

# Setting up Providers for Successful MU Attestation

## Part Two: Steps you Need to Take with HFS

Illinois EHR Incentive Help Desk  
[muhelpdesk@chitrec.org](mailto:muhelpdesk@chitrec.org)  
855-684-3571

# Agenda

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Sam Ross, CHITREC  
Help Desk Lead, Project  
Manager

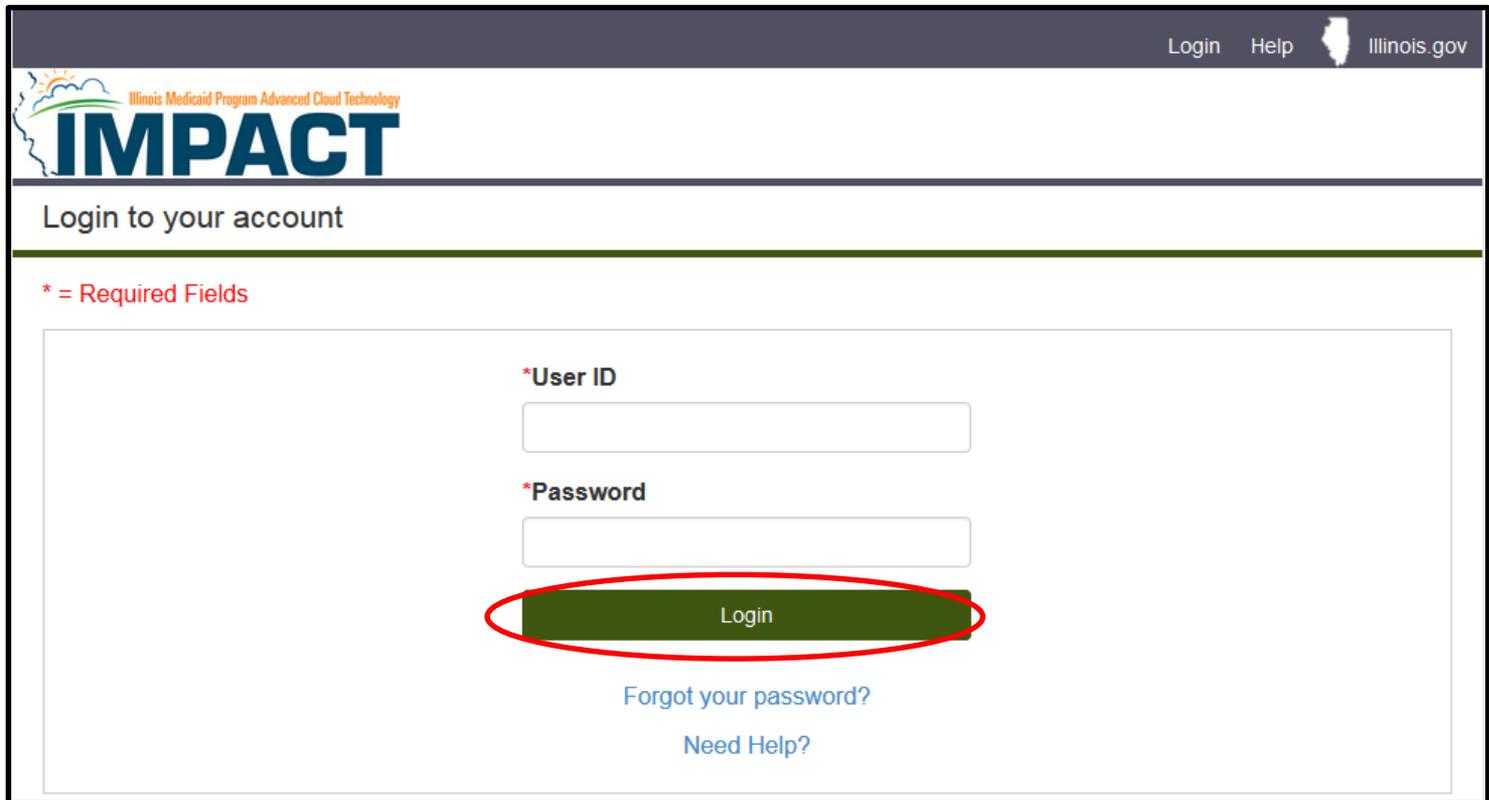
- Confirm system access
  - IMPACT Login
  - eMIPP Application
- Resolve common issues
  - IMPACT privileges
  - eMIPP error messages



