

HCQIS QualityNet Secure Portal: Frequently Asked Questions (FAQs)

These FAQs address how to register for the HCQIS QualityNet Secure Portal (Portal) for the following Centers for Medicare & Medicaid Services (CMS) programs:

- Inpatient Quality Reporting (IQR)
- Outpatient Quality Reporting (OQR)
- Ambulatory Surgical Center Quality Reporting (ASCQR)
- Inpatient Psychiatric Facility Quality Reporting (IPFQR)
- Prospective Payment System (PPS)-Exempt Cancer Hospital Quality Reporting (PCHQR)

FAQ TOPIC: REGISTRATION

Q. How do I register for my program?

A. If you have a QualityNet account today, you are already registered, and you only need to enroll in the Portal. We use the word “register” to refer to the process to authorize you to report data on behalf of your facility. Please see below for instructions on getting access to the Portal.

If you are new to your quality reporting program, you must first complete the registration process. Detailed instructions on registration are provided on the QualityNet website. On the left hand side of the home page (www.qualitynet.org) under “QualityNet Registration,” select the link for your program and follow the instructions to register. Once registered, you will still need to enroll for access to the Portal by following the instructions below.

If you are new to your quality reporting program, we encourage you to get help from a support contractor so you understand how to comply with all the requirements of your program. Please refer to the end of this document for a list of who you can contact for help, by program.

Q. What is the difference between registering for a quality reporting program and enrolling for the Portal (including identity-proofing)?

A. Users are enrolling to gain access to the Portal. The registration process is described in the FAQ above; in short, registering confirms your facility has authorized you to submit its data. Enrollment is what you must do to gain Portal access. The Portal is replacing the existing secure My QualityNet. My QualityNet will be decommissioned July 1, 2014, and the Portal will go live for IQR and OQR on that date. The identity proofing process confirms your identity as you enroll for access to the Portal.

Q. I sent in my QualityNet paper registration form but have not received my log-in information. How can I find out my status?

A. Contact the QualityNet Help Desk for the status of your QualityNet registration. The Help Desk phone number is (866) 288-8912, Monday through Friday, 7 a.m. to 7 p.m. Central Time.

FAQ TOPIC: ENROLLING IN THE NEW SECURE PORTAL

Q. I am already registered for my program. How do I get into the Portal?

A. Please visit the QualityNet website at www.qualitynet.org. On the right side of the home page, under “Log in to Secure QualityNet Portal,” select the link that says “Login.” From that Log In page, choose “Start/Complete New User Enrollment” (the words appear in bold text) from the yellow “Help” menu on the right side of the page. Follow the instructions to log in with your existing user ID and password.

You'll complete the identity verification process and download software that will issue your two-factor authentication credential.

For more information on the process to enroll for a Portal account, visit this QualityNet link:

<https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetBasic&cid=1228773171416>.

Q. I already have a QualityNet account. Do I really need to enroll a second time in the Portal?

A. Yes. The Portal replaces the current system, so please enroll so you will continue to be able to submit IQR and OQR data to meet your program's requirements. Using your existing QualityNet user ID and password, you will need to complete additional steps to access the Portal. The Portal requires successfully validating personal information using the Experian Precise IDSM system and downloading a piece of software called "Symantec VIP application" to an eligible device (PC, smartphone, or tablet).

Q. I currently submit data for the IQR and OQR programs via My QualityNet. Is the Portal the same as what I currently use?

A. No. The Portal is replacing My QualityNet. The ASCQR, IPFQR, and PCHQR Programs already use the Portal. IQR and OQR Programs will begin using the Portal on July 1, 2014.

Q. Is training available to help me enroll in the Portal?

A. Yes. A WebEx tutorial for new user enrollment, a Portal User Guide, a Portal Reports User Guide and a Quick Start Guide have been published to the QualityNet website on the respective Quality Reporting Program pages under "Resources." There is also a "Registration" page on QualityNet which outlines the registration process as well, located at the following link:

<https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetBasic&cid=1228773171416>.

Q. Why do I have to provide my personal information? Why does CMS need my credit information in order for me to register for the Portal?

A. Identity proofing is implemented in this system because CMS must comply with the Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST) requirements. CMS is following OMB Memorandum 04-04 (dated December 16, 2003) which requires ALL federal systems that are accessed electronically to utilize identity-proofing. Experian Precise IDSM is a third party system that is owned and operated by Experian. CMS contracted with Experian to provide the highest probability that the person accessing government systems is who they say they are; CMS does not receive or store your verification data. The information sent to and from Experian is transmitted securely using strong encryption.

