

Clinigence MIPS Renewal Self-service



Agenda – MIPS Renewal Self-service

- The Renewal Self-service Process
- Initiating the 2018 MIPS Renewal Order
- Completing the Practice Information
- Completing the Provider Information
- Selecting Quality Measures for Providers
- Selecting Improvement Activities for the Practice (optional)
- Submitting the Order
- Requesting Changes to a Renewal Order

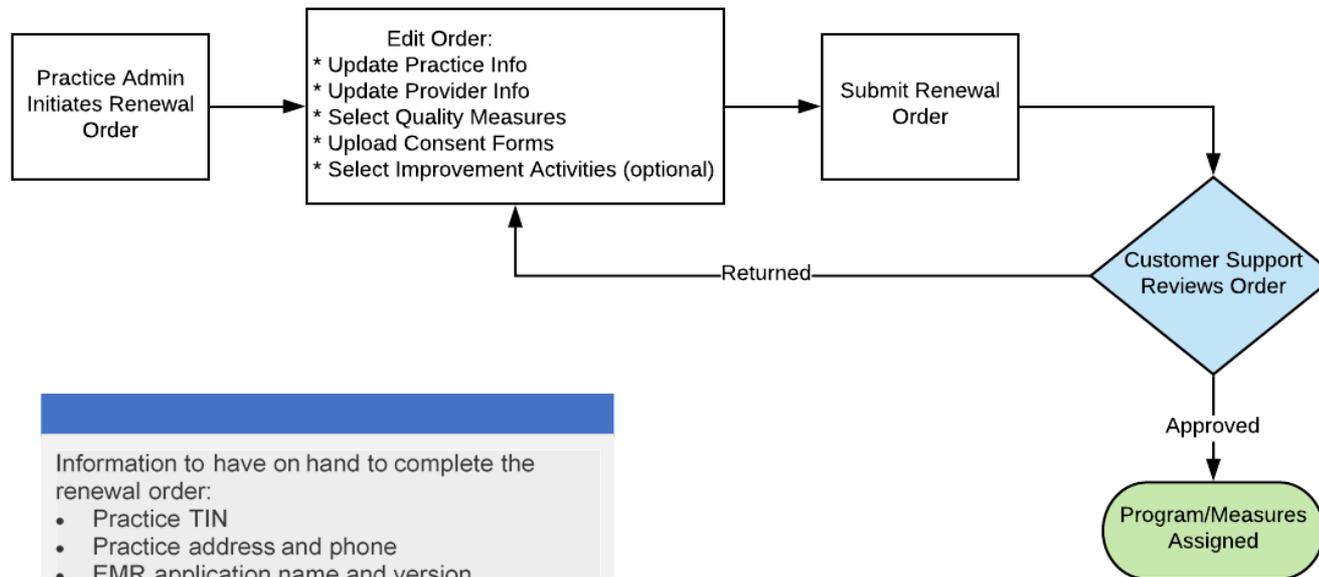
The MIPS Renewal Self-service Process

- For the 2018 MIPS program, there is a new feature that allows practices to renew their MIPS orders via Self-Service. This feature allows you to enter the practice and provider information and select the measures for each provider.
- Renewals for Individual-reporting Only. This option is only for practices reporting for individual providers that have reported quality data using Clinigence in previous years.
- New orders and group renewals will need to use the Google form found here: <https://support.clinigence.com/solution/articles/3000076692-2018-mips-quality-and-improvement-activities-forms>.

Who Can Submit a Renewal Order?

- A Practice Administrator must initiate the renewal order. Once the order is in progress, either the Practice Administrator or an Organization Administrator can submit the order.
- The Practice Administrator must have permission to access the Configuration tab. For more information on setting user credentials, refer to [Adding a Practice Administrator](#) in the Helpdesk.
- As you fill in the order, the information entered will be saved. ***You do not need to finish the order in one session.*** When you have entered all the required information, the Submit Order button will be activated.

The Renewal Order Process



Information to have on hand to complete the renewal order:

