

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

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If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

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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

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- 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.

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

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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](mailto: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:

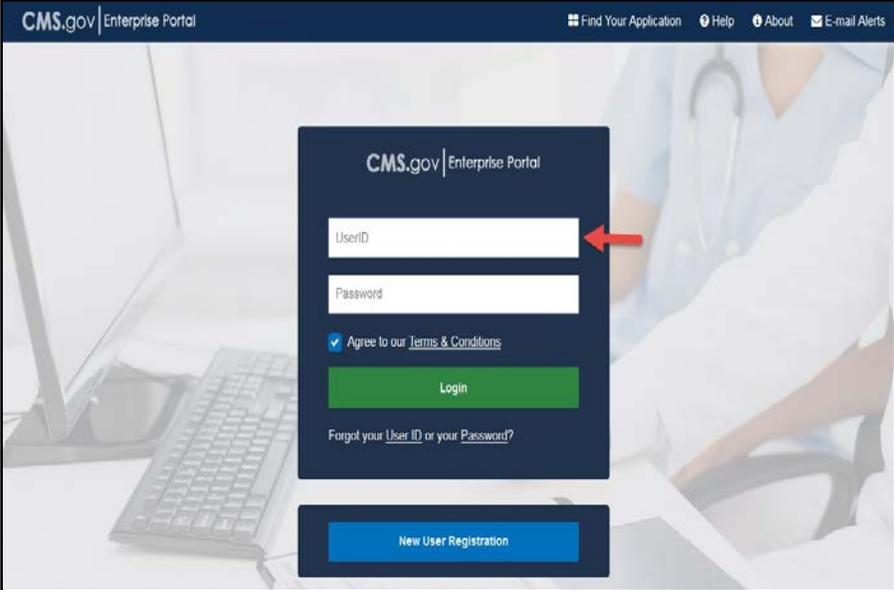
- Monday – Friday: 8:00 a.m. – 8:00 p.m. Eastern Time
- Phone: (888) 734-6433 (option 3)
- Email: [pvhelpdesk@cms.hhs.gov](mailto:pvhelpdesk@cms.hhs.gov)

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

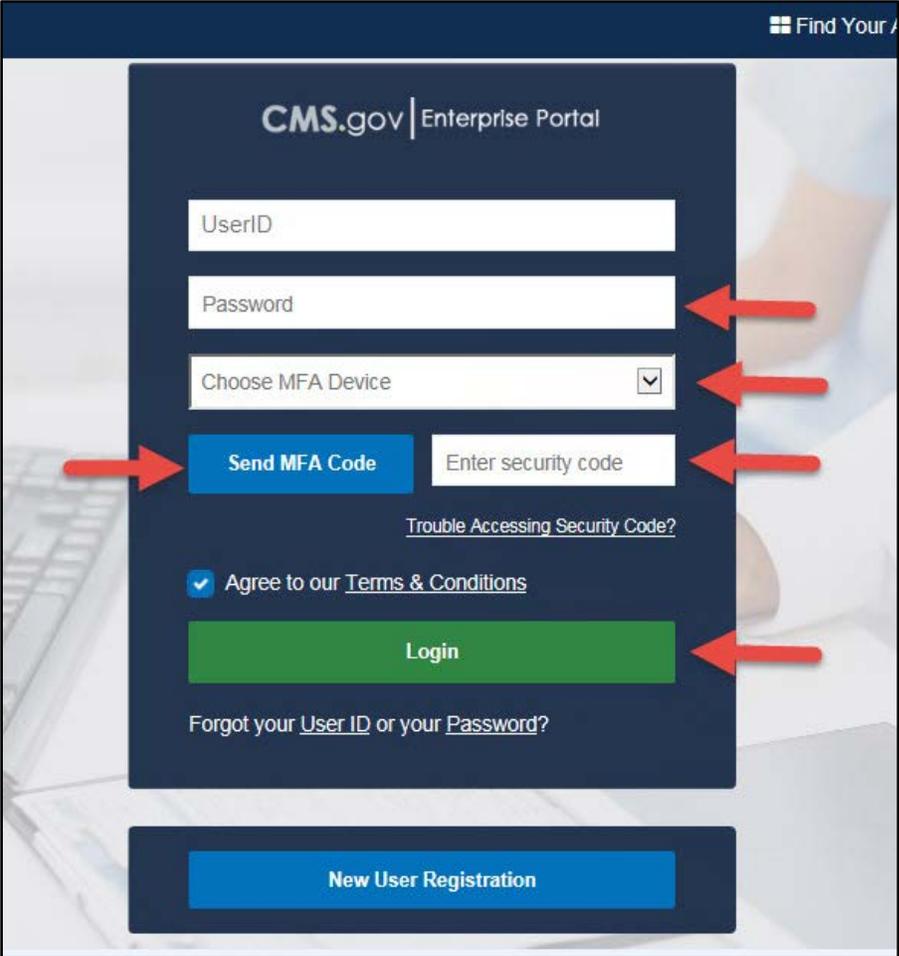
## III. Access the 2016 PQRS Feedback Reports

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

Steps	Screenshots
<p>1. Go to the CMS Enterprise Portal at: <a href="https://portal.cms.gov">https://portal.cms.gov</a></p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"><li>• Internet Explorer 11 (without compatibility mode)</li><li>• Firefox</li><li>• Chrome</li><li>• Safari</li></ul> <p><i>Enable JavaScript and adjust any browser zoom features to ensure you are not seeing the screen in too wide of a view.</i></p> <p>2. Enter your EIDM <b>UserID</b>.</p> <p><b>Note:</b> The <b>Choose MFA Device</b> drop-down menu is displayed when you enter the <b>UserID</b>.</p>	

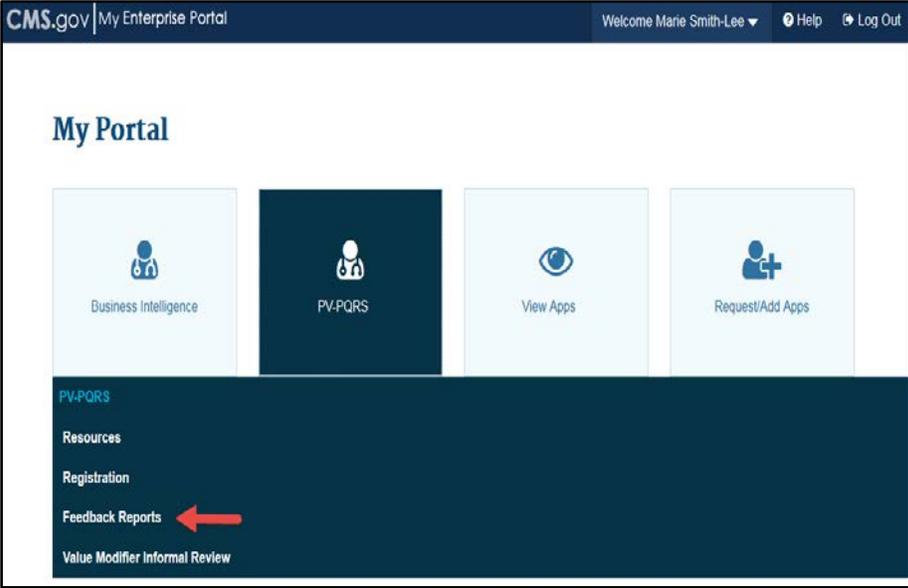
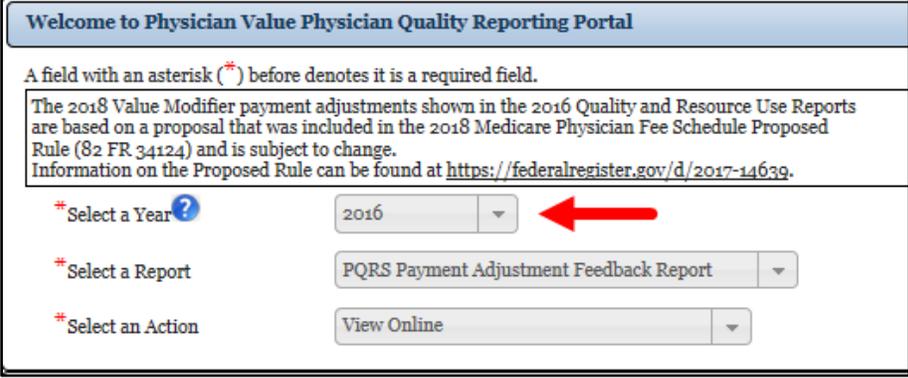
If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

Steps	Screenshots
<p>3. Enter your <b>Password</b>.</p> <p>4. Complete the <b>Multi-Factor Authentication (MFA)</b> process each time you attempt to log in to the <b>CMS Enterprise Portal</b>.</p> <p style="padding-left: 20px;">a. Select an option under the <b>Choose MFA Device</b> drop-down menu.</p> <p><i>Note: You previously registered to complete the MFA process when setting up your EIDM account. Please ensure that you select the same <b>MFA Device</b> type you selected when registering for the MFA process during your initial account set-up.</i></p> <p style="padding-left: 20px;">b. Select <b>Send MFA Code</b> to receive the Security Code.</p> <p><i>Note: The <b>Send MFA Code</b> option will appear only when one of the following <b>Choose MFA Device</b> type is selected:</i></p> <ul style="list-style-type: none"> <li>• Text Message (SMS)</li> <li>• Interactive Voice Response (IVR)</li> <li>• Email</li> </ul> <p style="padding-left: 20px;">c. Retrieve the security code from the selected MFA device type.</p> <p style="padding-left: 20px;">d. Enter the <b>Security Code</b> and select <b>Agree to our Terms &amp; Conditions</b>.</p> <p>5. Select <b>Login</b>.</p>	 <p>The screenshot displays the CMS.gov Enterprise Portal login interface. It features a dark blue header with the CMS.gov logo and 'Enterprise Portal' text. Below the header are several input fields: 'UserID', 'Password', and 'Choose MFA Device' (a dropdown menu). A blue button labeled 'Send MFA Code' is positioned to the left of an 'Enter security code' input field. Below these fields is a link for 'Trouble Accessing Security Code?' and a checked checkbox for 'Agree to our Terms &amp; Conditions'. A prominent green 'Login' button is centered below the agreement. At the bottom of the main form area, there is a blue button for 'New User Registration'. A link for 'Forgot your User ID or your Password?' is located below the 'Login' button. Red arrows in the image point to the Password field, the Choose MFA Device dropdown, the Send MFA Code button, the Enter security code field, and the Login button.</p>

