

JANUARY 2020



# Incentive News

TENNCARE EHR PROVIDER INCENTIVE PAYMENT PROGRAM

A CMS "Promoting Interoperability" Program

## Reminders:

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

## CMS Registration System (RNA) User Password Reset Required

CMS is currently implementing Multi-Factor Authentication (MFA) in its Identity & Access Management System (I&A) to better protect your information. The first phase of this implementation for the CMS HITECH Registration System (RNA) will require ALL users to reset their passwords when they next log into the RNA site. See pages 2-3 for details.

## Make 2020 the Year You Attest Again for an EHR Incentive Payment

If you received at least one EHR Incentive payment in the past, there's good news! If you are an Eligible Professional (EP) that hasn't yet received six payments, you may be eligible for more!



TennCare's Electronic Health Records (EHR) Provider Incentive Payment Program (PIPP) is still not a completed program — it will continue through Program Year (PY) 2021! And as of January 1, PIPP is ready to accept attestations for PY 2019.

The end of the 2016 program year marked the closing of enrollment and first-time attestation. All providers who continue will now be attesting for MU. Those who have received only an Incentive payment for AIU can attest for their first year of MU with MU and Clinical Quality Measure (CQM) data for a 90-day period from 2019.

If you checked into MU previously and decided it was too complicated to continue, be aware that CMS

made some changes in the recent past to streamline requirements and reporting. And for PY 2019, TennCare has made some changes to help simplify completing of the MU and CQM pages within the form.

Don't delay! You will find that by attesting sooner (in January or at least by February) rather than later (March), you will have more time to complete and submit your PY 2019 attestations, and more time to make corrections should any of your attestations be returned to you.

Contact the EHR Provider Incentive Unit with your questions about PIPP at [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov).

# CMS RNA User Password Reset Required for ALL Users after December 28, 2019

When providers first registered for any version of the Electronic Health Records (EHR) Provider Incentive Payment Program (PIPP), they created an online profile at the CMS HITECH Registration System (RNA) website. Throughout the life of the TennCare EHR PIPP the RNA profile has maintained a significant role, supplying TennCare's PIPP attestation software with such information as a provider's primary practice address, email address, Payee NPI, and more.

Whenever a provider needs to change any information stored in the RNA profile, we in the TennCare EHR Incentive office must ask them to return to the RNA website to make that change. TennCare does not have access to the information stored with CMS, therefore we cannot change any information within the RNA profile on behalf of a provider. For a provider to access their profile on the RNA site, they must be registered with the CMS Identity & Access Management System (I&A), which helps control private entry to the system.

CMS has alerted TennCare that they are implementing Multi-Factor Authentication (MFA) in I&A to better protect the information there. For more information about MFA implementation, view this [PDF presentation](#).

The first phase of the implementation on the RNA site will be completed December 28, 2019.

**Following the update ALL users will have to reset their passwords as they log into the Registration System (RNA) for the first time after December 28, 2019.** This applies to **EVERY** user of the RNA, even if they recently reset their RNA password less than 60 days ago. Also, be aware resetting your password on or before the date will not eliminate the mandatory password reset required after December 28, 2019.

After entering the current password to sign into the

RNA, this error message will appear:

*"The account's password has expired. Please [go to I&A](#) to change the password now".*

Selecting the link will open up the Identity & Access Management System interface as shown below.

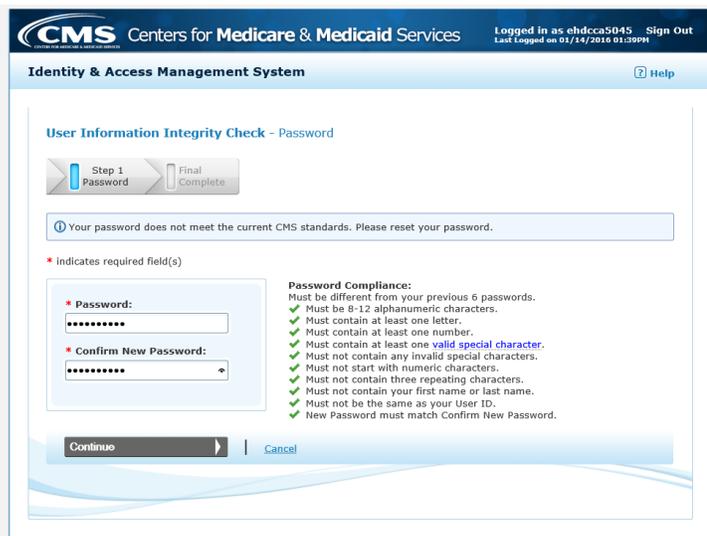
## 1. Read the Terms and Conditions and click 'Accept'