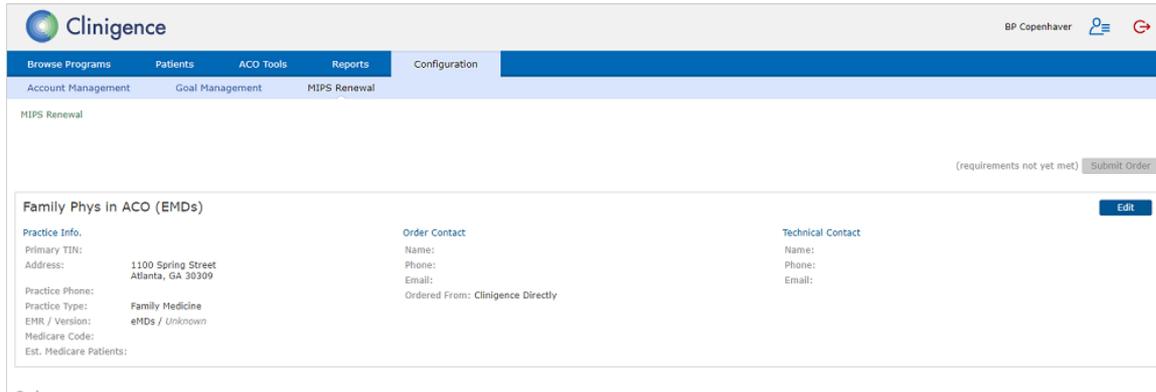
- Practice TIN
- Practice address and phone
- EMR application name and version
- Medicare Payer Code
- Estimated number of Medicare patients
- Contact person at the practice for the order
- Technical contact person at the practice/VAR
- Quality measures selected for each individual provider
- Improvement Activities selected for the practice (optional)

Initiating the MIPS Renewal Order

- A Practice Administrator must initiate the renewal order. Once the order is in progress, either the Practice Administrator or an Organization Administrator can submit the order. The Practice Administrator must have permission to access the Configuration tab.
- **NOTE:** The Self-service process is available only for renewal orders for individual reporting.

Initiating the MIPS Renewal Order

1. Log in at solution.clinigence.com
2. Select the Configuration tab. The configuration menu appears.
3. Select the MIPS Renewal tab. The MIPS Renewal Order form appears.

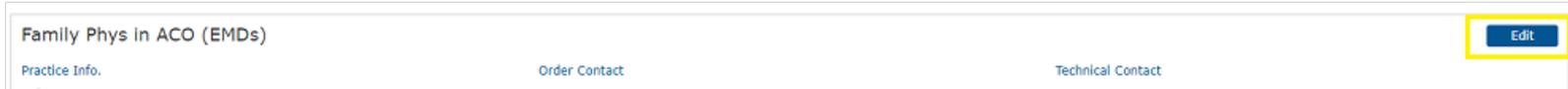


The screenshot shows the Clinigence web application interface. At the top, the Clinigence logo is on the left, and the user name 'BP Copenhaver' with a profile icon and a refresh icon is on the right. Below the header is a navigation menu with tabs for 'Browse Programs', 'Patients', 'ACO Tools', 'Reports', and 'Configuration'. Under 'Configuration', there are sub-tabs for 'Account Management', 'Goal Management', and 'MIPS Renewal'. The 'MIPS Renewal' sub-tab is selected. The main content area shows the 'MIPS Renewal' form. At the top right of the form, it says '(requirements not yet met)' and a 'Submit Order' button. Below this, there is a section titled 'Family Phys in ACO (EMDs)' with an 'Edit' button. The form is divided into three columns: 'Practice Info.', 'Order Contact', and 'Technical Contact'. The 'Practice Info.' column contains: Primary TIN: (blank), Address: 1100 Spring Street, Atlanta, GA 30309, Practice Phone: (blank), Practice Type: Family Medicine, EMR / Version: eMDs / Unknown, Medicare Code: (blank), Est. Medicare Patients: (blank). The 'Order Contact' column contains: Name: (blank), Phone: (blank), Email: (blank), and Ordered From: Clinigence Directly. The 'Technical Contact' column contains: Name: (blank), Phone: (blank), and Email: (blank).

As you fill in the order, the information entered will be saved. You do not need to finish the order in one session. When you have entered all the required information, the Submit Order button will be activated.