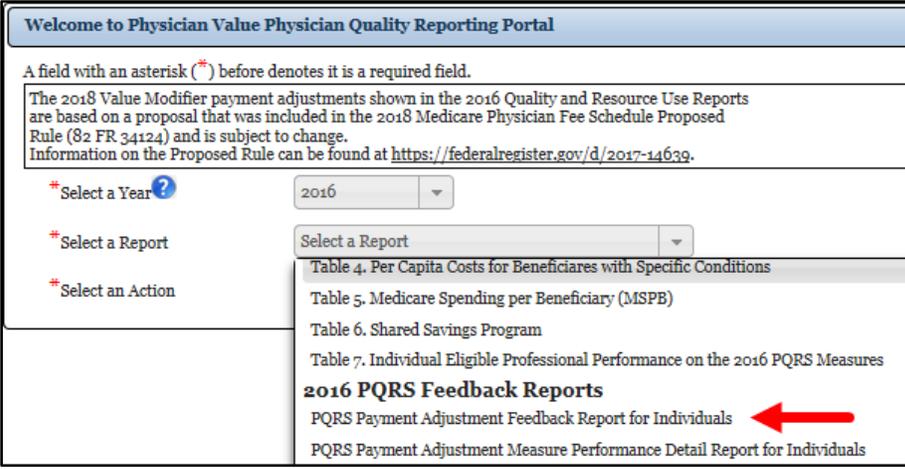
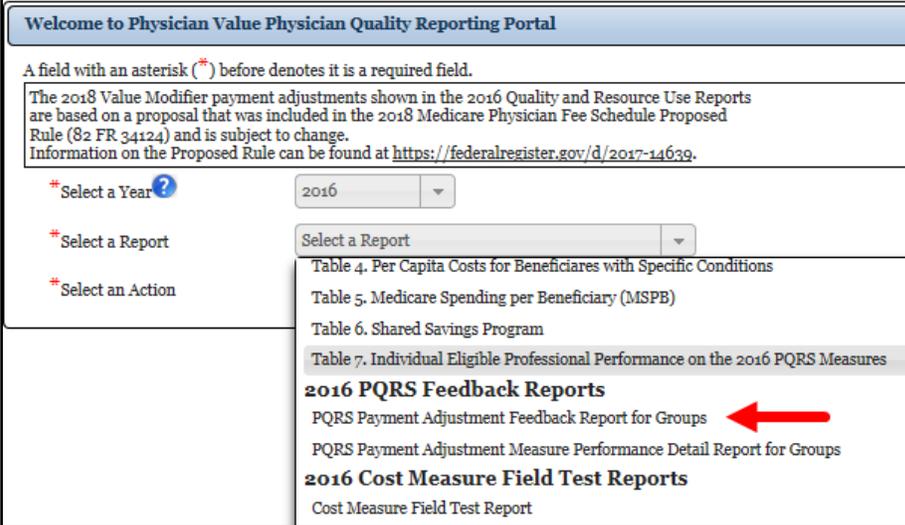
If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

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Steps	Screenshots
<p>6. Select <b>PV-PQRS</b> option on the <b>My Portal</b> screen and then select <b>Feedback Reports</b>.</p> <p><b>Note:</b> If you do not see the <b>PV-PQRS</b> option on the <b>My Portal</b> screen, please select <b>View Apps</b> to access the <b>PV-PQRS</b> option.</p> <p><b>Note:</b> For any additional information related to the PQRS feedback reports, select <b>Resources</b> under the <b>PV-PQRS</b> menu.</p>	 <p>The screenshot shows the 'My Enterprise Portal' interface. At the top, it says 'Welcome Marie Smith-Lee' with 'Help' and 'Log Out' links. Below the header, there are four main menu items: 'Business Intelligence', 'PV-PQRS' (which is highlighted in dark blue), 'View Apps', and 'Request/Add Apps'. Under the 'PV-PQRS' menu, there is a sub-menu with the following items: 'Resources', 'Registration', 'Feedback Reports' (highlighted with a red arrow), and 'Value Modifier Informal Review'.</p>
<p>7. Select the year <b>2016</b> from the <b>Select a Year</b> drop-down menu.</p> <p><b>Note:</b> When you select the year <b>2016</b> the <b>Select an Action</b> field will be displayed. Refer to Step 9 of this section for more information about the <b>Select an Action</b> field.</p>	 <p>The screenshot shows the 'Welcome to Physician Value Physician Quality Reporting Portal' page. It includes a notice: 'A field with an asterisk (*) before denotes it is a required field.' Below this, there is a paragraph: 'The 2018 Value Modifier payment adjustments shown in the 2016 Quality and Resource Use Reports are based on a proposal that was included in the 2018 Medicare Physician Fee Schedule Proposed Rule (82 FR 34124) and is subject to change. Information on the Proposed Rule can be found at <a href="https://federalregister.gov/d/2017-14639">https://federalregister.gov/d/2017-14639</a>.' At the bottom, there are three required fields: '* Select a Year' (with a dropdown menu showing '2016' and a red arrow pointing to it), '* Select a Report' (with a dropdown menu showing 'PQRS Payment Adjustment Feedback Report'), and '* Select an Action' (with a dropdown menu showing 'View Online').</p>

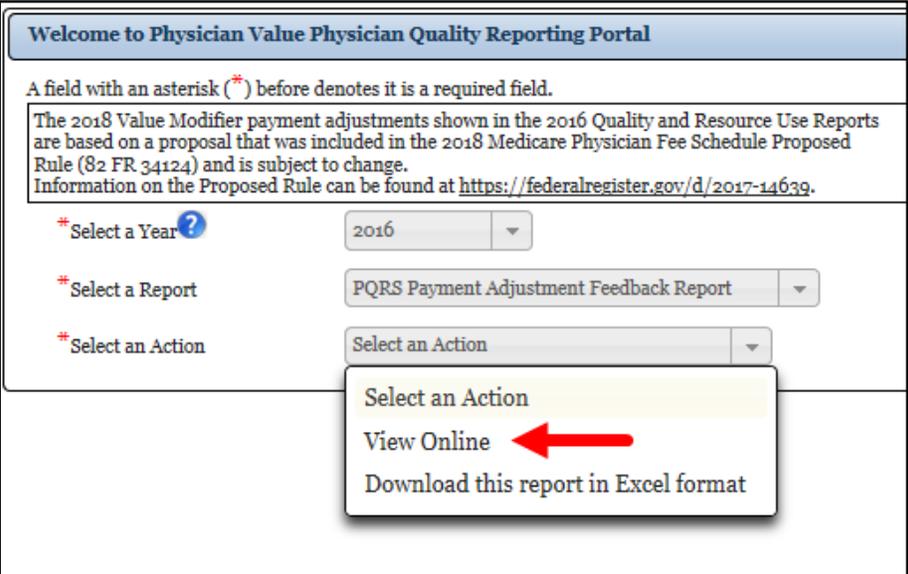
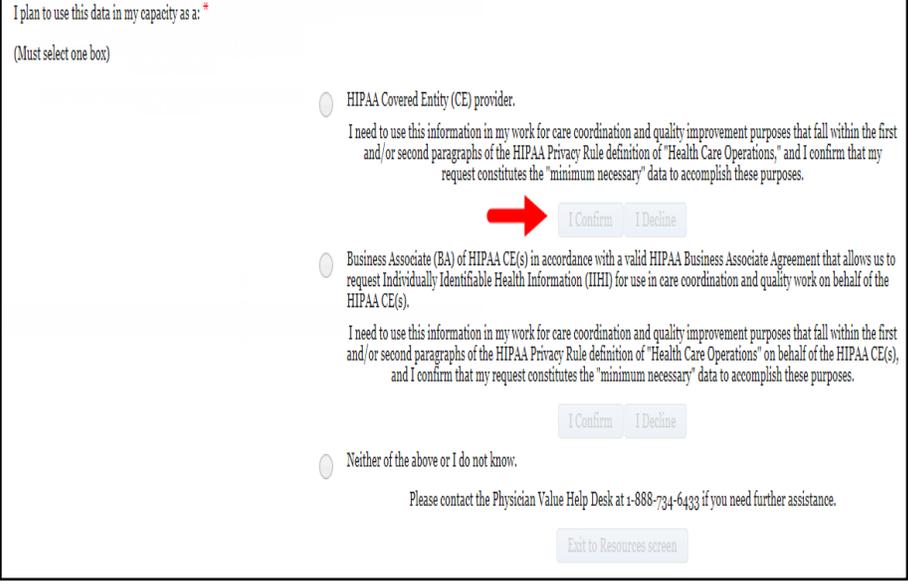
If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

