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I. Introduction

In **September 2017**, the Centers for Medicare & Medicaid Services (CMS) made the 2016 Physician Quality Reporting System (PQRS) feedback reports available to all eligible report recipients through the CMS Enterprise Portal at https://portal.cms.gov.

PQRS is a quality reporting program that encourages individual eligible professionals (EPs), group practices, and ACOs (Accountable Care Organizations) participating via the group practice reporting option (GPRO), referred to as PQRS group practices, to report information on the quality of care to Medicare beneficiaries. PQRS gives participating EPs, PQRS group practices, and ACOs the opportunity to assess the quality of care they provide to their patients, which helps ensure that patients get the correct care at the right time.

By reporting on PQRS quality measures, individual EPs, PQRS group practices, and ACOs can also quantify how often they are meeting a particular quality metric. The program applies a downward payment adjustment to individual EPs, PQRS group practices, and ACOs who do not satisfactorily report data on quality measures for Medicare Part B Physician Fee Schedule (Medicare PFS) covered professional services in 2016. Those who report satisfactorily for the 2016 program year will avoid the 2018 PQRS downward payment adjustment.

There are two types of 2016 PQRS feedback reports available:

- **PQRS Payment Adjustment Feedback Report**
  The PQRS Payment Adjustment Feedback Report provides payment adjustment information at the Medicare Taxpayer Identification Number (TIN) level, with individual-level reporting by National Provider Identifier (NPI), for each EP who reported quality measures data under the TIN for services furnished during the reporting period (January 1, 2016 - December 31, 2016).

- **PQRS Payment Adjustment Measure Performance Detail Report**
  The PQRS Payment Adjustment Measure Performance Detail Report provides NPI-level performance information for an EP who reported applicable quality measures data during the reporting period (January 1, 2016- December 31, 2016).

For more information on PQRS or the payment adjustment, visit the PQRS webpage at: https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/index.html.

A User Guide for the 2016 PQRS feedback reports is also available to assist individual EPs and PQRS group practices with understanding and interpreting the 2016 PQRS feedback reports. The User Guide is available on the PQRS Analysis and Payment webpage at https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/AnalysisAndPayment.html.

This Quick Reference Guide (QRG) illustrates how to access and generate the following reports:

- PQRS Payment Adjustment Feedback Report
  - About This Report
  - Adjustment Summary
  - Individual Adjustment Detail -1
  - Individual Adjustment Detail -2
  - Group Adjustment Detail
  - Hover-Over Terms

- PQRS Payment Adjustment Measure Performance Detail Report
    - About This Report
    - Reported Claim Measure
    - Reportable Claim Measure
    - Registry Measure
    - Measures Group Measure
    - QCDR Measure
    - EHR QRDA I Measure
    - EHR QRDA III Measure
    - Group Registry Measure
    - Group QCDR Measure
    - Group EHR QRDA I Measure
    - Group EHR QRDA III Measure
    - Hover-Over Terms

II. Getting Started

Authorized representatives of individual EPs and PQRS group practices can access the 2016 PQRS feedback reports at https://portal.cms.gov using an Enterprise Identity Management (EIDM) account with one of the following roles in the **Physician Quality and Value Programs** application:

For a group with 2 or more EPs (TIN with 2 or more NPIs that bill under the TIN):

- Security Official
- Group Representative

For an individual EP (TIN with only 1 NPI that bill under the TIN):

- Individual Practitioner
- Individual Practitioner Representative

Having an EIDM account with one of these roles will also allow you to access the Annual Quality and Resource Use Reports (QRURs).

Instructions for obtaining an EIDM account are available at:
https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html

- If a physician solo practitioner representative has an existing EIDM account, but not one of the individual-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to the individual's existing EIDM account. To check if the EIDM account is still active, please contact the QualityNet Help Desk.
- If a group does not have an authorized representative with an EIDM account, then one person representing the group must sign up for an EIDM account with the Security Official role.
- If a group has a representative with an existing EIDM account, but not one of the group-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to that person's existing EIDM account. To check if the EIDM account is still active, please contact the QualityNet Help Desk.

For additional assistance regarding EIDM or the data and the information contained in the PQRS feedback reports, contact the QualityNet Help Desk at 1-866-288-8912; TTY (877) 715-6222 from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday, or via email at qnetsupport@hcqis.org.

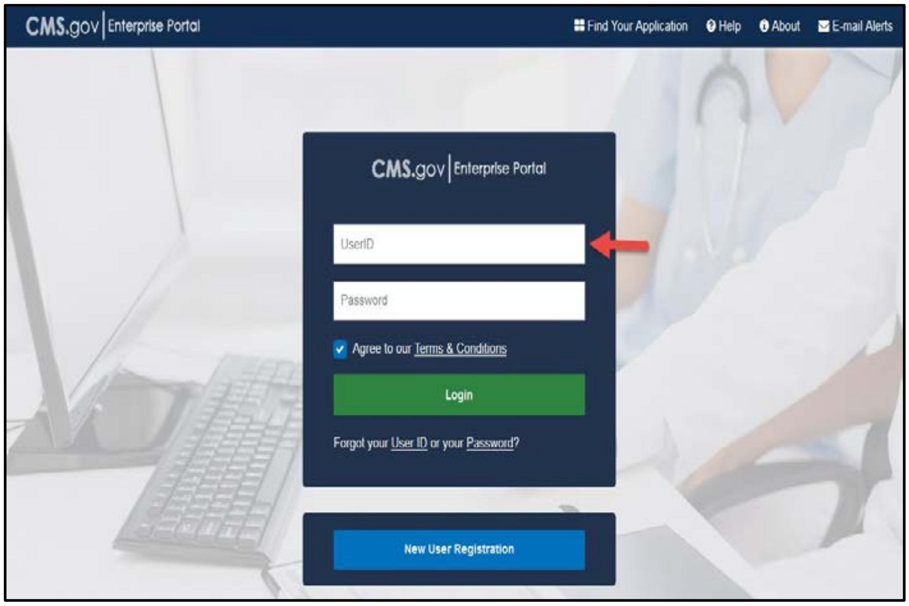
For retrieving a forgotten password, navigate to https://portal.cms.gov, and select the **Forgot your Password** link located in the **CMS Enterprise Portal** screen.

For questions about how to access your 2016 PQRS feedback reports or to provide feedback to CMS, please contact the Physician Value Help Desk:

- Monday – Friday: 8:00 a.m. – 8:00 p.m. Eastern Time
- Phone: (888) 734-6433 (option 3)
- Email: pvhelpdesk@cms.hhs.gov

III. Access the 2016 PQRS Feedback Reports

You can access the 2016 PQRS feedback reports from the CMS Enterprise Portal.

Steps	Screenshots
1. Go to the CMS Enterprise Portal at: https://portal.cms.gov ***Note:*** *The CMS Enterprise Portal supports the following internet browsers:* • *Internet Explorer 11 (without compatibility mode)* • *Firefox* • *Chrome* • *Safari* *Enable JavaScript and adjust any browser zoom features to ensure you are not seeing the screen in too wide of a view.* 2. Enter your EIDM **UserID.** ***Note:*** *The **Choose MFA Device** drop-down menu is displayed when you enter the **UserID**.*	

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>
3. Enter your Password.

4. Complete the Multi-Factor Authentication (MFA) process each time you attempt to log in to the CMS Enterprise Portal.

a. Select an option under the Choose MFA Device drop-down menu.

