



# We've been busy!

You have probably been wondering what happened to the E-blast newsletters we promised. Well, we have been a little on the busy side (which is actually an understatement).

A brief recap:

- ◆ The CMS Registration & Attestation System web site opened on January 3<sup>rd</sup>. On January 4<sup>th</sup>, TennCare received 93 enrollment applications.
- ◆ On April 1<sup>st</sup>, TennCare opened an electronic process to allow providers to submit their attestation data.
- ◆ On June 10<sup>th</sup>, the first EHR Incentive payment was made to a West Tennessee hospital. Two weeks later, Eligible Professionals (EPs) and additional Eligible Hospitals (EHs) began receiving payments.
- ◆ As of September 21<sup>st</sup>, TennCare has received 1,780 registrations (compare to an earlier projection of 1,500 providers; now revised to 3,500) –

Physicians (medical & osteopathic)	954	Dentists	49
Nurse Practitioners	636	Certified Nurse Midwives	28
Physician Assistants Practicing in an FQHC or RHC so led by a PA	38	Acute Care Hospitals (including Critical Access Hospitals)	76

- ◆ As of September 19<sup>th</sup>, the following payments have been made:
  - EPs - 292; \$6,205,000
  - EHs - 7; \$6,088,755

Add to that the fact that we have been working with a vendor to develop a new on-line portal (more later), you can see we haven't been avoiding you, just too busy to write.

Any time you have a question or concern, please send an email to [TennCare.EHRIncentive@tn.gov](mailto:TennCare.EHRIncentive@tn.gov). Someone from our office will respond to your email.

## Our two most asked questions

### Did you get my attestation packet?

Early on, we did not have a process to acknowledge the receipt of attestation packets. In August, we tried to make up for this by sending an email to everyone whose packet we have received. For those we receive electronically (using the “submit” button) a message will appear that your attestation has been successfully submitted. If you want to check whether your packet has been received that was submitted other than electronically, you can send an email to the address above. Please include your provider name, NPI, and Payee NPI to help us identify you. Also the date sent and method – fax, U.S. Mail, Fed Ex, etc. We will respond, but keep in mind that it may take a day or two as we’re trying to process packets for payment.

### When will I get my EHR Incentive Payment?

**Even if** you do everything correctly, it is not going to happen overnight! Quite honestly, we have been swamped. We have also encountered unanticipated problems, both internally and with our external partners. In addition, believe it or not, not every submission has been perfect. Our goal has been to generate EHR incentive payments within 30-45 days of receipt of a **complete** packet (meaning we have everything we need). We have obviously not met that goal at this point despite our best efforts. However, we’re working to improve.

We also are working packets in date-order of receipt. We realize many of you have submitted your packets weeks ago and have yet to hear from us. We’re trying to get these processed as quickly as possible. If there is a problem we can correct without denying your packet, we will contact you to discuss the problem and resolution.

## Problems with Attestation Packets

If there is a blank to be filled in or a response to be given, there has been a problem. Some may be the result of not understanding what is being requested. Others are carelessness or overlooking the question. The following are the most prevalent problems.

### CMS Registration & Attestation System –

- Make sure you register correctly as an Eligible Professional (EP). We have experienced some providers, apparently in a hurry, indicate that they are one type of EP when actually they are something else. Huh? Some Nurse Practitioners, for example, have registered as Doctors. When we get your registration from CMS, we check for your professional health license. If they don’t match (provider types), we can’t process for attestation until

corrected. You have to go back to the CMS web site to correct this problem. TennCare cannot do that for you.

- The CMS certification number for your certified EHR system/module must match what is on the CHPL web site. You can enroll at the CMS web site without this number. However, we will not send you an attestation packet until that number comes to us from CMS. The name of your system/module and the CMS Certification Number must match CHPL. That is how we verify your information. Vendors trying to be helpful may give you the certification number. It is your responsibility to be sure it is correct. Simply go to the [CHPL](#) web site and follow the instructions.

If you have to return to the CMS Registration & Attestation System web site to make changes, you will need the registration number they gave you when you enrolled. If you have lost or forgotten that number, call the CMS Help Desk at 1-888-734-6433. TennCare cannot get that number for you. Click on “Modify.” Go through each page clicking on “Save and Continue” making sure that you make the appropriate change. At the end, click on “Submit” or your change will not be saved and submitted to TennCare.

#### TennCare Attestation Packet –

- Some of the data is pre-printed in your packet. This is the information we received from CMS. If any of it is wrong, you must return to the CMS web site.
- Every blank box or question requires a response. Failure to do so will delay the processing of your attestation.
- #1 problem – verifying your certified EHR system/module. We preprint the number received from your CMS registration. In the review process, we go to CHPL and verify the certification number and the name (including version) of your system. If you acquired a system and a module(s) or simply added a module(s) to your current system, we need the name of each module to come up with the same certification number as you reported.
- #2 problem – documentation of your certified EHR system/module. We are required to see verifying proof of Acquiring/Implementing/Upgrading (AIU) of a certified EHR system/module.
  - If purchased new or separate from your current system
    - ✚ The page(s) of your contract or lease agreement showing the provider, vendor, name of the certified EHR system/module(s) and the CMS Certification Number, and
    - ✚ The signature page of the contract or lease.
    - ✚ A dated and signed letter/memo on the vendor’s letterhead showing the provider, the name of the certified EHR system/module(s), and the CMS Certification Number.
  - If provided as a part of a previous purchase/lease agreement (as an update or upgrade)
    - ✚ An amendment or attachment that shows the name of the certified EHR system/module(s) being added, including provider, vendor, and CMS Certification Number, or
    - ✚ A dated and signed letter/memo on the vendor’s letterhead showing the provider, the name of the certified EHR system/module(s), and the CMS Certification Number.

We do **not** need, or want, your entire contract or lease, especially those dated prior to the availability of certified EHR systems/modules (September 2010).

- Our preferred method of submission is that you click on the “Submit” button when completed. When faxing to us (certain pages, if not your entire packet) or submitting via U.S. Mail, we do not need the instruction pages back.

## Provider Incentive Payment Program (PIPP) Portal

Earlier we mentioned an on-line portal. That portal is to be called the Provider Incentive Payment Program (PIPP) Portal. Over the last couple of months, TennCare has been working with Policy Studies, Inc. (PSI) to develop an on-line portal to make attestation easier for providers (and us). Unfortunately, we have experienced problems in getting it up and running. Those doing initial (first year) attestation in the future will find doing so a lot easier. For those of you who have already done AIU attesting, Meaningful Use (MU) attestation will also be faster and easier.

We do not have a “rollout” date at this time. When we do, we will certainly let everyone know. When the PIPP portal is ready, this is our planned process for attestation.

- ◆ At a date to be selected, we will stop sending attestation packets to those whose CMS registrations have been received. An email **will** be sent telling the provider when the PIPP portal will be open, and to wait to attest until then.
- ◆ An email will be sent to those who have received their packet and not yet returned it to do so by a specified date. If not received by that date, those providers will have to go to the PIPP portal and enter their attestation information.
- ◆ At that point, we will no longer accept attestation packets, but instead require providers to go to the PIPP portal.

**It is important to understand, none of this will happen until we have a date certain for the implementation of the PIPP portal.**