**Confirm System Access:  
IMPACT and eMIPP**

# IMPACT: Login

- Log in at <https://impact.illinois.gov>
- Enter user ID and password, click Login



The screenshot shows the login interface for the IMPACT system. At the top right, there are links for "Login", "Help", and "Illinois.gov" next to a small state icon. The main header features the "IMPACT" logo with the tagline "Illinois Medicaid Program Advanced Cloud Technology". Below the header, the text "Login to your account" is displayed. A red asterisk indicates required fields. The form contains two input fields: "\*User ID" and "\*Password". A green "Login" button is highlighted with a red oval. Below the button are links for "Forgot your password?" and "Need Help?".

Illinois Medicaid Program Advanced Cloud Technology  
**IMPACT**

Login to your account

\* = Required Fields

\*User ID

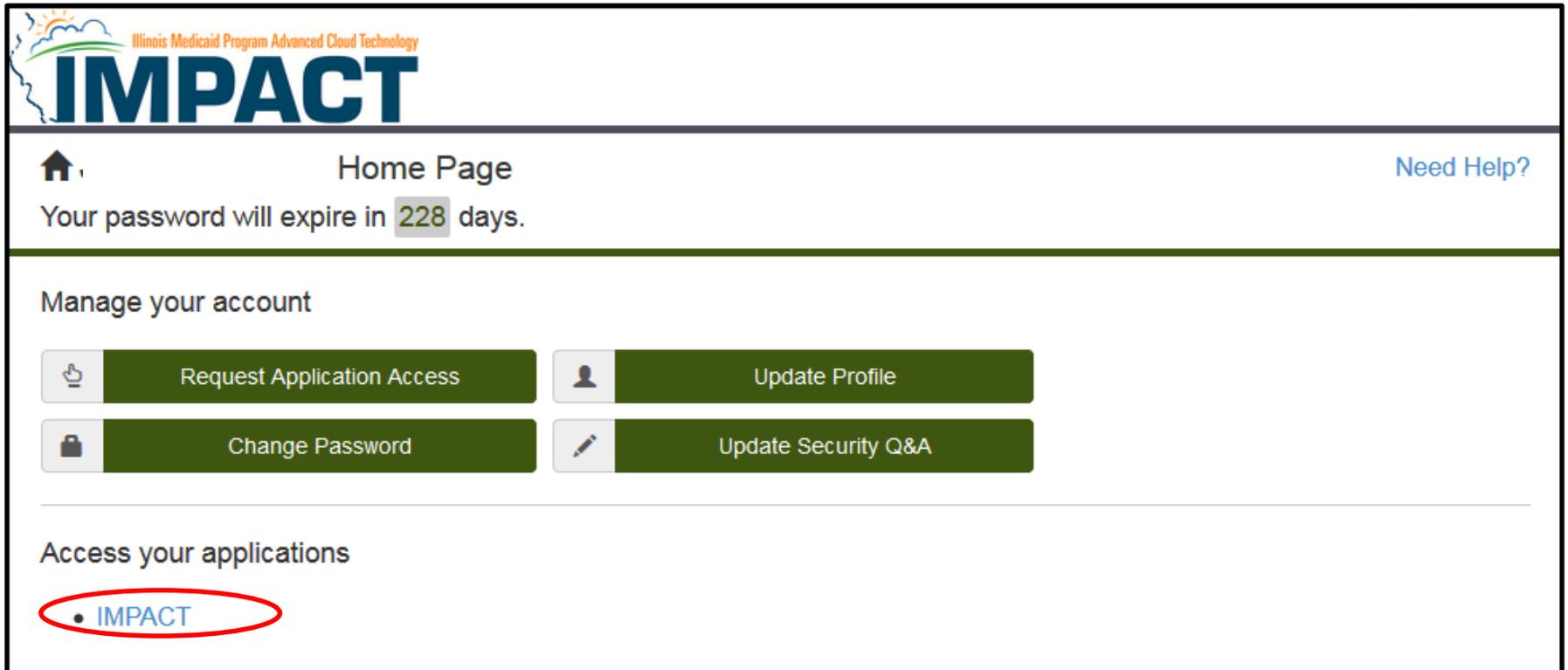
\*Password

Login

[Forgot your password?](#)  
[Need Help?](#)

# IMPACT: Login

- Click "IMPACT"



The screenshot shows the IMPACT login page. At the top left is the logo for the Illinois Medicaid Program Advanced Cloud Technology, featuring a stylized sun and the word "IMPACT" in large blue letters. Below the logo, there is a navigation bar with a home icon and the text "Home Page". To the right of the home icon is a "Need Help?" link. Below the navigation bar, a message states "Your password will expire in 228 days." Below this message is a section titled "Manage your account" which contains four buttons: "Request Application Access" (with a thumbs up icon), "Update Profile" (with a person icon), "Change Password" (with a lock icon), and "Update Security Q&A" (with a pencil icon). Below the "Manage your account" section is a section titled "Access your applications" which contains a single link labeled "IMPACT" that is circled in red.

Illinois Medicaid Program Advanced Cloud Technology  
**IMPACT**

Home Page [Need Help?](#)

Your password will expire in 228 days.

Manage your account

[Request Application Access](#) [Update Profile](#)

[Change Password](#) [Update Security Q&A](#)

