

JULY 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](#).

## Corrected Attestations Due July 31

So you submitted your 2019 Incentive attestation before this year's June 1 deadline. But was it returned to you to correct? Were you asked to make a change to any page of your attestation? Don't forget July 31 is the final day you can submit these corrections. See page 3 for details.

**FINAL DAY JULY 31**

## 2020 Submission Opens in November! *Choose Your 90-Day MU Period Now!*

TennCare's Electronic Health Records Incentive attestation software, the Provider Incentive Payment Program (PIPP), is set to open in November of this year for the submission of Program Year (PY) 2020 attestations.

All eligible professionals (EPs) attesting to PY 2020 will need only a period of at least 90 days of Meaningful Use (MU) and Clinical Quality Measure (CQM) data. Choose your period now, and it's possible you could attest before year's end.

For instance, you might decide to start your 2020 MU period on August 10. A 90-day period would then end on November 8, and you'd be able to attest in that same month.

The deadline for submitting PY 2020 attestations will be March 31, 2021, but why wait? The sooner you complete your 2020 attestation, the sooner you'll be able to begin your PY 2021 attestation. That's important because you will be required to submit 2021 attestations by



September 30, 2021, as the TennCare EHR Provider Incentive Payment Program ends that year.

All EPs attesting for PY 2020 will be required to attest to MU Stage 3 and demonstrate use of a 2015 edition of certified EHR technology (CEHRT). EPs may use any continuous 90-day period from calendar year 2020 for which MU can be successfully demonstrated.

In-depth information regarding the 2020 and 2021 program years can be found on page 2. In addition CMS has updated its Promoting Interoperability Program website with details regarding PY 2020 objectives and measures, and PY 2020 eCQMs are available for review on the [eCQI website](#).



## 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.**

# All About Submitting Your Program Year 2020 Attestation

Why are we talking about submitting your Program Year (PY) 2020 attestation now? You may have just finished submitting your PY 2019 attestation. And won't the next submission period start on January 1, 2021?

Hopefully you are already aware that the EHR Provider Incentive Payment Program ends December 31, 2021. On that date TennCare **must** have the last EHR Incentive Payment out the door. This means the final two submission periods are going to be different from those in the past, with CMS encouragement and approval.

Providers participating in the EHR Incentive Program who are still eligible to receive an EHR Incentive Payment can begin submitting their PY 2020 attestations effective November 1, 2020 **IF** you are ready.

#### What you need to know:

- Patient Volume will come from a 90-day period in **2019**.
- MU and eCQM data will come from a 90-day period in **2020**. CMS encourages eCQM data for the full year but will accept 90-days for PY 2020.
- "**IF** you are ready" means that you **must have completed** your 2020 Security Risk Assessment (SRA) **prior** to submission. You cannot submit your PY 2020 attestation until you have completed your SRA. If you have not or cannot complete your SRA until the end of the year, then you must submit your attestation no later than March 31, 2021.

**The submission period for Program Year 2020 extends from November 1, 2020 through March 31, 2021, 11:59 p.m., Central.**

**NOTE:** This means that the resubmission period for returned attestations will be tighter than in years past. This is because the attestation period for PY 2021 will begin July 1, 2021. You will not be able to attest for PY 2021 until your PY 2020 has been approved or denied.

If you have any questions, please do not hesitate to immediately send them to [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov). And remember, **ALWAYS include the provider name and NPI** in the body of the message when sending email.

# Was Your 2019 EHR Attestation Returned for Correction?

The TennCare EHR Incentive Office begins reviewing attestations as soon as they are received during the annual attestation submission period. There are essentially three sections which are reviewed and subject to return if an error is found:

- **Eligibility to Participate:** This consists of the Provider Questions, EHR Questions Pages, along with the Required Forms (the Signature Page for everyone plus the Physician Assistant Page for PAs).
- **Patient Volume Questions:** The submission of the 90-day period for the encounters reported and the number of Medicaid Encounters and Total Encounters for that period.
- **Meaningful Use Data:** This consists of the Meaningful Use Questions plus the Meaningful Use Clinical Quality Measures.