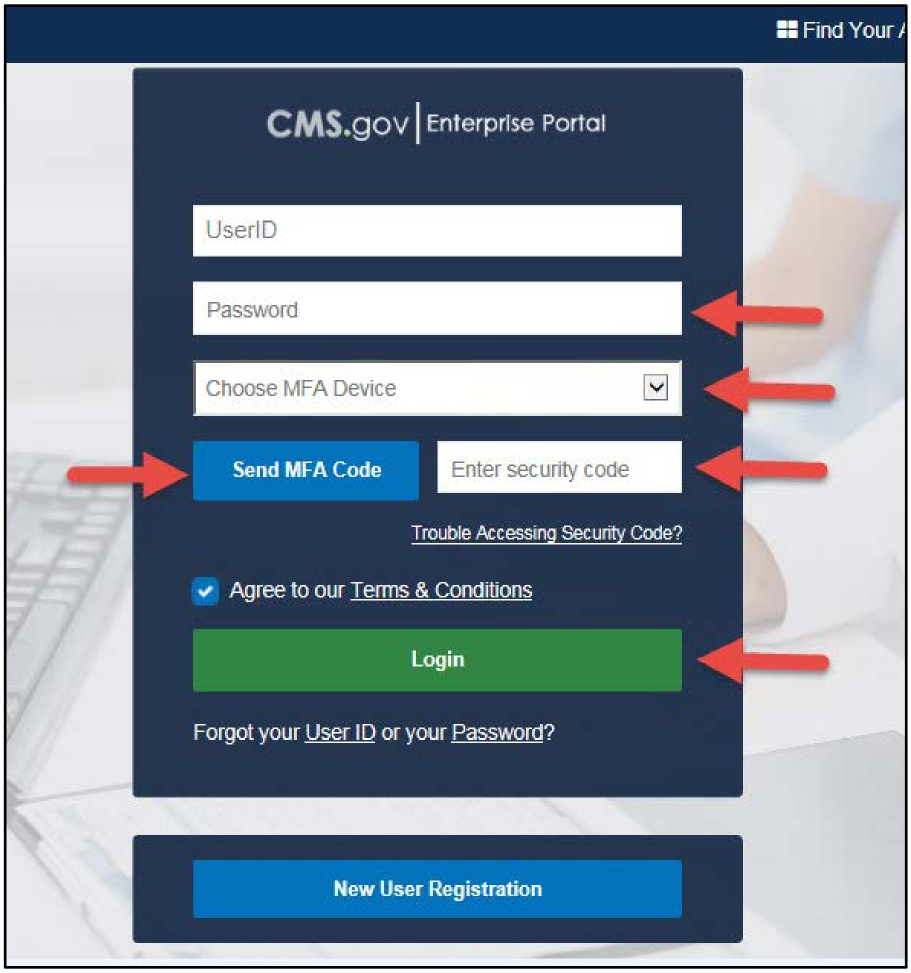
Note: You previously registered to complete the MFA process when setting up your EIDM account. Please ensure that you select the same MFA Device type you selected when registering for the MFA process during your initial account set-up.

b. Select Send MFA Code to receive the Security Code.

Note: The Send MFA Code option will appear only when one of the following Choose MFA Device type is selected:
• Text Message (SMS)
• Interactive Voice Response (IVR)
• Email

c. Retrieve the security code from the selected MFA device type.

d. Enter the Security Code and select Agree to our Terms & Conditions.

5. Select Login.
</td><td>


</td></tr>
</table>

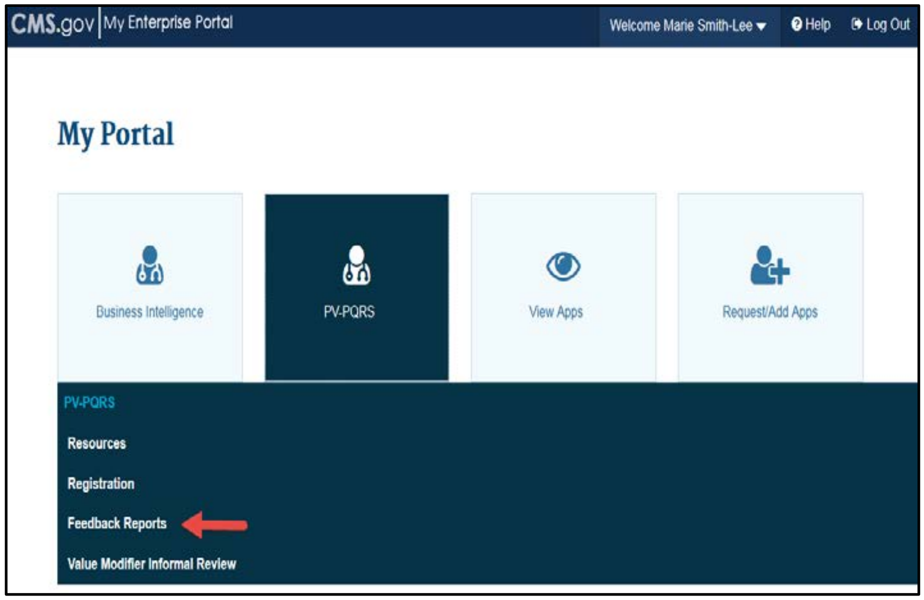
<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

6. Select **PV-PQRS** option on the **My Portal** screen and then select ***Feedback Reports***.

Note: *If you do not see the* ***PV-PQRS*** *option on the* ***My Portal*** *screen, please select* ***View Apps*** *to access the* ***PV-PQRS*** *option.*

Note*: For any additional information related to the PQRS feedback reports, select* ***Resources*** *under the* ***PV-PQRS*** *menu.*

</td><td>

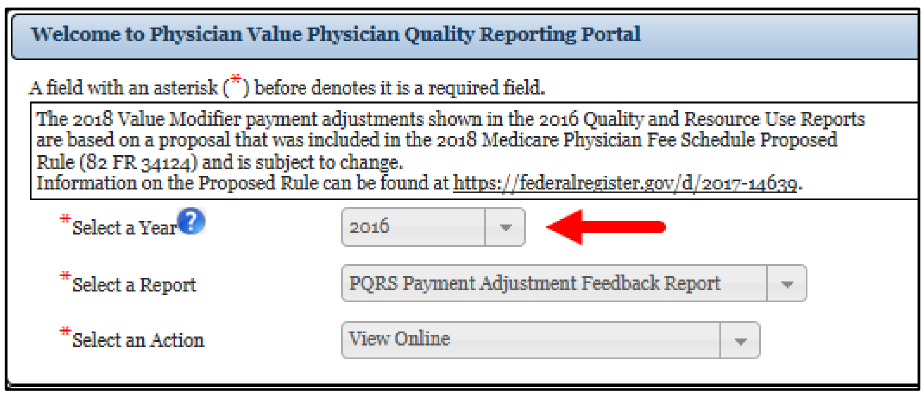


</td></tr>
<tr><td>

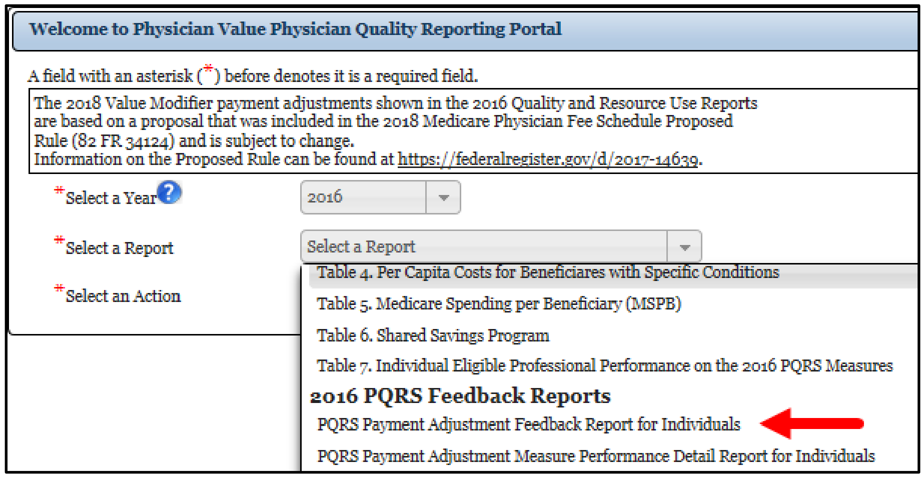
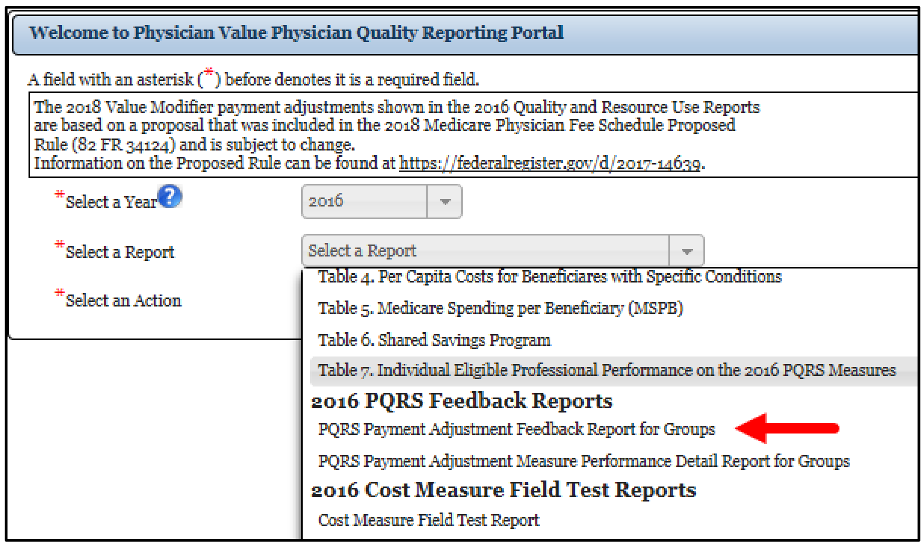
7. Select the year ***2016*** from the **Select a Year** drop-down menu.