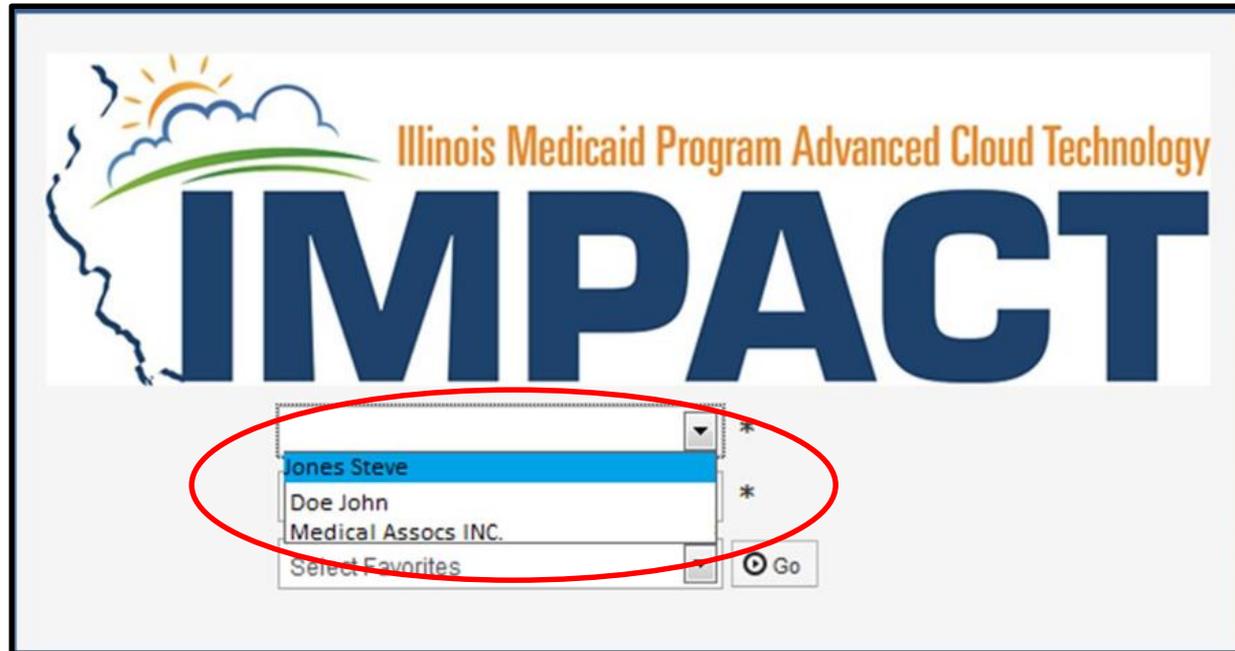
Access your applications

- [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

The screenshot displays the IMPACT web interface. At the top, there is a logo for the Illinois Medicaid Program Advanced Cloud Technology (IMPACT). Below the logo, there is a form with two dropdown menus and a "Go" button. The first dropdown menu is labeled "Jones Steve" and has a downward arrow. The second dropdown menu is labeled "Select Profile" and has a downward arrow. The "Select Profile" dropdown menu is open, showing a list of options: "Select Profile", "Domain Administrator", "Provider Enrollment Access", and "View Provider Enrollment". The "Domain Administrator" option is highlighted in blue. To the right of the "Go" button, there is a red circle around the button itself. The "Go" button is a circular button with a right-pointing arrow and the text "Go".

