Setting up Providers for Successful MU Attestation

Part Two: Steps you Need to Take with HFS

Illinois EHR Incentive Help Desk
muhelpdesk@chitrec.org
855-684-3571

Agenda

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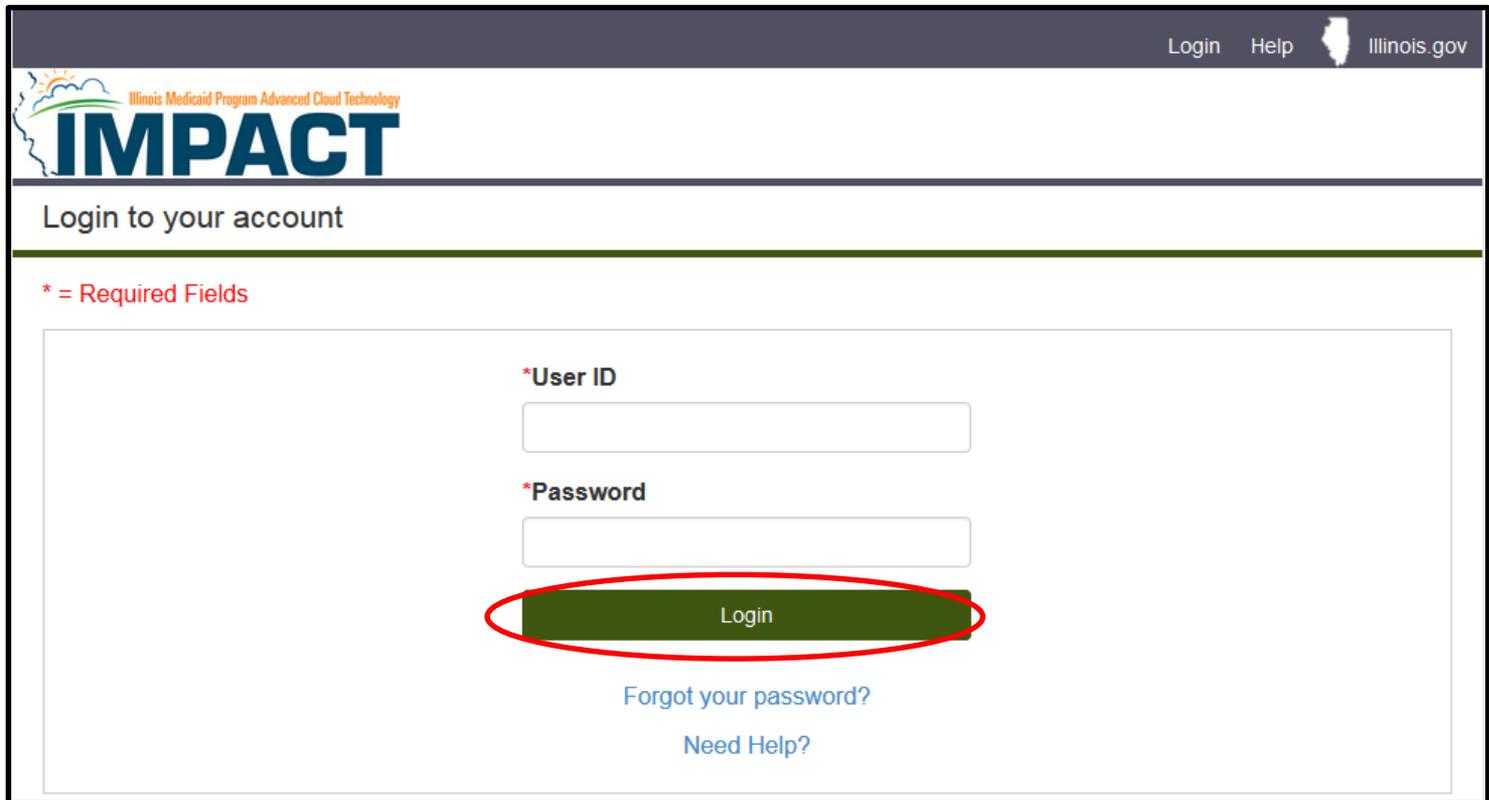Manager

- Confirm system access
  - IMPACT Login
  - eMIPP Application

- Resolve common issues
  - IMPACT privileges
  - eMIPP error messages

Confirm System Access: IMPACT and eMIPP

IMPACT: Login

- Log in at https://impact.illinois.gov

- Enter user ID and password, click Login

IMPACT: Login

- Click "IMPACT"