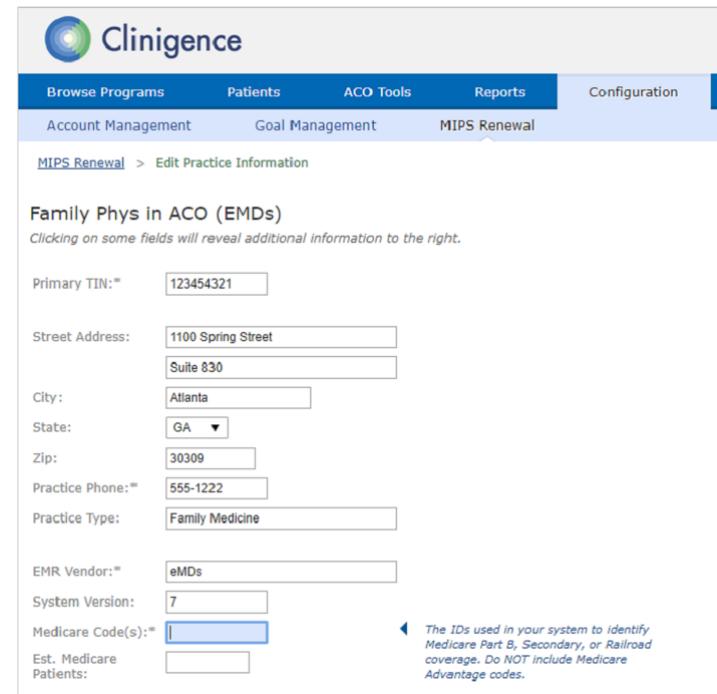
Completing the Practice Information

1. Select the Edit button to the right of the practice information section.



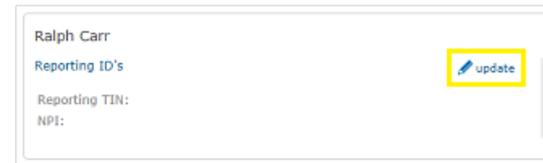
2. The Practice Information screen appears. Required fields are denoted with an asterisk (*).

3. When you have finished entering information for the practice, select Save Changes. The Renewal Order form reappears.



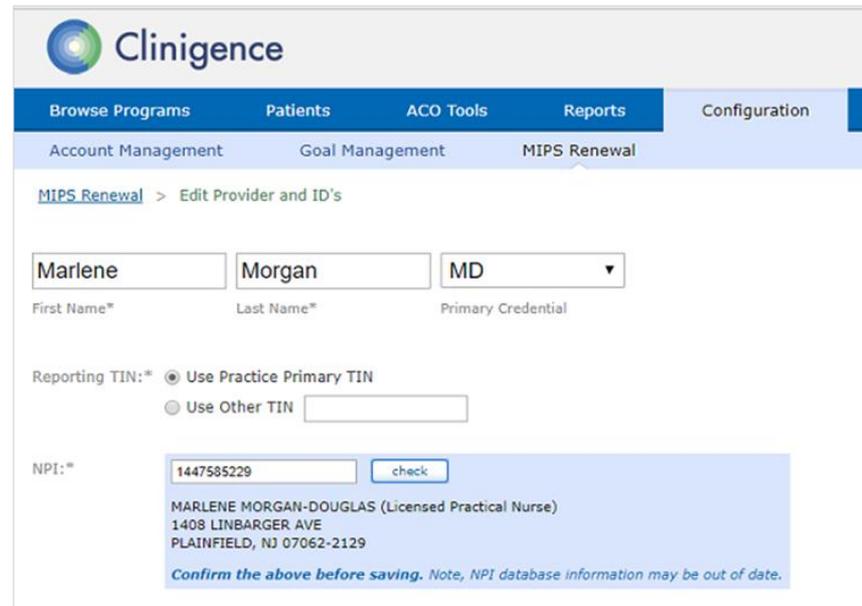
Completing the Provider Information

- The Practice Administrator or Organization Administrator needs to complete the Provider Information for each provider who will be individually reporting in the current program year.
- Select the Update icon for the first provider to access the Provider Information screen.
 - The Provider Information screen appears. Required fields are denoted by an asterisk (*).



Ralph Carr
Reporting ID's
Reporting TIN:
NPI:

update



Clinigence

Browse Programs Patients ACO Tools Reports Configuration

Account Management Goal Management MIPS Renewal

MIPS Renewal > Edit Provider and ID's

Marlene Morgan MD

First Name* Last Name* Primary Credential

Reporting TIN:* Use Practice Primary TIN Use Other TIN

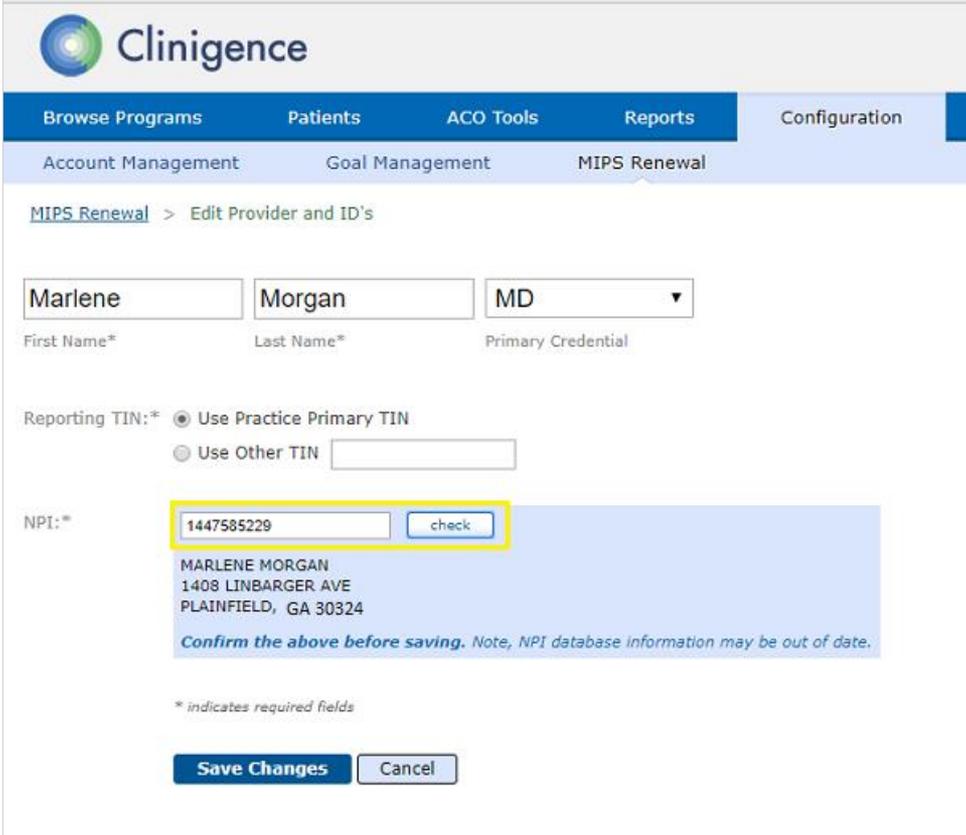
NPI:* 1447585229 check

MARLENE MORGAN-DOUGLAS (Licensed Practical Nurse)
1408 LINBARGER AVE
PLAINFIELD, NJ 07062-2129

Confirm the above before saving. Note, NPI database information may be out of date.

Completing the Provider Information

3. Enter the Provider's Individual NPI (not the organization's NPI) and select the Check button. This will access an NPI Lookup database and return any matches found. Review the provider information and confirm that the provider from the lookup matches the provider you are entering information for.



Clinigence

Browse Programs Patients ACO Tools Reports Configuration

Account Management Goal Management MIPS Renewal

MIPS Renewal > Edit Provider and ID's

Marlene Morgan MD

First Name* Last Name* Primary Credential

Reporting TIN:* Use Practice Primary TIN Use Other TIN

NPI:*

MARLENE MORGAN
1408 LINBARGER AVE
PLAINFIELD, GA 30324

Confirm the above before saving. Note, NPI database information may be out of date.

* indicates required fields

Completing the Provider Information

4. When all the required information is entered and you have confirmed the NPI, select Save Changes. The Renewal Form reappears with the provider information displayed.
5. Repeat steps 1 - 4 for each provider who will be reporting individually for the current program year.

Removing Providers from the Order

- If there is a provider listed on the renewal order who will not be reporting for MIPS in the current program year with your organization, you can remove him/her from the list.
- Select the Delete button for that provider. You will be prompted to confirm that you want to remove that provider, select OK.

Ralph Carr		Measure Selection		Consent Form	
Reporting ID's		None Selected		Missing	
Reporting TIN:					
NPI:					

Selecting Quality Measures for Providers

- The Self-Service Renewal Order allows you to select the Quality measures for each individual provider. You can easily select the same measures for multiple providers or select a different set of measures for each provider.
- The standard contract allows your practice to select up to 12 unique quality measures. If you wish to select additional measures, a fee will be charged. The Renewal Order form will calculate any additional fees that you will incur.

Selecting Quality Measures for Providers

1. Select the Update icon in the Measure Selection section for the first provider. The measure selection screen appears.

Ralph Carr
Reporting ID's
Reporting TIN:
NPI:

update Measure Selection
None Selected

update

2. Click to highlight a measure from the Available Measures list on the left, then select the Add button to add that measure to the Measures Selected for this Provider list on the right. You can click the measure titles to select multiple measures.

Marlene Morgan, MD

If you have more than one provider in your order, you can copy the same measures already assigned to another provider to this provider or select unique measures for this provider.
The base requirement for measures is six measures, including one outcome measures. If no outcome measures are applicable to your organization, choose a high priority measure instead.

