

Guam Medicaid EHR Incentive Program

Eligible Professional Quick Registration Reference Guide

The Guam Medicaid Electronic Health Records (EHR) Incentive Program was launched on April 1, 2013. There is a two-step registration process: (1) CMS web site and (2) Guam Medicaid EHR Incentive Program web site. This Quick Reference Guide is intended to provide resources to help providers understand what is needed for the CMS registration. Training will be conducted on April 15, 2013 to explain this process and how to register and attest for Adopt Implement Upgrade (AIU) using the Guam State Medicaid EHR Incentive Program web site.

- Please visit this CMS web link to learn more about the program: <http://www.cms.gov/EHRIncentivePrograms/>
- To register visit the CMS Registration and Attestation Site: <https://ehrincentives.cms.gov/hitech/login.action>
- Registration through the Guam Medicaid EHR Incentive Program requires the CMS Registration to be completed first. The program will contact you with instructions on how to register on the local Guam Medicaid EHR Incentive Program site once your submission is approved on the CMS site. Guam Medicaid EHR: <http://ehrincentives.guam.gov>

Go to this page to start registration:

<https://ehrincentives.cms.gov/hitech/login.action>

What you need to register with CMS:

It is very important to confirm that provider and organizational data is current. Some changes are allowable on line and others require signed hard-copy forms to be sent to the U.S. Mainland and could take long processing time. You will need the following:

- 1) **NPI** (National Provider Identifier)
<https://nppes.cms.hhs.gov/NPPES/Welcoms.do>
- 2) **NPPES** (National Plan and Provider Enumeration System) User ID & Password (updated)
<https://nppes.cms.hhs.gov/NPPES/Welcome.do>
 - a) NPPES user ID and Password are used to log in to the CMS registration system
- 3) Selection of Medicare or Medicaid Incentive Program
PECOS (Provider Enrollment, Chain and Ownership System) User ID & Password:
<https://pecos.cms.hhs.gov/pecos/login.do>
 - a) For Medicare providers and for hospitals (both programs) a PECOS enrollment is required
 - b) For Medicaid provider participation in the Medicaid EHR Program, PECOS enrollment not required; select your state/territory
- 4) Personal Information
 - a) Social Security Number
 - b) NPI
 - c) **Payee TIN** (Tax Identification Number) to which incentive payment should be made for example EP's SSN or Group's EIN (EP can receive the payment directly only if he/she has not reassigned Medicare benefits in PECOS)
 - d) **Payee NPI** if you are reassigning payment

- 5) Business Information
 - a) Populated from NPPEs, but EPs can make changes if needed (but it does not update the NPPEs account information) – recommended that all changes are made through NPPEs, call the helpdesk.
- 6) EHR Certification Number – Certified Health IT Product List
<http://oncchpl.force.com/ehrcert?q=chpl>
 - a) Suggestion: Ask your vendor for specific EHR, Version and Certification Number
- 7) **I&A Account** - Optional: If the provider requires someone else to register on their behalf. The person who will be doing the registration requires an Identity & Access Management
<https://npes.cms.hhs.gov/NPPEs/IASecurityCheck.do>

Registration Resources:

- CMS Registration Video –step-by-step instructions of the registration process
http://www.youtube.com/watch?v=kL-d7zj44Fs&feature=player_detailpage
- CMS Registration Page - start here to register and attest
http://www.cms.gov/EHRIncentivePrograms/20_RegistrationandAttestation.asp
- CMS Registration User Guide for the Medicare EHR Incentive Program
https://www.cms.gov/EHRIncentivePrograms/Downloads/EHRMedicareEP_RegistrationUserGuide.pdf
- CMS Registration User Guide for the Medicaid EHR Incentive Program
https://www.cms.gov/EHRIncentivePrograms/Downloads/EHRMedicaidEP_RegistrationUserGuide.pdf
- CMS Attestation User Guide – contains both registration and attestation information
<http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/downloads/HospAttestationUserGuide.pdf>
- Guam Medicaid EHR Incentive Program – Guam registration and attestation site with other reference materials and user guides
<http://ehrincentives.guam.gov/>

Helpdesks – Contact Information

- Contact the EHR Information Center Help Desk for Questions concerning registration, (888) 734-6433 / TTY: (888) 734-6563
- Lost information? Call NPPEs help desk: 1-800-465-3203 or customerservice@npienumerator.com
- If you are having issues with your User ID/Password and are unable to log in, please contact the External User Services (EUS) Help Desk at 1-866-484-8049/TTY 1-866-523-4759.

Monday – Friday 8:20 to 4:30 Eastern Standard Time

ONLY authorized provider can call – will be asked security questions

IF authorized person listed not accurate – a hard copy, original signature will have to be mailed to NPPEs

- Guam Medicaid EHR Registration and Attestation Questions: (866) 282-8990

Tips:

General

- Register early – to check User IDs and Passwords.
- “Successful Submission” doesn’t always mean completely finished.
 - Review submission pages carefully – some registration sites require you to print and mail in hard copies to complete the registration.
 - CMS registration (NLR) - then Guam Medicaid registration (SLR)

Problems with User ID and Password

- System is Case Sensitive
- User ID cannot be changed
- IF NPPESS User ID and Password does not work on the CMS registration login page – call the External User Services (EUS) Help Desk at 1-866-484-8049/TTY 1-866-523-4759 to re-set the password. CMS has informed us that this is a problem that may happen

Connectivity

- Check Web Browser – at times Firefox works better than Windows Explorer
- CMS Site can be slow to load depending on bandwidth and can time out
- ISP (Foreign Servers) that are prohibited by U.S. servers; may not have access to CMS Registration and Attestation Web Site – you may need to contact your ISP to find alternate ways to get to the web site (e.g., proxy server)

HelpDesk

- Hours Monday – Friday 8:20 to 4:30 Eastern Standard Time
- Great support – sometimes the only support that can identify the problems
- ONLY authorized provider can call – will be asked security questions
- IF authorized person listed not accurate – a hard copy, original signature will have to be mailed to NPPESS and may require up to 30-day to process

Understanding the Various Systems:

NPI National Provider Identifier: a unique 10-digit identification number providers by CMS

NPPESS National Plan and Provider Enumeration System: this is the system that provides the initial set-up for providers to get an NPI, User ID and Password

PECOS Provider Enrollment, Chain and Ownership System: this system is used to reassign benefits, links groups with providers. You may sometimes be referred to the PECOS External User Services (EUS) Help Desk for User ID and Password support (even if it is not a PECOS related issue).

I&A (Identity & Access Management): this system is used to provide accounts to users that want to submit information on behalf of a provider; the provider will be required to authorize the ‘surrogate’ user

Note: The systems are connected and therefore the same User ID and Password is used for the different ‘applications.’