QPP Resource Center® v3.0
Training Session
Training Agenda

1. Overview of the Key Changes
   a. What is New?
   b. What is Gone?
   c. What is the Same?
   d. Understanding the NEW Join Process
   e. Understanding the NEW Workflow
2. What Clinicians & Practices See
3. What We See
4. Live Demo
5. Questions & Answers
6. What’s Next?
7. Contact Us
Overview of Changes

1. New Look and Feel
   a. New color scheme, navigation methods, and style throughout the portal

2. Changes for the Practices and Clinicians:
   a. User login process with validation
   b. EC performance data from 2017 and 2018 in easy to access dashboards
   c. Quick access and registration to upcoming events, plus archived events
   d. Readiness Assessment and customized project plans
   e. Robust selection of resources

3. Workflow Changes
   a. Eligible Practice/Clinicians join process
   b. Queue process
   c. Statuses (Starting Point, Empowered Planning, Implement & Measure)
What’s New?

1. All Eligible Practice/Clinician Data is now IN the portal
   a. All 2019 Eligible Clinicians have been imported to the Resource Center
   b. 2020 Eligible Clinicians will be imported upon receipt from CMS & IMPACT

2. Eligible Practice/Clinicians join process
   a. Practices can now join by providing us with their F/L Name, Organization Name, TIN, and ZIP code. After that, users enter their clinician names and NPI’s. The system automatically queries whether the TIN and NPI are valid and eligible.

3. Practice Dashboards
   a. Displays all eligible clinician (validated TIN+NPI) data for the practice, key resources, countdown to attestation, project plan progress, and announcements.

4. Clinician Dashboards
   a. Displays clinician specific historical data and trending across categories.

5. Practice Profile (contains practice’s contact information)
6. Clinician Info (shows clinician contact and info card)
7. List of “Eligible Practices” and “Not Eligible Practices”
8. “All Clinicians List”
What’s Gone?

1. My Team form
   a. Users no longer need to add clinician data to the My Team form after submitting the Join Application form.

2. Workflow Phases and Practice Statuses specific to the Resource Center
   a. Starting Point, Empowered Planning, and Implement & Measure phases are gone
   b. “Education” is not required before accessing Readiness Assessment
   c. Resources specific to workflow phases are gone
   d. QPPA’s no longer need to transition a practice to a specific phase or status

3. Queue for QPPA’s
   a. No more “queue” for QPPA’s to review join applications, My Team submissions, etc.

4. Automated emails to practices/users from the system (*temporarily disabled*)
What’s the Same?

1. Resources
   a. Resource Type filters
   b. Resource Tag filters
2. Events
   a. Registration for upcoming events
   b. View archived events
3. Readiness Assessment for current PY
4. Project Plans for current PY
5. MIPScast® single sign-on
6. MyLive Chat for Altarum QPPA’s
7. Interactions (visible for both user and QPPA)
Understanding the NEW Join Process

New users join the portal by clicking the “Join Now” button.

Existing users log into the portal by clicking the “Login” button.
Understanding the NEW Join Process

New users join the portal by entering their information on the “Create New Account” or Join Form shown here.
Understanding the NEW Join Process

IF an account already exists for the practice, the user will see this message.

This means an account is already setup for the practice with an established user and the TIN is validated.

Users can contact us to obtain the username and password to log in.
Understanding the NEW Join Process

IF an account does NOT already exist for the practice, the user will see this screen. When a valid and eligible TIN is provided, the system queries the database and retrieves the associated clinician information for the user to confirm.

Users are prompted to confirm the practice details (primary address or add a new address)

Users must add clinician NPI’s for each clinician eligible at the TIN. Clicking continue creates their account.
Understanding the NEW Join Process

User provides:
Name (F,L) and email
TIN + ZIP + Org Name
Creates unique PW.

The QPP RC checks the database for the TIN and Organization Name.

IF the TIN/Organization are NOT found, the system prompts the user and asks: do you want to request access anyway?