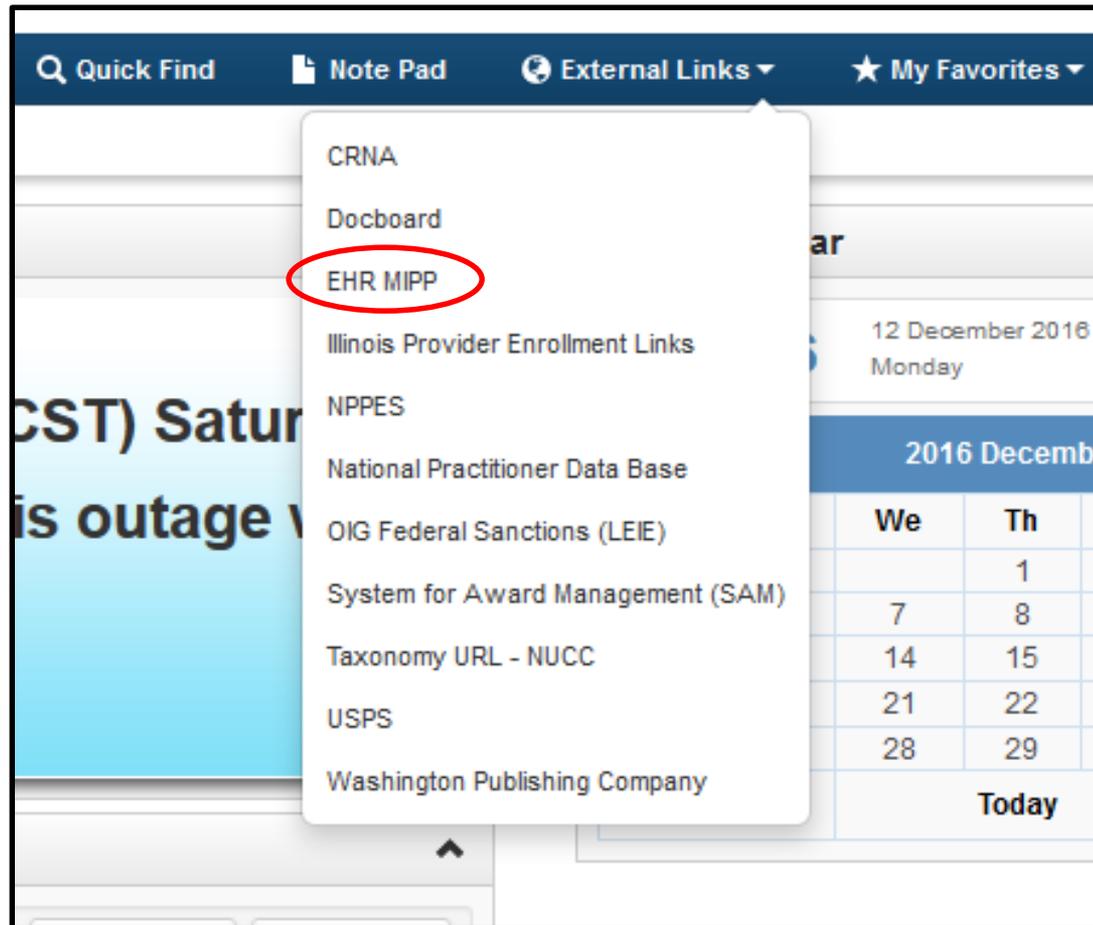
# IMPACT: Access eMIPP

- Click "External Links"

The screenshot displays the IMPACT Provider Portal interface. At the top, there is a navigation bar with the IMPACT logo, a search bar, and several utility icons: 'Quick Find', 'Note Pad', 'External Links' (highlighted with a red circle), 'My Favorites', 'Print', and 'Help'. Below the navigation bar, the main content area is divided into sections. The 'Latest updates' section features a 'System Notification' with a blue background, stating: 'Due to system maintenance, the system will be down between 6:00 PM (5:00 PM CST) Saturday, December 10th through 9:00 AM (8:00 AM CST) Sunday, December 11th, 2016. This outage will affect the system access for all functionality.' Below this, the 'My Reminders' section is visible, including a filter bar and a table of alerts. The table has columns for 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read'. One alert is listed: 'BROADCAST\_MESSAGE' with the message 'Attention All Providers: Due to R9-6.5 Release, the system will be down between 7:00 PM (6:00 PM CST) Friday, December 16th through 6:00 AM (5:00 AM CST) on Saturday, December 17th, 2016. This outage will affect the system access for all fu...'. The 'Alert Date' is 12/05/2016 and the 'Due Date' is 12/18/2016. At the bottom of the page, there are navigation controls for the reminders, including 'View Page: 1', 'Page Count: 1', 'SaveToXLS', and 'Viewing Page: 1'.

