

PROGRAM UPDATE



October 30, 2017

Frequently Asked Questions

In this section of the Medicaid EHR Incentive Program newsletter, we will be reviewing your frequently asked questions. If you would like your question considered for publication, contact the Medicaid EHR incentive coordinator at medicaidEHR@corhio.org.

Q: I have six providers to attest for. Do I need to become a delegate so that I can enter my six attestations?

A: Yes, you do need to become a delegate if you need to attest on behalf of providers in the Medicaid EHR Incentive Program. Please see “Featured Article” below for more information.

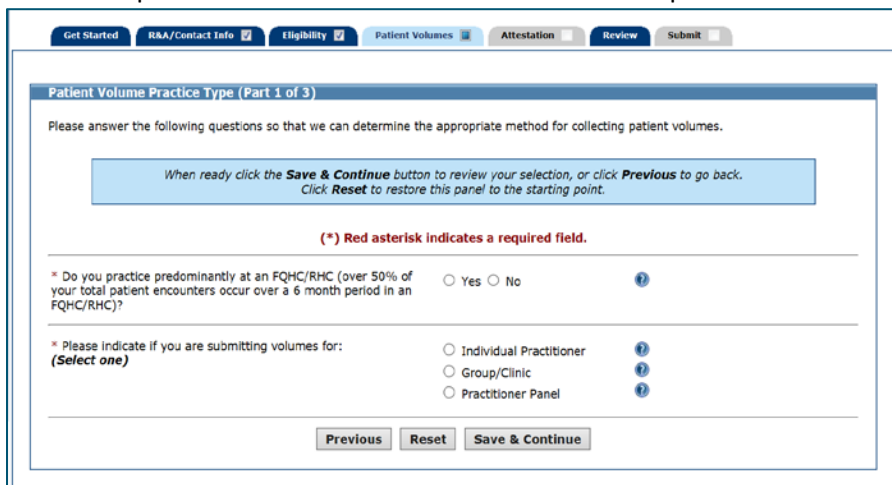
Q: As a “preparer,” am I allowed to sign the attestation agreement for the Eligible Professional (EP) or do the providers need to sign the attestation agreement as in previous years?

A: The new Colorado Registration & Attestation (CO R&A) system will allow the preparer to electronically sign the agreement. You will no longer have an attestation agreement to print, sign and upload.

Q: I want to attest eligible professionals as a group in the CO R&A system, what is the process?

A: The group/practice/clinic cannot attest on behalf of providers using a group provider number’s login within the interChange (Medicaid Provider Web Portal). Each individual provider in the group must have an active Colorado Medicaid provider enrollment record of their own to attest for the Medicaid EHR Incentive Program. The provider can then create a delegate from within the provider’s account to attest on behalf of the provider. Once the providers from the group are enrolled as active

Colorado Medicaid providers and are found to be eligible to participate in the Medicaid EHR Incentive Program, each provider/delegate will be able to enter the CO R&A system and begin the attestation process. The provider/delegate will continue through the attestation process until reaching the Patient Volume Tab. The providers in the group will indicate they are submitting volumes as a group/clinic (see screenshot).



Get Started | R&A/Contact Info | Eligibility | Patient Volumes | Attestation | Review | Submit

Patient Volume Practice Type (Part 1 of 3)

Please answer the following questions so that we can determine the appropriate method for collecting patient volumes.

When ready click the **Save & Continue** button to review your selection, or click **Previous** to go back. Click **Reset** to restore this panel to the starting point.

(*) Red asterisk indicates a required field.

* Do you practice predominantly at an FQHC/RHC (over 50% of your total patient encounters occur over a 6 month period in an FQHC/RHC)? Yes No

* Please indicate if you are submitting volumes for: (Select one) Individual Practitioner Group/Clinic Practitioner Panel

Previous | Reset | Save & Continue

PROGRAM UPDATE



Program Update

Important items about the new CO Registration & Attestation System - MAPIR (Medical Assistance Provider Incentive Repository)

The Department of Healthcare Policy and Financing (the Department) has recently selected a new CO R&A system (MAPIR), so there will be some changes to the process for all providers and delegates attesting. Below are some tips and tricks to help you through the new system and navigate some of the pitfalls you may encounter:

- As in previous years, register first with the Centers for Medicare and Medicaid Services (CMS) for the Medicaid EHR Incentive Program (please refer to [Registering at CMS for the Colorado Medicaid EHR Incentive Program](#) for an instructional webinar to assist in this process).
- Providers must log into the [Colorado Provider Web Portal](#) and choose the *EHR Incentive Payment Program* link to be directed to the CO R&A application. Choose **MAPIR Application** to access the CO R&A application.
- EPs are required to upload the following documents that are applicable into the CO R&A system:
 - [Medicaid De-Identified Eligibility Workbook](#)
 - EHR Vendor Contract or Vendor License Agreement and proof of service location where the certified electronic health record technology (CEHRT) is used
 - [Medicaid Group Eligibility Workbook](#) in PDF format (required for group attestations only)
 - Screen print of Certified Health IT Product List (CHPL) ID/EHR Certification ID of the Certified Electronic Health Record Technology certified to the 2014 & 2015 edition. Follow this link <https://chpl.healthit.gov/#/search> to find the CHPL ID for your system.
 - MU & CQM Summary/Dashboard Report (MU Attestations only)
 - Breakdown of encounters by Medicaid Managed Care Organizations (if you include MCOs)
 - If applicable, PA-led letter signed by Federally Qualified Health Center or Rural Health Center executive
- Eligible Hospitals (EHs) and Critical Access Hospitals (CAHs) are required to upload the following documents, if applicable, into the CO R&A system:
 - De- Identified Eligibility Workbook
 - EHR Vendor Contract or Vendor License Agreement and proof of service location where CEHRT is used
 - Screen print of CHPL ID/EHR Certification ID of the Certified Electronic Health Record Technology certified to the 2014 & 2015 edition (link above)
 - MU & CQM Summary/Dashboard Report – (MU Attestations only)
 - Breakdown of encounters by Medicaid Managed Care Organizations (if you include MCOs)
- All documents that are uploaded must be in PDF format (no larger than 5MB). Please refer to the [CORHIO website](#) for instructions on how to save a document as a PDF.
- Even though the option will be available, **DO NOT attest for program year 2017.**
- Have the information available on who prepared your Security Risk Assessment and the date it was last performed or updated.

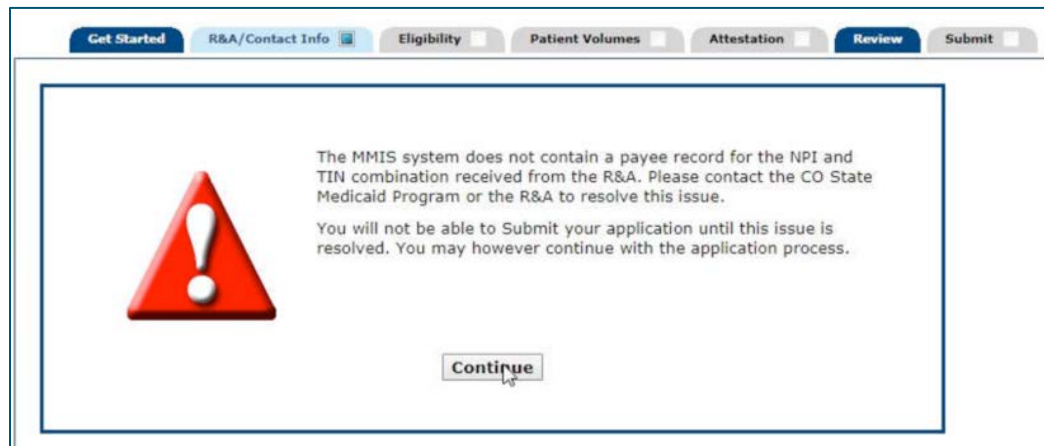
PROGRAM UPDATE



Known Errors or Issues

Since the program opening on October 15th, there have been some errors and issues brought to the attention of the Department that may affect your ability to attest. Please see these issues below along with the fix available and contact medicaidEHR@corhio.org if you require further assistance.

- Error: Payee information, when confirming where the incentive payment will be sent, is wrong or populating the wrong location name
 - Fix: Check if Group/practice/clinic/individual NPI, Medicaid ID and address are all **correct** and submit the attestation (submit even if location name is incorrect)
 - If Group/practice/clinic/individual NPI, Medicaid ID and address information is **incorrect**, verify payee information entered at CMS and, if needed, modify the information
 - If payee information is correct at the CMS level, please contact the Medicaid EHR Incentive Program Coordinator at medicaidEHR@corhio.org
- Error: The first landing page asks you to verify that the above information (NPI and Provider ID) accurately identifies your entity but does not have the NPI and Provider ID populated
 - Fix: Proceed with the attestation by clicking the **Proceed** option. The NPI will appear on the next page.
- Error: The MMIS system does not contain a payee record for the NPI and TIN combination received from the R&A (see screenshot below)
 - Fix In Progress: The Department is working on this error and requests providers move forward with entering information into the attestation system and wait for communication for when providers can submit the application



PROGRAM UPDATE



- Issue: CMS needs a Medicaid Provider ID (MID) to register for the EHR Incentive Program at the CMS level and you don't think you have one
 - Suggestion #1: Log into the Provider Web Portal as the individual provider and review the blue area on the Home tab. The MID is to the right next to "Location" (see screen shot below). If this is not your individual MID, please see Suggestion #2.