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Steps	Screenshots
<p>8. Select a <b>PQRS feedback report</b>:</p> <p>a. Users with an Individual Practitioner or Individual Practitioner Representative role will choose between the following reports:</p> <ul style="list-style-type: none"> <li>• <b>PQRS Payment Adjustment Feedback Report for Individuals</b></li> <li>• <b>PQRS Payment Adjustment Measure Performance Detail Report for Individuals</b></li> </ul>	 <p>Welcome to Physician Value Physician Quality Reporting Portal</p> <p>A field with an asterisk (*) before denotes it is a required field.</p> <p>The 2018 Value Modifier payment adjustments shown in the 2016 Quality and Resource Use Reports are based on a proposal that was included in the 2018 Medicare Physician Fee Schedule Proposed Rule (82 FR 34124) and is subject to change. Information on the Proposed Rule can be found at <a href="https://federalregister.gov/d/2017-14639">https://federalregister.gov/d/2017-14639</a>.</p> <p>* Select a Year  2016</p> <p>* Select a Report</p> <p>* Select an Action</p> <p>Select a Report</p> <ul style="list-style-type: none"> <li>Table 4. Per Capita Costs for Beneficiaries with Specific Conditions</li> <li>Table 5. Medicare Spending per Beneficiary (MSPB)</li> <li>Table 6. Shared Savings Program</li> <li>Table 7. Individual Eligible Professional Performance on the 2016 PQRS Measures</li> <li><b>2016 PQRS Feedback Reports</b></li> <li>PQRS Payment Adjustment Feedback Report for Individuals </li> <li>PQRS Payment Adjustment Measure Performance Detail Report for Individuals</li> </ul>
<p>b. Users with a Security Official or Group Representative role will choose between the following reports:</p> <ul style="list-style-type: none"> <li>• <b>PQRS Payment Adjustment Feedback Report for Groups</b></li> <li>• <b>PQRS Payment Adjustment Measure Performance Detail Report for Groups</b></li> </ul> <p><b>Note:</b> If you do not see the <b>2016 PQRS Feedback Reports</b> in the drop-down menu:</p> <ul style="list-style-type: none"> <li>• Verify that you selected <b>2016</b> from the <b>Select a Year</b> drop-down menu</li> <li>OR</li> <li>• Call the QualityNet Help Desk to ensure that you logged in with an EIDM account with a correct role</li> </ul>	 <p>Welcome to Physician Value Physician Quality Reporting Portal</p> <p>A field with an asterisk (*) before denotes it is a required field.</p> <p>The 2018 Value Modifier payment adjustments shown in the 2016 Quality and Resource Use Reports are based on a proposal that was included in the 2018 Medicare Physician Fee Schedule Proposed Rule (82 FR 34124) and is subject to change. Information on the Proposed Rule can be found at <a href="https://federalregister.gov/d/2017-14639">https://federalregister.gov/d/2017-14639</a>.</p> <p>* Select a Year  2016</p> <p>* Select a Report</p> <p>* Select an Action</p> <p>Select a Report</p> <ul style="list-style-type: none"> <li>Table 4. Per Capita Costs for Beneficiaries with Specific Conditions</li> <li>Table 5. Medicare Spending per Beneficiary (MSPB)</li> <li>Table 6. Shared Savings Program</li> <li>Table 7. Individual Eligible Professional Performance on the 2016 PQRS Measures</li> <li><b>2016 PQRS Feedback Reports</b></li> <li>PQRS Payment Adjustment Feedback Report for Groups </li> <li>PQRS Payment Adjustment Measure Performance Detail Report for Groups</li> <li><b>2016 Cost Measure Field Test Reports</b></li> <li>Cost Measure Field Test Report</li> </ul>

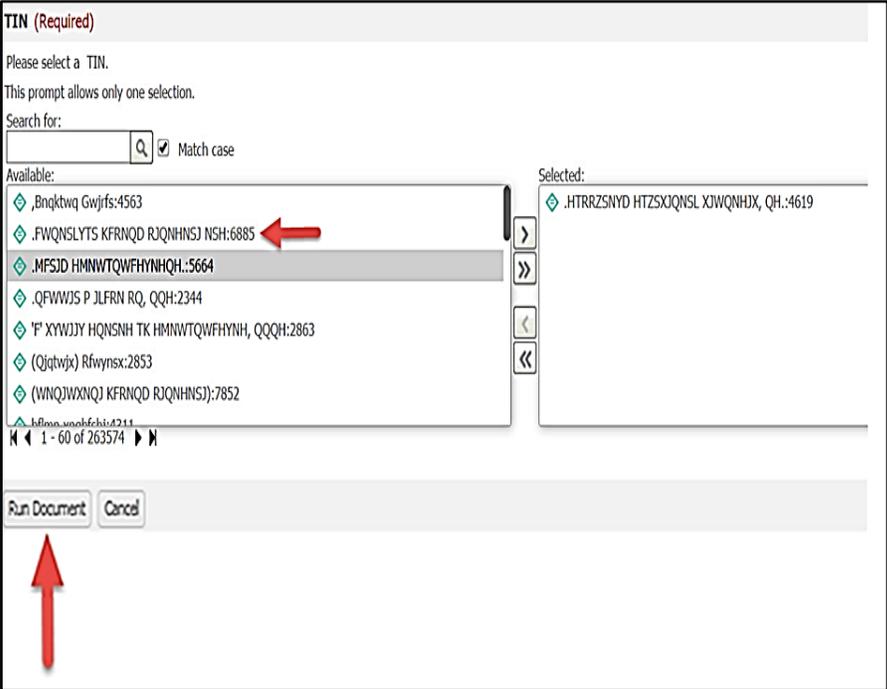
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# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

Steps	Screenshots
<p>9. Select <b>View Online</b> from the <b>Select an Action</b> drop-down menu.</p> <p><b>Note:</b> The action <b>Download this report in Excel format</b> is available to download the report directly to Excel format. Refer to <b>Section V</b> for more information.</p>	 <p>The screenshot shows the 'Welcome to Physician Value Physician Quality Reporting Portal' header. Below it is a notice about the 2018 Value Modifier payment adjustments. There are three dropdown menus: 'Select a Year' (set to 2016), 'Select a Report' (set to 'PQRS Payment Adjustment Feedback Report'), and 'Select an Action'. The 'Select an Action' dropdown is open, showing options: 'Select an Action', 'View Online' (highlighted with a red arrow), and 'Download this report in Excel format'.</p>
<p>10. Read the <b>Attestation Message</b> and make the appropriate attestation selection.</p> <ol style="list-style-type: none"> <li>Select <u>one</u> of the options under “<b>I plan to use this data in my capacity as a:</b>”</li> <li>Then, select <b>I Confirm</b> to continue.</li> </ol> <p><b>Note:</b> If you select <b>Neither of the above or I do not know</b>, the option to <b>Exit to the Resources</b> screen will be enabled.</p>	 <p>The screenshot shows the attestation message: 'I plan to use this data in my capacity as a: * (Must select one box)'. There are three radio button options:         <ul style="list-style-type: none"> <li><input type="radio"/> HIPAA Covered Entity (CE) provider. I need to use this information in my work for care coordination and quality improvement purposes that fall within the first and/or second paragraphs of the HIPAA Privacy Rule definition of "Health Care Operations," and I confirm that my request constitutes the "minimum necessary" data to accomplish these purposes. Below this is a red arrow pointing to an 'I Confirm' button.</li> <li><input type="radio"/> Business Associate (BA) of HIPAA CE(s) in accordance with a valid HIPAA Business Associate Agreement that allows us to request Individually Identifiable Health Information (IIHI) for use in care coordination and quality work on behalf of the HIPAA CE(s). I need to use this information in my work for care coordination and quality improvement purposes that fall within the first and/or second paragraphs of the HIPAA Privacy Rule definition of "Health Care Operations" on behalf of the HIPAA CE(s), and I confirm that my request constitutes the "minimum necessary" data to accomplish these purposes. Below this is an 'I Confirm' button.</li> <li><input type="radio"/> Neither of the above or I do not know. Below this is an 'Exit to Resources screen' button.</li> </ul>         At the bottom, there is a note: 'Please contact the Physician Value Help Desk at 1-888-734-6433 if you need further assistance.'       </p>

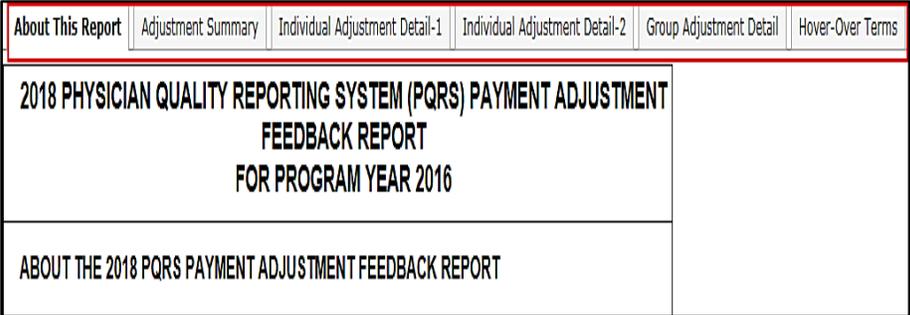
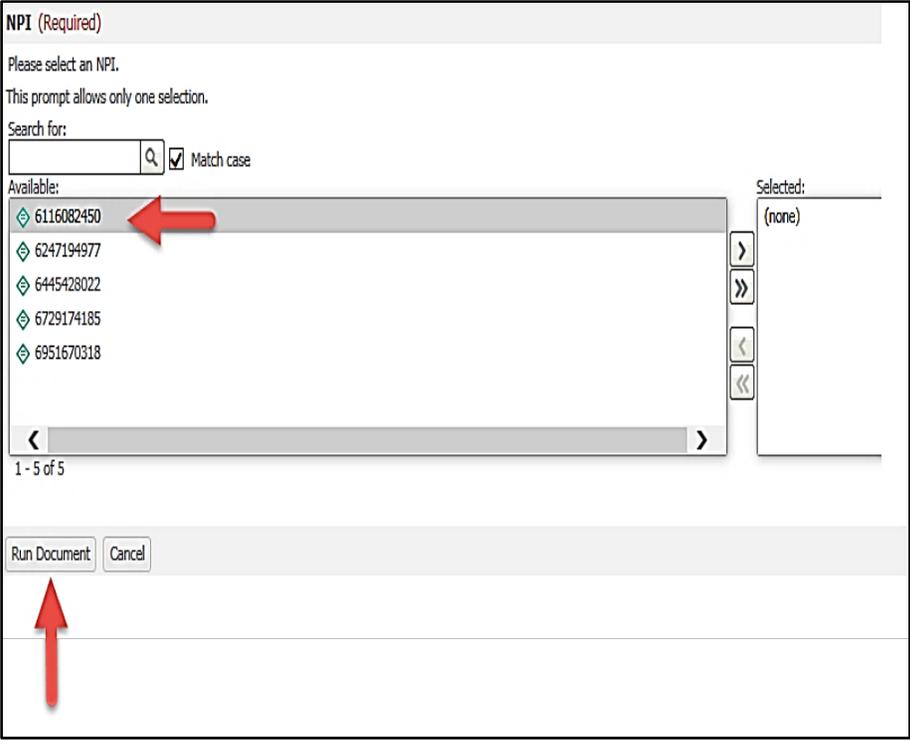
If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