# IMPACT: Access eMIPP

- Click "EHR MIPP"



The screenshot shows a web application interface with a dark blue header bar containing navigation options: "Quick Find", "Note Pad", "External Links", and "My Favorites". A dropdown menu is open, listing various links. The "EHR MIPP" link is circled in red. Other links include CRNA, Docboard, Illinois Provider Enrollment Links, NPPES, National Practitioner Data Base, OIG Federal Sanctions (LEIE), System for Award Management (SAM), Taxonomy URL - NUCC, USPS, and Washington Publishing Company. In the background, a calendar for December 2016 is visible, showing the date 12 December 2016, Monday, and a calendar grid for the month.

2016 December	
We	Th
	1
7	8
14	15
21	22
28	29
Today	

# 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 CMS 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”

The screenshot displays the eMIPP web application interface. At the top, there is a navigation bar with five tabs: Home, Register, Track, Requests & Appeals, and Logout. Below the navigation bar, the main content area features a 'Find Registration' section on the left, which includes a magnifying glass icon and the text: 'Enter your CMS Registration ID to begin your EHR Medicaid Incentive Payment Program (EHR MIPP) registration process.' To the right of this section, there is a form with the label 'Enter CMS Registration ID:' followed by a text input field and an asterisk. Below the input field, the 'Search' button is highlighted with a red circle.

