

Quick-Reference Guide to 2007 PQRI Incentive Payment Support

For Incentive Payment Status

- * Was my incentive payment sent?
- * Was an adjustment made to my incentive payment?

Contact your Provider Call Center

See Call Center Directory on CMS website
<http://www.cms.hhs.gov/MLNGenInfo/>

For Calculating the Incentive Payment & Accessing Feedback Reports

- * A Guide for Understanding the 2007 PQRI Incentive Payment - <http://www.cms.hhs.gov/PQRI/Downloads/PQRIIncentivePayment.pdf>
- * MLN Matters articles which outline the steps for individuals or organizations to access 2007 PQRI feedback reports
Individuals - <http://www.cms.hhs.gov/PQRI/Downloads/PQRISE0830.pdf>
Organizations - <http://www.cms.hhs.gov/PQRI/Downloads/PQRISE0831.pdf>

For IACS Registration and Account Issues

- * I need help registering in IACS
- * I need help accessing my IACS account
- * I need help changing my IACS account
- * I need help approving users into my organization

Contact External User Services (EUS)

866-484-8049

7:00 a.m. - 7:00 p.m. EST

or for TTY at **1-866-523-4759**

or EUSsupport@cgi.com

For Reports Delivery System Issues

- * Do I have a PQRI feedback report for this TIN? Go to the "Verify TIN Report Portlet" at <http://www.qualitynet.org/pqri>.
- * How do I access the PQRI Portal Website?
- * How do I access Reports on the PQRI Portal?
- * I cannot view Reports on the PQRI Portal.
- * General CMS PQRI Information: <http://www.cms.hhs.gov/PQRI/>
- * PQRI Reports Job Aid: <http://www.cms.hhs.gov/ContractorLearningResources/downloads/JA080608.pdf>

Contact the QualityNet Help Desk

866-288-8912

7:00 a.m. – 7:00 p.m. CST

or qnet-support@ifmc.sdps.org

Quick-Reference Guide to 2007 PQRI Incentive Payment Support (Flow Chart)

This one-page flow chart details who to contact regarding PQRI support for IACS registration, 2007 PQRI incentive payment and feedback reports. The four avenues include: 1) Provider Call Center – for incentive payment status; 2) A Guide to Understanding the 2007 PQRI Incentive Payment Calculations and MLN articles which outline the steps for individuals or organizations to access the 2007 PQRI feedback reports; 3) External User Services (EUS) for IACS registration and account issues; and 4) the QualityNet Help Desk for reports delivery system issues.

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For Incentive Payment Status information, such as “Was my incentive payment sent? Was an adjustment made to my incentive payment?” contact your Provider Call Center. See Call Center Directory on CMS website at www.cms.hhs.gov/MLNGenInfo/.

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For information on Calculating the Incentive Payment & Accessing Feedback Reports, please see: A Guide for Understanding the 2007 PQRI Incentive Payment at <http://www.cms.hhs.gov/PQRI/Downloads/PQRIIncentivePayment.pdf>; and MLN Matters articles which outline the steps for individuals or organizations to access 2007 PQRI feedback reports at <http://www.cms.hhs.gov/PQRI/PQRIFE0830.pdf> (individuals) and <http://www.cms.hhs.gov/PQRI/PQRIFE0831.pdf> (organizations).

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For IACS Registration and Account Issues, such as “I need help registering in IACS; I need help accessing my IACS account, I need help changing my IACS account, or I need help approving users into my organization,” contact External User Services (EUS) at 866-484-8049 from 7:00 a.m. to 7:00 p.m. EST; or for TTY at 1-866-523-4759; or send an e-mail to EUSsupport@cgi.com.

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For Reports Delivery System Issues, such as “Do I have a PQRI feedback report for this TIN? (Go to the “Verify TIN Report Portlet” at <http://www.qualitynet.org/pqri>), How do I access the PQRI Portal website? How do I access Reports on the PQRI Portal? or I cannot view Reports on the PQRI Portal,” contact the QualityNet Help Desk at 866-288-8912 from 7:00 a.m. to 7:00 p.m. CST; or send an e-mail to qnetsupport@ifmc.sdps.org. General CMS PQRI Information is available at <http://www.cms.hhs.gov/PQRI/>. A PQRI Reports Job Aid is available at <http://www.cms.hhs.gov/ContractorLearningResources/downloads/JA080608.pdf>.

This concludes the flow chart that displays the appropriate help desk to call or resource to reference for respective issues related to 2007 PQRI incentive payment support.