0/12 measure credits used

Available Measures:

Filter by Measure Type: Process Outcome High

Process (CMS 123/QID 163) Diabetes: Foot Exam

Process (CMS 134/QID 119) Diabetes: Medical Attention for Nephropathy

Process / High (CMS 142/QID 19) Diabetic Retinopathy: Communication with the Physician Managing Ongoing Diabetes Care

Process (CMS 167/QID 18) Diabetic Retinopathy: Documentation of Presence or Absence of Macular Edema and Level of Severity of Retinopathy

Process (CMS 136/QID 366) Follow-up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medication - 2018

Process / High (CMS 90/QID 377) Functional status assessment for Congestive Heart Failure

Process / High (CMS 56/QID 376) Functional Status Assessment for Hip Replacement - 2018

Process / High (CMS 66/QID 375) Functional Status Assessment for Knee Replacement - 2018

Process (CMS 135/QID 5) Heart Failure: ACE/ ARB Therapy For Left Ventricular Systolic Dysfunction (LVSD)

Measures Selected for this Provider:

Process / High (CMS 146/QID 66) Appropriate Testing for Children with Pharyngitis

Process (CMS 125/QID 112) Breast Cancer Screening

Process (CMS 130/QID 113) Colorectal Cancer Screening

Outcome / High (CMS 165/QID 236) Controlling High Blood Pressure, 2018

Outcome / High (CMS 122/QID 1) Diabetes: Hemoglobin A1c Poor Control

Process / High (CMS 68/QID 130) Documentation of Current Medications in the Medical Record

Process / High (CMS 139/QID 318) Falls: Screening for Future Fall Risk

Process Preventive Care & Screening: Body Mass Index (BMI) Screening and Follow-Up

at least 6 measures total at least 1 outcome or high priority

Save Changes Cancel

Selecting Quality Measures for Providers

- You must select at least 6 measures and at least 1 of those measures must be an outcome or high priority measure. Green check marks under the Measures Selected for this Provider list will appear when you have met these criteria.

NOTE: High priority measures are denoted with "High" in red. Outcome measures are denoted with "Outcome" in green. You can also filter the Available Measures list by selecting one or more of the measure type checkboxes.

Measures Selected for this Provider:

[Copy Measures from Another Provider](#)

Process / High (CMS 146/QID 66)	Appropriate Testing for Children with Pharyngitis
Process (CMS 125/QID 112)	Breast Cancer Screening
Process (CMS 130/QID 113)	Colorectal Cancer Screening
Outcome / High (CMS 165/QID 236)	Controlling High Blood Pressure, 2018
Outcome / High (CMS 122/QID 1)	Diabetes: Hemoglobin A1c Poor Control
Process / High (CMS 68/QID 130)	Documentation of Current Medications in the Medical Record
Process / High (CMS 139/QID 318)	Falls: Screening for Future Fall Risk
Process	Preventive Care & Screening: Body Mass Index (BMI) Screening and Follow-Up

at least 6 measures total at least 1 outcome or high priority

[Save Changes](#) [Cancel](#)

Selecting Quality Measures for Providers

3. When you have finished selecting measures for this provider, select the Save Changes button below the list on the right. The Renewal Form reappears. And shows the number and type of measures selected for that provider.

9/12 measure credits used Add Provider

<p>Marlene Morgan, MD</p> <p>Reporting ID's update</p> <p>Reporting TIN: Use Practice Primary TIN NPI: 1447585229</p>	<p>Measure Selection update</p> <p>9 Measures Selected: 5 Outcome or High 4 Process</p>	<p>Consent Form Delete</p> <p>2018 MIPS Quality Reporting Cons.pdf upload form</p> <p>Test Abstractor (5/16/2018 11:17 AM)</p>
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4. Repeat steps 1 and 2 for the next provider.

Selecting Quality Measures for Providers

5. If you want to copy the list of selected measures from another provider, select the Copy Measures from Another Provider button. If more than 1 provider already has measures selected, you can choose which provider to copy from by selecting that name from the drop-down list. Select Copy. The Measure Selections screen reappears with the copied measure list. You can then Add or Remove measures from the list for the current provider as needed (this will not affect the measure list for the copied from provider).

Copy Measures from Another Provider

You can copy measure selections between providers. Note that later updates to the source provider will not affect providers to which you have copied measures selections.

Select the provider from which you want to copy a set of selected measures:

Marlene Morgan, MD

Process/High (CMS 146/QID 66)	Appropriate Testing for Children with Pharyngitis
Process (CMS 125/QID 112)	Breast Cancer Screening
Process (CMS 130/QID 113)	Colorectal Cancer Screening
Outcome/High (CMS 165/QID 236)	Controlling High Blood Pressure, 2018
Outcome/High (CMS 122/QID 1)	Diabetes: Hemoglobin A1c Poor Control
Process/High (CMS 68/QID 130)	Documentation of Current Medications in the Medical Record
Process/High (CMS 139/QID 318)	Falls: Screening for Future Fall Risk
Process (CMS 69/QID 128)	Preventive Care & Screening: Body Mass Index (BMI) Screening and Follow-Up
Process (CMS 138/QID 226)	Preventive Care and Screening: Tobacco Use: Screening and Cessation

Copy Cancel

NOTE: If you have already selected 1 or more measures before you select the Copy Measures from Another Provider button, those measures will be replaced with the copied list.

