Centers for Medicare & Medicaid Services
CMS eXpedited Life Cycle (XLC)

Physician Quality Reporting System (PQRS) Electronic Prescribing (eRx) Incentive Programs Electronic Survey for Registries

User Manual

Version 1.0

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1. Introduction

The Physician Quality Reporting System (PQRS) Electronic Prescribing (eRx) Incentive Programs Electronic Survey (survey) for Registries was developed under CMS' guidance as they continue to work towards improving data quality from the Registry reporting option. The survey is a data collection tool to facilitate the identification, creation and deployment of process improvements, as well as the development of data quality recommendations for CMS, as the agency moves towards value based purchasing and as they expand public reporting of performance information on Physician Compare.

Purpose of this Document

This User Guide provides users with the information necessary to complete an electronic survey to include logging in, navigating within the survey application, and submitting a final survey.

Intended Audience of this Document

The intended audience for this document is users who are responsible for the compilation and submission of data using the Registry reporting option for the PQRS and eRx programs.

1.3 Document Security Considerations

There are no privacy or security concerns for this document because it does not contain any Personally Identifiable Information (PII) or Protected Health Information (PHI).

2. Overview

The survey is a web-based application that has a design predicated upon role-based access. Roles are defined according to job competency, authority, and responsibility. Within the application, the following roles exist:

- Administrator
- Survey User
- Reports User

This design enables users to carry out a wide range of authorized tasks by dynamically regulating their actions according to flexible functions, relationships, and constraints. Roles can be easily created, changed, or discontinued as the needs of the enterprise evolve, without having to individually update the privileges for every user. At a high level, this means that the amount of functionality available to the Survey Administrator would be different from the functionality available to a Survey User. The following diagrams depict the functionality for each, thus making it “role-based”.

Figure 1: Survey Administration Graphic Depiction

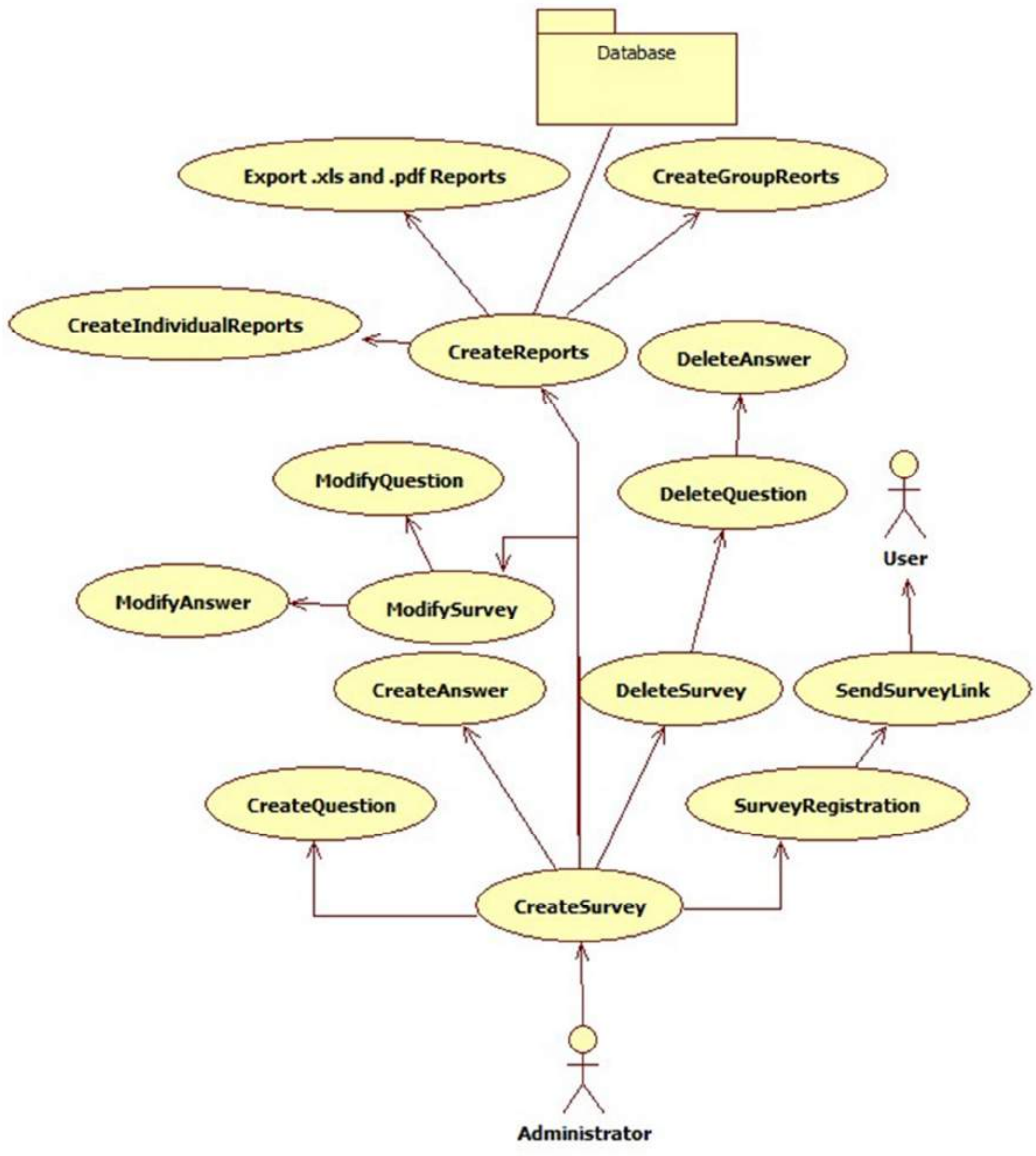
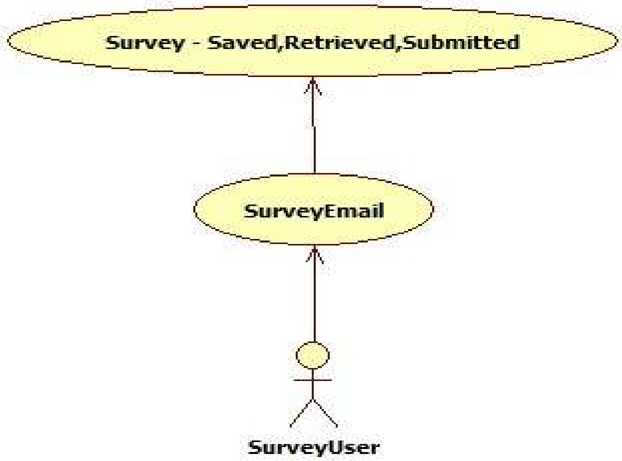


Figure 2: Survey User Graphic Depiction



This User Guide is specific to the features and functionality associated with the survey user role.