IMPACT: Domain & Profile

- Select the individual provider domain for whom you are attesting from the first drop-down box

- If you do not see the provider's name, your account is not set up with IMPACT privileges and cannot access their attestation
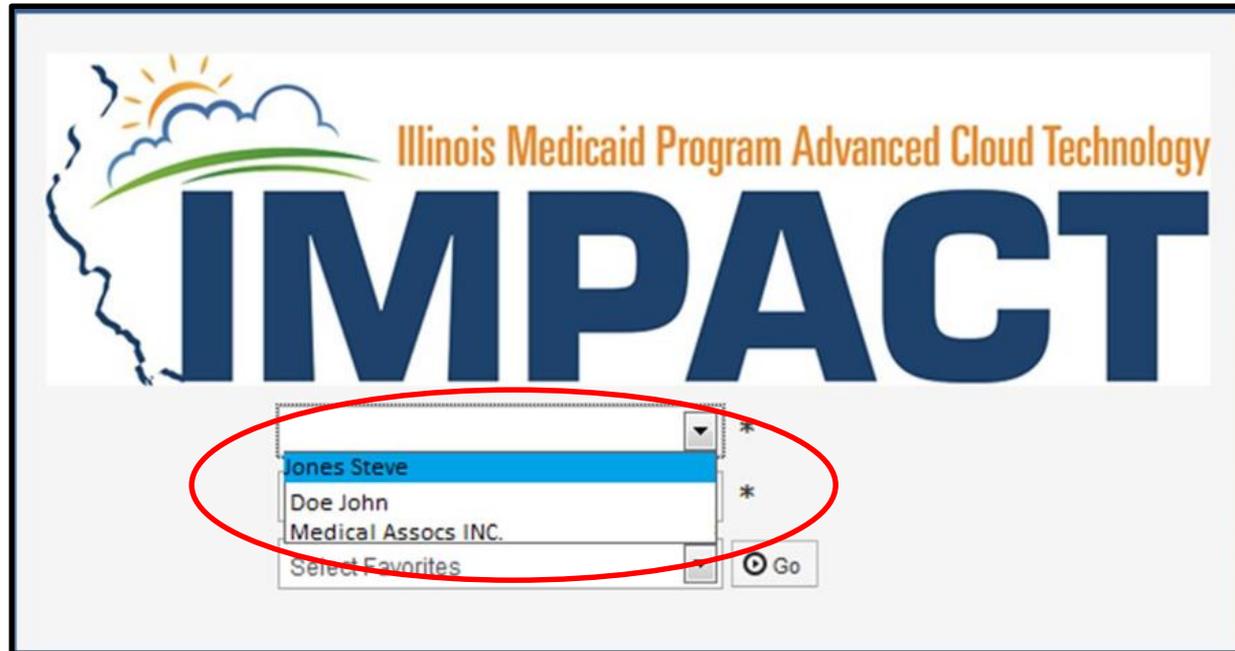
IMPACT: Domain & Profile

- Select Domain Administrator (or EHR Domain Administrator) profile from the second drop-down, then click "Go"

- If you do not see Domain Administrator of EHR Domain Administrator profile, your account cannot access attestations

IMPACT: Access eMIPP

- Click "External Links"

IMPACT: Access eMIPP

- Click "EHR MIPP"

eMIPP: Welcome Screen

- Click "Start" to access a 2017 attestation

- Click "Track" to review attestation history from earlier years

eMIPP: Search by CMS ID

- CMS ID is displayed upon initial <u>CMS</u> registration
- Can be found under Status tab at https://ehrincentives.cms.gov
- Must be the CMS ID associated with IMPACT domain selected
- Enter CMS ID and click "Search"

eMIPP: Registration Success

- Page will display if 2017 attestation is open for provider

- Top row of table will show 2017 in Program Year column

Resolve Common Issues: IMPACT and eMIPP

IMPACT Privileges

- If you cannot log into IMPACT with the correct domain and profile, you must resolve that before you can access eMIPP

- There are two possible scenarios:
    - IMPACT user account responsible for attestations does not have access to provider domain/profile
    - No one at organization has an IMPACT user account with access to provider domain/profile

Missing Domain & Profile

- ISSUE: Provider domain does not display during IMPACT login or provider domain is missing Domain/EHR Administrator profile

- SOLUTION: Existing Domain Administrator can assign domain/profile access to additional IMPACT user accounts