Selecting Quality Measures for Providers

6. When you have finished selecting measures for the current provider, select Save Changes. The Renewal form reappears. As you select measures for your providers, the Renewal form will keep track of the unique measures you have selected across all providers and display the number of measure credits used. If you select more than 12 measures, the number will display in red.

Provider(s) and Measures

You can add multiple providers. When multiple providers are indicated, Clinigence for measures is six measures, including one outcome measure. If an outcome me

CMS requires that Clinigence have a signed consent form from each provider for v

13/12 measure credits used

Uploading the Consent Form

- A new consent form must be uploaded each year for the current reporting period. CMS requires a "wet signature" meaning that the form must be printed and manually signed. That signed form can then be scanned and uploaded to the MIPS Renewal order.
1. If you have not already downloaded the consent form template, select Click to download consent form link in the Provider(s) and Measures section.

Provider(s) and Measures

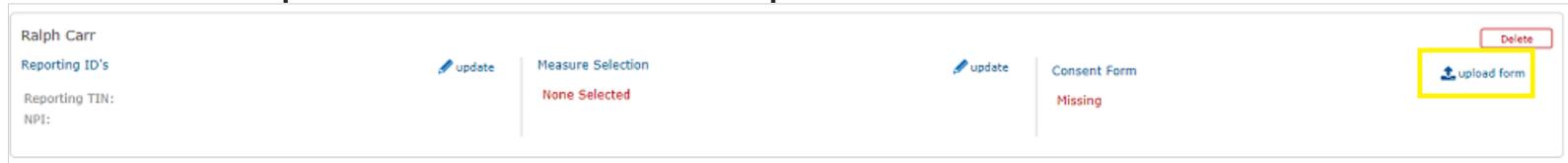
You can add multiple providers. When multiple providers are indicated, Clinigence will report individually for each provider. You can apply the same measure set to each provider, or specify differing sets per provider as needed. The base requirement for measures is six measures, including one outcome measure. If an outcome measure is not applicable to your organization, choose a high priority measure instead.

CMS requires that Clinigence have a signed consent form from each provider for which we are to report clinical data. [Click to download consent form.](#)

2. Print, sign, and scan the consent form. A form must be signed for each provider you will be reporting for individually.

Uploading the Consent Form

4. Select the Upload Form link for the provider.



Ralph Carr

Reporting ID's [update](#) Measure Selection [update](#)

Reporting TIN: Reporting TIN: Reporting TIN: Consent Form [upload form](#) [Delete](#)

NPI: NPI: NPI: None Selected Missing

5. Browse to locate the file with the consent form for the current provider.
6. Repeat steps 2-5 for each provider. If you have multiple providers' forms in the same file, upload that same file for each of the providers. You cannot leave a consent form as "Missing" for a provider you want to report for -- this will prevent the Submit Order button from becoming active.

Selecting Improvement Activities for the Practice (Optional)

- Clinigence offers the option of providing clinical measures to track and provide documentation of a subset of Improvement Activities. As your organization engages in these activities you can track your team's progress using our Performance Dashboard. We also offer attestation reporting for our supported IA's. Your organization's IA requirement is based on the number of providers in your practice.
- The Self-Service Renewal Order allows you to select measures to support the Improvement Activities for the practice. The standard contract allows your organization to select IA measures that total up to the practice size threshold of required IA points. If you wish to select additional IA items, a fee will be charged. The Renewal Order form will calculate any additional fees that you will incur.
-

Selecting Improvement Activities for the Practice (Optional)

1. Select the Update Activities button in the Improvement Activities section of the Renewal form.

Improvement Activities

Clinigence offers the service of providing clinical measures to track and provide documentation of a subset of Improvement Activities. As your organization engages in these activities you can track your team's progress using our Performance Dashboard. We also offer attestation reporting for our supported IA's. Your organization's IA requirement is based on the number of providers in your practice.

None selected

Update Activities

2. The IA selection screen appears. Select the checkbox for the IA you want to select. The IA points assigned to the items selected are totaled.