Users from Registries will access the survey via a link provided in an invitation email from the Survey Administrator – a system login is not required nor is personal information such as name, phone number, or email address collected. The survey will, however, display the Registry's contact details, as they are listed in the Qualified Registries for the 2012 Physician Quality Reporting System (PQRS) and Electronic Prescribing (eRx) Incentive Programs Report, and the user will be asked to validate the information. If any of the information is incorrect, they are asked to contact the Survey Administrator at surveyadmin@archsystemsinc.com so the appropriate corrections can be made.

The survey will use a series of questions, arranged by category, to gather information about data handling practices, training and quality assurance, as well as stakeholder perceptions of challenges faced when participating in the program.

In order to assure HIPAA compliance, please do not include any Personally Identifiable Information (PII) or Protected Health Information (PHI) in your survey responses.

The categories of questions contained within the survey, and a description of each, are described in Table 1.

Category	Description
Corporate Information	Displays demographic information currently on file for the Registry such as Company Name, Address, and Telephone Number.
Training	The type of training provided to individuals responsible for transmitting the data.

Data Handling	Processes for data collection and transmission.
Quality Assurance	The validation and verification steps completed prior to data transmission.
eRx	Processes for data collection and transmission.
Feedback	User feedback regarding specific components of the Program. Free-form text is permitted.

Table 1: Survey Categories

The data collected through the completed surveys will be compiled, analyzed and provided to CMS as a report. CMS will in turn use this information to improve data quality from the Registry reporting option for the PQRS and eRx programs through the identification, creation and deployment of process improvements and data quality initiatives.

Conventions

The survey was designed with simplicity as a core requirement. It provides consistency among the various screens and does not require use of proprietary function keys, codes, and mnemonics that must be memorized by users to efficiently interact with the system.

3. Getting Started

The following sections describe system requirements for accessing the survey application.

Set-up Considerations

CMS screens are designed to be viewed at a minimum screen resolution of 800 x 600. To optimize your access to the Electronic Survey screen resolution should be set to 1024 x 768 or higher.

Access to the Internet is required as the Electronic Survey is a web-based application. The following Internet browsers are compatible for the Electronic Survey:

- Internet Explorer, version 8.0 or higher
- Mozilla Firefox
- Chrome

User Access Considerations

There are no special user access considerations.

Accessing the System

Users from Registries will access the survey via a link provided in the invitation email from the Survey Administrator – a system login is not required nor is personal information such as name, phone number or email addressed collected.

Survey Organization & Navigation

The survey has three (3) pages:

- Home Page
- Survey
- Help

The Home and Help pages are informational pages with embedded hyperlinks. Within the Survey page, a tab-based system is employed to organize and display the survey questions by category.

Exiting the System

Users may exit the survey by closing the application in their browser at any time. It is important to note that if the user exits without saving their work, all responses entered will be lost. All questions must be answered before the user can submit the survey.

Users can save their responses, exit the survey, and return to the survey at a later time by clicking the "Save an Exit" button. However, the survey will be closed once the user has clicked "Submit Survey."

Users who unintentionally submit their survey should contact the Survey Administrator (surveyadmin@archsystemsinc.com) to re-open the survey.

4. Using the System

When accessing the link provided by the Survey Administrator, users are directed to the survey Home Page. The user will see from the Menu Bar that the survey has three (3) pages:

- Home Page
- Survey
- Help

Users will navigate among the three survey pages by clicking on the Menu Bar.

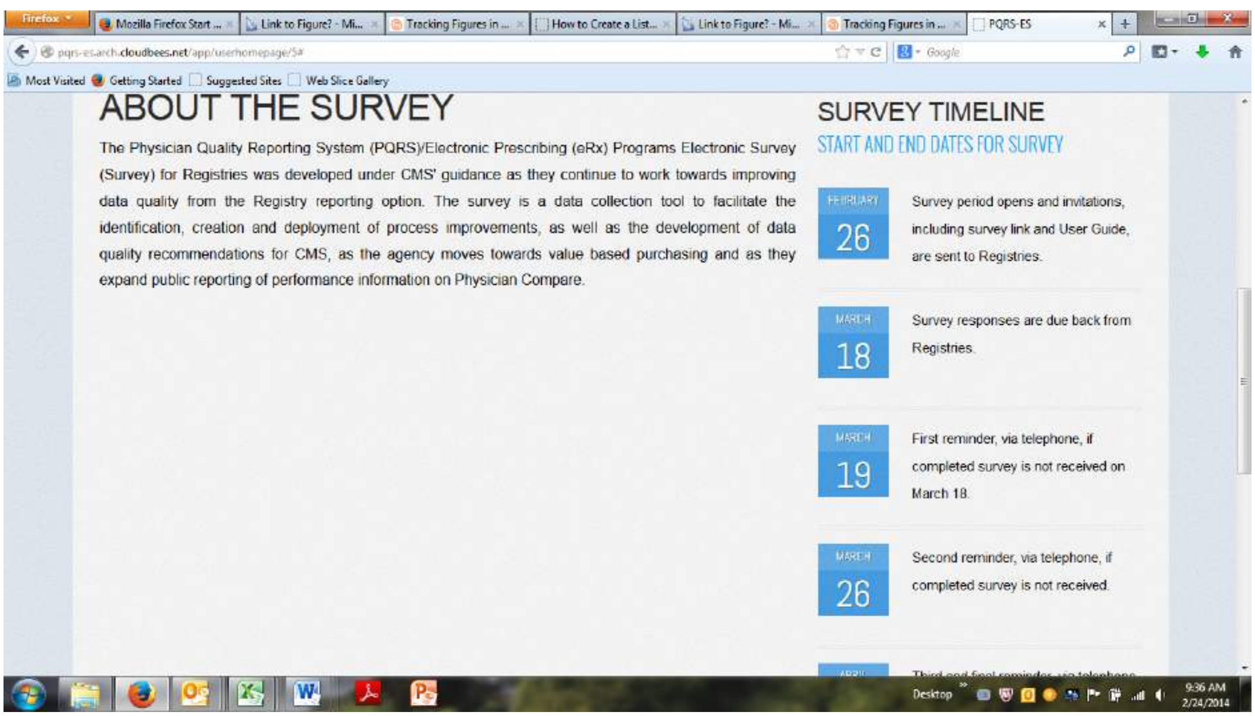
4.1.1 Survey Pages

Home Page

The Survey Home Page features the CMS logo, a statement explaining the purpose of the Survey, and the Survey timeline. A link is embedded within the CMS logo that will take the user to the CMS.gov Physician Quality Reporting System (PQRS) webpage.

Figure 3: Survey Home Page

Figure 4: Survey Explanation and Survey Timeline



Users can access the Physician Quality Reporting System (PQRS) page on the CMS website from the Survey Home Page by placing the curser over the CMS logo and clicking anywhere within the logo. By clicking the back arrow in the top left corner of the browser the user will be re-directed to the survey Home Page.