## 2. Enter the User ID and current password, and click 'Sign In'

**3. The 'User Information Integrity Check' message will appear as shown below. Click 'Continue To Start'**



**4. The system then prompts the user to create a new password.**



Only one password change is permitted in a 24-hour period.

In case assistance is required, contact the NLR Production Support Desk:

- By e-mail - [NLRProdSupport@cms.hhs.gov](mailto:NLRProdSupport@cms.hhs.gov).
- By phone - 1-833-238-0203 (Toll free. Hours of operation – Monday to Friday, 8 am to 5 pm Eastern Timer. Voicemail is available outside regular operating hours.

# Many Providers Needing to Access RNA for Email Address Update

The return email address on your EHR Incentive attestation is populated by the contact information you entered at the CMS Registration & Attestation System website when you first registered for the program. To update your email address and ensure you are receiving all communication from the TennCare EHR Incentive program, follow these instructions:

- Go to the CMS Registration & Attestation System site, <https://ehrincentives.cms.gov/hitech/login.action>
- Enter the CMS Registration Number you were given when you first registered
- Click on "Modify"
- As you go through **EACH** page, click "Save & Continue"
- On the appropriate page(s), enter your email address, then click "Save & Continue"
- On the last page, click "Submit"

This will save your information and cause CMS to resend your information back to us for processing within 24-48 hours.

Should you need help with the CMS website, contact [NLRProdSupport@cms.hhs.gov](mailto: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 outside of regular hours.





## Do You Have Questions About

### The EHR Incentive Program?

### Meaningful Use Measures?

### Electronic Clinical Quality Measures?

### Your attestation?

Email [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov)

**Always include the Provider's Name and NPI when communicating with TennCare.**

# State to Issue 1099s for Individual EPs Who Received EHR Incentive Payments during 2019

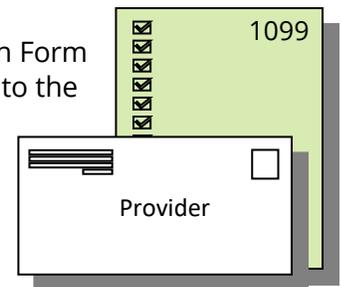
The State of Tennessee will issue individual 1099s to individual Eligible Professionals (EPs) who have received EHR Incentive Payments during 2019. The mailing will occur by January 31, 2020. EPs have the option to assign their EHR Incentive Payment to their Group Practice or Clinic, however, IRS guidelines require the issuance of Form 1099 to the EP.

The 1099 is an informational return that is also provided to the IRS. To determine if payments are taxable, you must consult your tax professional. The EP is responsible for selecting the appropriate option in the CMS Registration and Attestation System, whether the EP is to receive the EHR Incentive Payment or it is to be made to a designated Payee NPI (one with which the EP has a contractual relationship). The payment can be designated to a different entity for each year of program participation, but cannot be divided during a single year of program participation.

CMS, the Division of TennCare, and the EHR Provider Incentive Payment Program are not responsible for decision-making or mediation regarding the assignment of EHR Incentive Payments.

In most cases the EHR Incentive Payment itself is distributed to the group practice. When this occurs, it is the responsibility of the EP to

report the payment on Form 1099-MISC to the employer or entity which bills for the EP's services.



Contact your employer to obtain the tax ID number to be entered on the Form 1099-MISC.

Again, EPs are strongly encouraged to contact their tax professional on the proper handling of this matter.

