

HITECH Attestation Support

EHR Information Center

4/18/2011

EHR Information Center HITECH Attestation Support

Beginning April 18, 2011, the EHR Information Center will be providing HITECH Attestation assistance to the EHR Provider Community. The EHR Information Center is open from 7:30 a.m. – 6:30 p.m. (Central Time) Monday through Friday, except federal holidays, at 1-888-734-6433 (primary number) or 888-734-6563 (TTY number).

The EHR Information Center will receive telephone inquiries as well as electronic inquiries via the RightNow application via the “Submit Inquiry to the EHR Information Center” link available on CMS’ EHR Incentive Program website. The EHR Information Center will not distribute a mailing address since it is not tasked with answering written inquiries received through postal mail.

Additionally, the EHR Information Center will continue to work in collaboration with other EHR Incentive Program resources and business partners. CMS’ Regional Offices will continue to respond to common inquiries received from providers/stakeholders/contacts. The Regional Offices will refer all system related inquiries to EHR Information Center including system outages, registration, state file transmissions and others. The EHR Information Center will use the Resource/Entity Referral table (Attachment A) as a guide for referring callers to other business partners. You are receiving this notice of the EHR Information Center Attestation Support because you may receive referrals as outlined in Attachment A. Likewise, you should continue to refer inquiries to the EHR Information Center as outlined in Attachment A.

Attachment A: EHR Information Center Resource/Entity Referrals

Below is a chart listing various EHR Incentive Program business partners and the expected interaction between these resources and the EHR Information Center.

| Resource/Entity | Contact Information | Referred from EHR Information Center | Referred to EHR Information Center |
|----------------------------|---|--|--|
| Quality Net Help Desk | 1-866-288-8912 (Monday – Friday; 7 a.m. – 7 p.m. CT) TTY: 1-877-715-6222 Email: gnetsupport@sdps.org | Inquiries related to quality measures not related to the EHR incentive program e.g., general CMS Physician Quality Reporting System and eRx Incentive Program information PQRI-IACS registration questions PQRI-IACS login issues | Inquiries related to the EHR Incentive Program and System. |
| NPPES Enumerator Help Desk | 1-800-465-3203 (Monday-Friday; 9 a.m. - 5 p.m. ET) TTY: 1-800-692-2326 E-mail: customerservice@npienumerator.com | Specific NPI related issues such as reasons for approval/rejection, status, etc. Inquiries related to NPPES screen navigation (i.e. what does this screen mean?) | Inquiries related to the EHR Incentive Program and System. |
| CMS IT Service Desk | CMS IT Service Desk, 1-800-562-1963 (24 hours a day, 7 days a week) Email: CMS_IT_Service_Desk@cms.hhs.gov | Inquiries related to BDC systems not listed in this attachment and not related to the EHR Incentive Program and System. Inquiries related to the EHR Information Center BI Portal (MicroStrategy) password resets with CMS User IDs. Inquiries for PECOS, NPPES, and I&A system issues such as slowness/latency, blue screens, error messages, frozen screens, etc., then the a ticket should be opened with the CMS IT Service Desk. | Inquiries related to the EHR Incentive Program and System. Inquiries related to the EHR Information Center BI Portal (MicroStrategy) related to navigation and use of the reports. |

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|--|---|--|---|
| PECOS (EUS) Help Desk | <p>External Users Services (EUS) Help Desk 1-866-484-8049,</p> <p>TTY/TDD at 1-866-523-4759 (Monday-Friday 7 a.m.-7 p.m. EST)</p> <p>E-mail: EUSsupport@cgi.com www.eushelpdesk.com</p> | <p>General and access inquiries related to the PECOS application BUT not policy related questions.</p> <p>Inquiries related to PECOS Authorized Official (AO) requests, PECOS application issues/bugs, PECOS Security Consent Form (SCF), and general PECOS application navigation issues.</p> <p>Inquiries related to PECOS and/or I&A screen navigation (i.e. what does this screen mean?)</p> <p>Password resets, forgotten user ID/PW requests for - PECOS, NPES, EHR Incentive Program Registration & Attestation applications.</p> | <p>Inquiries related to the EHR Incentive Program and System (i.e. application issues/bugs, incentive program questions).</p> |
| MACs, FIs and Carriers | <p>http://www.cms.gov/MLNProducts/Downloads/CallCenterToolNumDirectory.zip</p> | <p>Inquiries related to fee-for-service claims processing including banking data and the calculation of hospital payment amounts. Inquiries related to 855 submissions such as status and any specific enrollment questions directly related to a Medicare Contractor or the CMS Medicare policy.</p> | <p>All other inquiries related to the EHR Incentive Program and System.</p> |
| ONC /Regional Extension Centers (RECs) | <p>http://healthit.hhs.gov/programs/REC http://healthit.hhs.gov/CHPL</p> | <p>Callers will be referred to the ONC Website to find the REC in their</p> | <p>All other inquiries related to the EHR Incentive Program and</p> |

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|-----------------------------|--|---|---|
| | | <p>area. The EHR Information Center will not refer callers to a specific REC. Callers with inquiries regarding Product Certification will be referred to the Certified HIT Product List CHPL page on the ONC website</p> | <p>System.</p> |
| <p>CMS Regional Offices</p> | <p>http://www.cms.gov/RegionalOffices/</p> | <p>EHR Information Center will not refer to the CMS Regional Offices (ROs).</p> <p>The RO will report to OIS/BAMG instances when the EHR Information Center is unable to respond to a provider including complaints and trends resolving inquiries.</p> | <p>The RO will refer complex issues/questions to EHR Information Center unless it is determined the provider has already contacted EHR Information Center. In those instances, the RO will contact OIS/BAMG for resolution.</p> <p>The ROs will refer all system related inquiries to EHR Information Center including system outages, registration, state file transmissions and others.</p> |