To access the Survey and the Help Page, users should click on the Menu Bar.

Figure 5: Home Page Navigation

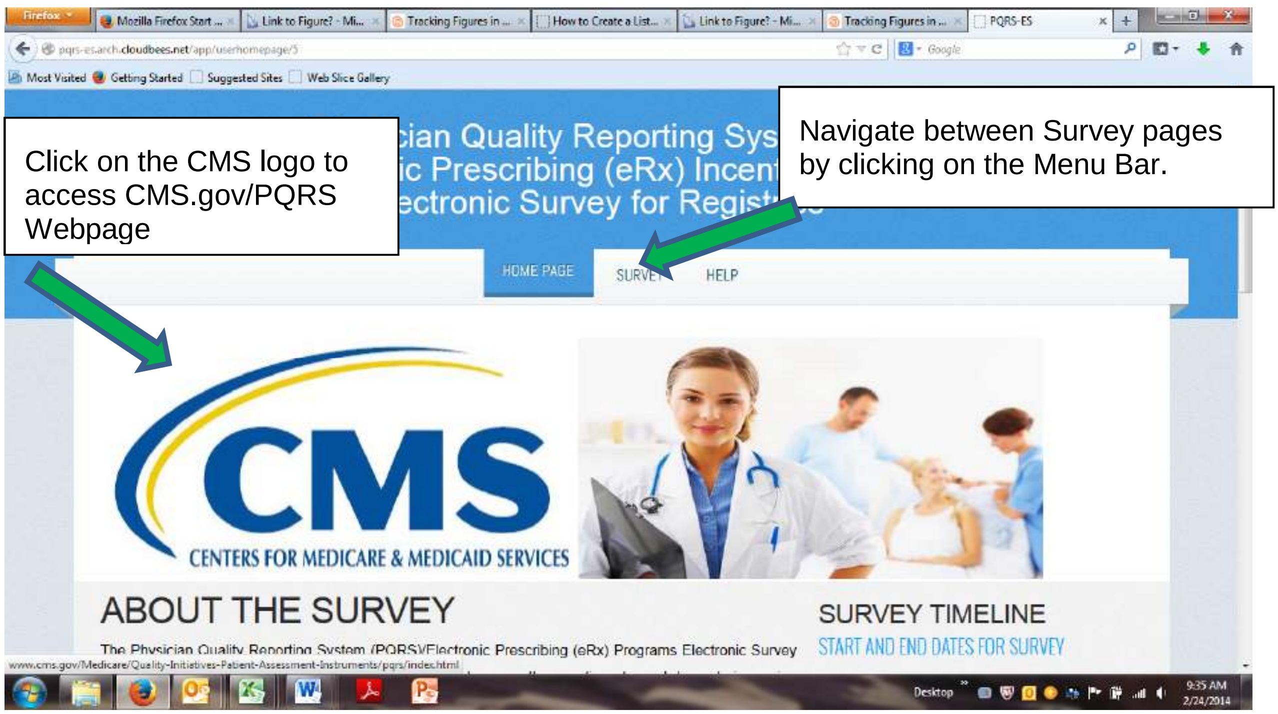
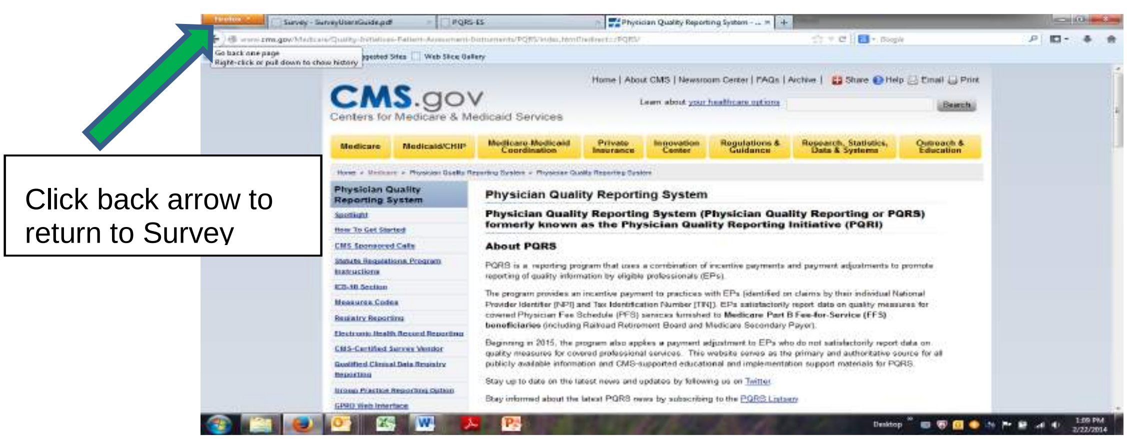


Figure 6: CMS.gov PQRS

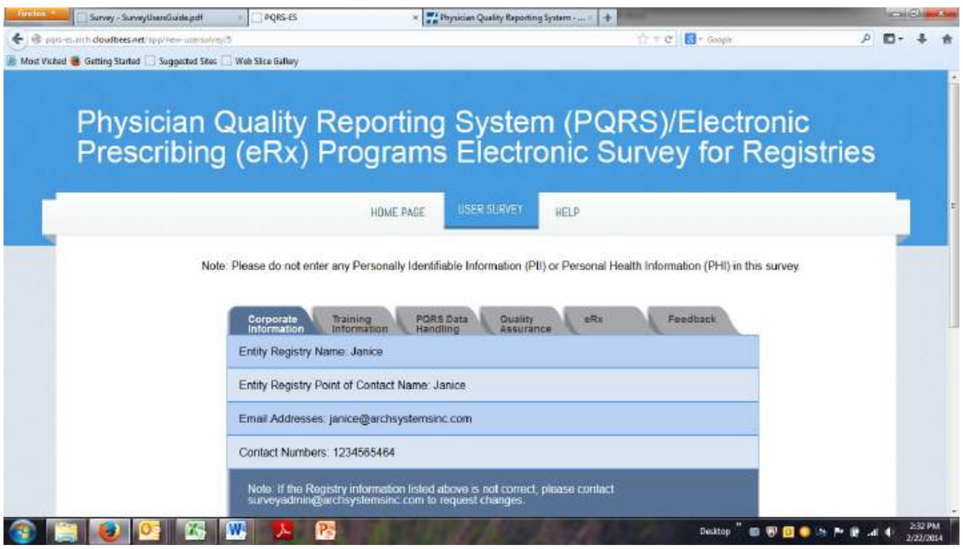


Survey

When the Survey Page opens, the user is presented with a tab-based system, which organizes and displays the survey questions within five categories: Training Information, PQRS Data Handling, Quality Assurance, eRx, and Feedback. The Corporate Information tab is active and pre-populated with the Registry's contact details, as they are listed in the Qualified Registries for the 2012 Physician Quality Reporting System (PQRS) and Electronic Prescribing (eRx) Incentive Programs Report. On the Corporate Information tab, the user will be asked to validate the information. If any of the information is incorrect, the user is asked to contact the Survey Administrator at surveyadmin@archsystemsinc.com so the appropriate corrections can be made.