Q. I do not want to provide my personal information online or to Experian via phone. Can I simply go directly to my Security Administrator for the in-person proofing?

A. No, not at this time. All new users that access the Portal must attempt to complete the identity-proofing process through Experian. Your personally identifiable information (PII) is **not** stored by CMS. The information sent/received from Experian is transmitted securely using strong encryption. CMS is currently evaluating other options for completing this process. The use of the Experian Precise IDSM system is the most secure and fastest way for a user to be identity-proofed and receive access to CMS systems. More communications will be provided as other options are put into practice.

Q. Is there a list of potential questions I may be asked available prior to registering for the Portal?

A. Yes. CMS has posted this information at the following link:

<https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetBasic&cid=1228773343598>

Q. What is a token? What is multi-factor identification?

A. Multi-factor authentication makes your log-in more secure. The system we are retiring relies on one factor authentication, which is a user id and password combination. We are adding a second factor, and our new system will require multi-factor identification.

The second factor will be in the form of a number sequence. You'll need to enter the number sequence, along with your user ID and password, to gain access to the Portal. The sequence of numbers is called a "token," and it is generated for you by Symantec VIP Access application. You, or your IT service provider, must download the Symantec VIP Access Application to your desktop, smartphone, or tablet. The VIP Access application issues two codes: a Credential ID and a Security Code. The Credential ID is the static number you will need for the first time you log in to the Portal. The Security Code is the dynamic (changing) number (also called a "token") you will need each time you access the Portal.

Q. I cannot download the Symantec VIP application. Is it necessary to download this?

A. Yes. The Symantec VIP token contains a registered key and provides a dynamic code which is required in order for you to log in to the Portal. The application can be downloaded to your computer, smartphone, or tablet. If you are having difficulty downloading the application, you may not have sufficient administrative rights on your PC. In that case, you will need to engage the assistance of your IT department. If you are still having difficulty downloading the Symantec VIP software, you may visit the vip.symantec.com "Help and Support" page at: <https://idprotect.vip.symantec.com/mainmenu.v> or contact the QualityNet Help Desk for assistance at (866) 288-8912, Monday through Friday, 7 a.m. to 7 p.m. Central Time.

Q. Will there be any information available for providers to add a rule in their Proxy/Firewall when they cannot access the Portal?

A. Please contact the QualityNet Help Desk for assistance at (866) 288-8912, Monday through Friday, 7 a.m. to 7 p.m. Central Time.

Q. I need to remove or add a registered credential, but do not see an option to do so. How can this credential be changed?

A. All users have the capability to manage their own credentials. If you do not see the "Manage Credentials" area on your My Tasks page in the new Portal, you may not have the appropriate roles assigned to your account. Contact your Security Administrator for assistance. All users must have at least one credential registered at all times.

Q. I am a Security Administrator, and I have failed the online and phone proofing. We do not have another Security Administrator on staff. How can I obtain access if I cannot be proofed?

A. Contact the QualityNet Help Desk to clear your account with Experian, then you can review your personal information and attempt the online process again.

Q. Can I change my password from the new Portal?

A. No, not at this time. As we work to migrate users completely to the Portal, the password reset functionality can only be performed in My QualityNet. You may manage your credentials in the Portal. After July 1st, 2014 you will be able to change passwords in the new portal.

Q. *My credit is locked, or I use an identity monitoring service that is active for my personal accounts. Will this hinder my ability to identity-proof for the Portal through Experian?*

A. It is possible. If you are unable to complete the identity-proofing process, contact the Help Desk for further instructions at (866) 288-8912, Monday through Friday, 7 a.m. to 7 p.m. Central Time.

If you need help with specific program requirements, please contact:

Inpatient Quality Reporting (IQR) – Please contact your State Quality Improvement Organization (QIO)

Outpatient Quality Reporting (OQR): (866) 800-8756

Ambulatory Surgical Center Quality Reporting (ASCQR): (866) 800-8756

Inpatient Psychiatric Facility Quality Reporting (IPFQR): (888) 961-6425

Prospective Payment System (PPS)-Exempt Cancer Hospital Quality Reporting (PCHQR): (888) 961-6425

Should you have any additional questions, contact the QualityNet Help Desk at qnetsupport@sdps.org or via phone at (866) 288-8912, Monday through Friday, 7 a.m. to 7 p.m. Central Time.