AUGUST 2018

Incentive News

TENNCARE EHR PROVIDER INCENTIVE PAYMENT PROGRAM
A CMS "Promoting Interoperability" Program

Reminder:
Information which will assist you — and the latest updates — are available on the TennCare EHR Incentive website.

We Want to Know Where You Are!

To ensure your EHR Incentive can be paid, keep current your practice location in the CMS RNA, NPPES, CAQH and the TennCare Provider Registration Portal profiles. This issue we continue the discussion on why this is so important.

See page 2

When May I Attest for 2018?

If you've been faithfully using your Electronic Health Records system this year and wondering when you might next attest for the TennCare EHR Provider Incentive Payment Program, here's the scoop!

We are planning to accept 2018 attestations beginning late this year for Eligible Professionals (EPs) who will attest to Meaningful Use for the first time. These EPs received their first incentive payment for Adopting, Implementing, or Upgrading (AIU) to a CMS-certified Electronic Health Record Technology (CEHRT) and are ready for year two. As these first-time MUers will only need 90 consecutive days of MU and CQM data to attest, our software vendor is expecting to have PIPP ready for them prior to the start of the new year, if possible.

Beginning on the first day of the new year, January 1, 2019, all other EPs eligible to attest should be able to do so. Those who would be reporting for their second year or later of MU will be required to provide 90 consecutive days of MU data and a full calendar year of CQM data.

Also for 2018, EPs will be able to use a

2014 edition CEHRT, a 2015 edition CEHRT, or a hybrid of both. However, it is important to note that whichever technology is used, it must be capable of reporting to modified Stage 2 or Stage 3.

TennCare will be accepting all Program Year 2018 attestations through March 31, 2019.

If you have general questions about the EHR Incentive Program, or questions about eligibility, status, appeals, or any of the first four pages of the attestation, email TennCare.EHRIncenitve@tn.gov. If you have specific questions about the two MU pages of the attestation, email EHRMeaningfuluse.TennCare@tn.gov. *Always* include the provider's name and NPI when communicating with TennCare.

TN Division of TennCare

3 Important Things We Need Regarding Your Practice: Location, Location, Location

If the TennCare Provider Registration System has:	And your EHR Incentive Attestation has:	Then:
859 Nashville Highway	859 Nashville Highway	You're good
1423 B Parkway Blvd	1423 Parkway Blvd Suite B	You're good
1823 Kingston Pike	1823 Kingston Pike 4th Floor	Attestation will be returned
465 Shelby Ave Suite 359	465 Shelby Ave	Attestation will be returned
Doctors Professional Building STE 4589 5667 Broad Ave S	5667 Broad Ave	Attestation will be returned
7598 Skyline Drive Williamson Tower	Williamson Tower 7598 Skyline Dr.	You're good

Our July newsletter discussed the importance of making sure that the TennCare Provider Registration System has the correct, up-to-date, and EXACT address for your practice location. Beginning in January with the submission of your Program Year 2018 EHR Incentive attestation, we will be checking the practice location listed on your attestation against TennCare's Provider Registration's files. If it is not an **EXACT** match, we will return your attestation with instructions to make the necessary correction.

For many providers, especially those with only one practice location, this will not be a problem. You still need to check and make sure that both Provider Registration and your EHR Incentive attestation practice location match **EXACTLY.** However, for large practices with multiple locations, this may take a little more effort. There are all kinds of reasons why addresses between the two systems may not match, but here are just a few:

- The person who completed the TennCare Provider Registration information
- The person who completed the EHR Incentive Program Registration information
- Providers changing practice locations
- Providers practicing in multiple locations
- Locations being closed down and transfers made

Recently when assisting one large hospital-based group, it was determined that the addresses listed on the attestations were old locations that had been closed and relocated, and these particular addresses had already been removed from the Provider Registration files. **BUT,** they were still used when attesting for the EHR Incentive Payment. These attestations had to be returned until the necessary corrections were made.

REMEMBER:

√ For TennCare, you are required to keep your Provider Registration information up-to-date, especially when changes occur.

√ We will compare the practice location(s) on your EHR Incentive Attestation to Provider Registration information.

√ If they don't match, we will return your attestation, causing a delay in your receipt of an EHR Incentive payment.

√ For CMS/Medicare, you are required to keep NPPES up-to-date. **ONLY** by going to NPPES can you update your information.

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TPR-Registered Clinicians Can Now Submit Cancer Cases via 2015 Edition CEHRTs

As of July 1, 2018 the Tennessee Cancer Registry (TCR) has revised its declaration of readiness with regard to the submission of cancer cases from eligible clinicians who directly treat or diagnose cancer patients and use Certified EHR Technology (CEHRT) to submit cancer cases to the TCR under the EHR Incentive Program. Providers registered in the Trading Partner Registration (TPR) application can now submit cancer cases from an EHR using the CEHRT 2015 Edition.

Eligible clinicians will be required to meet the following specifications at registration for electronic data submission:

1. The eligible clinician's physician specialty is one of the following:

- Dermatology
- Urology
- Gastroenterology
- Hematology
- Medical Oncology
- Radiation Oncology
- Surgical Oncology
- Gynecologic Oncology

2. The eligible clinician must be a physician (MD or DO) that directly diagnoses or treats 25 cancer cases in a calendar year.

The eligible clinician utilizes a CEHRT certified for the following certification criteria: 170.314(f)(5), 170.314(f)(6), or 170.315(f)(4).