It should be noted that the survey will not display the eRx tab for Registries that did not participate in the Electronic Prescribing (eRx) Program in 2012.

Figure 7: User Survey Opening Page



Help

The Help Page contains two important pieces of information: who to contact for technical support and a link for accessing the User Guide.

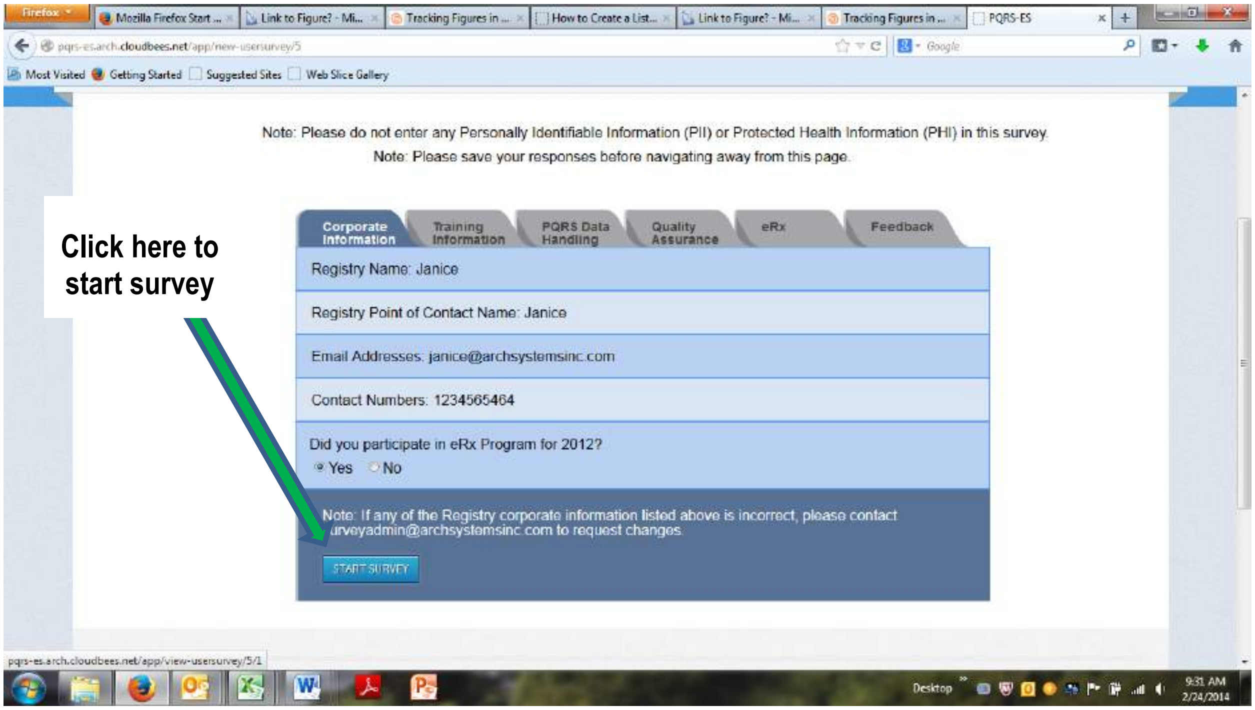
The page contains the email address for the Survey Administrator and the method for requesting assistance. The page also contains a link for accessing a copy of the User Guide. When the user clicks the link, the User Guide opens in a new window. To return to the survey, the user should close the window.

4.2.1 Completing the Survey

In order to complete the survey, the user begins by clicking "Survey" on the Menu Bar. The Survey Page opens and the user is presented with the Corporate Information tab. After verifying the Registry contact details, the user clicks "Start Survey" on the bottom left section of the

Corporate Information tab. If at any point the user chooses to “Save and Exit” the survey before submitting, this button will appear as “Restart Survey” when the user returns to the survey.

Figure 8: Start Survey



Answering the Questions

Each tab contains questions that are pertinent to the particular category. Users can move from one question to the next by hitting the tab key on the keyboard or by using the mouse. Users are not required to complete the survey in one sitting – they can save their work by using the “Save and Exit” option and returning at a later time.

The survey includes a variety of question types:

- Multiple choice with the option to select more than one answer
- Yes/No
- Free text responses

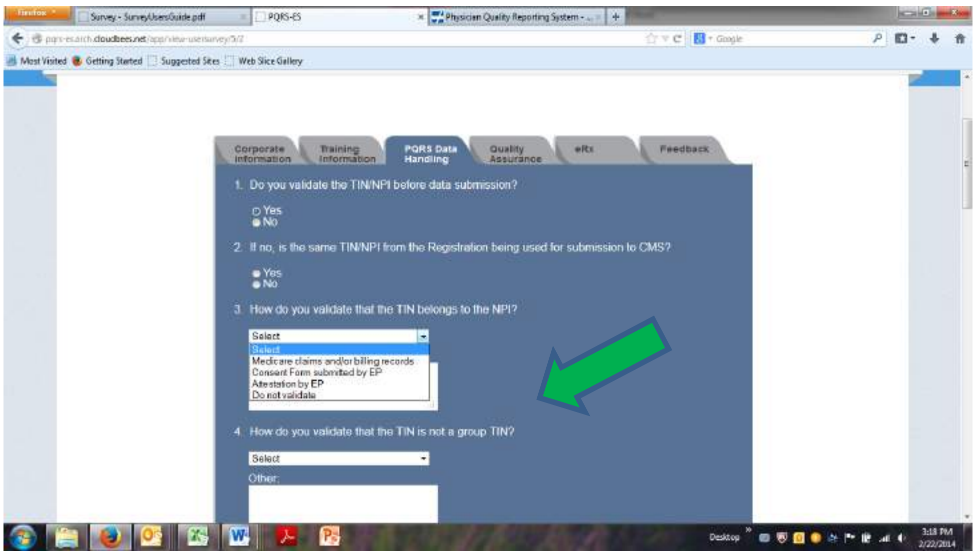
Certain questions require the user to select a response and also include additional information in a text box. For example, the user may select “Other” from the answer list and then enter the details for the “Other” response in the text box.

Multiple Choice Questions: The survey has 2 types of multiple choice questions:

- **Single Option Multiple Choice:** A drop down box appears for questions for which only one response is permitted.