Steps	Screenshots
<p>You are now in the <b>MicroStrategy Web Platform</b>.</p> <ul style="list-style-type: none"> <li>The following web browsers are compatible with MicroStrategy Web Platform: <ul style="list-style-type: none"> <li>Apple Safari (Version 9 and later)</li> <li>Google Chrome (Version 42 and later)</li> <li>Microsoft Internet Explorer (10.x*, 11.x)</li> <li>Microsoft Edge (Latest)</li> <li>Mozilla Firefox (Version 41 and later)</li> </ul> </li> </ul> <p>Depending on the report you selected from <b>Select a Report</b> drop-down menu, you will be prompted to select a <b>TIN</b> or <b>NPI</b>. The screen shows the list of TIN(s) or NPI(s) associated with your EIDM account.</p> <p>The TIN screen will appear if you select one of the following reports:</p> <ul style="list-style-type: none"> <li><b>PQRS Payment Adjustment Feedback Report (All Users)</b></li> <li><b>PQRS Payment Adjustment Measure Performance Detail Report (Group User only)</b></li> </ul> <p>For <b>PQRS Payment Adjustment Feedback Report (for Individuals or Groups)</b>:</p> <ol style="list-style-type: none"> <li>Select <u>one</u> <b>TIN</b> from the <b>Available</b> TINs: <ol style="list-style-type: none"> <li>Double-click the mouse or click on the arrow button to move the <b>TIN</b> from <b>Available</b> to <b>Selected</b>.</li> </ol> </li> </ol> <p><b>Note:</b> You can also filter the list of Available TINs by entering the name or last 4 digits of a TIN in the <b>Search for</b> field.</p> <p><b>Note:</b> For better search results, it is recommended to search by the last 4 digits of the TIN.</p> <ol style="list-style-type: none"> <li>Select <b>Run Document</b>.</li> </ol> <p><b>Note:</b> You will need to wait several seconds while the system generates your <b>2016 PQRS feedback report</b>.</p>	

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

Steps	Screenshots
<p>The <b>PQRS Payment Adjustment Feedback Report (for Individuals or Groups)</b> contains the following sections/tabs:</p> <ul style="list-style-type: none"> <li>• About This Report (<i>default tab</i>)</li> <li>• Adjustment Summary</li> <li>• Individual Adjustment Detail -1</li> <li>• Individual Adjustment Detail -2</li> <li>• Group Adjustment Detail</li> <li>• Hover-Over Terms</li> </ul> <p><b>Note:</b> The <b>PQRS Payment Adjustment Feedback Report (for Individuals or Groups)</b> will display the message <b>“No data submission available”</b> if there is no data available for any tab(s).</p>	
<p>The NPI screen will only appear for users with an individual EIDM role who run this report.</p> <p>For <b>PQRS Payment Adjustment Measure Performance Detail Report for Individuals</b>:</p> <ol style="list-style-type: none"> <li>13. Select <u>one</u> <b>NPI</b> from the <b>Available</b> NPIs.             <ol style="list-style-type: none"> <li>a. Double-click the mouse or click on the arrow button to move the <b>NPI</b> from <b>Available</b> to <b>Selected</b>.</li> </ol> </li> <li>14. Select <b>Run Document</b>.</li> </ol> <p><b>Note:</b> You will need to wait several seconds while the system generates your <b>2016 PQRS feedback report</b>.</p>	

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# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

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

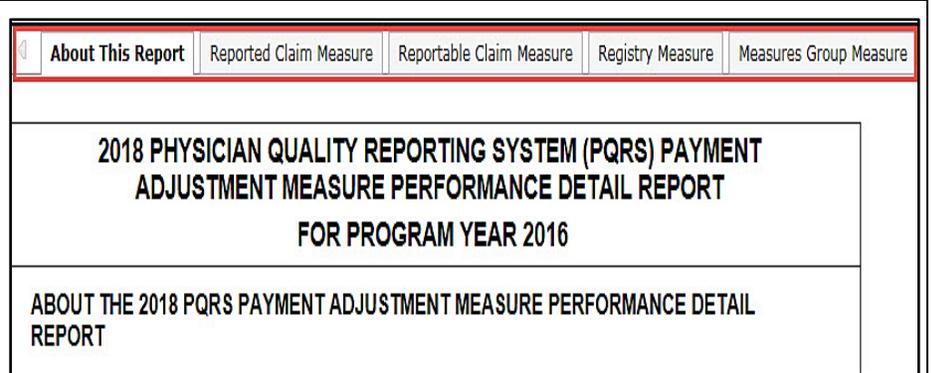
**Note:** The last four (4) Group tabs may not display any information for users with an Individual role.

**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.



If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

## Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

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

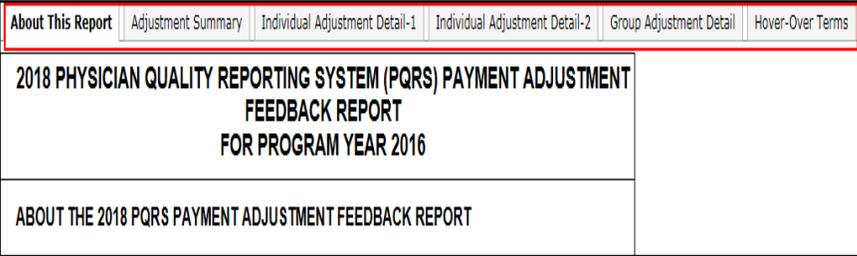
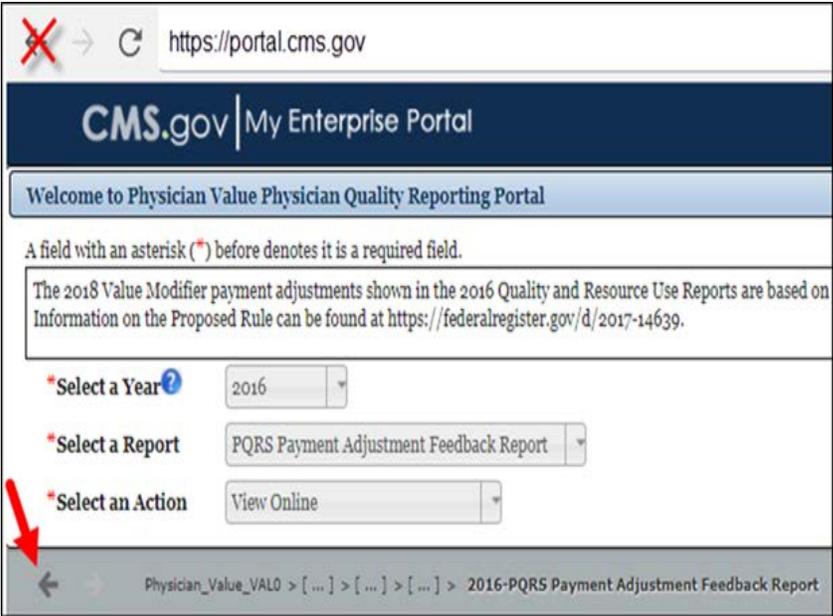
If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

## IV. Navigating the 2016 PQRS Feedback Report

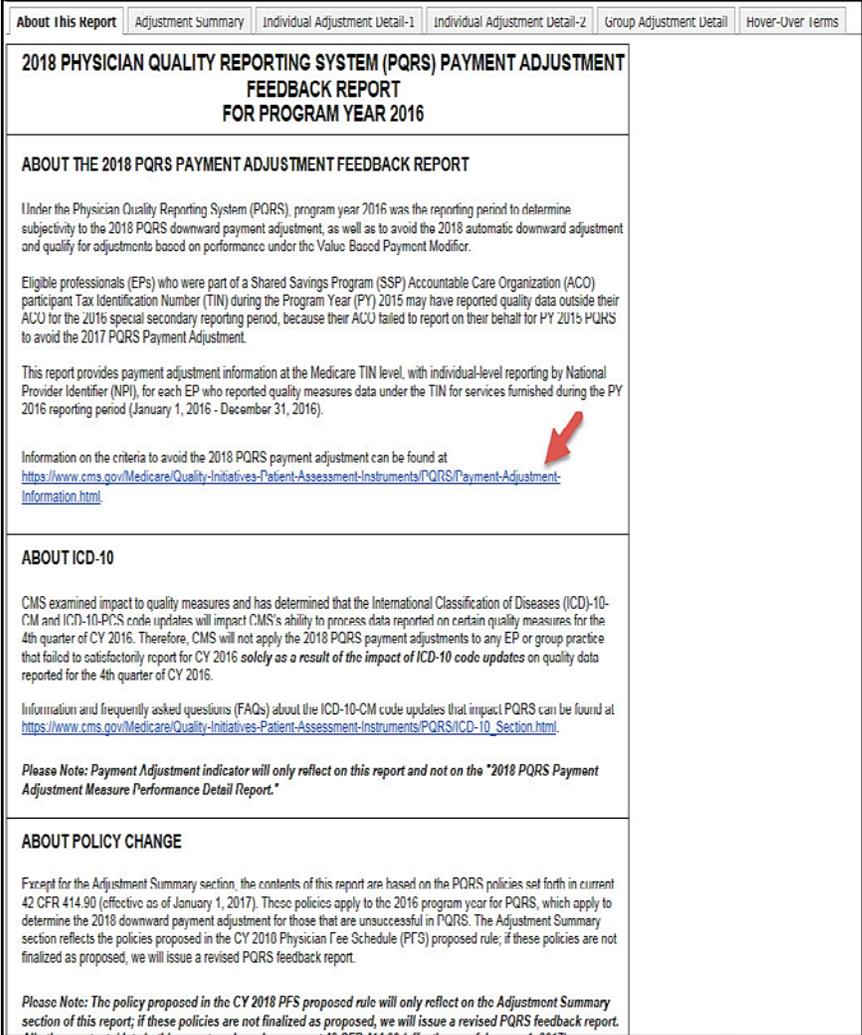
After accessing your desired report, you can use MicroStrategy features that are available while viewing the report. These features are available only by selecting **View Online** from **Select an Action** drop-down menu on the **PV-PQRS Feedback Reports Portal**.