Select from the Available Improvement Activities Below:

20/20 of required points selected *(based on the number of providers entered)*

<input type="checkbox"/> Depression screening (IA_BMH_4)	Medium / 10 pts	Depression screening and follow-up plan: Regular engagement of MIPS eligible clinicians or groups in integrated prevention and treatment interventions, including depression screening and follow-up plan (refer to NQF #0418) for patients with co-occurring conditions of behavioral or mental health conditions.
<input checked="" type="checkbox"/> Diabetes screening (IA_BMH_1)	Medium / 10 pts	Diabetes screening for people with schizophrenia or bipolar disease who are using antipsychotic medication.
<input type="checkbox"/> MDD prevention and treatment interventions (IA_BMH_5)	Medium / 10 pts	Major depressive disorder: Regular engagement of MIPS eligible clinicians or groups in integrated prevention and treatment interventions, including suicide risk assessment (refer to NQF #0104) for mental health patients with co-occurring conditions of behavioral or mental health conditions.
<input type="checkbox"/> Measurement and improvement at the practice and panel level (IA_PSPA_18)	Medium / 10 pts	Measure and improve quality at the practice and panel level, such as the American Board of Orthopaedic Surgery (ABOS) Physician Scorecards, that could include one or more of the following: <ul style="list-style-type: none"> Regularly review measures of quality, utilization, patient satisfaction and other measures that may be useful at the practice level and at the level of the care team or MIPS eligible clinician or group (panel); and/or Use relevant data sources to create benchmarks and goals for performance at the practice level and panel level.
<input checked="" type="checkbox"/> Tobacco use (IA_BMH_2)	Medium / 10 pts	Tobacco use: Regular engagement of MIPS eligible clinicians or groups in integrated prevention and treatment interventions, including tobacco use screening and cessation interventions (refer to NQF #0028) for patients with co-occurring conditions of behavioral or mental health and at risk factors for tobacco dependence.
<input type="checkbox"/> Unhealthy alcohol use (IA_BMH_3)	Medium / 10 pts	Unhealthy alcohol use: Regular engagement of MIPS eligible clinicians or groups in integrated prevention and treatment interventions, including screening and brief counseling (refer to NQF #2152) for patients with co-occurring conditions of behavioral or mental health conditions.

20/20 of required points selected *(based on the number of providers entered)*

Selecting Improvement Activities for the Practice (Optional)

- When you are done selecting IA items, select Save Changes. The Renewal form reappears.

Improvement Activities

Clinigence offers the service of providing clinical measures to track and provide documentation of a subset of Improvement Activities. As your organization engages in these activities you can track your team's progress using our Performance Dashboard. We also offer attestation reporting for our supported IA's. Your organization's IA requirement is based on the number of providers in your practice.

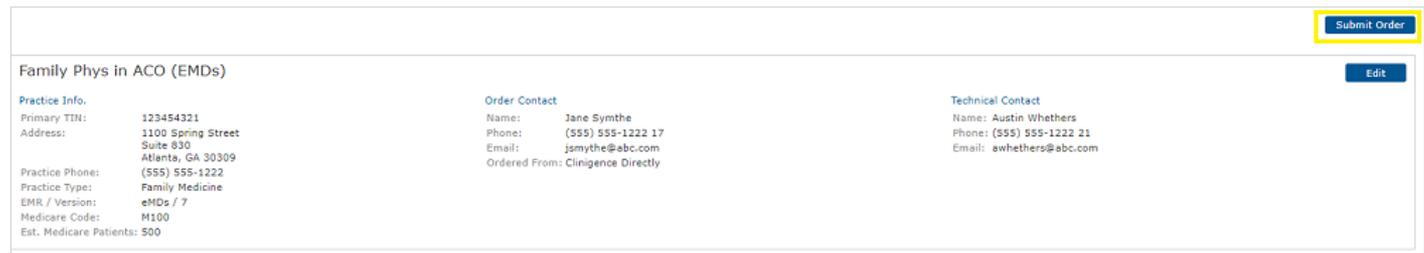
[Update Activities](#)

20/20 of required points selected (based on the number of providers entered)

Diabetes screening (IA_BMH_1)	Medium / 10 pts	Diabetes screening for people with schizophrenia or bipolar disease who are using antipsychotic medication.
Tobacco use (IA_BMH_2)	Medium / 10 pts	Tobacco use: Regular engagement of MIPS eligible clinicians or groups in integrated prevention and treatment interventions, including tobacco use screening and cessation interventions (refer to NQF #0028) for patients with co-occurring conditions of behavioral or mental health and at risk factors for tobacco dependence.