EPs who lose their 1099 or otherwise need a replacement should contact F&A Accounts, Supplier Maintenance at [F\\_A.Accounts@tn.gov](mailto:F_A.Accounts@tn.gov). (There is an underscore [ ] between the F and the A.) In your message, please provide the tax year for which the 1099 is needed, Tax ID number, name, and either an email address, fax number, or current mailing address where the replacement 1099 can be sent.

Any questions about the EHR Provider Incentive Payment Program should be sent to [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov). F&A Accounts, Supplier Maintenance is NOT able to assist you with EHR Program-related questions.

# CRUNCH TIME IS COMING!

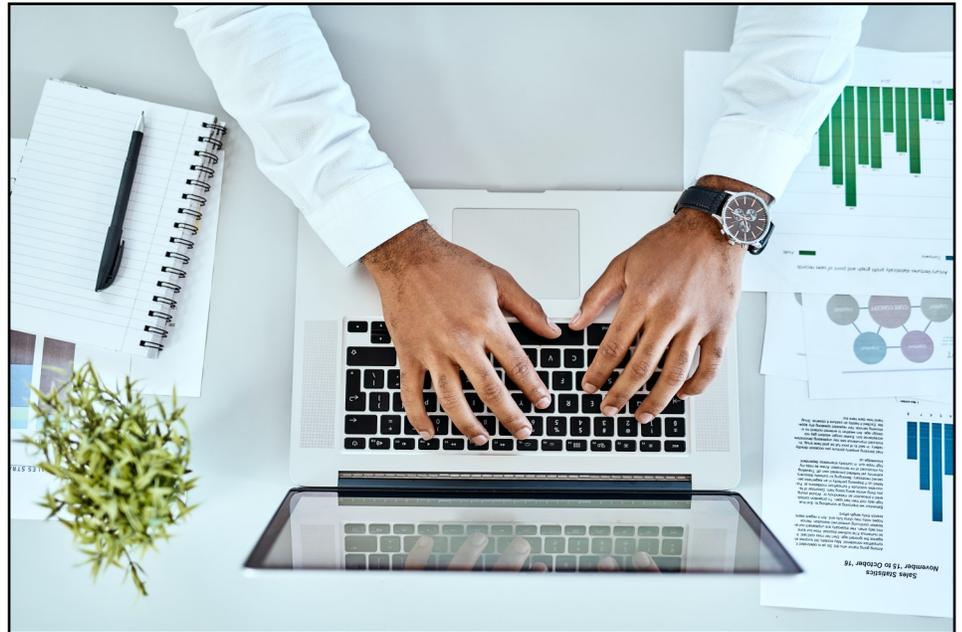
## *Attestations for Program Years 2020 & 2021 Must Be Completed in 2021*

The TennCare Medicaid EHR Provider Incentive Payment Program (PIPP) ends with Payment Year (PY) 2021. Per CMS Rules & Regs., all EHR Incentive payments for the program must be made by December 31, 2021 – creating the need for TennCare to collect attestations for both PY 2020 and PY 2021 during calendar year 2021.

To allow time for review, correction, and payment, deadlines for submitting applications will not follow the pattern established in previous years of the program, but instead will be adjusted to accommodate the revamped schedule.

Eligible Professionals can continue through 2021 if they have yet to receive all EHR Incentive Payments for which they are eligible. Providers must be able to meet the requirements for eligibility, patient volume, Meaningful Use, and Clinical Quality Measure criteria in order to qualify for an incentive payment.

TennCare strongly encourages all providers who remain eligible in PIPP to attest in the earliest of the remaining years as possible. PY 2019 will be the final year of what had become the “normal” schedule. PY 2020 will open in November 2020 for work to receive PY 2020 attestations. PY 2021 will follow the most unusual



schedule, as PIPP will be open for attestations beginning July 1, 2021.

If you have questions about attesting with PIPP, please submit all questions to [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov).