Note: *When you select the year* ***2016*** *the* ***Select an Action*** *field will be displayed. Refer to Step 9 of this section for more information about the* ***Select an Action*** *field.*

</td><td>



</td></tr>
</table>

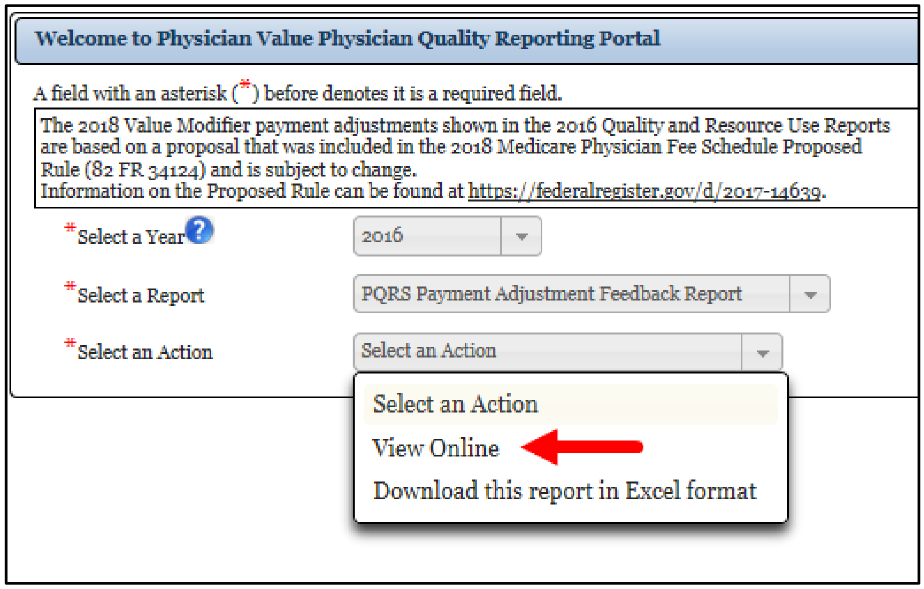
Steps	Screenshots
8. Select a **PQRS feedback report:** a. Users with an Individual Practitioner or Individual Practitioner Representative role will choose between the following reports: • **PQRS Payment Adjustment Feedback Report for Individuals** • **PQRS Payment Adjustment Measure Performance Detail Report for Individuals**	
b. Users with a Security Official or Group Representative role will choose between the following reports: • **PQRS Payment Adjustment Feedback Report for Groups** • **PQRS Payment Adjustment Measure Performance Detail Report for Groups** ***Note:*** *If you do not see the **2016 PQRS Feedback Reports** in the drop-down menu:* • *Verify that you selected **2016** from the **Select a Year** drop-down menu* *OR* • *Call the QualityNet Help Desk to ensure that you logged in with an EIDM account with a correct role*	

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

9. Select ***View Online*** from the **Select an Action** drop-down menu.

Note: *The action* ***Download this report in Excel format*** *is available to download the report directly to Excel format. Refer to* ***Section V*** *for more information.*

</td><td>

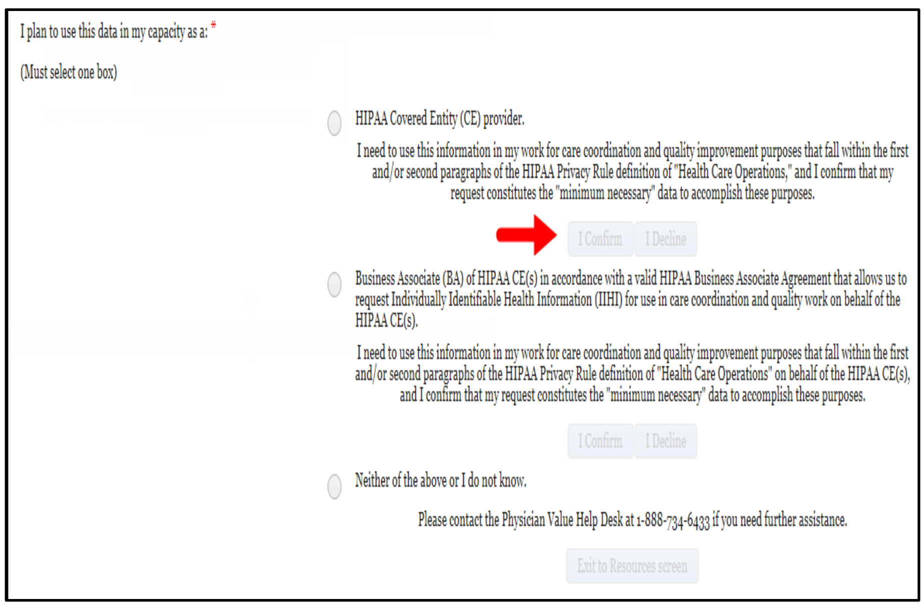


</td></tr>
<tr><td>

10. Read the **Attestation Message** and make the appropriate attestation selection.
    a. Select <u>one</u> of the options under "**I plan to use this data in my capacity as a**:"
    b. Then, select **I Confirm** to continue.

Note: *If you select* ***Neither of the above or I do not know****, the option to* ***Exit to the Resources*** *screen will be enabled.*

</td><td>



</td></tr>
</table>

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

You are now in the **MicroStrategy Web Platform.**

- The following web browsers are compatible with MicroStrategy Web Platform:
  - Apple Safari (Version 9 and later)
  - Google Chrome (Version 42 and later)
  - Microsoft Internet Explorer (10.x*, 11.x)
  - Microsoft Edge (Latest)
  - Mozilla Firefox (Version 41 and later)

Depending on the report you selected from **Select a Report** drop-down menu, you will be prompted to select a **TIN** or **NPI**. The screen shows the list of TIN(s) or NPI(s) associated with your EIDM account.

The TIN screen will appear if you select one of the following reports:

- **PQRS Payment Adjustment Feedback Report *(All Users*)**
- **PQRS Payment Adjustment Measure Performance Detail Report (*Group User only*)**

For **PQRS Payment Adjustment Feedback Report *(for Individuals or Groups*)**:

11. Select <u>one</u> **TIN** from the **Available** TINs:

    a. Double-click the mouse or click on the arrow button to move the **TIN** from **Available** to **Selected**.

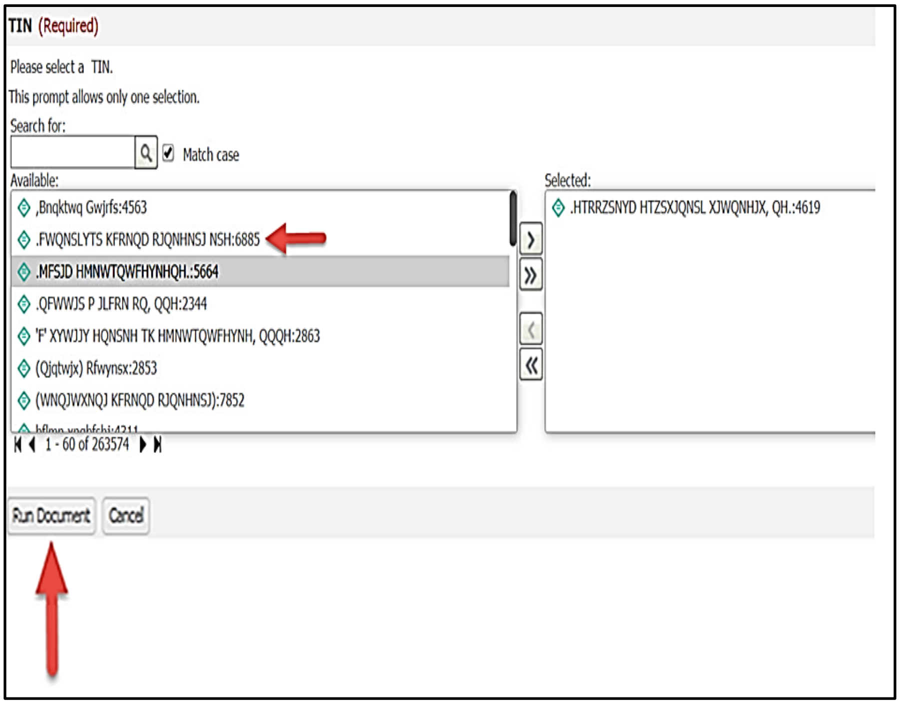
Note: *You can also filter the list of Available TINs by entering the name or last 4 digits of a TIN in the* ***Search for*** *field.*

Note: *For better search results, it is recommended to search by the last 4 digits of the TIN.*