To select a response from the drop down, click the arrow to the right of “Select”. Response options appear. Click on the desired response (see figure x: Selecting from a Drop Down)

Figure 9: Selecting From a Drop Down

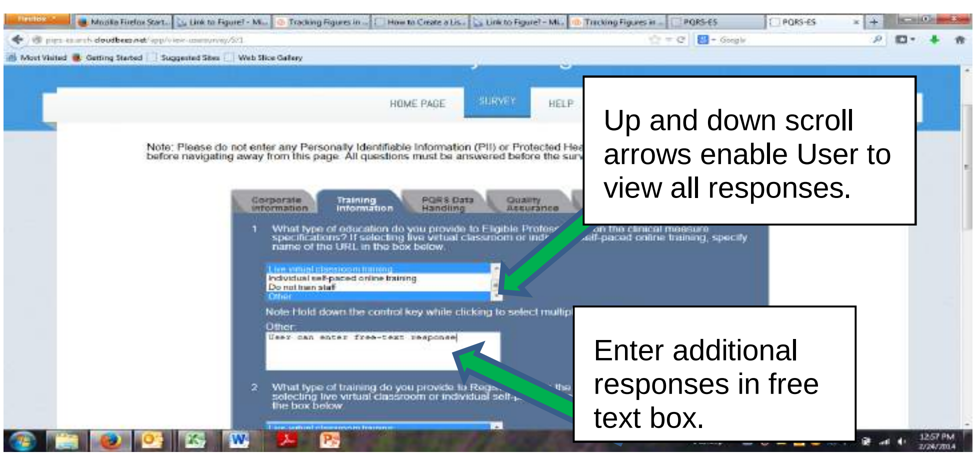


- **Multiple Option Multiple Choice Questions:** Multiple response options appear in the box, along with an up or down scroll to the right side of the box.

  To provide a single response to this type of multiple choice question, place the cursor over your selection and click using your mouse or keyboard.

  To provide more than one response to this type of multiple choice question, hold down the CTRL button on your keyboard, place the cursor over each selection and click for each desired response. Additional responses (“Other”) can be entered into the text box below the question response.

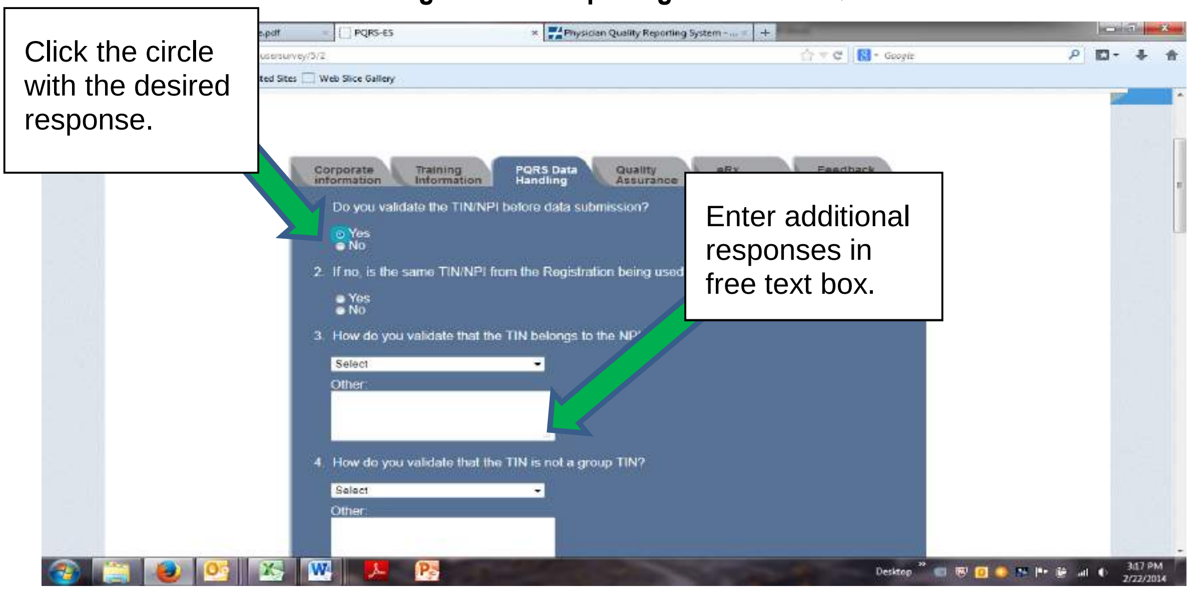
Figure 10: Completing Multiple Choice Questions



Yes/No Check Box Questions: Questions with yes, no, or N/A (not applicable) response options have a check box from which to make a selection. Certain Yes/No questions include a text box for additional response.

Place the curser over the circle next to the desired answer and click.

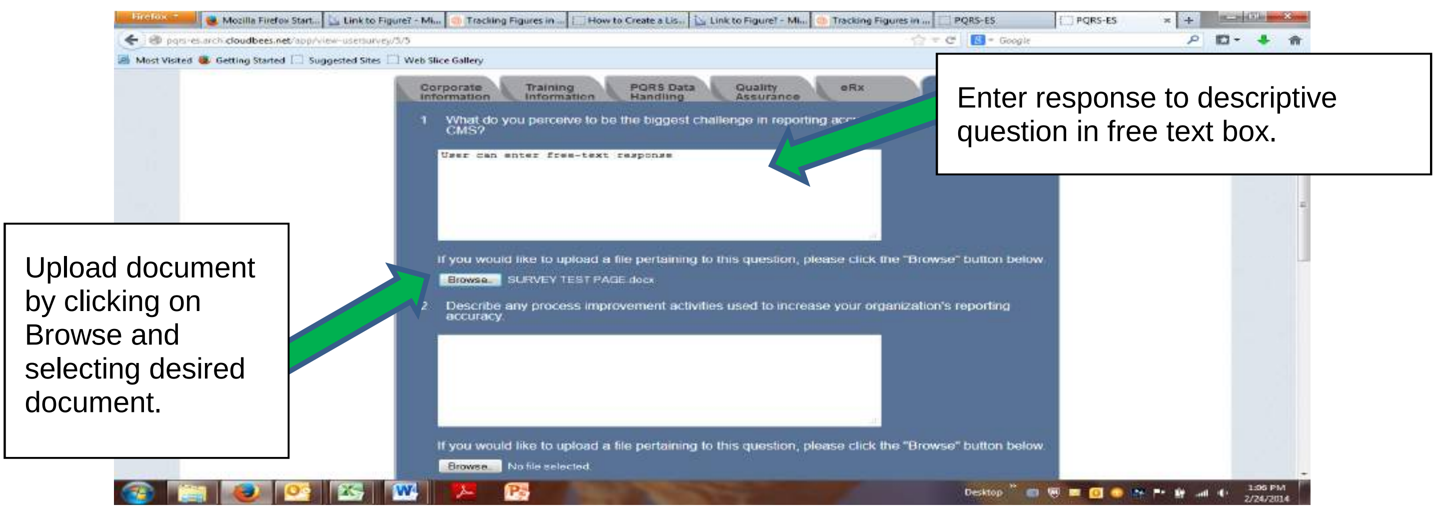
Figure 11: Completing Check Box Question



Descriptive Text Responses: Text boxes are provided for the user to enter a descriptive response. These boxes are provided for open-ended questions, such as those that appear on the Feedback tab (see Figure x: Free Text Descriptive Response Box), as well as for multiple choice questions for which an additional response is desired.