- Domain Administrator profile is automatically assigned to user account that initially enrolled provider in IMPACT

- Domain Administrator logs into IMPACT to assign privileges to any other IMPACT user

Unknown Administrator

- **ISSUE:** Organization/provider does not know their existing Domain Administrator (user that completed initial enrollment)

- **SOLUTION:** Submit Electronic Signature Agreement to IMPACT.Help@illinois.gov

- Request Domain Administrator (full access) and/or EHR Domain Administrator (eMIPP only) profile in body of email

- IMPACT Help Desk will add provider domain(s) and requested profile(s) to user's account

- Download a copy:
  https://www.illinois.gov/hfs/impact/Documents/HFS2400.pdf

eMIPP Error Messages

- IMPACT user account responsible for attestation is able to access eMIPP, but…

- Error message displays when searching by CMS ID:
  - Domain does not match CMS ID
  - Minimum MU period has not concluded
  - Provider license expired
  - No pay-to address associated with Tax ID
  - Payee Tax ID not certified

Domain Mismatch

- ISSUE: eMIPP error message indicates the domain does not match CMS Confirmation Number
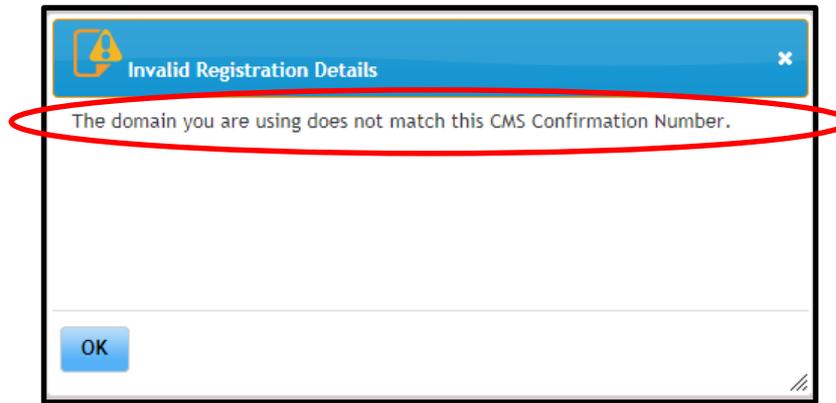
- SOLUTION: Confirm CMS ID through Status tab of provider's federal registration (or call the Help Desk for lookup); log out of IMPACT then back in to be sure you are using right domain

- CMS IDs are 10 digits and always begin with the numbers 1000

Minimum MU Period has not Concluded

- ISSUE: eMIPP error message indicates the minimum MU reporting period required to apply has not concluded
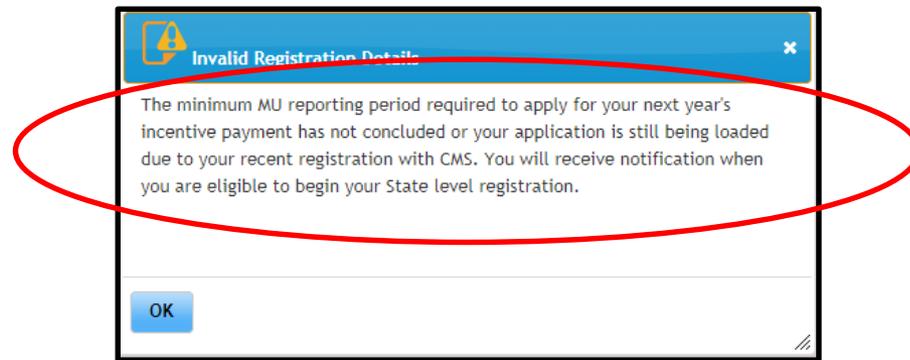
- SOLUTION: Wait until 1/2/18 to access the attestation

- eMIPP "thinks" that you are required to attest for a 365-day MU period (calendar year 2017) but will be updated in January to accommodate rule change to a 90-day MU period

