Incentive News

Reminder:

Information which will assist you — and the latest updates — are available on the [TennCare EHR Incentive website](#).

June 30 Final Date for Resubmitting Eligibility Corrections

if your 2017 attestation was returned to you for correction, you have another important date to remember. June 30 is the final date TennCare will accept resubmitted attestations that were returned for eligibility purposes.

Details on page 2

Your TennCare EHR Incentive Program Will Not Change Name – for Now

Although the Centers for Medicare and Medicaid Services (CMS) has announced a name change for its EHR Incentive programs overall, the Division of TennCare will continue for now to refer to its program as the TennCare EHR Provider Incentive Payment Program.

As reported to you in last month's *EHR Incentive News*, CMS has renamed the Medicare and Medicaid Electronic Health Record (EHR) Incentive Programs to the Medicare and Medicaid [Promoting Interoperability (PI) Programs](#) for eligible hospitals, critical access hospitals, and Medicaid providers.

While TennCare is not presently changing the name of its program, please be aware that it now falls under the broader CMS [Promoting Interoperability](#) banner. As such, you will see more and more references to "**Promoting Interoperability"**. The new tagline "*A CMS Promoting Interoperability Program*" added to the nameplate above is an example of what you will see in the days ahead.

In the same press release, CMS also announced a renaming of the [MIPS](#) ([Merit-based Incentive Payment System](#)) Advancing Care Information performance category to the [Promoting Interoperability](#) performance category for [MIPS](#)-

eligible clinicians. This rebranding **does not merge or combine** the EHR Incentive Programs and MIPS.

The goal of these changes is to continue the CMS focus on improving patients' access to health information and reducing the time and cost required of providers to comply with program requirements.

TennCare is watching for further guidance and to see how the name change, overhaul, streamlining, and rebranding efforts progress. Any further effect this will have on our state's version of the EHR Incentive program will be determined should changes be needed to align with CMS. Be watching this newsletter and [our website](#) for any further details.

Division of TennCare

Keep Email Address Up-to-Date

To ensure you receive every communication from the EHR Incentive program, make sure you keep your email address updated. We'll be contacting you by email, whether it's the latest news or specifics about your attestation. Update your email address at the CMS EHR Registration and Attestation site in order to stay in touch. For assistance, contact the CMS Help Desk: (833) 238-0203.

Resubmit 2017 Attestations with Eligibility Corrections by June 30 Deadline

If you submitted your 2017 attestation by the deadline this year, congratulate yourself for a timely submission!

However, if your attestation was returned to you for correction, you have one more important date to remember. June 30 is the final date TennCare will accept resubmitted attestations that were returned for eligibility purposes.

As TennCare reviews EHR attestations there will be some with errors which we will return for correction. Some errors will occur in the "eligibility" section (the first four pages). Other errors will be found in your MU attestation section. And unfortunately, some of you will have errors in both. Just as unfortunately, our processing doesn't allow us to return an attestation one time for **ALL** errors.

Whenever we return an attestation for correction, we also send a return letter to your email address of record explaining what needs to be corrected and how it can be corrected. If you have received such a letter, please correct and return your attestation **ASAP!** If you don't understand the problem or how to correct you can email either unit and we'll be happy to assist you. **REMEMBER,** if you are attesting to MU and your attestation has been returned for an 'eligibility' problem, including patient volume, your attestation

still has to be reviewed according to the MU criteria. And problems found there will also have to be returned for correction. Later this year, we will have a cutoff date for MU returns, and if you fail to meet that date, your attestation will not be approved.

I Don't Think I Received a Letter –How Can I Know if This Deadline Is for Me?

1. If you've already received your 2017 EHR Incentive payment, or if you have been told you are approved for a 2017 payment, *this deadline is not for you.*

2. If you have received a return letter from the Meaningful Use Review Unit, requesting corrections to either the Meaningful Use Questions or Meaningful Use Clinical Quality Measures pages of your attestation, then *this deadline is not for you*.

3. If you missed or deleted your letter, check your attestation status by logging into your account, and scroll to the bottom of your dashboard. There you will see the words "Current Status". If that's followed by "**Eligibility Attestation Returned**", *then you have an attestation to correct and return*!

TN Division of **TennCare**

Finding Public Health Reporting Options

Participating partners, seeking Public Health reporting options in TN should review the TDH Declaration of Readiness to determine currently available Public Health or Specialized registry options. Centers for Medicare & Medicaid Services (CMS) recently announced that the Registry of Patient Registries (RoPR) would replace the Centralized Repository created in 2016.