Document Upload: The user may upload a document to the survey by clicking Browse and selecting the desired document from their file system.

Figure 12: Description Responses



Saving and Submitting Survey

The following options are available to users for saving and submitting the survey. As previously mentioned, users are not required to complete the survey in one sitting. They can save their work and return later by clicking the “Save and Exit” button.

Save and Exit: Allows the user to save their responses and return at a later time. The Home Page displays the following message: *Your survey is saved. You can return to the survey via the link provided by the survey administrator to complete the survey.*

Save and Next: Allows the user to save their responses and move to the next question tab. The following message is displayed when Save and Next is selected: *<<Section Name>> section saved successfully. Proceed to next section.*

Submit Survey: Allows the user to submit their completed survey. The following message is displayed when the user clicks Submit Survey: *Are you sure you want to submit the survey? Once the survey is submitted you must contact the survey administrator to re-open the survey.* Once the user clicks “OK” to close the dialog box, the survey is successfully submitted. The user is taken to the Corporate Information tab where the following verbiage is present: *Your survey is complete. Thank you for participating in the survey.* The survey can only be submitted after all questions have been answered.

Figure 13: **Save and Exit Notification**

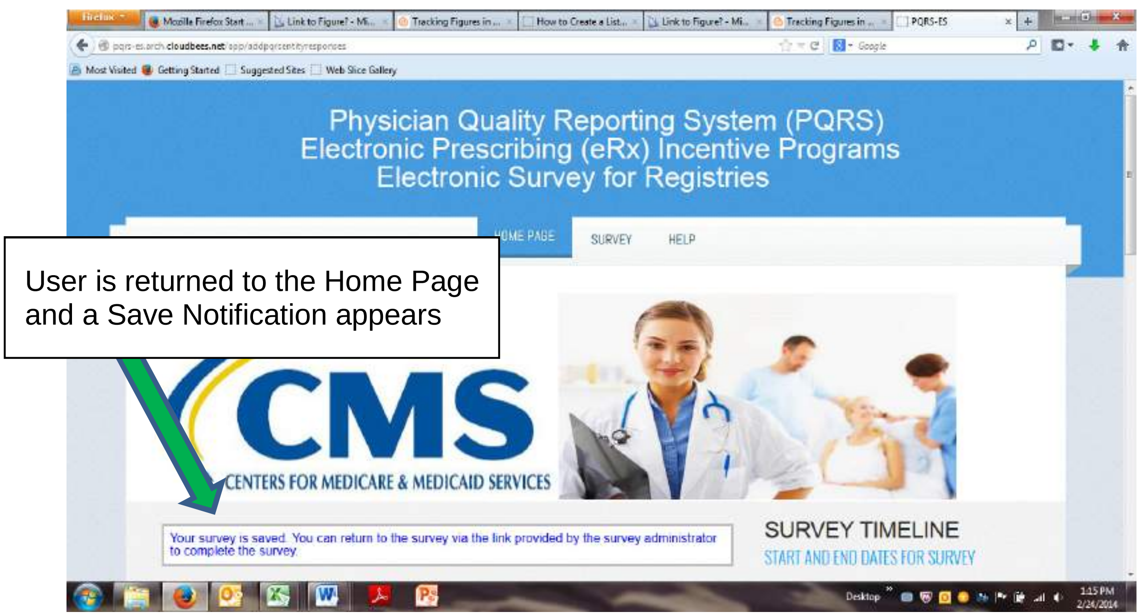
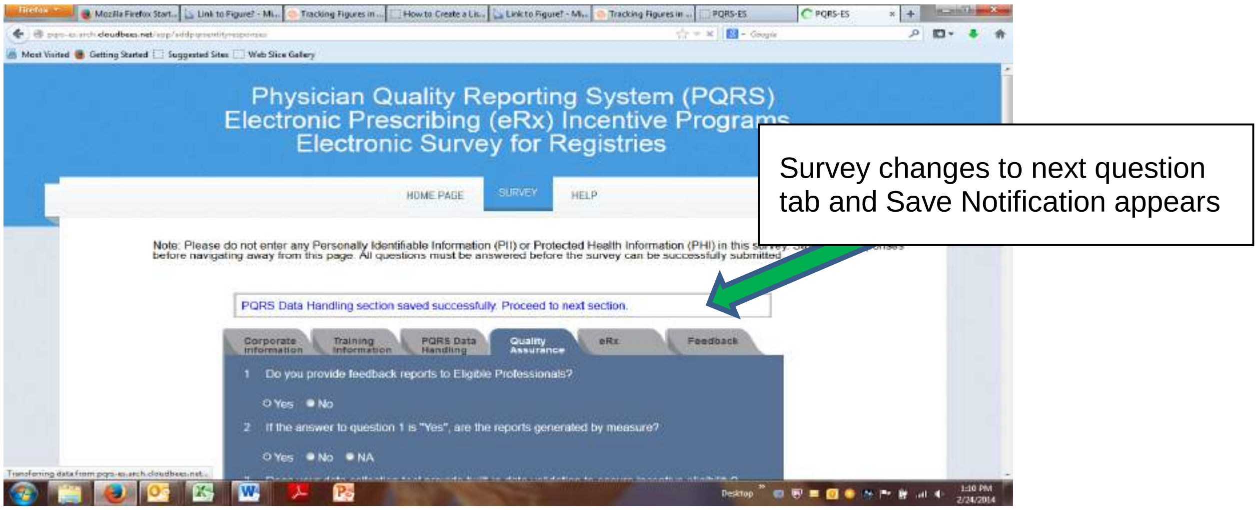
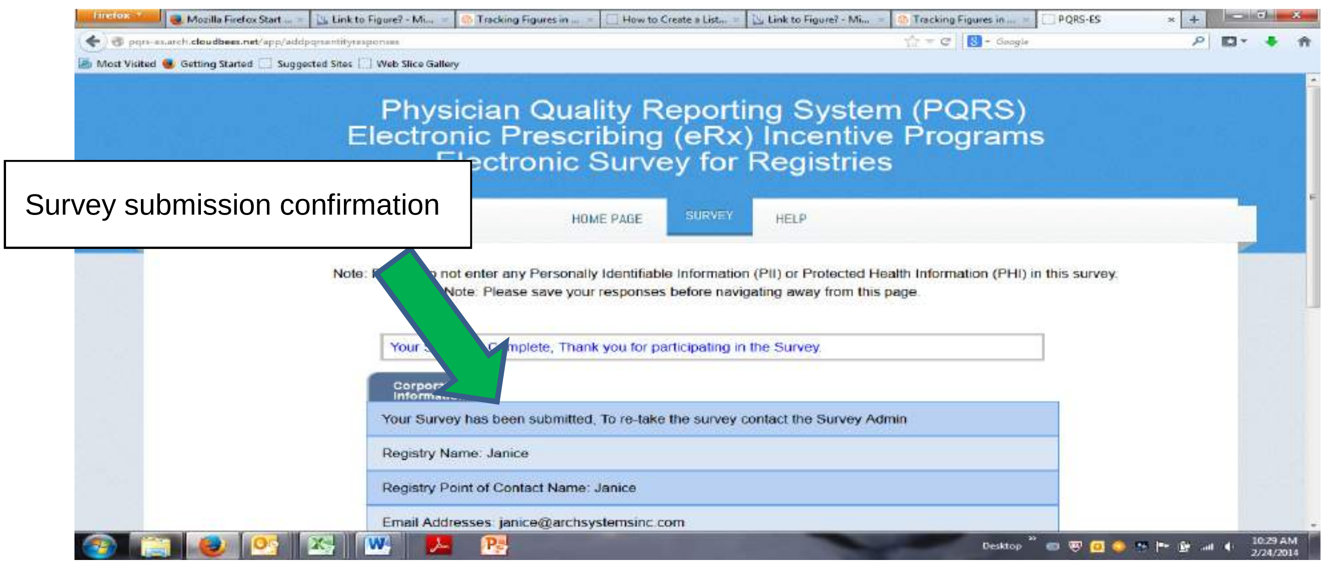