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

Global Steps	Screenshots
<p>1. Select any of the section/tabs at the top of the screen to navigate to different sections of the PQRS feedback report.</p>	
<p>2. Use the back arrow button on the MicroStrategy Platform Toolbar to navigate between screens when viewing your report.</p> <p><b>Note:</b> Please do not use the <b>browser's arrow buttons</b>.</p>	

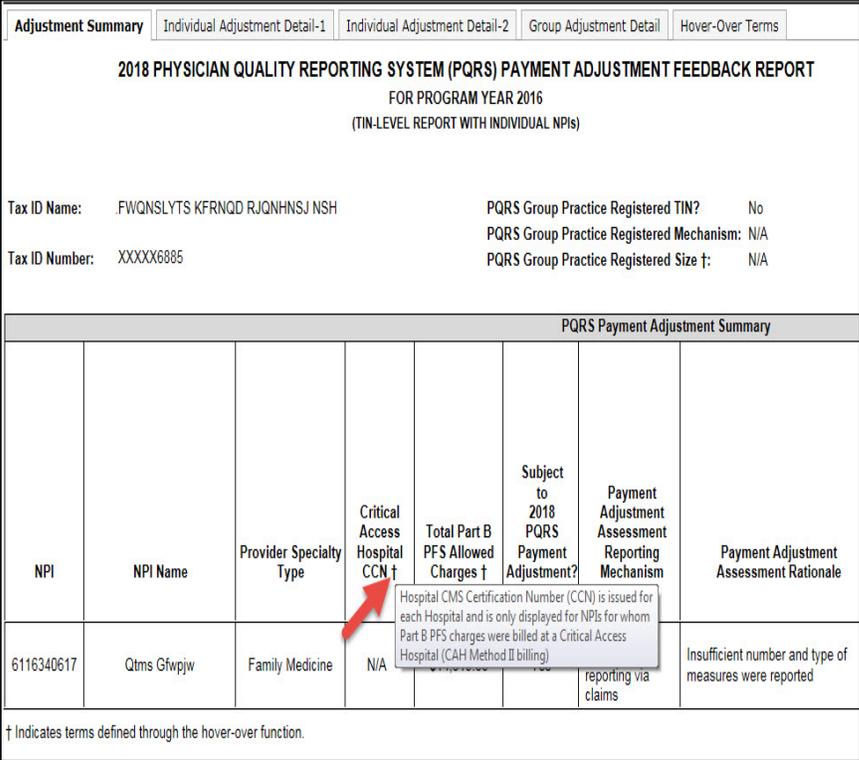
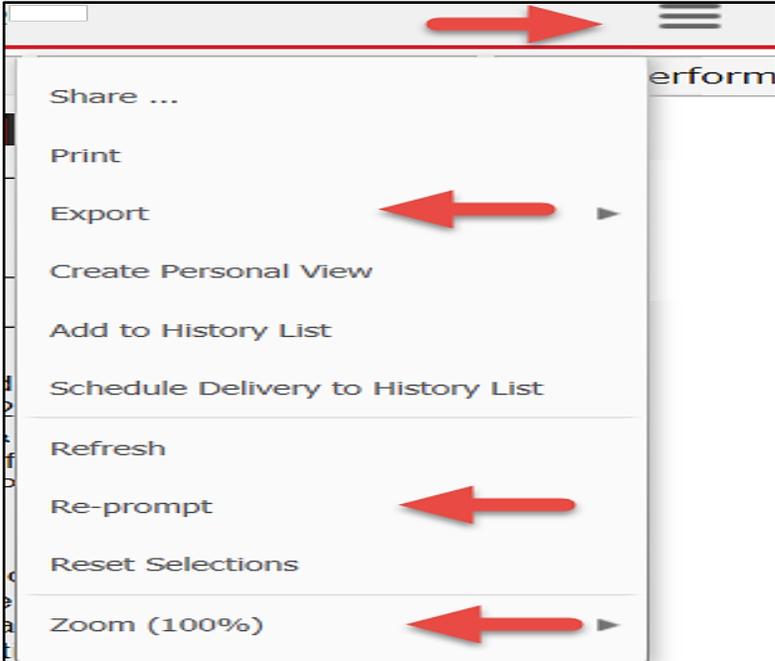
If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

Global Steps	Screenshots
<p>3. <b>About This Report</b> tab contains hyperlinks to internal CMS webpages. Click on the hyperlink to access the information.</p>	 <p>The screenshot shows a web browser window with the following content:</p> <ul style="list-style-type: none"> <li>Navigation tabs: About This Report (selected), Adjustment Summary, Individual Adjustment Detail-1, Individual Adjustment Detail-2, Group Adjustment Detail, Hover-Over Terms</li> <li>Section Header: <b>2018 PHYSICIAN QUALITY REPORTING SYSTEM (PQRS) PAYMENT ADJUSTMENT FEEDBACK REPORT FOR PROGRAM YEAR 2016</b></li> <li>Section: <b>ABOUT THE 2018 PQRS PAYMENT ADJUSTMENT FEEDBACK REPORT</b> <ul style="list-style-type: none"> <li>Text: 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.</li> <li>Text: 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.</li> <li>Text: 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).</li> <li>Text: Information on the criteria to avoid the 2018 PQRS payment adjustment can be found at <a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/Payment-Adjustment-Information.html">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/Payment-Adjustment-Information.html</a>. (A red arrow points to this link.)</li> </ul> </li> <li>Section: <b>ABOUT ICD-10</b> <ul style="list-style-type: none"> <li>Text: 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.</li> <li>Text: Information and frequently asked questions (FAQs) about the ICD-10-CM code updates that impact PQRS can be found at <a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/ICD-10_Section.html">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/ICD-10_Section.html</a>.</li> <li>Text: <i>Please Note: Payment Adjustment indicator will only reflect on this report and not on the "2018 PQRS Payment Adjustment Measure Performance Detail Report."</i></li> </ul> </li> <li>Section: <b>ABOUT POLICY CHANGE</b> <ul style="list-style-type: none"> <li>Text: 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 2010 Physician Fee Schedule (PFS) proposed rule; if these policies are not finalized as proposed, we will issue a revised PQRS feedback report.</li> <li>Text: <i>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.</i></li> </ul> </li> </ul>

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

Global Steps	Screenshots																								
<p>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.</p>	 <p>Adjustment Summary   Individual Adjustment Detail-1   Individual Adjustment Detail-2   Group Adjustment Detail   Hover-Over Terms</p> <p><b>2018 PHYSICIAN QUALITY REPORTING SYSTEM (PQRS) PAYMENT ADJUSTMENT FEEDBACK REPORT</b> FOR PROGRAM YEAR 2016 (TIN-LEVEL REPORT WITH INDIVIDUAL NPIS)</p> <p>Tax ID Name: FWQNSLYTS KFRNQD RJQNHNSJ NSH      PQRS Group Practice Registered TIN? No      Tax ID Number: XXXXX6885      PQRS Group Practice Registered Mechanism: N/A      PQRS Group Practice Registered Size †: N/A</p> <table border="1"> <thead> <tr> <th colspan="8">PQRS Payment Adjustment Summary</th> </tr> <tr> <th>NPI</th> <th>NPI Name</th> <th>Provider Specialty Type</th> <th>Critical Access Hospital CCN †</th> <th>Total Part B PFS Allowed Charges †</th> <th>Subject to 2018 PQRS Payment Adjustment?</th> <th>Payment Adjustment Reporting Mechanism</th> <th>Payment Adjustment Assessment Rationale</th> </tr> </thead> <tbody> <tr> <td>6116340617</td> <td>Qtms Gfwpjw</td> <td>Family Medicine</td> <td>N/A</td> <td></td> <td></td> <td>reporting via claims</td> <td>Insufficient number and type of measures were reported</td> </tr> </tbody> </table> <p>† Indicates terms defined through the hover-over function.</p>	PQRS Payment Adjustment Summary								NPI	NPI Name	Provider Specialty Type	Critical Access Hospital CCN †	Total Part B PFS Allowed Charges †	Subject to 2018 PQRS Payment Adjustment?	Payment Adjustment Reporting Mechanism	Payment Adjustment Assessment Rationale	6116340617	Qtms Gfwpjw	Family Medicine	N/A			reporting via claims	Insufficient number and type of measures were reported
PQRS Payment Adjustment Summary																									
NPI	NPI Name	Provider Specialty Type	Critical Access Hospital CCN †	Total Part B PFS Allowed Charges †	Subject to 2018 PQRS Payment Adjustment?	Payment Adjustment Reporting Mechanism	Payment Adjustment Assessment Rationale																		
6116340617	Qtms Gfwpjw	Family Medicine	N/A			reporting via claims	Insufficient number and type of measures were reported																		
<p>5. Use the commands from the drop-down menu at the top of the report to perform the following functions:</p> <ul style="list-style-type: none"> <li>• Select <b>Export</b>: to export the reports in Excel Format.</li> <li>• Select <b>Re-prompt</b>: to run/generate a report for a different TIN.</li> <li>• Ensure that the Zoom setting in the drop-down menu is set to 100%; otherwise, the report may not appear in the correct format.</li> </ul>	 <p>Share ...</p> <p>Print</p> <p>Export</p> <p>Create Personal View</p> <p>Add to History List</p> <p>Schedule Delivery to History List</p> <p>Refresh</p> <p>Re-prompt</p> <p>Reset Selections</p> <p>Zoom (100%)</p>																								