It is the desire of CMS to use RoPR as the centralized source of information for MIPS eligible clinicians, Medicaid eligible professionals, Medicare and Medicaid eligible hospitals, and critical access hospitals looking for public health and clinical data registries for electronic reporting options. Participation in the Centralized Repository by public health agencies, clinical data registries, and specialized registries is voluntary.

The Tennessee Department of Health (TDH) is in the process of evaluating the RoPR system. TDH will be working with the Meaningful Use (MU) Public Health (PH) Reporting Requirements Task Force to review the system and establish the next steps before registering TDH surveillance systems and registries. Tennessee Public Health reporting options will not be displayed in the RoPR until after TDH has completed a thorough evaluation. Current or future TN Public Health Reporting options will always be available at the TDH Declaration of Readiness website.

For questions related to the TDH Declaration of Readiness, contact the TDH Meaningful Use Coordinator at (615) 253-8945 or MU.Health@tn.gov.

Why Has Your Fiscal Office Contacted Me?

Once your attestation is approved for payment, TennCare's Fiscal Budget Office reviews your financial and banking information to ensure that you can be paid the EHR Incentive. Because the Incentive payments are made electronically, Fiscal must have up-to-date information. If they have contacted you about your attestation, they have found your financial information in the TennCare Provider Registration System needs updating.

Individual providers are required to keep their CAQH Proview profile current by reviewing and updating their information every 120 days.

Providers are also required to enter banking and ACH information to receive any payments. The link to complete this information is found at Provider Registration. This step can only be completed after your Medicaid ID has been assigned. Specific help is available at Provider.Registration@tn.gov.

Provider Groups/Clinics must revalidate their information in the Provider Registration System annually on the date of their initial enrollment with TennCare. To revalidate, log in and select "Revalidation" at the top of the page. Then select each link on the left side of the screen starting with the "Identification" link, making any updates by selecting "Save" and then "Next" on each tab. Financial information is entered on the "ACH Authorization" tab, and required documentation is uploaded there as well. For access to all of the fields for entering financial information, select "Yes" in answer to the first question on the tab. On the last tab you will see a "Submit" button if all entries are completed. Select "Submit" for the revalidation review process to begin with TennCare.

Any questions you may have about your enrollment as a TennCare provider or the information in your profile should be directed to Provider.Registration@tn.gov.

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With EHR Incentive Program questions and questions regarding eligibility, contact TennCare.EHRIncentive@tn.gov

For help with MU pages, please contact Edith Murphy, Clinical Nurse Educator, at ehrmeaningfuluse.tenncare@tn.gov. Place "Attn: Edith Murphy" in the subject line.

For CMS issues, contact the CMS Help Desk at NLRProdSupport@cms.hhs.gov or (833) 238-0203 (toll free). Hours of operation are Monday to Friday, 8:00 a.m. to 5:00 p.m. Eastern Time. Voicemail is available of outside regular operating hours.

View TennCare Medicaid EHR Incentive Program online assistance at

- Program website
- How-to PowerPoint Presentations
- FAQs
- Acronyms & Glossary
- Previous issues of EHR Incentive News

As always, anytime you have a question or need assistance, please contact us. We will get back to you as quickly as possible. Please be sure to include the provider's name and NPI when contacting us.

TennCare E-Newsletters: If you choose to unsubscribe from this list at any time, you may do so by sending a message to: listserv@listserv.tn.gov, (no subject) and unsubscribe MedicaidHIT. You will receive an email confirming your removal.

Help! I Can't Remember My PIPP Password!

Normally, all you need to enter TennCare's Provider Incentive Payment Program (PIPP) system and attest for the EHR Incentive is the user name and password for your account. But what if you can't get in?

If you can't remember the user name or password: First, check with another co-worker who knows or knows how to find the information. We always recommend more than one person in your practice have or have access to your User ID, password, and the answers to the security questions. In the event an employee leaves, someone else will know how to access the portal. If necessary, you can change the information in the future. If the designated co-worker isn't available, try recovering your User ID or resetting your password from the links provided on the PIPP Log-in page. You must know the answers to the security questions associated with the account to accomplish either task.

If you are unable to reset the password on your own, email the provider's name and NPI to TennCare.EHRIncentive@tn.gov and explain you need to have the password reset. We will send a temporary password you can use to get in the system (assuming you know the answers to the security questions). Once in PIPP, you can set up a new password only your office will know. Any time you set up a new PIPP password, remember it must be 7 to 10 characters, contain at least one non-alphanumeric character (! @ # % *), contain at least one upper case character and at least one lower case character, and must NOT have any spaces.