

JUNE 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](#).

**Monday
June 1**

Final Day to Submit 2019 Attestations

If you are feeling uncertain about your attestation, take the time to run through our comprehensive [Pre-attestation Checklist](#) (click the link to download). Sure, you're close to completion, but the checklist is an excellent way to determine if you've forgotten something.

Just Over **One Week** Remains to Submit 2019 Attestations!

Still working hard to complete your 2019 EHR Incentive attestation(s)? You have only until the first day of June to complete and submit attestations in order to meet the deadline.

Due to unforeseen circumstances created by March tornadoes and the COVID-19 Pandemic, CMS granted our request to extend the Program Year (PY) 2019 attestation submission period to June 1, 2020 (11:59 p.m. Central Time).

But now time is running out!

As you work through your 2019 attestation(s), you can find the final week help you need via our online User Manual. Just look on the left side of each attestation page for the "Help / User Manual" link. Should you get stuck or find something you don't understand in the User Manual, send your questions to TennCare.EHRIncentive@tn.gov.

Each provider submitting an



attestation must attest using Stage 3 Meaningful Use criteria. Providers also must be using the 2015 Edition of their certified EHR technology (CEHRT).

If your attestation is returned for correction, please resubmit the corrected attestation as soon as possible. If you do not understand why your attestation was returned, please contact us immediately. Failure to correct and resubmit your attestation timely will result in a denial.

The DEADLINE for submitting Program Year 2019 EHR Provider Incentive Attestations is June 1, 2020, 11:59 P.M. Central Time.



Do You Have Questions About

The EHR Incentive Program?

Meaningful Use Measures?

Electronic Clinical Quality Measures?

Your attestation?

Email TennCare.EHRIncentive@tn.gov

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

Last Minute Helps for Your 2019 EHR Incentive Attestations

With the submission period for Program Year 2019 attestations extended to June 1, 2020, you have only a few days remaining to attest for the year.

General Requirements

All eligible professionals (EPs) attesting in PY 2019 will be required to attest to Stage 3 Meaningful Use (MU) and demonstrate use of a 2015 edition of certified EHR technology (CEHRT). EPs may use any continuous 90-day period from calendar year 2019 for which MU can be successfully demonstrated.

Program Year 2019 MU Objectives and eCQMs

EPs will attest to eight MU objectives and will be required to report on six of 50 electronic Clinical Quality Measures (eCQMs). Per CMS: "Medicaid EPs are **required** to report on at least one outcome measure. If no outcome measures are relevant to that EP, they **must** report on at least one high-priority measure. If there are no outcome or high priority measures relevant to an EP's scope of practice, they **must** report on any six **relevant** measures." If no outcome and/or high priority eCQMs are relevant to the EP's scope of practice, the EP **must** choose to report on any other six eCQMs that are relevant. Relevant eCQMs will have data in the denominator. If the EP does not have six eCQMs with data in the denominator, report those with

data and the remaining without data to equal six eCQMs.

EPs who have successfully attested to MU in a previous program year will be required to use a full calendar year reporting period for eCQMs. Those who are attesting to MU for the first time, may use a 90-day eCQM reporting period.

Online User Manual

As you work through your 2019 attestation(s), you can find help via our online User Manual. Look on the left side of each attestation page for the "Help / User Manual" link. Should you find something you don't understand in the User Manual, send your questions to TennCare.EHRIncentive@tn.gov.

Important Links for PY 2019

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

[Program Year 2019 CQMs](#)

[2019 Program Requirements Website](#)

[Broadband Access Exclusions Tip Sheet](#)

[Security Risk Analysis Tip Sheet](#)

Don't forget, the deadline for submitting your 2019 attestation is Monday, June 1, 2020.

Was Your 2019 EHR Attestation Returned Due to an Eligibility Problem?

If you've already submitted your 2019 EHR Incentive attestation(s), you've beaten the June 1 deadline. But was your attestation returned to you for correction?

When TennCare reviews your EHR attestation, there are essentially two parts of the attestation being reviewed. The first is the "Eligibility Review", followed by the "MU Data and eQOM Review." The Eligibility Review must be passed before the MU Data and eQOMs can be reviewed. When the Eligibility Review does not pass, an attestation is returned to you for correction immediately, before reviewing further.

What are "eligibility return" reasons?

These involve the first four pages of your attestation:

1. Provider Questions
2. EHR Questions
3. Required Documentation
4. Patient Volume Questions

The first three pages are reviewed and if any problems are found, these are identified and a return email is sent to you explaining the problem and resolution.