IF the TIN/Organization is found, the system prompts user to enter their clinician info:
User enters F/L name and NPI

System creates account for the practice and checks the database for TIN+NPI to verify access rights

All matched NPI’s = Access to current year practice level dashboard
All unmatched NPI’s = message to user that NPI not found
Understanding the NEW Workflow

Login

Join Form & System Validation (TIN+NPI)

Eligible Clinician

Resources, Events, RA, Project Plan, & MIPScast

Practice Dashboard & Performance Data (TIN + NPI)

Out of Network

Warm Handoff

MIPS

MIPS APM

ADV APM

Project Plans

Individual Dashboard

Cost, Quality, IA, PI Project Plans

MIPS APM Project Plan

Advanced APM Project Plan

Opt-In Clinician

Resources, Events, RA, Project Plan, & MIPScast

Practice Dashboard & Project Plan Data Only

Out of Network

Warm Handoff

MIPS

MIPS APM

ADV APM

Project Plans

Individual Dashboard

Cost, Quality, IA, PI Project Plans

MIPS APM Project Plan

Advanced APM Project Plan

Ineligible
Practice account with eligible NPI’s have full access with:

- Historical Performance Data at the Practice level:
  - Access to “QPP 101” and “Welcome to the QPP Resource Center®” Resources
  - Count down to attestation deadline
  - Performance scores for most recent program year (for eligible clinicians at their TIN only)

- Outliers, High Performers, and Low Performers

- Project Plans
  - Project Plan Progress (# steps competed, # steps remaining, and # steps in progress)
  - Practices can log progress on their project plans
  - Logging progress is key driver for dashboard

- List of Eligible Clinicians (for their TIN only)

- Announcements
What Clinicians & Practices See (continued)

- Historical Performance Data at the Clinician level:
  - Performance Data Trends across program years
  - Comparisons to the national average (to come)
- Final Composite and Category Scores
  - PY 2017 Score
  - PY 2018 Score (+/- % previous yr)
  - ACI Score
  - IA Score
  - PI Score
  - Cost Score
  - Quality Score
What Clinicians & Practices See (continued)

- Practice Profile
- Clinician Information
  - Eligible Clinicians
  - Ineligible Clinicians
  - Users can recheck eligibility of clinicians or add a new clinician to see if they are eligible
- Resources
  - Tags and filters by content, resource type, PY, etc.
- Events
  - Registering for upcoming events
  - Accessing archived events
What We See

What we see in the new QPP Resource Center® as QPP Advisors, Managers, and as a Network

• Practice View
  • Search for Practice by TIN, Organization Name, POC Information, Validated/Not Validated Status, and more

• Clinician View
  • Search for Clinicians by NPI, TIN, Name, Validated/Not Validated Status, and more

• Clinician Performance for each program year
  • Clinician Specialties, designation, demographic information, and more
  • Composite Score (PY2017, PY2018)
  • ACI, IA, PI, Cost, and Quality Scores

• List of Eligible Practices (shows practices with at least one eligible TIN+NPI for PY2019)
• List of Not Eligible Practices (shows practices with NO eligible TIN+NPI for PY2019)
• All Clinicians List (shows all clinicians organized by practice)
• MIPScast® login

• Join Attempt Queue (who requires warm handoff to another TAC) Coming Soon!
What We See

List of Eligible Practices

Filter Options:
- Practice Name
- Practice TIN
- ZIP Code
- Grant SDO/TAC (coming soon!)

Display:
- Practice Name
- Practice TIN
- Zip Code

List is sortable and Practice Name links to Practice Account.
List of Not Eligible Practices

Filter Options:
Practice Name
Practice TIN
ZIP Code
Grant SDO/TAC (coming soon!)

Display:
Practice Name
Practice TIN
Zip Code

List is sortable and Practice Name links to Practice Account.
What We See (continued)

All Clinicians List

Filter options:
- Last Name of Clinician
- Practice TIN
- Grant SDO (TAC)
- Newly Enrolled in Medicare (status)
- Clinician Validation within QPP RC

Display:
- Organized by Practice
- Practice TIN
- Clinician NPI
- Clinician Name
- Clinician Credential/Specialty
- Newly Enrolled in Medicare Status
- Grant SDO/TAC
- Validation status

List is sortable and Practice Name links to Practice Account.
What’s Next?

Release 3.1:
Readiness Assessment for PY2020
Project Plans for PY 2020

Release 3.2:
2020 Eligible Clinician data loaded
2020 Opt-In Clinician data loaded

Release 3.3:
QPPA and Regional dashboards
Out of Network Queue
Regional and SDO Level Reports
Contact Information

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Partner Feedback and Improvement Suggestions can be submitted through the Partner Feedback form.