Figure 14: Save and Next Notification



Survey Submission Confirmation: When the User has submitted the Survey, a message will be displayed confirming that the survey has been completed (see 5.1 for Submission Error Message).

Figure 15: Survey Completed Notification



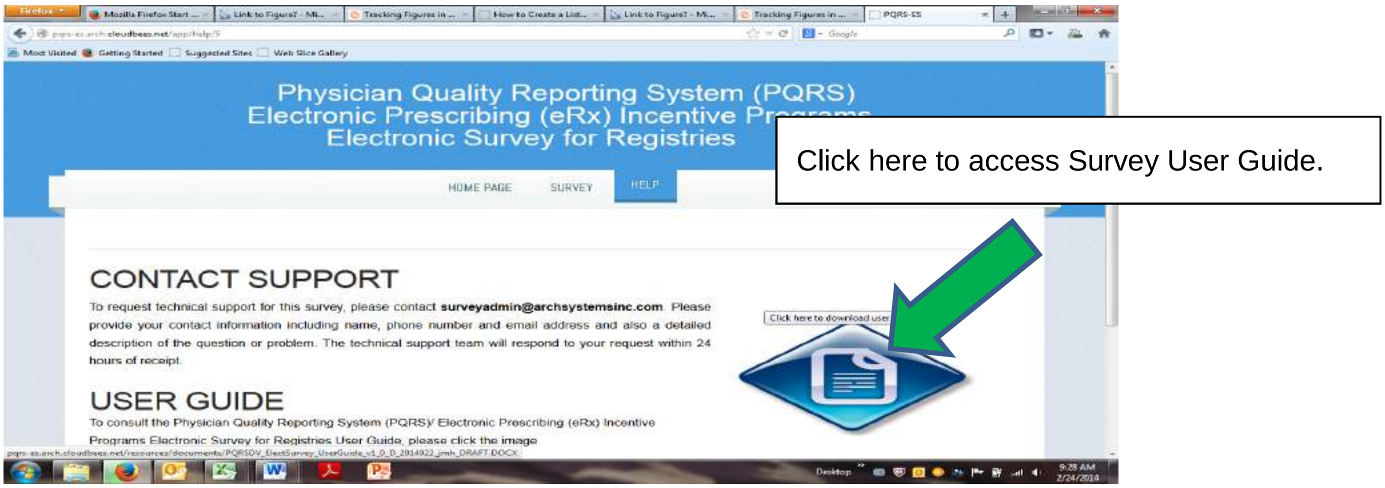
Survey Help

The Survey Help page can be reached from any Survey view. The Help page contains a Contact Support statement informing the User how to obtain technical support for the Survey. The Help page also has a link to the Survey User Guide.

4.1.1 Survey User Guide

The User can access an electronic version of the Survey User Guide by clicking the question mark that appears in the blue oval on the right side of the page next to the Contact Support statement.

Figure 16: Help Page



5. Troubleshooting & Support

Error Messages

As the user navigates through the survey, to include submission, they will encounter the following system-generated messages:

Save and Next Section Message

The Save and Next option is included on every tab except the Corporate Information and Feedback tabs. When the user clicks the "Save and Next" button, the following message is displayed: *<<Section Name>> section saved successfully. Proceed to next section.*

Save and Exit Message

The Save and Exit option is included on every tab except the Corporate Information tab. When the user clicks the "Save and Exit" button, the information is saved and they are taken to the Home Page. The following message appears on the Home Page: *Your survey is saved. You can return to the survey via the link provided by the survey administrator to complete the survey.*

Submitting Without Answering All of the Questions Message

The survey requires that the user answers all of the questions before submitting. If the user attempts to submit without answering every question in the survey, the following message will be displayed in red: *Please provide answers to all the questions before submitting the survey.*

Survey Certification before Submission Message

The survey requires that the user clicks a box on the Feedback tab, certifying that the answers provided are accurate. If the user attempts to submit without checking the box, the following message will be displayed: *Please check the certification box before submitting the survey.*