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

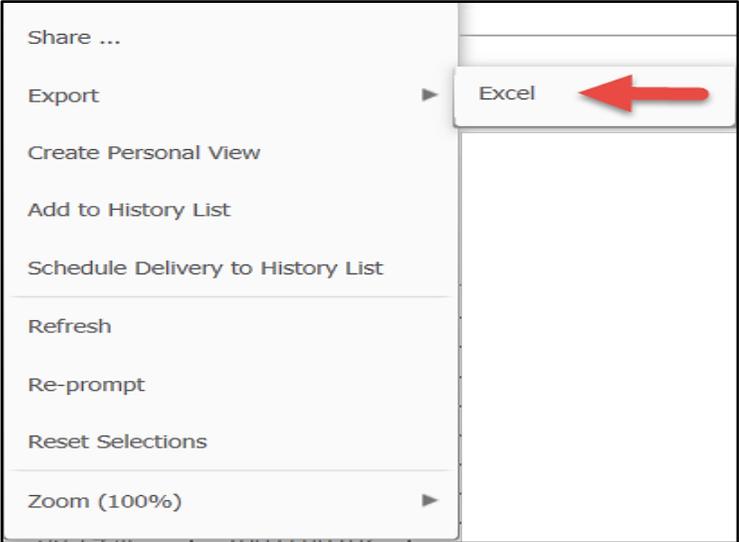
## V. Download the PQRS Feedback Reports in Excel Format

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.

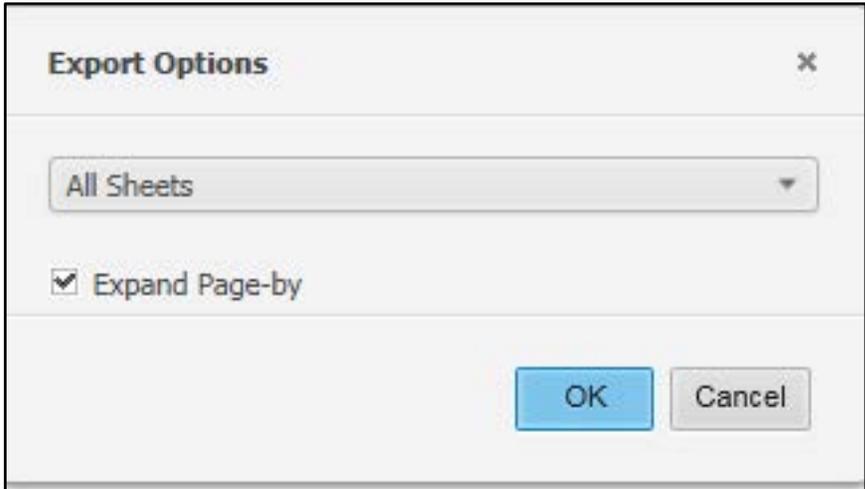
### A. From the MicroStrategy Toolbar

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
<p>1. When in MicroStrategy web platform, select the <b>Export</b> button from the drop-down menu that is located on the toolbar and then select <b>Excel</b>.</p> <p><i>Note: Selecting the <b>Excel</b> option will display an <b>Export Option</b> menu in a new window.</i></p>	 <p>The screenshot shows a vertical toolbar with the following options: 'Share ...', 'Export', 'Create Personal View', 'Add to History List', 'Schedule Delivery to History List', 'Refresh', 'Re-prompt', 'Reset Selections', and 'Zoom (100%)'. The 'Export' option is selected, and a sub-menu is displayed to its right. The sub-menu contains the 'Excel' option, which is highlighted with a red arrow pointing to it from the right.</p>

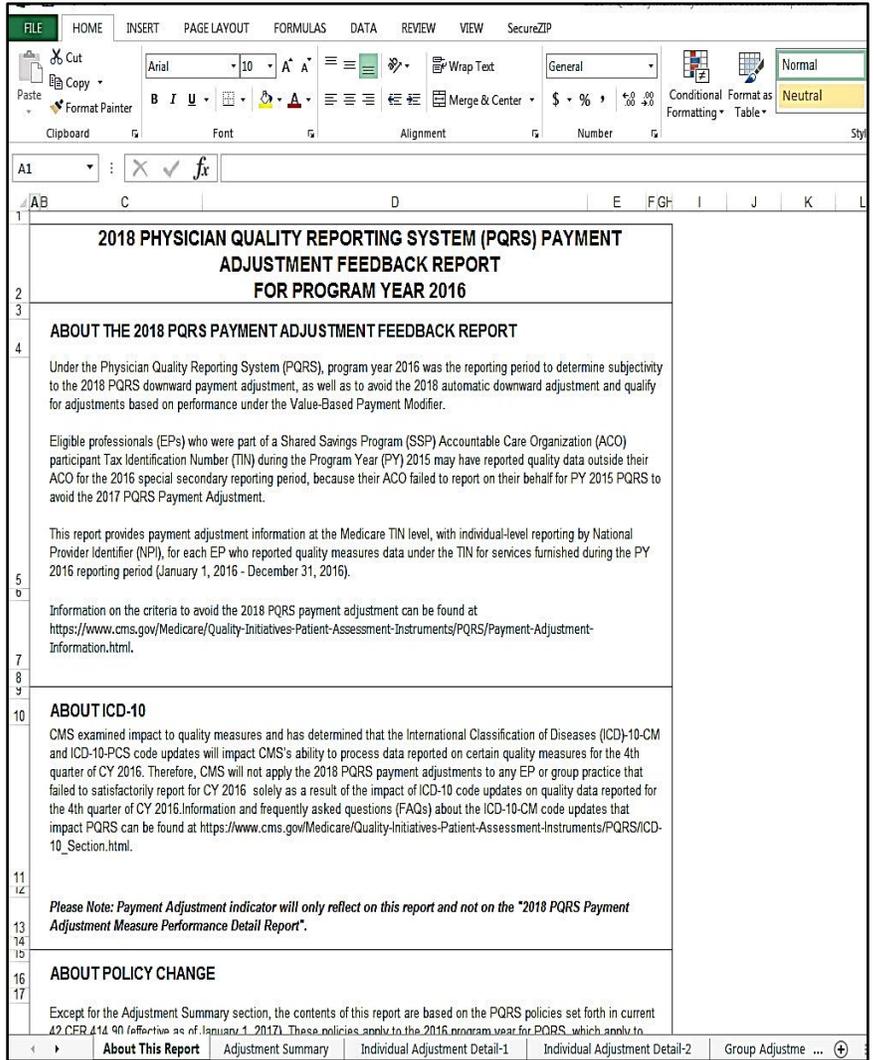
If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

## Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

Steps	Screenshots
<p>2. Select one of the following options to determine the content of the exported report:</p> <ul style="list-style-type: none"> <li>• <b>All Sheets.</b> Select this option to export the information displayed in all tabs included in the report to the Excel file.</li> <li>• <b>Current Sheet.</b> Select this option to export only the information displayed on the active report tab to the Excel file.</li> <li>• <b>Expand Page-by</b> (check box). Select this option to have each section of the report displayed in a separate tab.</li> </ul> <p><i>Note: By default, the export option is on <b>All Sheets</b> and the <b>Expand Page-by</b> check box is selected. If you un-check this check-box, each section of the report will be displayed in a single tab.</i></p>	
<p>3. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Open.</b> This will open the PQRS feedback report file in Excel and will not be automatically saved.</li> <li>• <b>Save.</b> The file will be saved in Excel format in the Downloads folder on your computer.</li> <li>• <b>Save As.</b> You will be prompted with a Save As window on which you can choose the location where you would like to save the file.</li> </ul> <p><i>Note: If you use Internet Explorer (IE) as your web browser, please make sure the <b>CMS Enterprise Portal</b> (<a href="https://portal.cms.gov">https://portal.cms.gov</a>) 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 <b>Tools</b>, select <b>Internet Options</b>, select the <b>Security</b> tab and then select <b>Trusted Sites</b>. On the <b>Trusted Sites</b> screen, click on the <b>Sites</b> button. If you don't see the portal address in the list of trusted Websites, click the <b>Add</b> button to add the portal address. Select <b>Close</b> and then <b>OK</b> to save and return to IE. Alternatively, you may use Chrome or Firefox as your browser to view and export your report(s).</i></p>	