# eMIPP: Registration Success



- Page will display if 2017 attestation is open for provider
- Top row of table will show 2017 in Program Year column

Home Register Track Logout

**Success**

Received your registration from CMS. Continue with state registration.

Search Criteria

Login Information

Payment Year	Program Year	Payee NPI	Provider Type
2	2017	000000000	EP - Medicaid
1	2016	000000000	EP - Medicaid

ELIGIBILITY

MEANINGFUL USE

UPLOAD DOCUMENT

ATTESTATION

FEDERAL INFORMATION



**Resolve Common Issues:  
IMPACT and eMIPP**

# IMPACT Privileges



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- 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](mailto: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

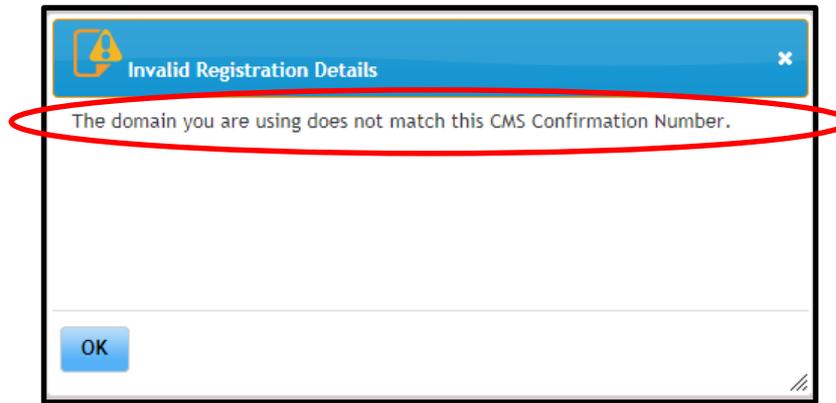


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- IMPACT user account responsible for attestation is able to access eMIPP, but...
- Error message displays when searching by CMS ID:
  - Domain does not match CMS ID
  - Minimum MU period has not concluded
  - Provider license expired
  - No pay-to address associated with Tax ID
  - Payee Tax ID not certified

# Domain Mismatch

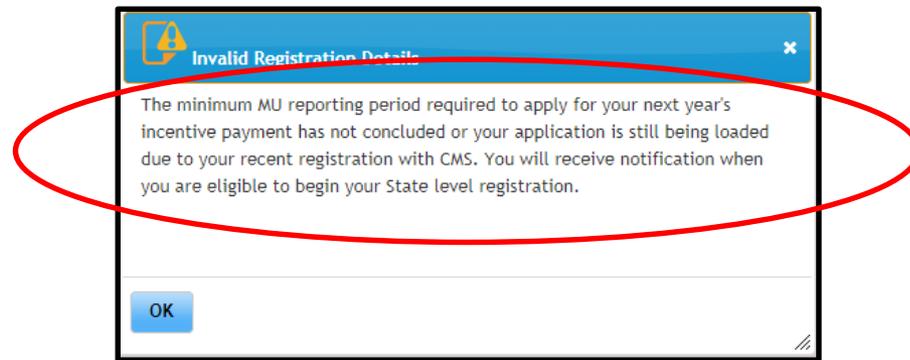
- **ISSUE:** eMIPP error message indicates the domain does not match CMS Confirmation Number