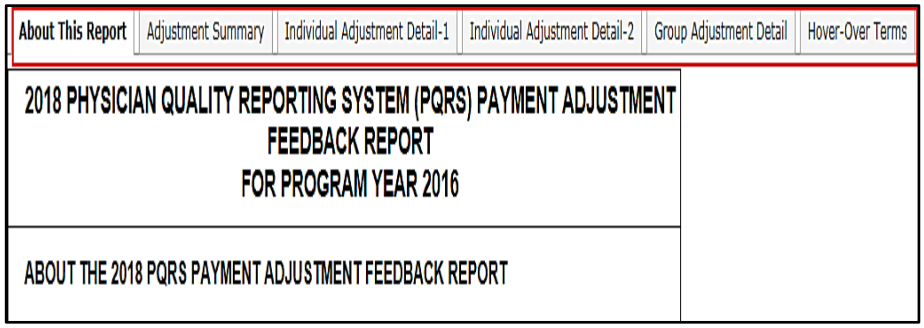
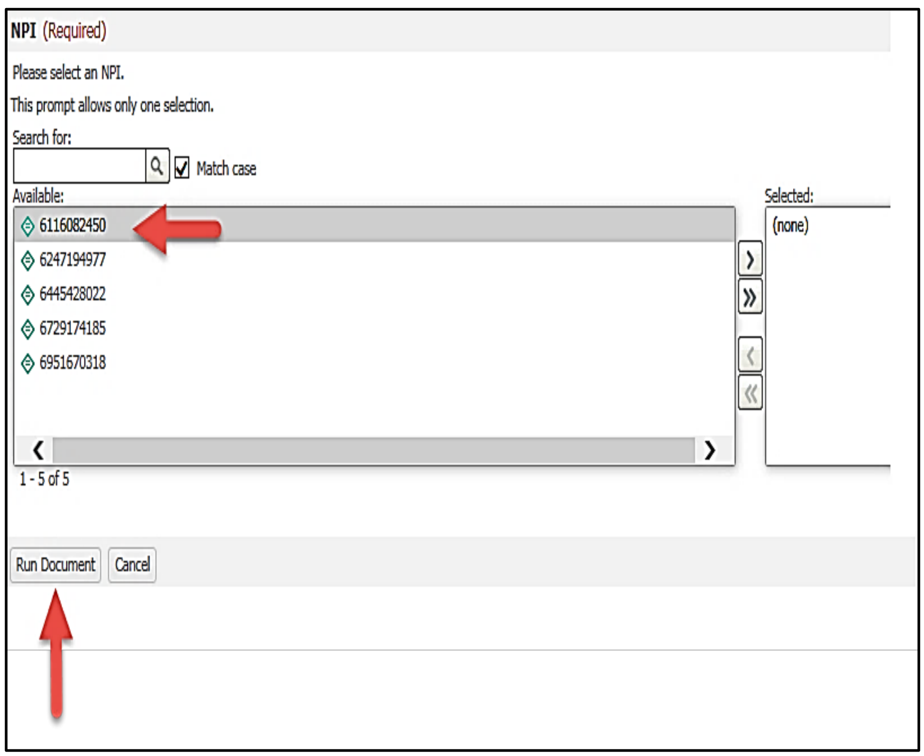
12. Select **Run Document**.

Note: *You will need to wait several seconds while the system generates your* ***2016 PQRS feedback report****.*

</td><td>



</td></tr>
</table>

Steps	Screenshots
The **PQRS Payment Adjustment Feedback Report (*for Individuals or Groups*)** contains the following sections/tabs: • About This Report *(default tab*) • Adjustment Summary • Individual Adjustment Detail -1 • Individual Adjustment Detail -2 • Group Adjustment Detail • Hover-Over Terms ***Note***: *The **PQRS Payment Adjustment Feedback Report (for Individuals or Groups)** will display the message **"No data submission available"** if there is no data available for any tab(s).*	
The NPI screen will only appear for users with an individual EIDM role who run this report. For **PQRS Payment Adjustment Measure Performance Detail Report for Individuals**: 13. Select <u>one</u> **NPI** from the **Available** NPIs. a. Double-click the mouse or click on the arrow button to move the **NPI** from **Available** to **Selected**. 14. Select **Run Document*.*** ***Note:*** *You will need to wait several seconds while the system generates your **2016 PQRS feedback report**.*	

The **PQRS Payment Adjustment Measure Performance Detail Report for Individuals** contains the following sections/tabs in the order below:

- About This Report *(default tab)*
- Reported Claim Measure
- Reportable Claim Measure
- Registry Measure
- Measures Group Measure
- QCDR Measure
- EHR QRDA I Measure
- EHR QRDA III Measure
- Group Registry Measure
- Group QCDR Measure
- Group EHR QRDA I Measure
- Group EHR QRDA III Measure
- Hover-Over Terms

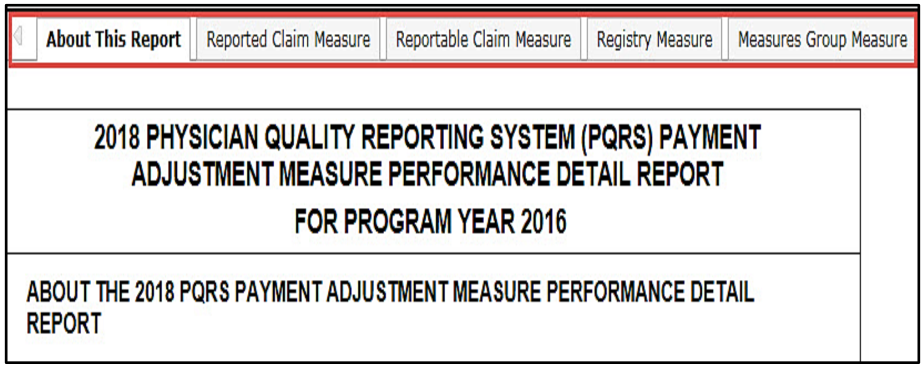
Note: *The last four (4) Group tabs may not display any information for users with an Individual role.*

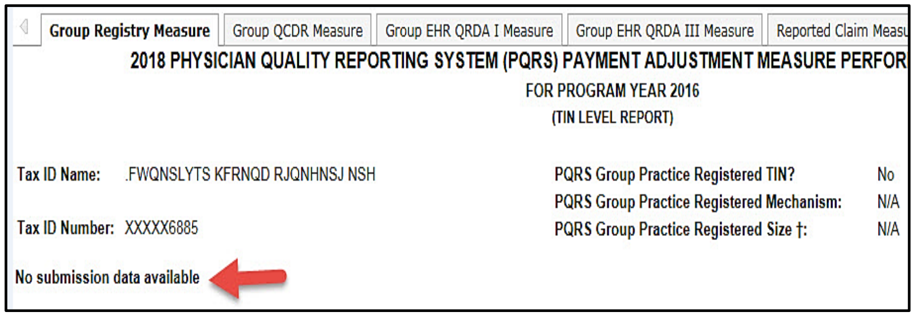
Note: *The screenshot illustrates an example of the order of the tabs that would be displayed for a user logged in with an individual role.*

The **PQRS Payment Adjustment Measure Performance Detail Report for Groups** contains the following sections/tabs in the order below:

- About This Report *(default tab)*
- Group Registry Measure
- Group QCDR Measure
- Group EHR QRDA I Measure
- Group EHR QRDA III Measure
- Reported Claim Measure
- Reportable Claim Measure
- Registry Measure
- Measures Group Measure
- QCDR Measure
- EHR QRDA I Measure
- EHR QRDA III Measure
- Hover-Over Terms

Note**:** *The last seven (7) tabs (excluding Reportable Claim Measure and Hover-Over Terms tab) for individual users may not display any information for users with Group role.*

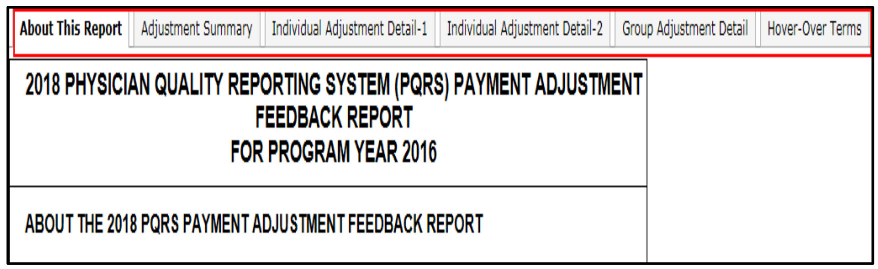


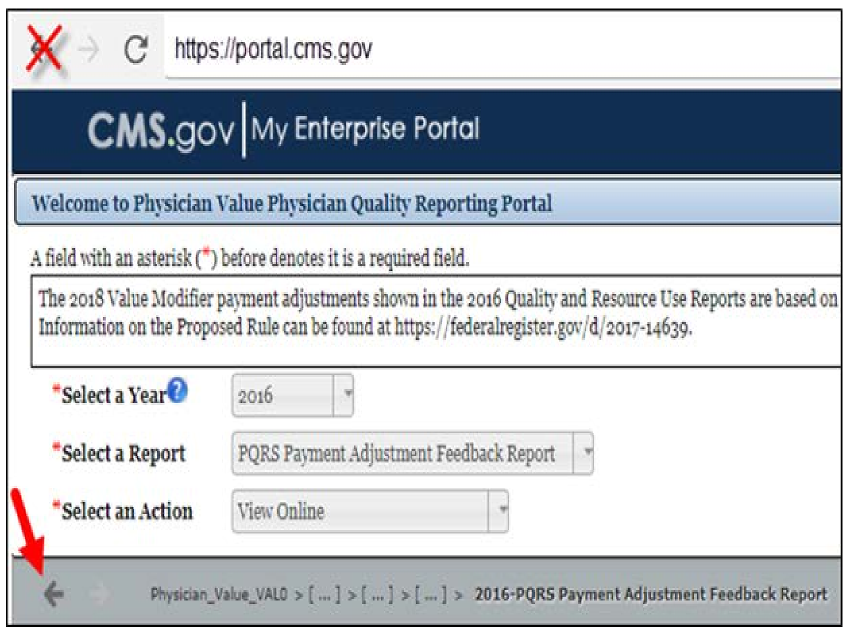
Steps	Screenshots
The **PQRS Payment Adjustment Measure Performance Detail Report (*for Individuals or Groups*)** will display the message **“No submission data available”** if there is no data available for any certain tabs.	