A denied registration in the TPR system does not negate the responsibility to report in accordance with ***Tennessee Code Annotated (T.C.A.) § 68-1-1001****, which requires* ***all health care practitioners and facilities*** *that diagnose and/or treat cancer patients to report cancer case information to the TCR.*

Eligible clinicians should check the TDH web page periodically for updates to the Declaration of Readiness. **For questions related to the TDH Declaration of Readiness, contact the TDH Partner Engagement Coordinator at (615) 253-8945 or MU.Health@tn.gov.** Questions concerning TCR updates or for general information please contact **TNCancer.Registry@tn.gov**.

Your EHR Can Help You Meet Child Screening Assessment Criteria

Your Electronic Health Record (EHR) can not only help you meet the standards of care set by CMS and Meaningful Use, but assist you with meeting your child screening exams for EPSDT. You can use your EHR to meet all Bright Futures/AAP criteria for your screening assessment for children.

If you would like further information, please contact the TennCare Kids and a representative knowledgeable in EPSDT will get back with you. EPSDT questions may be sent to TennCareKids.Help@tn.gov.

You may also contact your MCO at these statewide numbers:

Amerigroup: 800.600.4441

BlueCare: 800.468.9698

UnitedHealthcare: 800.690.1606

TennCareSelect: 800.263.5479

Increasing Patient Engagement

The Meaningful Use (MU) Modified Stage 2 (MS2) and Stage 3 measures require providers to engage patients in several ways. One way is by providing patients the ability to view, download or transmit (VDT) their health information to a third party. The MU MS2 standards require that at least five percent of patients must VDT their health information to a third party and Stage 3 attesting providers are required to attest to the measure that allows patient generated health data to be incorporated into the patient record.

Making a patient portal available is one way to engage patients, but that alone will not guarantee patient engagement. The portal should be a patient centered and user friendly application. Providers are strongly encouraged to gain portal experience so they can recognize the benefits and communicate them to their patients. Patient engagement can improve the quality and safety of patient care and lead to better health outcomes. Please review the tips below and utilize the link to access the Office of National Coordinator for Health Information Technology Patient Engagement Playbook. This tool can help clinicians, practice staff, and administrators engage patients in their health and care using the Electronic Health Record.

Patient Engagement Tips

Educate Staff
Staff and physicians should be trained on the use of the patient portal. At minimum, training should include content and features available, user registration, procedures, troubleshooting, and privacy and security. Additionally, Eligible Providers should be trained on the content available in the portal and patient messaging capabilities.

Communicate the Portal's Benefits and Train the Consumers-Onsite Registration
Patients are more likely to use the portal if their provider recommends it. Providers should explain how access will increase the patient's involvement in care and how the patient can incorporate non-clinical data into their patient record to fill information gaps and ultimately improve clinical decision making. Placing brochures and signs in the front office can also encourage use of the portal. Onsite registration and training can help patients make the most of the tools and practice staff can describe the benefits of the portal. Patients are more likely to use a portal that is designed to address their personal needs.

Provide Simple, Secure Portal Signup[1]
Choose a portal with a quick, secure signup process that requires the patient to enter only a few pieces of information — and the portal confirms the patient's identity on the back end.

Automatic Enrollment Policy[1]
To facilitate enrollment, automatically enroll patients in a portal account instead of waiting for patients to sign up.

Consider Proxy Accounts
Proxy access is granting access to someone other than the patient. Inform patients of their right to grant access to caregivers, healthcare power of attorney and/or family members. Strategize ways to promote awareness about the availability of shared proxy access.

API Availability
Application Programming Interface (API) enables patients to access their health information in a usable way. A patient that sees multiple providers that do not share a patient portal can use APIs to store their health information in an aggregated place.

Positive Reinforcement
Acknowledge patients who use the portal. A simple "thank you" can go along way.

[1]Office of National Coordination-https://www.healthit.gov/playbook/pe/introduction/

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With EHR Incentive Program questions and questions regarding eligibility, contact TennCare.EHRIncentive@tn.gov

For help with MU pages, please contact Edith Murphy, Clinical Nurse Educator, at ehrmeaningfuluse.tenncare@tn.gov. Place "Attn: Edith Murphy" in the subject line.

For CMS issues, contact the CMS Help Desk at NLRProdSupport@cms.hhs.gov or (833) 238-0203 (toll free). Hours of operation are Monday to Friday, 8:00 a.m. to 5:00 p.m. Eastern Time. Voicemail is available of outside regular operating hours.

View TennCare Medicaid EHR Incentive Program online assistance at

- Program website
- How-to PowerPoint Presentations
- FAQs
- Acronyms & Glossary
- Previous issues of EHR Incentive News

As always, anytime you have a question or need assistance, please contact us. We will get back to you as quickly as possible. Please be sure to include the provider's name and NPI when contacting us.

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ONC Guide Informs Patients, Consumers on How to Get, Use Health Records

You can help individuals, patients, and caregivers learn more about obtaining and using personal health information with The ONC Guide to Getting and Using your Health Records. This Internet guide informs patients and consumers about the value of health information, and provides individuals with clear, actionable advice on how to:

- **Get their health record**, including offering tips through the process of accessing their records electronically,
- **Check their health record** to make sure it is complete, correct, and up-to-date, and
- **Use their electronic health records,** such as sharing their records to better coordinate their care and using apps and other digital technologies to better manage and improve their health.

Help your patients learn more about obtaining and using their personal health information by directing them to https://www.healthit.gov/how-to-get-your-health-record/.