Submitting the Order

- As you enter information in the MIPS Renewal form, you will save the information incrementally: saving the practice information, the provider information, the measure selections, and the Improvement Activities. You do not need to complete the entire order in a single session. Multiple Practice Administrators and Organization Administrators can contribute to the Renewal Order form.
- The order cannot be submitted to Clinigence until all required information is completed.
- Only when all the required information is entered will the Submit Order button be active. (There is a button at both the top and bottom of the form.)



The screenshot shows a form titled "Family Phys in ACO (EMDs)". It is divided into three columns: "Practice Info.", "Order Contact", and "Technical Contact".

Practice Info.	Order Contact	Technical Contact
Primary TIN: 123454321	Name: Jane Symthe	Name: Austin Whethers
Address: 1100 Spring Street Suite 830 Atlanta, GA 30309	Phone: (555) 555-1222 17	Phone: (555) 555-1222 21
Practice Phone: (555) 555-1222	Email: jsmythe@abc.com	Email: awhethers@abc.com
Practice Type: Family Medicine	Ordered From: Clinigence Directly	
EMR / Version: eMDs / 7		
Medicare Code: M100		
Est. Medicare Patients: 500		

At the top right of the form is a blue "Submit Order" button. At the bottom right is a blue "Edit" button.

Submitting the Order

1. Select the Submit Order button. The Order Confirmation appears. If you have selected more than 12 unique Quality measures or IA items totaling more than the practice size threshold, a notation appears noting the additional items and the total additional charges.

Thank you for your order.

If you wish to re-open this order for changes, make your request to support@clinigence.com.

This order was confirmed and submitted by **BP Copenhaver - Prac Admin** 05/16/2018 01:34 PM

Family Phys in ACO (EMDs)

Practice Info.		Order Contact	Technical Contact
Primary TIN:	123454321	Name:	Jane Symthe
Address:	1100 Spring Street Suite 830 Atlanta, GA 30309	Phone:	(555) 555-1222 17
Practice Phone:	(555) 555-1222	Email:	jsymthe@abc.com
Practice Type:	Family Medicine	Ordered From:	Clinigence Directly
EMR / Version:	eMDs / 7		
Medicare Code:	M100		
Est. Medicare Patients:	500		

Provider(s) and Measures

You have selected 13 measures for your organization. You will be charged an additional \$200.00 for 1 extra measure.

2. Select Confirm. The order is submitted to Clinigence Customer Support. If you have any changes or updates, contact Clinigence Customer Support at support@clinigence.com

Returned Orders

- The submitted renewal order will be received by Clinigence Support and must be Approved. If there are any issues with the order, it will be Returned and can then be edited by the Practice Administrator or Organization Administrator and resubmitted.



The screenshot displays the Clinigence interface for MIPS Renewal Orders. The navigation menu includes 'Browse Programs', 'ACO Tools', 'Reports', and 'Configuration'. Under 'Configuration', there are sub-menus for 'Account Management', 'Goal Management', and 'MIPS Renewal'. The main content area shows a table titled 'MIPS Renewal Orders' with the following data:

Status	Practice	Transition Date	Transition User
Returned	Family Phys in ACO (EMDs)	5/16/2018 1:48 PM	B. Copenhagen

The table also includes a pagination bar at the bottom indicating 'Page 1 of 1' and a 'View 1 - 1 of 1' link.

Requesting Changes to a Renewal Order

- Once the order is submitted, if you have any changes or updates, contact Clinigence Customer Support at support@clinigence.com
- The order will be Returned and can then be edited by the Practice Administrator or Organization Administrator and resubmitted.
- The full history of the renewal order can be found under the Configuration tab, MIPS Renewal:

Thank you for your order.

If you wish to re-open this order for changes, make your request to support@clinigence.com.

This order was confirmed and re-submitted by **K B Symthe - Org Admin** 05/16/2018 02:03 PM

This order was returned by **Beth Copenhaver** 05/16/2018 01:48 PM

This order was confirmed and submitted by **BP Cooper - Prac Admin** 05/16/2018 01:34 PM

Frequently Asked Questions

- I'm a Practice Administrator, but I don't see the Configuration tab, how do I get to the MIPS Renewal form?
 - An Organization Administrator or other Practice Administrator who does have access to the Configuration tab needs to edit your access permissions. Under Configuration, select Account Management. Locate the user who needs access to the Configuration tab and select their underlined name. Select the Grant access to the Configuration tab option, then select Update.
- Do all my providers have to select the same quality measures?
 - No, each provider can have a different set of measures.
- How many Improvement Activities can I select?
 - The number of points required for IA attestation is based on the number of providers in your practice. The Renewal form will calculate the number of points you need. You can select measures for IA that total the required number of points at no additional charge. If you wish to select additional items, there will be a \$200 charge per additional item.



Questions?