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

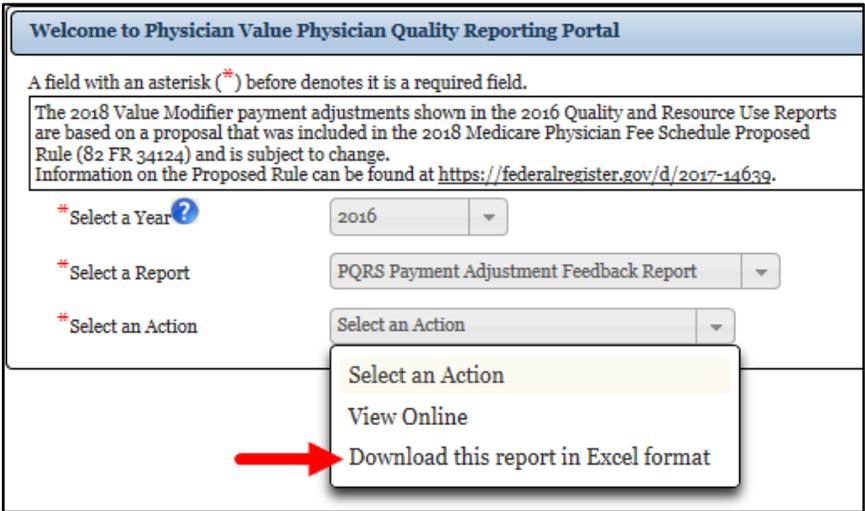
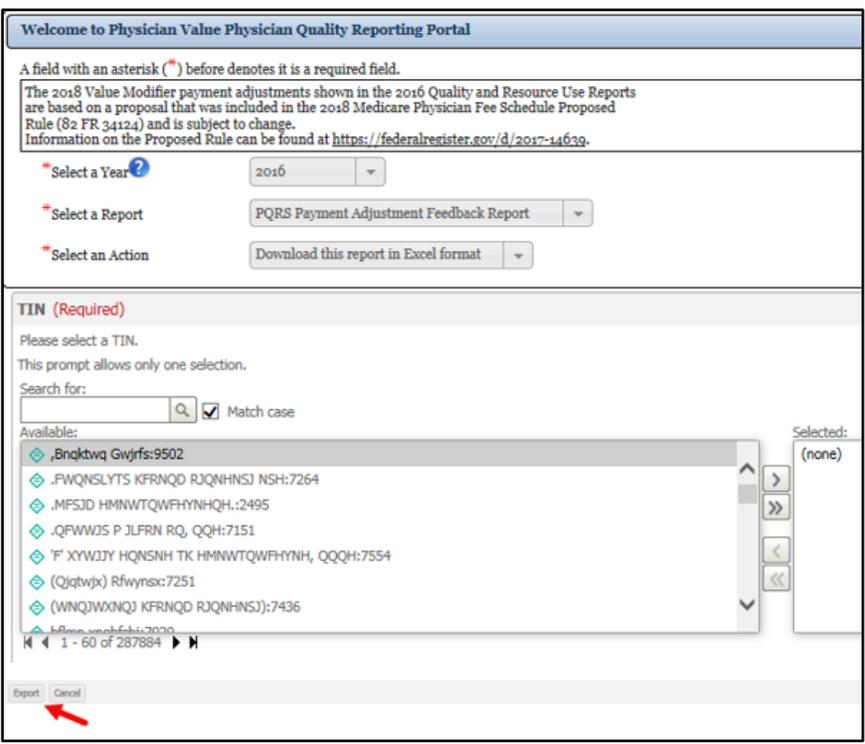
Steps	Screenshots
<p>The PQRS feedback report is exported to <b>Excel</b> format.</p> <p><b>Note:</b> Use the <b>Microsoft Excel</b> toolbar features to <b>Save</b> and/or <b>Print</b> the selected report.</p> <p><b>Note:</b> All the tabs in the Report will be exported to the Excel file.</p> <p><b>Note:</b> Exported cells may look truncated. Please expand the cells to view the whole content.</p>	 <p>The screenshot displays the Microsoft Excel interface with the following content in the main cell:</p> <p style="text-align: center;"><b>2018 PHYSICIAN QUALITY REPORTING SYSTEM (PQRS) PAYMENT ADJUSTMENT FEEDBACK REPORT FOR PROGRAM YEAR 2016</b></p> <p><b>ABOUT THE 2018 PQRS PAYMENT ADJUSTMENT FEEDBACK REPORT</b></p> <p>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.</p> <p>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 Payment Adjustment.</p> <p>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).</p> <p>Information on the criteria to avoid the 2018 PQRS payment adjustment can be found at <a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/Payment-Adjustment-Information.html">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/Payment-Adjustment-Information.html</a>.</p> <p><b>ABOUT ICD-10</b></p> <p>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 <a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/ICD-10_Section.html">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/ICD-10_Section.html</a>.</p> <p><b>Please Note: Payment Adjustment indicator will only reflect on this report and not on the "2018 PQRS Payment Adjustment Measure Performance Detail Report".</b></p> <p><b>ABOUT POLICY CHANGE</b></p> <p>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</p> <p>The bottom of the screenshot shows the Excel ribbon with tabs: <b>About This Report</b>, <b>Adjustment Summary</b>, <b>Individual Adjustment Detail-1</b>, <b>Individual Adjustment Detail-2</b>, and <b>Group Adjustme ...</b></p>

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

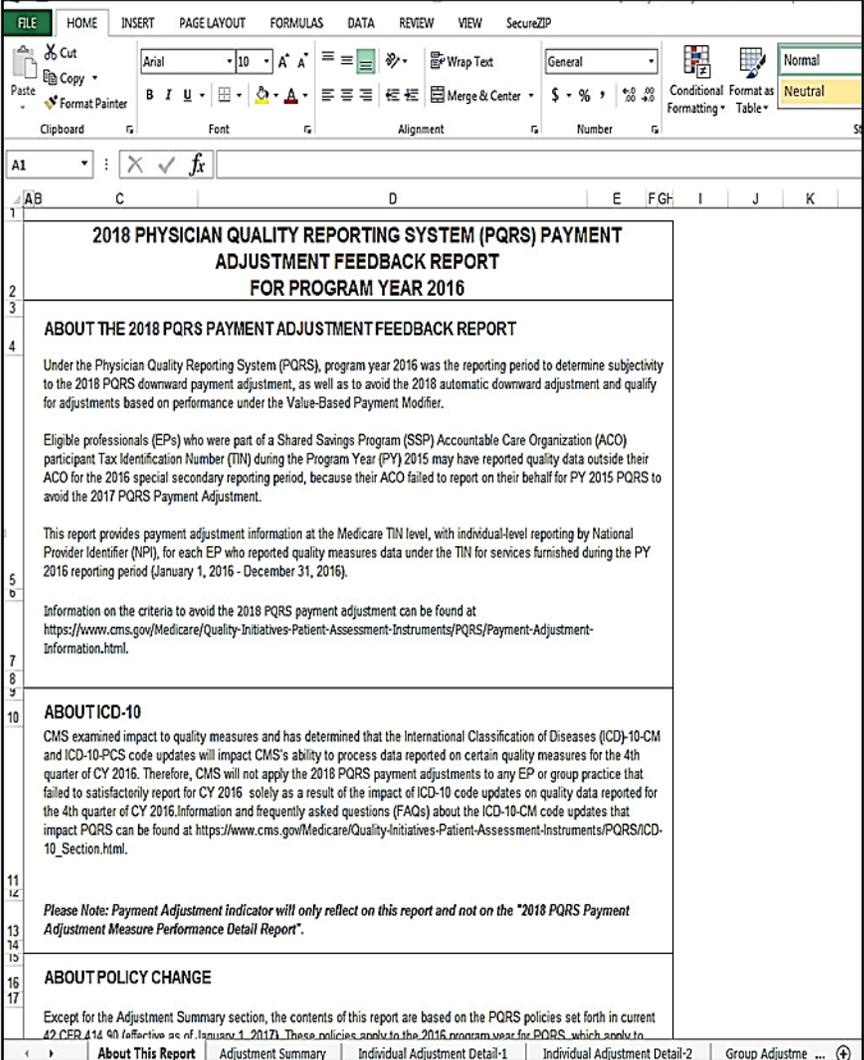
## B. Download a PQRS feedback report from the PV-PQRS Feedback Reports Portal

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
<ol style="list-style-type: none"> <li>Select the year <b>2016</b> from the <b>Select a Year</b> drop-down menu and then select one of the PQRS feedback reports from <b>Select a Report</b> drop-down menu.</li> <li>Select <b>Download this report in Excel format</b> from <b>Select an Action</b> drop-down menu.</li> </ol>	 <p>The screenshot shows the 'Welcome to Physician Value Physician Quality Reporting Portal' page. It includes a notice about 2018 Value Modifier payment adjustments. Below the notice are three dropdown menus: 'Select a Year' (set to 2016), 'Select a Report' (set to 'PQRS Payment Adjustment Feedback Report'), and 'Select an Action'. The 'Select an Action' dropdown is open, showing options: 'Select an Action', 'View Online', and 'Download this report in Excel format'. A red arrow points to the 'Download this report in Excel format' option.</p>
<ol style="list-style-type: none"> <li>Select one <b>TIN</b> or <b>NPI</b> (depending on which report you choose) from the <b>Available</b> TINs/NPIs.</li> <li>Select <b>Export</b>.</li> </ol>	 <p>The screenshot shows the 'TIN (Required)' selection screen. It prompts the user to 'Please select a TIN' and provides a search interface. The search results list several TINs, including:         <ul style="list-style-type: none"> <li>.Brnktwq Gvjrf:9502</li> <li>.FWQNSLYTS KFRNQD RJQNHNSJ NSH:7264</li> <li>.MFSJD HMNWTQWPHYNHQH.:2495</li> <li>.QFVWJ2S P JLFNR RQ, QQH:7151</li> <li>'F' XYWJJY HQNSNH TK HMNWTQWPHYNH, QQH:7554</li> <li>(Qjqtvjx) Rfwynsc:7251</li> <li>(WNOJWXXNQ) KFRNQD RJQNHNSJ:7436</li> </ul>         At the bottom of the screen, there are 'Export' and 'Cancel' buttons. A red arrow points to the 'Export' button.       </p>