### **TennCare has established the following significant dates for PYs 2020 and 2021:**

- 11/01/2020 – PIPP opens for PY 2020 attestations
- 03/31/2021 – PIPP closes for PY 2020 attestation submissions (11:59 P.M. Central)
- 05/31/2021 – Final deadline for resubmission

of corrected PY 2020 attestations

- 07/01/2021 – PIPP opens for PY 2021 attestations
- 09/30/2021 – PIPP closes for PY 2021 attestation submissions (11:59 P.M. Central)
- 11/30/2021 – Final deadline for resubmissions of corrected PY 2021 attestations

# TPR Provides MU Active Engagement Supporting Documentation

According to the Centers for Medicare and Medicaid Services (CMS) participating Eligible Professional (EPs) and Eligible Hospitals (EHs) are responsible for maintaining proof of active engagement with public health.

Active engagement options are: Registration of Intent, Testing/On-Boarding, or Production. The Tennessee Department of Health's [Trading Partner Registration \(TPR\)](#) system manages active engagement statuses, generates emails and letters as proof of public health reporting for registered users.

Please ensure that your TPR registration is up to date. It enables that the correct staff member receives TPR emails. In addition your organization will have access to the active engagement documents needed for attestations and audits. TDH staff can assist your organization with online registration or to update your registration.

**Note:** Trading Partners should check the [TDH Public Declaration of Readiness](#) to see the public health reporting options for Tennessee.

TDH has [declared readiness](#) to support Promoting Interoperability (PI) Programs for the public health reporting options below:

- Cancer Case Reporting (Eligible professionals only)
- Electronic Lab Reporting (Eligible hospitals only)



- Immunization Registry Reporting
- Syndromic Surveillance Messaging (Eligible hospitals w/ emergency room)
- Electronic Case Reporting (Eligible Hospitals only)

TPR training is available to assist users with the registration process on the dates and times listed below:

- Wednesday, January 8, 12:00 am—1:00 pm Central Time
- Friday, January 29, 11:00 am-12:00 pm Central Time

You must complete the online registration form to receive the [TPR webinar details](#). You can also request a date and time that is not listed. Enter a date/time using the select a date calendar. If the requested date/time is available you will receive an email invitation with the WebEx details to join the meeting. If you do not receive an email within 3-4 days, please email the TDH Partner Engagement Team at [MU.Health@tn.gov](mailto:MU.Health@tn.gov). You may also contact the [Partner Engagement Team](#) for additional training options or for training questions.

If you would like to learn more about the Public Health Reporting requirements for national Public Health reporting objectives and/or measures in Tennessee visit the [TDH Meaningful Use Summary web page](#).

## ***Need Assistance with TennCare Matters Outside the EHR Incentive Program?***

If so, please contact Provider Services at the member's [Managed Care Organization](#) for MCO claims.

For general questions, eligibility verification or Medicare Cross-Over Claim questions, contact TennCare Provider Services at 800-852-2683.





## EHR Incentive News JANUARY 2020

Medicaid EPs and EHs should submit questions about the Medicaid Promoting Interoperability (PI) Program (in Tennessee also known as the TennCare EHR Provider Incentive Payment Program) to [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov); including questions about

- Eligibility (first 4 attestation pages)
- Meaningful Use
- Clinical Quality Measures
- Program Participation

**ALWAYS** include the provider's name and NPI when contacting us. We will respond to your inquiry as quickly as possible.

Should you have issues with a CMS website, contact the QualityNet help desk for assistance at [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org) or 1-866-288-8912.

View TennCare Medicaid EHR Incentive Program online assistance at

- [Program website](#)
- How-to [PowerPoint Presentations](#)
- [FAQs](#)
- [Acronyms & Glossary](#)
- [Previous issues](#) of EHR Incentive News

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## Important Reminders and Links for PY 2019 Attesting

When completing Program Year 2019 attestations during the first three months of 2020, you may wish to refer to the resources below.

EPs will attest to eight MU objectives and six of 50 CQMs.

- [Program Year 2019 Stage 3 MU Specification Sheets](#)
- [Program Year 2019 CQMs](#)

All EPs must attest using a 2015 Edition of CEHRT. Whereas you can update your EHR Certification ID in PIPP, you may first want to update your ID on

- [CMS' Promoting Interoperability Programs Registration System](#).
- [2019 Program Requirements Website](#)
- [Security Risk Analysis Tip Sheet](#)