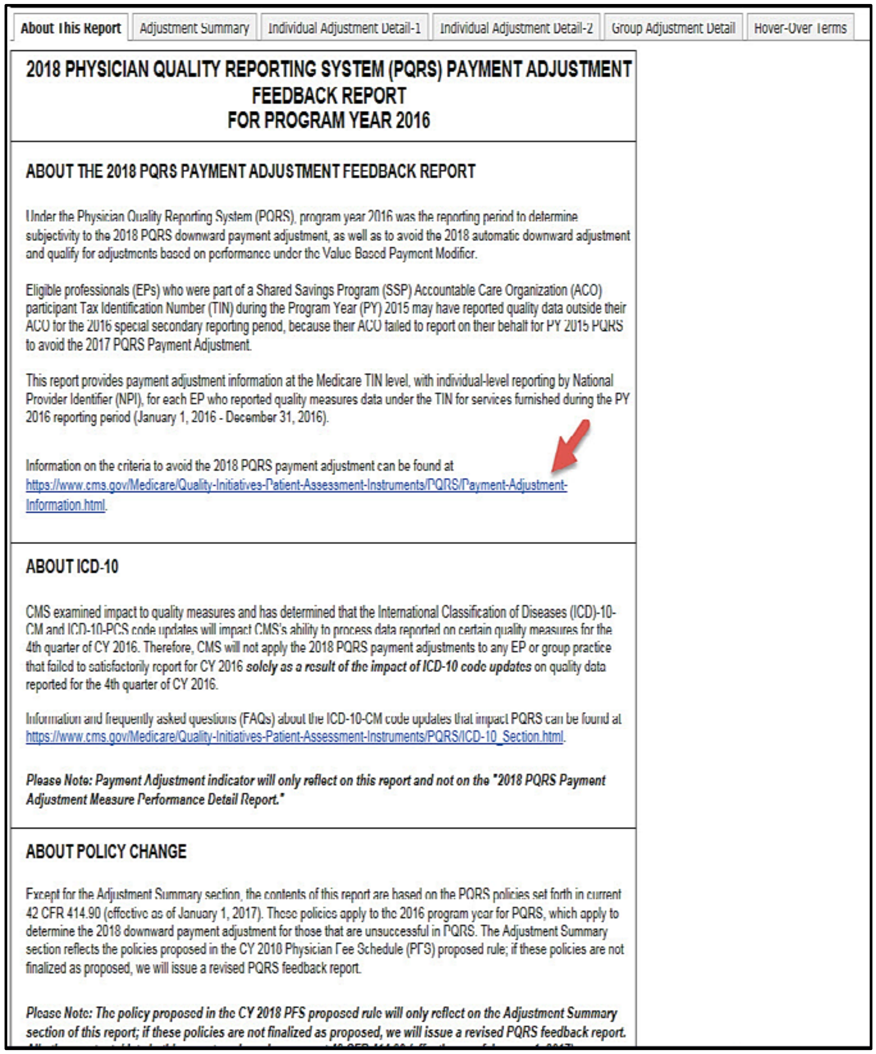
IV. Navigating the 2016 PQRS Feedback Report

After accessing your desired report, you can use MicroStrategy features that are available while viewing the report. These features are available only by selecting ***View Online*** from **Select an Action** drop-down menu on the **PV-PQRS Feedback Reports** Portal.

Please note that when the report is exported to Excel, the MicroStrategy capabilities mentioned below will not apply.

<table>
<tr><th>Global Steps</th><th>Screenshots</th></tr>
<tr><td>1. Select any of the section/tabs at the top of the screen to navigate to different sections of the PQRS feedback report.</td><td>
</td></tr>
<tr><td>2. Use the back arrow button on the MicroStrategy Platform Toolbar to navigate between screens when viewing your report.

Note: Please do not use the browser's arrow buttons.</td><td>
</td></tr>
</table>

Global Steps	Screenshots
3. **About This Report** tab contains hyperlinks to internal CMS webpages. Click on the hyperlink to access the information.	

About This Report | Adjustment Summary | Individual Adjustment Detail-1 | Individual Adjustment Detail-2 | Group Adjustment Detail | Hover-Over Terms

2018 PHYSICIAN QUALITY REPORTING SYSTEM (PQRS) PAYMENT ADJUSTMENT FEEDBACK REPORT FOR PROGRAM YEAR 2016

ABOUT THE 2018 PQRS PAYMENT ADJUSTMENT FEEDBACK REPORT

Under the Physician Quality Reporting System (PQRS), program year 2016 was the reporting period to determine subjectivity to the 2018 PQRS downward payment adjustment, as well as to avoid the 2018 automatic downward adjustment and qualify for adjustments based on performance under the Value Based Payment Modifier.

Eligible professionals (EPs) who were part of a Shared Savings Program (SSP) Accountable Care Organization (ACO) participant Tax Identification Number (TIN) during the Program Year (PY) 2015 may have reported quality data outside their ACO for the 2016 special secondary reporting period, because their ACO failed to report on their behalf for PY 2015 PQRS to avoid the 2017 PQRS Payment Adjustment.

This report provides payment adjustment information at the Medicare TIN level, with individual-level reporting by National Provider Identifier (NPI), for each EP who reported quality measures data under the TIN for services furnished during the PY 2016 reporting period (January 1, 2016 - December 31, 2016).

Information on the criteria to avoid the 2018 PQRS payment adjustment can be found at https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/Payment-Adjustment-Information.html.

ABOUT ICD-10

CMS examined impact to quality measures and has determined that the International Classification of Diseases (ICD)-10-CM and ICD-10-PCS code updates will impact CMS's ability to process data reported on certain quality measures for the 4th quarter of CY 2016. Therefore, CMS will not apply the 2018 PQRS payment adjustments to any EP or group practice that failed to satisfactorily report for CY 2016 ***solely as a result of the impact of ICD-10 code updates*** on quality data reported for the 4th quarter of CY 2016.