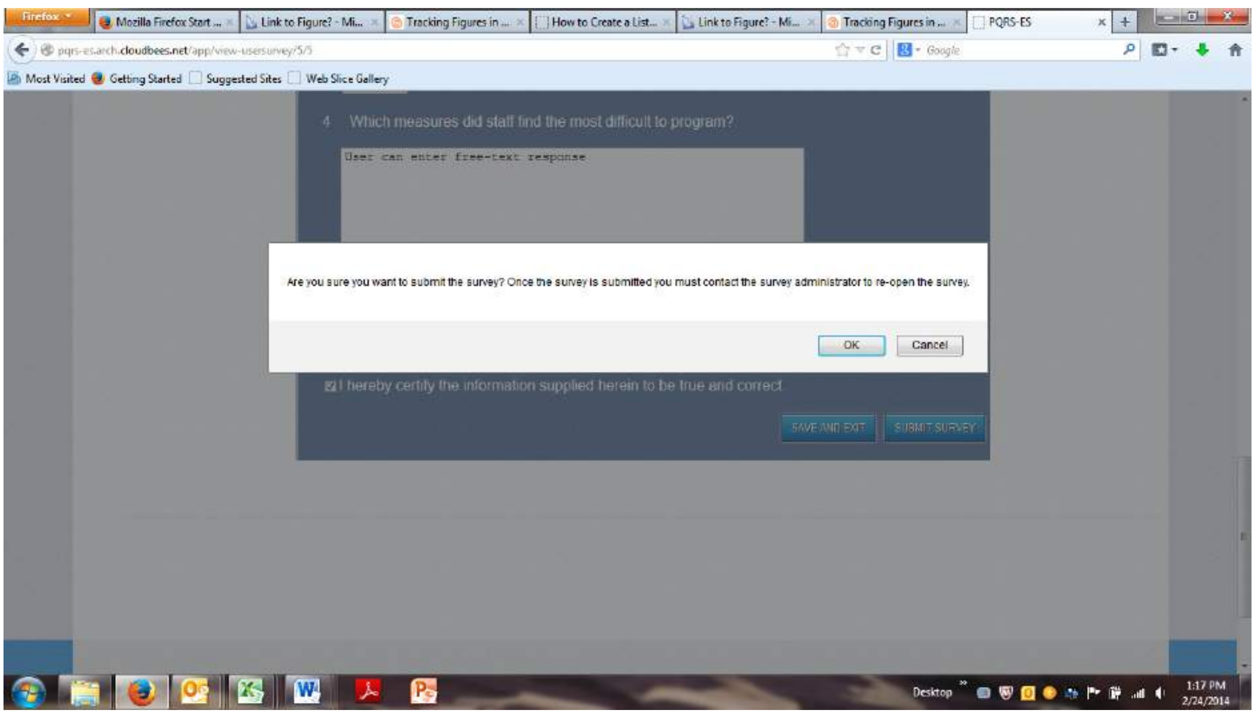
Successful Submission Message

After the user has answered all of the questions and checked the certification box, they are ready to submit the survey. When the user clicks the “Submit Survey” button, the following message is displayed: *Are you sure you want to submit the survey? Once the survey is submitted you must contact the survey administrator to re-open the survey.* The user clicks “OK” to close the dialog box and the survey is successfully submitted. The user is taken to the Corporate Information tab where the following verbiage is present: *Your survey is complete. Thank you for participating in the survey.*

Survey Status Message after Submission

After successful submission of the survey, if the user accesses the survey via the link provided by the Survey Administrator, the browser will open at the survey Home Page. If the user clicks "Survey" from the menu bar, the survey will open at the Corporate Information tab. The following verbiage will appear in the Corporate Information tab: *Your survey has been submitted. Please contact the survey administrator to re-open the survey.*

Figure 17: Submission Attempt Error Message



Special Considerations

There are no special considerations for this survey.

Support

- Technical Support – To request technical support for this survey, users can email surveyadmin@archsystemsinc.com and request assistance. Users should include their name, phone number, and email address and also a detailed description of the question or problem. The mailbox is monitored from 7:00 am to 7:00 pm EST, Monday through Friday. The technical support team will respond to your request within 24 hours of receipt.

- User Guide – The User Guide is made available electronically on the Help tab of the survey. Users can refer to the guide for assistance with issues involving navigation, system requirements, etc.

Acronyms

Acronym	Literal Translation	Definition
CMS	Centers for Medicare and Medicaid Services	CMS is a Federal agency within the United States Department of Health and Human Services that administers the Medicare program and works in partnership with state governments to administer Medicaid, the State Children's Health Insurance Program, and health insurance portability standards.
EP	Eligible Professional	Designation given to providers who are eligible to participate in the Physician Quality Reporting Program.
eRx	eRx	The Medicare Electronic Prescribing Incentive Program.
EST	Eastern Standard Time	The time zone within which administrative support is available for the Survey.
GPRO	Group Practice Reporting Option	A new group practice reporting option (GPRO) for the Electronic Prescribing (eRx) Incentive Program beginning with the 2010 eRx Incentive Program.
NCH	National Claims History	CMS System of Record (SOR). The primary purpose of this modified system is to collect and maintain billing and utilization data on Medicare beneficiaries enrolled in hospital insurance (Part A) or medical insurance (Part B) of the Medicare program for statistical and research purposes related to evaluating and studying the operation and effectiveness of the Medicare program.
NPI	National Provider Identifier	An NPI is a unique 10-digit identification number issued to health care providers in the United States by Centers for Medicare & Medicaid Services. Covered health care providers and all health plans and health care clearinghouses must use the NPI in the administrative and financial transactions adopted under Health Insurance Portability and Accountability Act.
PDF	Portable Document Format	A file format used to represent documents in a manner independent of application software, hardware, and operating system.
PHI	Protected Health Information	Protected health information (PHI), also referred to as personal health information, generally refers to demographic information, medical history, test and laboratory results, insurance information and other data that is collected by a health care professional to identify an individual and determine appropriate care.
PII	Personally Identifiable	PII is information that identifies or describes an individual,

	Information	including but not limited to name, address, telephone number, social security number, credit card number, and personal characteristics that make the individual's identity easily discoverable.
PQRS	Physician Quality Reporting System	PQRS is a reporting program that uses a combination of incentive payments and payment adjustments to promote reporting of quality information by eligible professionals (EPs).
SOR	System of Record	An information storage system that is the authoritative data source for a given data element or piece of information.
SR	Service Request	An SR is used within CMS to initiate work.
TIN	Taxpayer Identification Number	A TIN identifies entities for tax-related purposes such as filing tax returns, or other actions such as opening a bank account.
VPN	Virtual Private Network	A VPN is a network set up for use by a limited number of individuals, such as employees of a company, operating over a large area. The network typically uses encryption to keep information secure.
XML	Extensible Markup Language	XML is a set of rules for encoding documents in a machine-readable format.

Table 2: Acronyms

Record of Changes

Version Number	Date	Author/Owner	Description of Change
1.0_D	02/24/2014	Arch Systems, Inc.	Baseline Draft Version

Table 3: Record of Changes

Approvals

The undersigned acknowledge that they have reviewed the User Manual and agree with the information presented within this document. Changes to this User Manual will be coordinated with, and approved by, the undersigned, or their designated representatives.

Signature: Date:

Print Name:

Title:

Role: Submitting Organization's Approving Authority

Signature: Date:

Print Name:

Title:

Role: CMS Approving Authority

Signature: Date:

Print Name:

Title:

Role: CMS Business Owner