio - University of Illinois, Chicago

Time: 12:00 - 1:00 p.m. CST

Registration Link: [goo.gl/NBx8zg](http://goo.gl/NBx8zg)

### October 10, 2018:

Non-Pharmacologic Approaches to Pain Management

Presenters: Daniel Blaney-Koen, JD, (AMA) and Steve DeToy - Medical Society of Rhode Island

Time: 12:00 - 1:00 p.m. CST

Registration Link: [goo.gl/eyTilH](http://goo.gl/eyTilH)

### November 14, 2018:

Psychologically-Integrated Approaches to Pain Management

Presenter: Dr. Elie Aoun - American Psychiatric Association

Time: 12:00 - 1:00 p.m. CST

Registration Link: [goo.gl/DXFJcZÂ](http://goo.gl/DXFJcZÂ)

### December 12, 2018:

Patient and Family Perspectives

Presenter: Jennifer Westlund - American Academy of Pain Medicine

Time: 12:00 - 1:00 p.m. CST

Registration Link: [goo.gl/SzqZ6t](http://goo.gl/SzqZ6t)

All opioid-related webinars will be recorded and posted at:

[www.telligenqinqio.com/our-work/medication-safety/medication-safety-resources/](http://www.telligenqinqio.com/our-work/medication-safety/medication-safety-resources/)

For more information, please contact Sandy Swallow at [sandy.swallow@area-d.hcajis.org](mailto:sandy.swallow@area-d.hcajis.org) or 515-223-2105.

### CMS Webinar Events

Two hot topic webinars will be held in August and September. We highly encourage you to attend if possible.

1. August LAN Webinar: How to Maximize your EHR use to Succeed in MIPS: Advice for Solo and Small Group Practices (held on August 14 and August 16)
  2. September LAN Webinar: Understanding Advanced Alternative Payment Models: Advice for Solo and Small Group Practices
- [Tuesday, September 11, 2018, 10:00 - 11:00 a.m. CST](#)
  - [Thursday, September 13, 2018, 2:30 - 3:30 p.m. CST](#)

## Now Available: QPP Resources on cms.gov

CMS is looking for your thoughts on proposals to streamline documentation and redesigning MIPS to focus on rewarding the sharing healthcare data securely with patients and providers.

Read it here: [A Letter to Doctors from CMS Administrator Seema Verma](#)

New QPP resources listed were released in July and early August. Take time to review them on the QPP Resource Library.

- Overview of Proposed Rule for Year 3 - 2019 of the Quality Payment Program (7/27/18)
  - [Slides](#)
  - [Transcript](#)
  - [Recording](#)
  - [Enterprise Identity Data Management User Guide](#) 7/20/2018
  - [Enterprise Identity Data Management ACO User Guide](#) 7/20/2018
  - [MIPS Participation & Overview Fact Sheet](#) 7/11/2018
  - [MIPS Bonus Overview Fact Sheet](#) 7/11/2018
  - [Web Interface Measures & Supporting Documents](#) 8/7/2018
  - [Quality Measure Specifications Supporting Documents](#) 7/31/2018
  - [Cost Measures](#) 7/27/2018
  - [Promoting Interoperability Infographic](#) 7/5/2018
  - [CAHPS for MIPS survey CMS Approved Survey Vendors](#) 8/3/2018
  - [2018 Other MIPS APM Quality Performance Category](#) 7/27/2018
  - [Medicare Shared Savings Program & MIPS Interactions](#) 7/3/18
  - [Quality Payment Program Participation Status Tool](#) 8/10/18

*This material was prepared by Telligen QPP-SURS Resource Center, the Quality Payment Program for Iowa, Nebraska, North Dakota and South Dakota, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health & Human Services. The contents presented do not necessarily reflect CMS policy. HHSM-500-2017-00012C.*

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