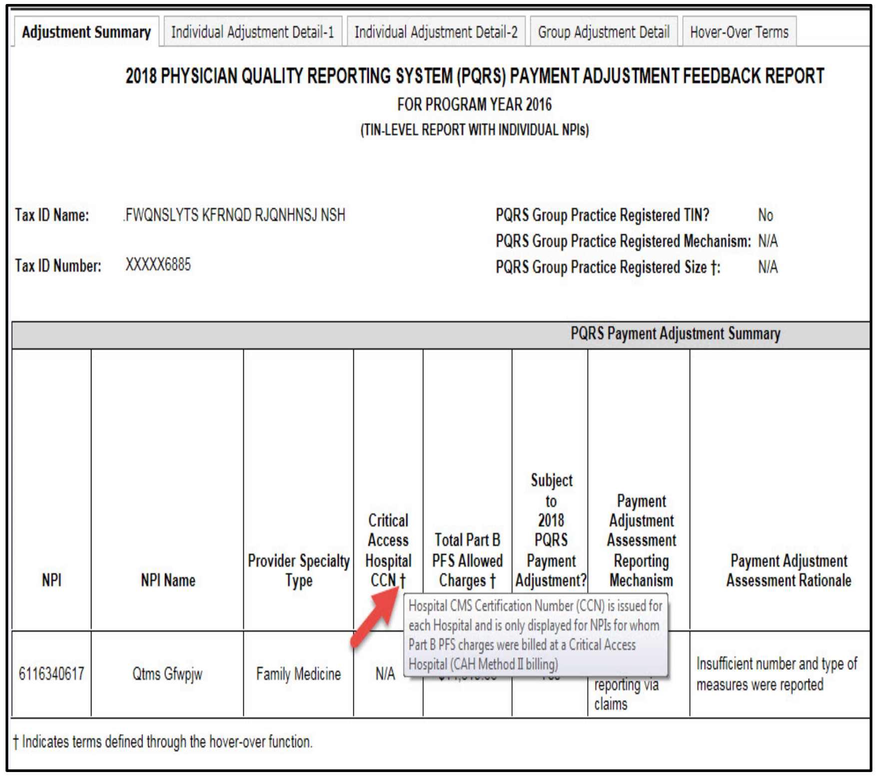
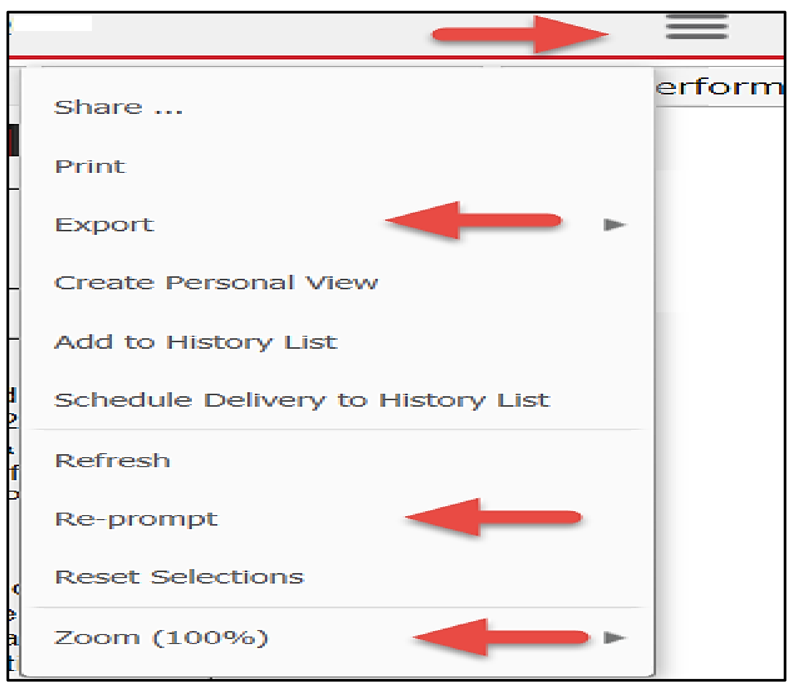
Information and frequently asked questions (FAQs) about the ICD-10-CM code updates that impact PQRS can be found at https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/ICD-10_Section.html.

Please Note: Payment Adjustment indicator will only reflect on this report and not on the "2018 PQRS Payment Adjustment Measure Performance Detail Report."

ABOUT POLICY CHANGE

Except for the Adjustment Summary section, the contents of this report are based on the PQRS policies set forth in current 42 CFR 414.90 (effective as of January 1, 2017). These policies apply to the 2016 program year for PQRS, which apply to determine the 2018 downward payment adjustment for those that are unsuccessful in PQRS. The Adjustment Summary section reflects the policies proposed in the CY 2018 Physician Fee Schedule (PFS) proposed rule; if these policies are not finalized as proposed, we will issue a revised PQRS feedback report.

Please Note: The policy proposed in the CY 2018 PFS proposed rule will only reflect on the Adjustment Summary section of this report; if these policies are not finalized as proposed, we will issue a revised PQRS feedback report.

Global Steps	Screenshots
4. To view the descriptions of the terms used in the report, use your device mouse to hover over the terms in the report that are denoted with (†) sign.	
5. Use the commands from the drop-down menu at the top of the report to perform the following functions: • Select **Export**: to export the reports in Excel Format. • Select **Re-prompt**: to run/generate a report for a different TIN. • Ensure that the Zoom setting in the drop-down menu is set to 100%; otherwise, the report may not appear in the correct format.	

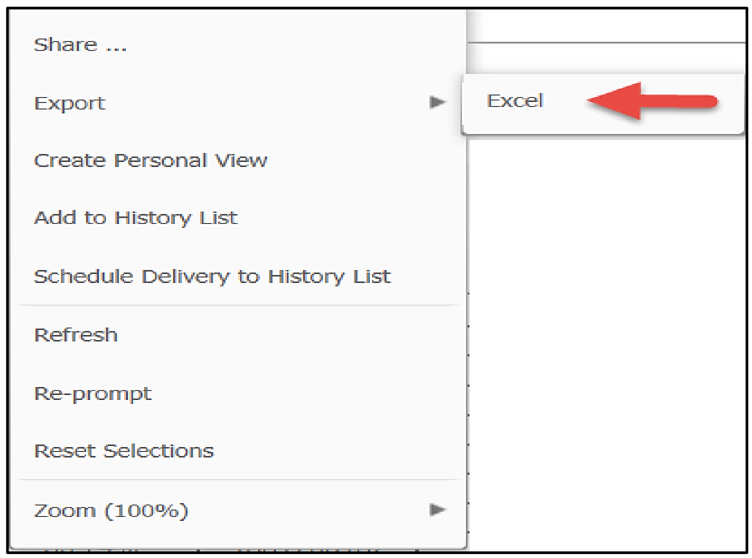
V. Download the PQRS Feedback Reports in Excel Format

There are two options for downloading the 2016 PQRS feedback reports to Excel:

A. From the MicroStrategy Toolbar.
B. From the PV-PQRS Feedback Reports Portal.

A. From the MicroStrategy Toolbar

This feature is available when viewing the report online by selecting ***View Online*** from **Select an Action** drop-down menu on the **PV-PQRS Feedback Reports** Portal. Refer to steps in Section III (Access the 2016 PQRS Feedback Reports) to access the report.

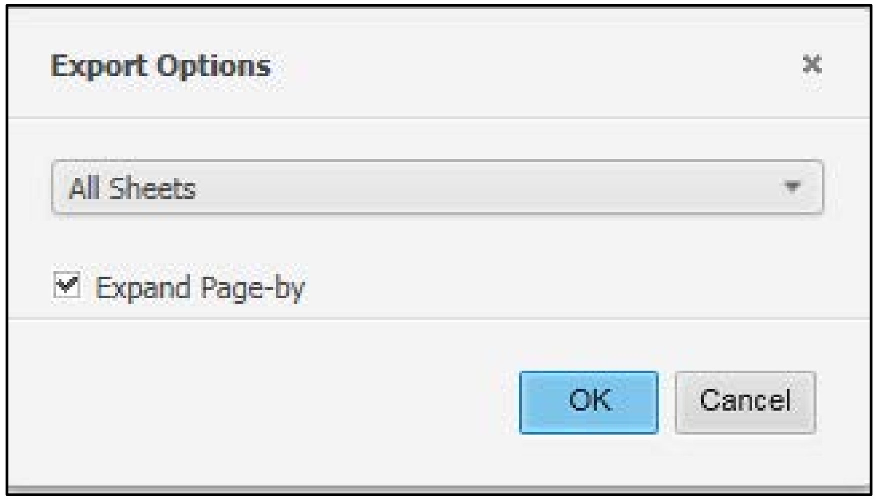
Steps	Screenshots
1. When in MicroStrategy web platform, select the **Export** button from the drop-down menu that is located on the toolbar and then select ***Excel.*** ***Note:*** *Selecting the* ***Excel*** *option will display an* ***Export Option*** *menu in a new window.*	

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

2. Select one of the following options to determine the content of the exported report:
    - **All Sheets.** Select this option to export the information displayed in all tabs included in the report to the Excel file.
    - **Current Sheet.** Select this option to export only the information displayed on the active report tab to the Excel file.
    - **Expand Page-by** (check box). Select this option to have each section of the report displayed in a separate tab.

Note: *By default, the export option is on **All Sheets** and the **Expand Page-by** check box is selected. If you un-check this check-box, each section of the report will be displayed in a single tab.*