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

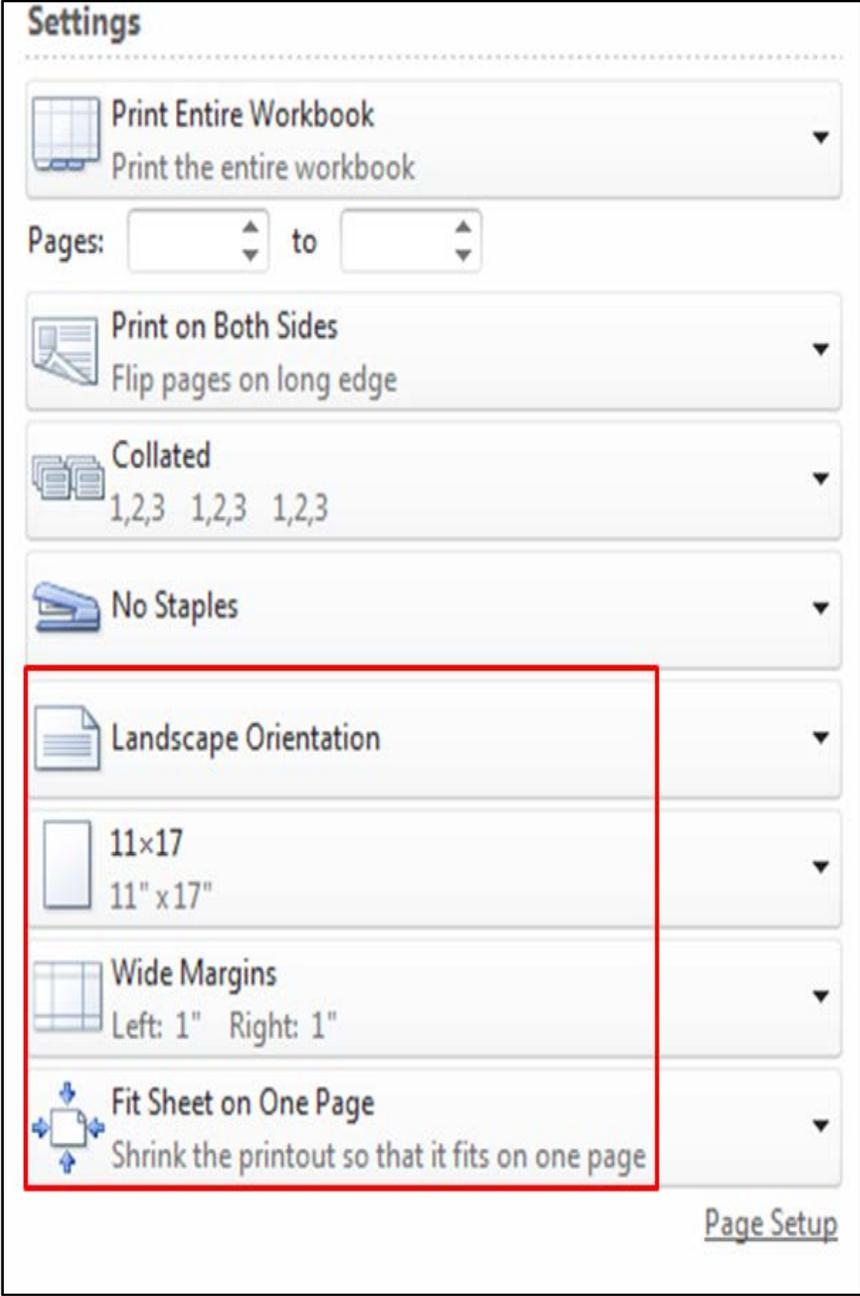
# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

Steps	Screenshots
<p>The PQRS feedback report is exported to <b>Excel</b> format.</p> <p><b>Note:</b> Use the <b>Microsoft Excel</b> toolbar features to <b>Save</b> and/or <b>Print</b> the selected report.</p> <p><b>Note:</b> All the tabs in the Report will be exported to the Excel file.</p> <p><b>Note:</b> Exported cells may look truncated. Please expand the cells to view the whole content.</p>	 <p>The screenshot displays the Microsoft Excel interface with the following content in the active cell:</p> <p style="text-align: center;"><b>2018 PHYSICIAN QUALITY REPORTING SYSTEM (PQRS) PAYMENT ADJUSTMENT FEEDBACK REPORT FOR PROGRAM YEAR 2016</b></p> <p><b>ABOUT THE 2018 PQRS PAYMENT ADJUSTMENT FEEDBACK REPORT</b></p> <p>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.</p> <p>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.</p> <p>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).</p> <p>Information on the criteria to avoid the 2018 PQRS payment adjustment can be found at <a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/Payment-Adjustment-Information.html">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/Payment-Adjustment-Information.html</a>.</p> <p><b>ABOUT ICD-10</b></p> <p>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 <a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/ICD-10_Section.html">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/ICD-10_Section.html</a>.</p> <p><i>Please Note: Payment Adjustment indicator will only reflect on this report and not on the "2018 PQRS Payment Adjustment Measure Performance Detail Report".</i></p> <p><b>ABOUT POLICY CHANGE</b></p> <p>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</p> <p>The bottom of the screenshot shows the Excel ribbon with tabs: <b>About This Report</b>, <b>Adjustment Summary</b>, <b>Individual Adjustment Detail-1</b>, <b>Individual Adjustment Detail-2</b>, and <b>Group Adjustme ...</b></p>

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

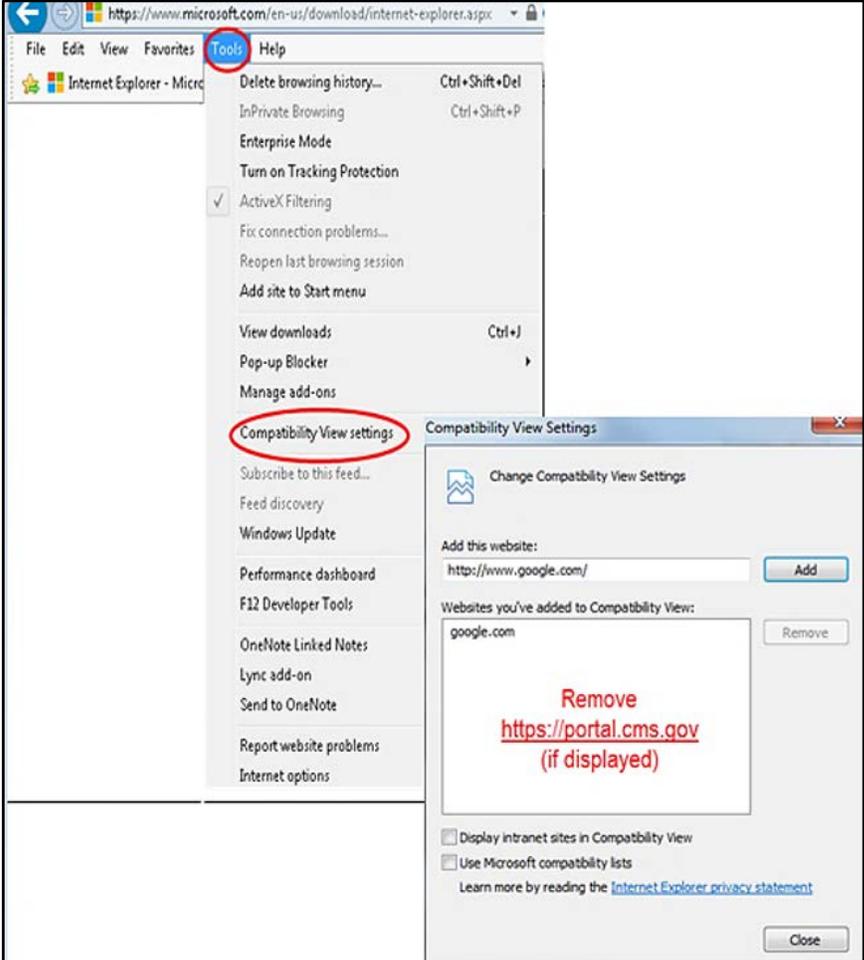
## VI. Printing Tips

Steps	Screenshots
<p>1. Select the following <b>Settings</b> options as listed below to get a better view of the downloaded report:</p> <ul style="list-style-type: none"><li>• <b>Orientation:</b> Landscape</li><li>• <b>Paper Size:</b> 11 x 17</li><li>• <b>Fitting:</b> Fit All Rows on One Page</li></ul> <p><i>Note: The print options can be applied to the entire workbook by selecting <b>Ctrl</b> on your keyboard to select all tabs.</i></p>	 <p><b>Settings</b></p> <p> <b>Print Entire Workbook</b> Print the entire workbook</p> <p>Pages: <input type="text"/> to <input type="text"/></p> <p> <b>Print on Both Sides</b> Flip pages on long edge</p> <p> <b>Collated</b> 1,2,3 1,2,3 1,2,3</p> <p> <b>No Staples</b></p> <p> <b>Landscape Orientation</b></p> <p> <b>11x17</b> 11" x 17"</p> <p> <b>Wide Margins</b> Left: 1" Right: 1"</p> <p> <b>Fit Sheet on One Page</b> Shrink the printout so that it fits on one page</p> <p><a href="#">Page Setup</a></p>

If you have questions about the 2016 PQRS feedback report or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8:00 a.m. to 8:00 p.m. Eastern Time.

# Quick Reference Guide for Accessing 2016 PQRS Feedback Reports

## VII. Troubleshooting Browser Settings

Steps	Screenshots
<p><b>Troubleshooting</b></p> <p>If you are not using one of the supported browsers or are having trouble viewing the <b>CMS Enterprise Portal</b> using Internet Explorer 9:</p> <ul style="list-style-type: none"><li>• Ensure the browser is open,</li><li>• Press the <b>Alt</b> key to display the Menu bar (or right-click the <b>Address bar</b> and then select <b>Menu bar</b>).</li><li>• Select <b>Tools</b> on the <b>Menu bar</b>.</li><li>• Select <b>Compatibility View Settings</b>.</li><li>• Remove the CMS Enterprise Portal web address if it appears in the <b>Websites you've added to Compatibility View</b> box.</li><li>• Un-check all of the boxes below <b>Websites you've added to Compatibility View</b>.</li><li>• Close the <b>Compatibility View Settings</b> box.</li><li>• Close the current browser session.</li><li>• Open a new browser session.</li><li>• Go to <a href="https://portal.cms.gov">https://portal.cms.gov</a> and select <b>Login to the CMS Enterprise Portal</b>.</li></ul>	

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