- **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

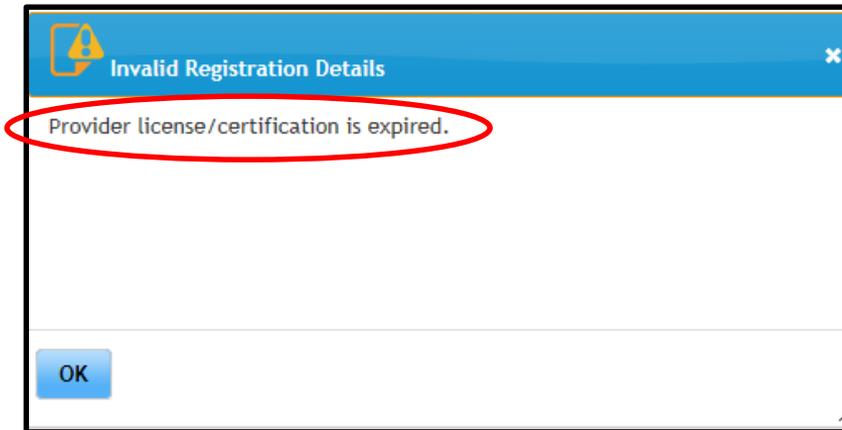
- **ISSUE:** eMIPP error message indicates the minimum MU reporting period required to apply has not concluded



- **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

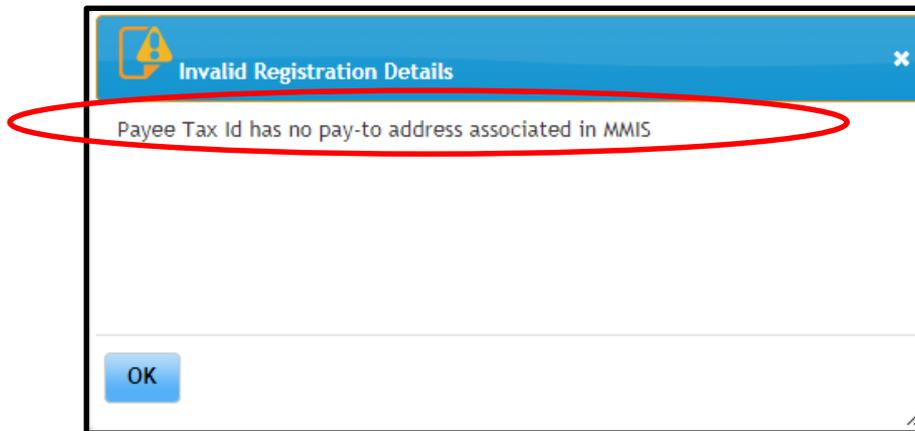
- **ISSUE:** eMIPP error message indicates provider license/certification is expired



- **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

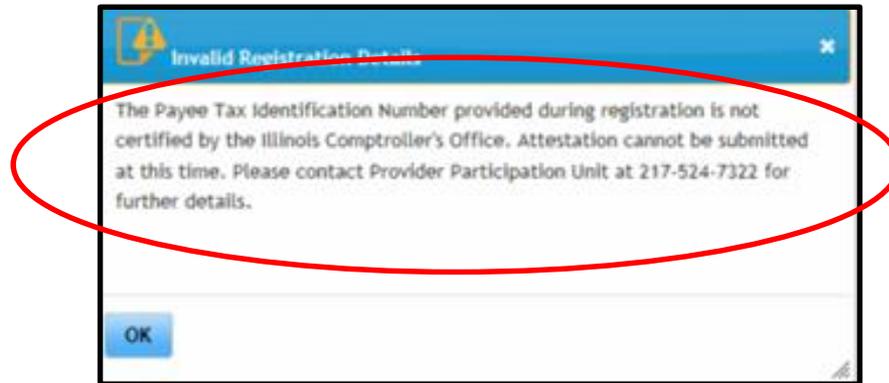


- **SOLUTION:** Call Provider Enrollment at 877-782-5565 (select options 1, 2, 1) and request confirmation that Tax ID has a pay-to address or to add one if not
- Mention this is related to an error message with EHR program

# 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](mailto:hfs.ehrincentive@illinois.gov)

# Help Desk Information



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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](mailto:muhelpdesk@chitrec.org)



# CHITREC

## The Chicago HIT Regional Extension Center

Collaboration | Trust | Leadership | Service | Community

*Bringing Chicago together through health IT*

Sam Ross

Help Desk Lead, Project Manager

12/12/2017