</td><td>

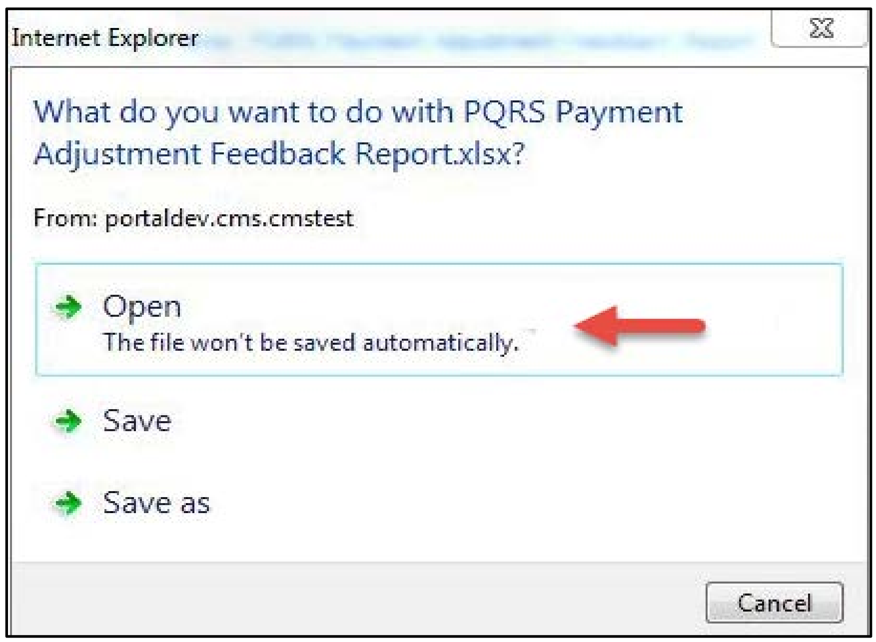


</td></tr>
<tr><td>

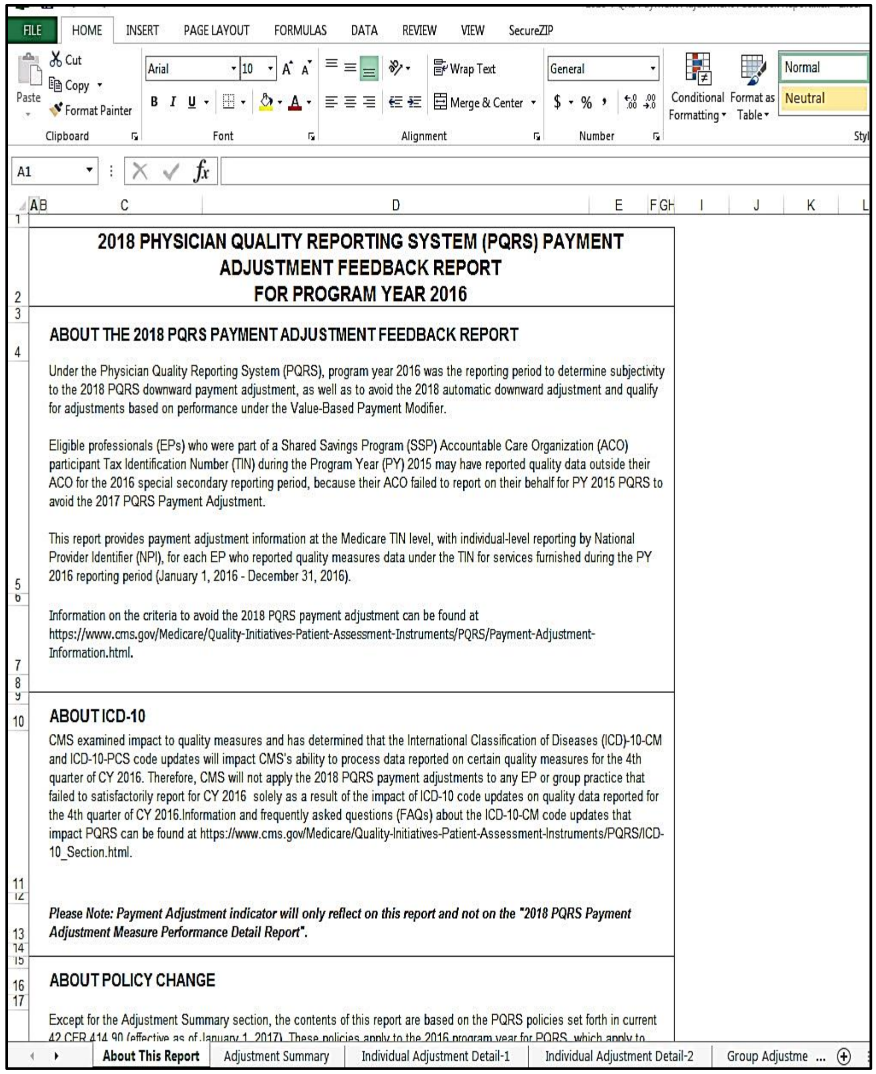
3. Select one of the following options:
    - **Open**. This will open the PQRS feedback report file in Excel and will not be automatically saved.
    - **Save**. The file will be saved in Excel format in the Downloads folder on your computer.
    - **Save As**. You will be prompted with a Save As window on which you can choose the location where you would like to save the file.

Note: *If you use Internet Explorer (IE) as your web browser, please make sure the **CMS Enterprise Portal** (https://portal.cms.gov) is added to the browser's trusted sites to prevent problems exporting your feedback report(s) to Excel. On the browser tool bar, go to **Tools**, select **Internet Options**, select the **Security** tab and then select **Trusted Sites**. On the **Trusted Sites** screen, click on the **Sites** button. If you don't see the portal address in the list of trusted Websites, click the **Add** button to add the portal address. Select **Close** and then **OK** to save and return to IE. Alternatively, you may use Chrome or Firefox as your browser to view and export your report(s).*

</td><td>

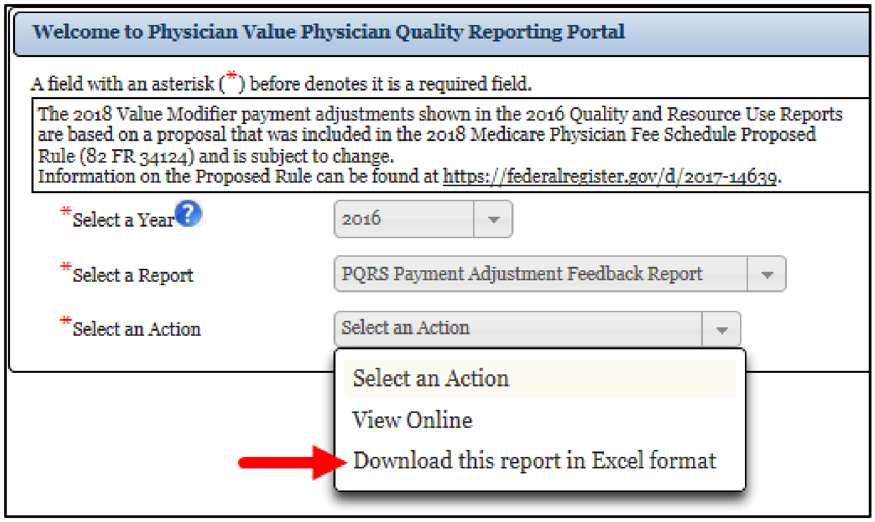
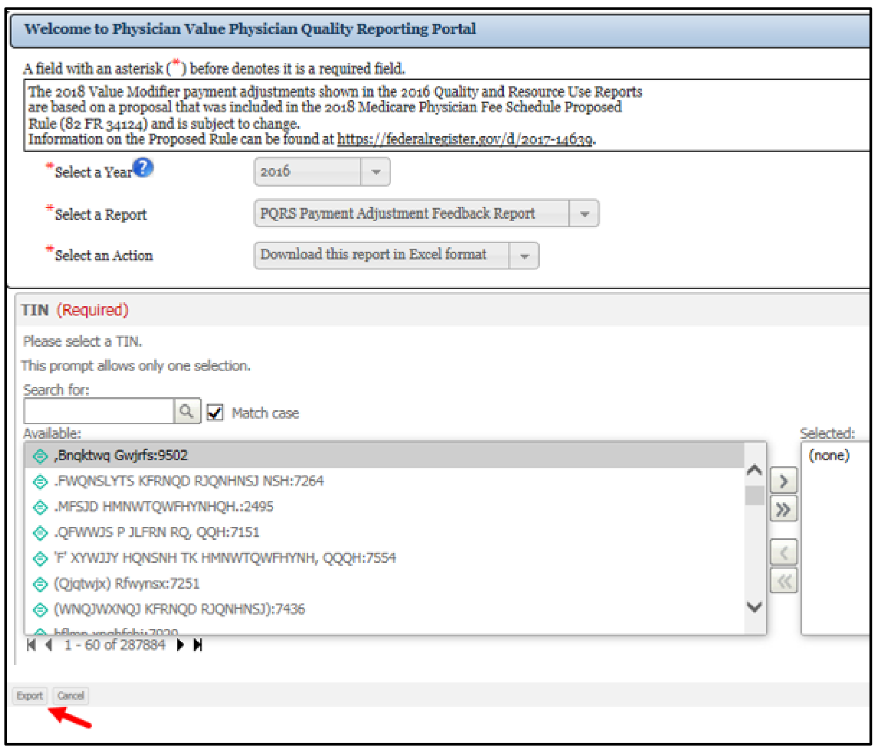


</td></tr>
</table>

Steps	Screenshots
The PQRS feedback report is exported to **Excel** format. ***Note:*** *Use the* ***Microsoft Excel*** *toolbar features* ***to Save*** *and/or* ***Print*** *the selected report.* ***Note:*** *All the tabs in the Report will be exported to the Excel file.* ***Note:*** *Exported cells may look truncated. Please expand the cells to view the whole content.*	

