

If a report is available for your organization's TIN or NPI there are two ways to access 2007 re-run and/or 2008 PQRI feedback reports:

1) An individual EP can simply call their respective Carrier or A/B MAC provider contact center to request confidential 2007 PQRI re-run and/or 2008 PQRI feedback reports that will contain information based on their individual NPI. If an EP is part of a group practice, each EP in the group practice must individually call their respective Carrier or A/B MAC provider contact center to request a feedback report based on the individual NPI. To obtain a list of Provider Contact Centers, visit <http://www.cms.hhs.gov/MLNProducts/Downloads/CallCenterTollNumDirectory.zip> on the CMS website. In addition to PQRI information, these reports will provide individual EPs with information on their Medicare Part B Physician Fee Schedule allowed charges for the 2007 or 2008 PQRI reporting period, upon which an incentive payment is based.

Additional information about this alternative feedback report request process can be found by accessing special edition Medicare Learning Network (MLN) article (SE0922) "Alternative Process for Individual Eligible Professionals to Access Physician Quality Reporting Initiative (PQRI) and Electronic Prescribing (E-Prescribing) Feedback Reports." Visit <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0922.pdf> on the CMS website.

or

2) EPs can logon to the secure PQRI Portal on QualityNet at <http://www.qualitynet.org/portal/server.pt> to access their feedback report(s) based their TIN, or for a group. Access to the PQRI Portal requires registration in the Individuals Authorized Access to CMS Computer Services (IACS) system to obtain a userID and password.

### **Important Information on Updating IACS User Accounts and Passwords**

CMS would like to remind users that the CMS Security policy requires IACS passwords to be changed every 60 days. An IACS user who has not changed his or her password in over 60 days will be prompted to do so at the next login attempt.

An IACS user who has not changed his or her password in over 120 days will first be prompted to answer the security questions established at registration. After successfully answering security questions, the user will then be prompted for a password change.

Updating IACS user accounts and passwords is essential to maintaining this access and functionality.

### **Resources**

The IACS account management page is at <https://applications.cms.hhs.gov/category.html?name=acctmngmt> on the internet. Click on "My Profile" to login, change your password, or use the "Forgot Password?" option.

If you are having difficulty with IACS registration or disabled accounts, follow the self-service instructions below on how to recover your IACS user ID and/or password and/or change your IACS password.

#### Instructions for Retrieving Your IACS UserID

1. Go to the CMS Applications portal at <https://applications.cms.hhs.gov>
2. Enter the portal; select the Account Management tab, and then the “Forgot Your User ID?” link in the Account Management section. Follow the online instructions.
3. You will receive an email at the email address on record.

#### Instructions for Retrieving Your IACS Password

1. Go to the CMS Applications portal at <https://applications.cms.hhs.gov/warning.html>
2. Enter the portal; select the Account Management tab, and then “My Profile” link in the Account Management section.
3. Enter your UserID
4. Click on “Forgot Your Password?” button on the login page and follow the online instructions.
5. You will receive a onetime password in an email at the email address on record.

#### Instructions to Login and Change Your IACS Password:

1. Go to the CMS Applications portal at <https://applications.cms.hhs.gov>
2. Enter the portal; select the Account Management tab
3. Select the My Profile link
4. Login using your UserID and onetime temporary Password.
5. The system will prompt you to change your password.
6. Enter your new password in both the New Password and Confirm New Password fields and then select the Change Password button.
7. The system will take you back to the My Profile screen.
8. Log out.

Once you have successfully changed your password you may login and access your PQRI feedback report(s) on the PQRI portal at <https://www.qualitynet.org/portal/server/pt> on the internet.

If you are still having difficulty with IACS registration or disabled accounts, please contact the External Users Services (EUS) Help Desk at **1-866-484-8049**, TTY/TDD at 1-866-523-4759 (Monday – Friday 7:00 a.m.-7:00 p.m. EST) or via e-mail at [EUSsupport@cgi.com](mailto:EUSsupport@cgi.com).

The IACS home page for the Provider/Supplier user Community, which includes PQRI, is at [http://www.cms.hhs.gov/IACS/04\\_Provider\\_Community.asp#TopOfPage](http://www.cms.hhs.gov/IACS/04_Provider_Community.asp#TopOfPage) on the CMS website. Provider Community users should direct questions or concerns to the **External User Services (EUS) Help Desk** at 1-866-484-8049, TTY/TDD at 1-866-523-4759 (Monday - Friday 7:00 a.m.-7:00 p.m. EST) or via email at [EUSsupport@cgi.com](mailto:EUSsupport@cgi.com).

The PQRI Portal is available at <https://www.qualitynet.org/portal/server.pt> on the internet. Although the “Forgot Password” link on the PQRI Portal sends users to the IACS website; IACS and the PQRI Portal are two separate websites.

Additional information about PQRI can be found at <http://www.cms.hhs.gov/PQRI> on the CMS website. For more information on the 2007 re-run and 2008 PQRI feedback reports or incentive payments, see the "PQRI and eRx Quick-Reference Support Guide for Eligible Professionals" at [http://www.cms.hhs.gov/PQRI/Downloads/PQRI-eRxEPQuickRefGuideDiagram\\_100209.pdf](http://www.cms.hhs.gov/PQRI/Downloads/PQRI-eRxEPQuickRefGuideDiagram_100209.pdf) on the CMS website.

Users who still have questions or need assistance should contact the QualityNet Help Desk at 1-866-288-8912 (Monday-Friday 7:00 a.m.-7:00 p.m. CST) or [qnetsupport@sdps.org](mailto:qnetsupport@sdps.org).