Provider License Expired

- **ISSUE:** eMIPP error message indicates provider license/certification is expired
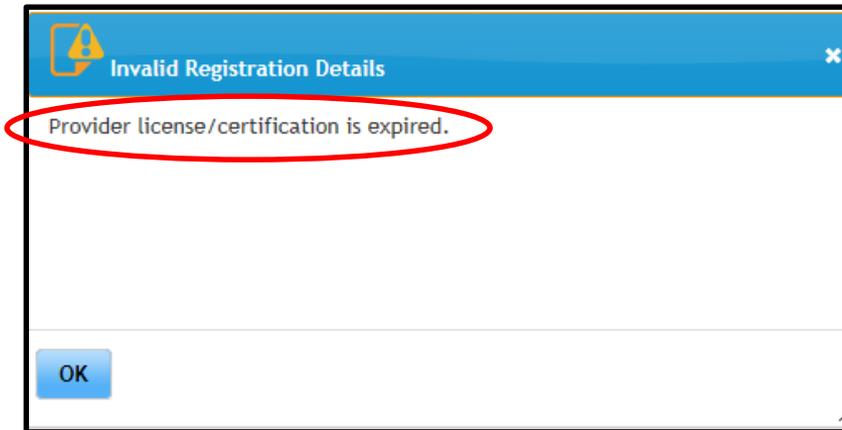
- **SOLUTION:** Submit enrollment modification request in IMPACT; updated license information is added in Step 4

- May need to contact Provider Enrollment at 877-782-5565 (select options 1, 2, 1) to expedite approval of modifications

Payee Tax ID Address

- ISSUE: eMIPP error message indicates the payee Tax ID has no pay-to address associated in MMIS
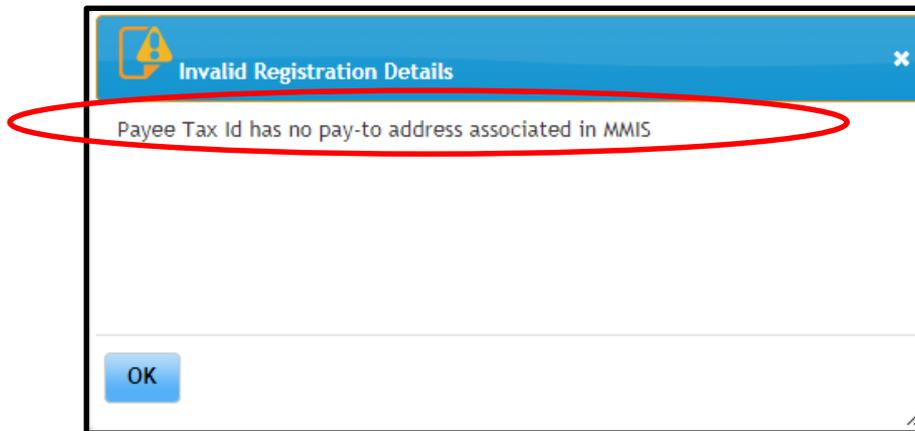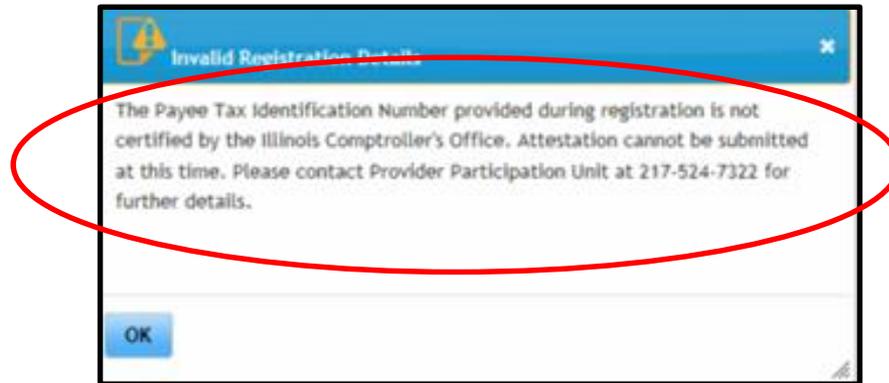

- SOLUTION: Call Provider Enrollment at 877-782-5565 (select options 1, 2, 1) and request confirmation that Tax ID has a pay-to address or to add one if not

- Mention this is related to an error message with EHR program

Payee Tax ID Not Certified

- ISSUE: eMIPP error message indicates Tax Identification Number is not certified by Illinois Comptroller

- SOLUTION: Confirm TIN at provider's federal registration (https://ehrincentives.cms.gov) is a valid HFS payee as described in part one of this webinar series

- May need to send updated W9 to hfs.ehrincentive@illinois.gov

Help Desk Information

For any EHR Incentive related questions, please use the contact information below:

- Support Line: 855-684-3571 (855-MU-HELP-1)
- E-mail: muhelpdesk@chitrec.org

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Bringing Chicago together through health IT

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12/12/2017

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