We review each section separately. There is the potential that your attestation could be returned three times (or more) before it is finally approved, if it meets all the criteria. In other words, your attestation must pass each section before it advances to the next section to be reviewed.

### What You Need to Do:

If you have submitted your 2019 attestation and think you have not heard from us, go to the PIPP portal, and enter your User ID and Password to bring up your attestation.

### Eligibility or Patient Volume Return:

Dashboard				
Payment Year	Program Year	Stage	Status	
2015	1	AIU	Payment Complete	
2016	2	Modified Stage 2: 90 Days	Payment Complete	
2017	3	Modified Stage 2: 90 Days	Payment Complete	
2018	4	Modified Stage 2: 90 Days	Payment Complete	
2019	5	Stage 3 : 90 Days	Eligibility Attestation Returned	



### Opened Attestation:

Provider EHR Criteria						
	Criteria	Status	Received Date	Action	Attested?	
Attest	Provider Questions	Pending	8/29/2019		No	
Attest	EHR Questions	Pending	8/29/2019		No	
Attest	Required Forms	Pending	8/29/2019	CMS Certification ID Number is Incorrect Insufficient EHR Documentation Insufficient Patient Volume	No	
Attest	Patient Volume Questions	Pending	6/8/2020		No	



# Was Your 2019 EHR Attestation Returned...

Continued from previous page

MU Return:

**Dashboard**

	Payment Year	Program Year	Stage	Status
Attestation History:	2016	1	AIU	Payment Complete
	2017	2	Modified Stage 2: 90 Days	Payment Complete
	2018	3	Modified Stage 2: 90 Days	Payment Complete
	2019	4	Stage 3 : 90 Days	Meaningful Use Attestation Returned

Opened Attestation:

Provider EHR Criteria

	Criteria	Status	Received Date	Action	Attested?
Attest	Provider Questions	Attested	11/20/2019		Yes
Attest	EHR Questions	Attested	11/20/2019		Yes
Attest	Required Forms	Attested	11/20/2019		Yes
	Patient Volume Questions	Pass	1/17/2020		Yes
Attest	Meaningful Use Questions	Pending	1/17/2020	See Return Letter in E-mail	No
Attest	Meaningful Use Clinical Quality Measures	Pending	1/17/2020	See Return Letter in E-mail	No

You were sent an email letter explaining what the problem was and steps needed to resolve the problem. The MU return email had a letter attached to the email. (Search email: [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov)). If you cannot find the return email, or do not understand why your attestation was returned, **email us immediately at [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov)**.

After correcting your attestation and/or submitting additional documentation, select "OK" on **EACH** page from beginning to end. Then select "Submit". Failure to do these two steps will mean that your attestation remains with you. We cannot do anything to access your attestation for approval. It's as if it was never submitted.

**ALL 2019 Program Year attestations must complete the review process by July 31, 2020 or risk being denied for an incomplete submission.**

If your attestation is still in Eligibility Review, it has NOT been reviewed for Patient Volume (unless failure to meet the PV criteria was the return reason) or meeting MU criteria. If your attestation was returned for failure to meet the PV criteria, then it has not been reviewed to determine if the MU criteria has been met. If your attestation is in the Meaningful Use Attestation Returned status, you have not met the MU criteria.

Again, if you do not understand why your attestation was returned, email us immediately at [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov). BE SURE to include your name and NPI.



Division of  
**TennCare**

**EHR Incentive News**  
**JULY 2020**

Medicaid EPs and EHRs 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 [qnetssupport@hcgis.org](mailto:qnetssupport@hcgis.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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## Ensure Your Contact Email Address Is Current

Can we reach you by email? The return email address on your EHR Incentive attestation is populated by the contact information you entered at the CMS Promoting Interoperability Programs Registration System website when you registered for the program. To update your email address and ensure you receive all communication from the TennCare EHR Incentive program:

- Go to <https://ehrincentives.cms.gov/hitech/login.action>
- Enter the CMS Registration Number you were originally given when you first registered

- Click on “Modify”
- As you go through **EACH** page, click “Save & Continue”
- On the appropriate page(s), enter your current 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, please contact that help desk for assistance at [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.