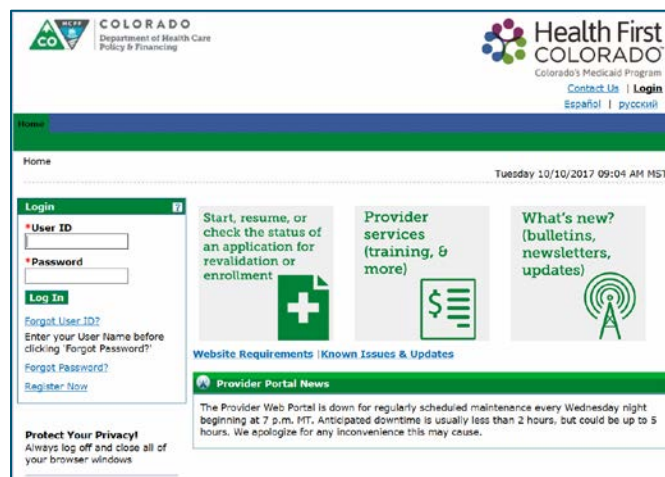


- Suggestion #2: Please call the Department's fiscal agent — DXC customer service at 1-844-235-2387 or email COProviderEnrollment@HPE.com to resolve this issue.
- The Department is currently working with the fiscal agent so that all 2016 Eligibility dates will be accepted for providers for program year (PY) 2016. It will be available only when selecting the 12-months preceding attestation date option. Since you cannot overlap dates or use dates that you used for eligibility in previous program years, please be cognizant of using 2017 eligibility dates to avoid adversely affecting PY 2017 attestations. More information will be communicated as it becomes available.

Featured Article – Creating a Delegate in the MAPIR system

The new CO R&A system allows the ability to register a delegate to complete the attestation for a provider. Detailed below are the instructions for how to create a delegate in the MAPIR system. It is important for participants to know creating a delegate/provider account may take some time to complete, please plan accordingly.

1. Log into the [Colorado Provider Web Portal](#) with an active, registered provider. As a reminder, a group/clinic cannot attest for a provider with a group/clinic's login information.



PROGRAM UPDATE



2. On the Main Page, select the 'Managed Accounts' link from the left-hand navigation (if the provider has delegated access to any individual, they would be listed at the bottom of the page in a grid format). Choose the 'Add New Delegate/Office Staff' tab and fill in the required fields. For delegates to enter MAPIR, you must select the 'EHR Incentive Program' and 'MAPIR' Functions. Click **Submit**. Please note: If the two functions seen in the below screen shot are not selected, the delegate will not see the 'EHR Incentive Payment Program' link on the login page.

Select the functions that the delegate is authorized to access.
(At least one function must be selected)

***Functions**

- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization
- Claim - Inquiry
- Claim - Submit and Resubmit
- EHR Incentive Payment Program
- MAPIR
- Member Focus Viewing
- Provider Maintenance
- Resources - Download Reports
- Resources - Search HIPAA Error Codes
- Revalidation
- Search Accounts Receivable
- Search Alerts
- Search Payment History
- Secure Correspondence
- Verify Eligibility

3. Once the delegate has been created, a delegate code will display on the screen.

Manage Accounts

The delegate has been added to your delegate list.

**The delegate code for the new delegate is 10101.
The delegate code is required to be communicated
to the new delegate for registering with the
portal.**

PROGRAM UPDATE



- Once the provider has given the code to the delegate of his or her choice, the delegate can enter the system and select 'Register Now' to create an account, selecting 'delegate' as shown in the image below.

From this point, the delegate must match all required values entered by the provider who created the delegate account. The image below shows why the delegate code is needed by the provider in order for the delegate to make an account. If the values entered do not match, the delegate will not be able to register.

We hope this information about creating a delegate is helpful but please remember, if you need further assistance, call Kelly Hernandez at (720) 285-3232 or email medicaidEHR@corhio.org.

PROGRAM UPDATE



Timeline – Colorado Medicaid EHR Incentive Program

CO R&A System open for EPs to attest to 2016 Meaningful Use	October 15, 2017
CO R&A System open for EHs and CAHs to attest to 2016 Meaningful Use	October 15, 2017

*Please remember to register for the Medicaid EHR Incentive Program at [CMS](#). Colorado EPs, EHs and CAHs will be able to fill out an application within the new State Level Registry once the Department’s Registration and Attestation site becomes available. Continue to visit the [CORHIO](#) website for information.

If you know someone that would benefit from receiving this newsletter, send them the following link to subscribe: <http://www2.corhio.org/emailPreference/e/5402/307>

For questions regarding program requirements, eligibility and Meaningful Use, contact:

Medicaid EHR Incentive Program Coordinator
 Kelly Hernandez
 (720) 285-3232
MedicaidEHR@corhio.org

Medicaid Program Point of Contact and Partnerships

The Department of Healthcare Policy and Financing has partnered with CORHIO to provide program coordination and assist with provider communications and outreach regarding the Medicaid EHR Incentive Program. The Medicaid EHR Incentive Program Coordinator is the central point of contact for EPs, EHs, partners and other interested parties regarding requirements and processes. Inquiries concerning the Medicaid EHR Incentive Program can be sent to MedicaidEHR@corhio.org or by calling (720) 285-3232.