B. Download a PQRS feedback report from the PV-PQRS Feedback Reports Portal

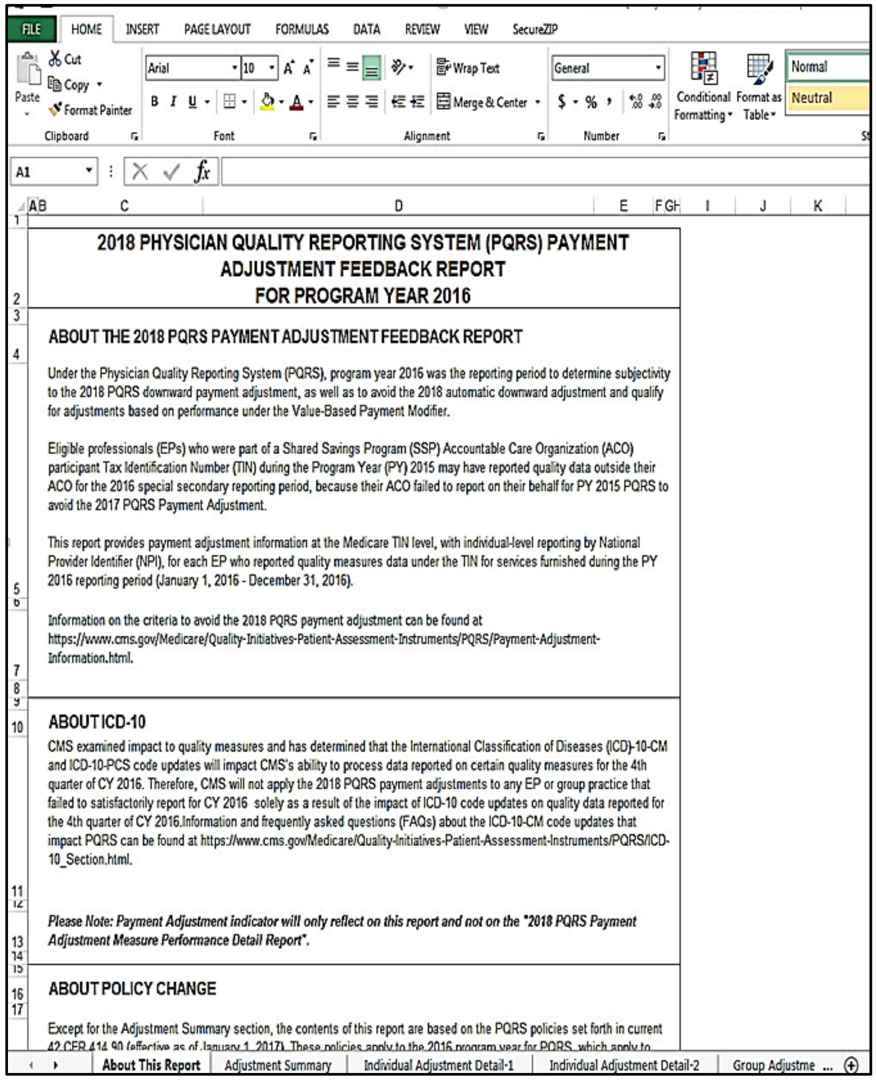
This feature is available when viewing the report by selecting ***Download this report in Excel*** from **Select an Action** drop-down menu on the **PV-PQRS Feedback Reports** Portal.

Steps	Screenshots
1. Select the year ***2016*** from the **Select a Year** drop-down menu and then select one of the PQRS feedback reports from **Select a Report** drop-down menu. 2. Select ***Download this report in Excel format*** from **Select an Action** drop-down menu.	
3. Select one **TIN** or **NPI** (depending on which report you choose) from the **Available** TINs/NPIs. 4. Select **Export**.	

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>
The PQRS feedback report is exported to Excel format.

Note: Use the Microsoft Excel toolbar features to Save and/or Print the selected report.

Note: All the tabs in the Report will be exported to the Excel file.

Note: Exported cells may look truncated. Please expand the cells to view the whole content.
</td><td>


</td></tr>
</table>

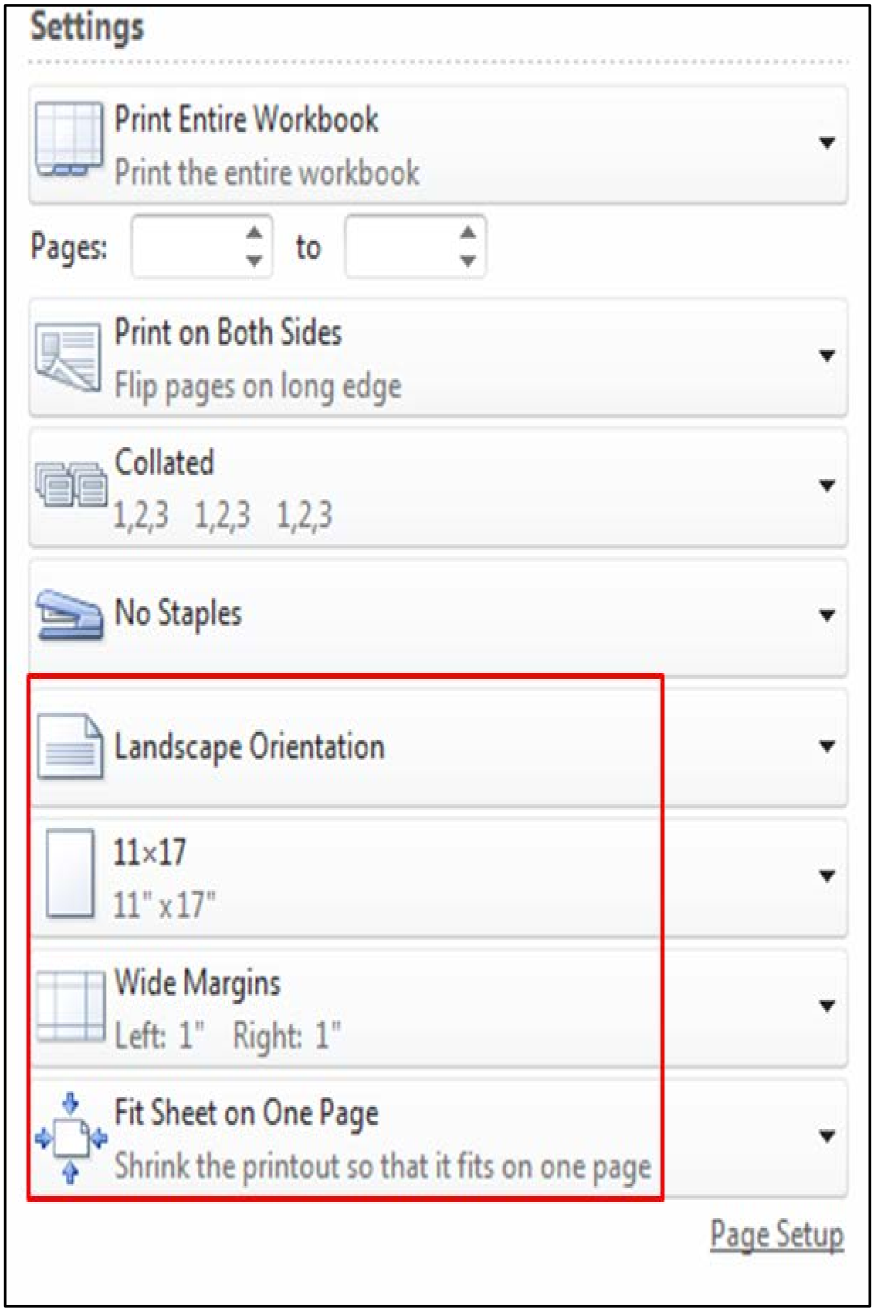
VI. Printing Tips

<table>
<tr><th>Steps</th><th>Screenshots</th></tr>
<tr><td>

1. Select the following **Settings** options as listed below to get a better view of the downloaded report:
   - **Orientation**: Landscape
   - **Paper Size:** 11 x 17
   - **Fitting:** Fit All Rows on One Page

Note: *The print options can be applied to the entire workbook by selecting* ***Ctrl*** *on your keyboard to select all tabs.*

</td><td>



</td></tr>
</table>

VII. Troubleshooting Browser Settings

Steps	Screenshots
Troubleshooting If you are not using one of the supported browsers or are having trouble viewing the **CMS Enterprise Portal** using Internet Explorer 9: • Ensure the browser is open, • Press the **Alt** key to display the Menu bar (or right-click the **Address bar** and then select **Menu bar**). • Select **Tools** on the **Menu bar**. • Select **Compatibility View Settings**. • Remove the CMS Enterprise Portal web address if it appears in the **Websites you've added to Compatibility View** box. • Un-check all of the boxes below **Websites you've added to Compatibility View**. • Close the **Compatibility View Settings** box. • Close the current browser session. • Open a new browser session. • Go to https://portal.cms.gov and select **Login to the CMS Enterprise Portal**.