We often see that a provider has corrected the problem(s), but they fail to return the attestation to us. This is covered in the return email, but as a reminder:

- ✓ Once you have made the correction(s) required
- ✓ Open **EACH** page of the attestation
- ✓ Click "OK" at the bottom of each page
- ✓ At the end, click "Submit"

Failure to do this will result in your attestation not being returned to us for further processing. We

cannot "pull" your attestation back in; you must send it to us.

After these pages are approved, we then review your Patient Encounters for meeting the 30% Medicaid Patient Volume (20% for Pediatricians attesting for the lower amount) requirement. Remember we are looking at the number of Medicaid encounters to which you are attesting versus the number of Medicaid encounters your contracted MCO(s), or DBM, are reporting to us.

If we return your attestation for any reason(s) involving the first four pages and you don't understand the return reason, email us **immediately**. TennCare.EHRIncentive@tn.gov We will explain further what is needed to approve your attestation. We **MUST** complete this portion of the review by July 31 this year or we will have to **deny** your attestation.

Don't forget, after your eligibility has been approved, your MU Data and eQOMs must also be reviewed and approved before we can make the EHR Incentive Payment!

I Don't Recall a Letter... How Can I Know if I Have Eligibility Corrections to Make?

1. If you've already received your 2019 EHR Incentive payment, or if you have been told you are approved for a 2019 payment, *you have no eligibility corrections to make.*
2. If you have received a return letter about the Meaningful Use Questions or Clinical Quality Measures pages of your attestation, then *you have no eligibility corrections to make.*
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!*

Did You Receive a 1099 this Year for an EHR Incentive Payment Distributed During 2019?

As the deadline for individual tax returns was extended to July 15, 2020, please take a moment to review any tax documents you may have received so far this year. If you find a Form 1099 in your own name for an EHR Incentive payment distributed during 2019, please read the following very carefully.

The State of Tennessee is issuing individual 1099s to individual Eligible Professionals (EPs) who have received EHR Incentive Payments during 2019. The mailing was set to occur by the end of January. 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 document 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 in the CMS Registration and Attestation website the option to receive the EHR Incentive Payment or to pay it to a designated Payee NPI (one with which the EP has a contractual relationship).

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 Incentives.

When the Incentive is distributed to the group practice, 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 encouraged to contact a tax professional on the proper handling of this matter.

EPs who lose a 1099 or need a replacement should contact F&A Accounts, Supplier Maintenance at F_A.Accounts@tn.gov. (There is an underscore [] between the F and the A.) Provide the tax year for which the 1099 is needed, tax ID number, name, and an email address, fax number, or current mailing address where the replacement 1099 can be sent.

NOTE: Due to the ongoing COVID-19 pandemic, dates impacting tax-related deadlines may change. Our purpose is not to offer tax advice, but to inform individual providers why they are receiving a 1099. As always, consult your tax professional for any changes made to tax laws and deadlines.

CMS Offers Extended Grace Period for Password Reset

In recent issues, we've reported that CMS is implementing Multi-Factor Authentication (MFA) in I&A to better protect information. CMS advises **EVERY** user of the Promoting Interoperability (PI) programs Registration System (CMS R&A) to update their password there.

Although MFA implementation took place on March 28, 2020,

users will now have an optional grace period of up to one year (365 days) to set up MFA credentials in the I&A system at a later date. After September 30, 2021 users will no longer be offered any grace period and will be required to set up their MFA in I&A before they can login to the Registration System.

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. Follow the instruction on the screen to create a new password.

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

If assistance is required, contact the NLR Production Support Desk at (833) 238-0203.



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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; 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 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

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.

How to Update Your Email Address

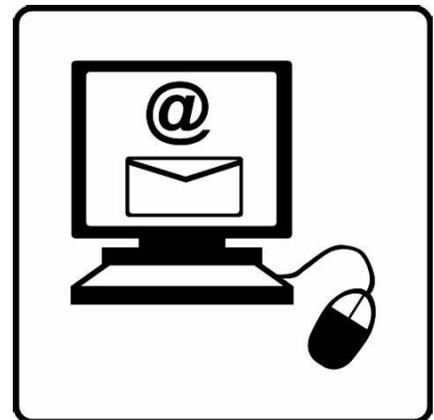
The return email address on your EHR Incentive attestation is populated by the contact information you entered at the CMS Promoting Interoperability Programs Registration System website when you first registered for the program. To update your email address and ensure you receive all communication from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



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.