

## The New QIO Program Webinar

### Sept. 9, 2014 - Questions & Answers

You may download the slides for the presentation on the IHA website at <https://www.ihaconnect.org/Quality-Patient-Safety/Pages/Regulatory-and-Reporting.aspx>

- Q** Will QualityNet start fielding calls related to issues such as Perinatal Care rather than referring us to the Joint Commission?
- A** IHA will contact the QualityNet Help Desk and seek an answer to this question.
- Q** If I have questions regarding inpatient quality core measures, would it need to be directed to QualityNet or FMQAI?
- A** These questions need to go to the QualityNet Help Desk. If using IHA COP, Elaine Pittman may be able to answer your question.
- Q** Are PQRS reporting questions to be directed to FMQAI?
- A** Some PQRS reporting questions will be handled by QSource. If the question is coming from a physician practice, send the question to Cheryl Riddell and she will talk to Don Gettinger. If not from a physician practice, it should be directed to the QualityNet HelpDesk.
- Q** In the past, HCE notified us if there were problems with our data or missing data. Who will notify us of this in the future, or is there anyone designated to do this?
- A** Some hospitals have been receiving emails from the QualityNet Help Desk and alerting them to issues. QSource advises hospitals to not expect these types of calls because FMQAI has taken responsibility for the entire nation; they will not be able to do one on one consultation. There are ways, such as running QualityNet reports, to look at your data and see how your data looks to CMS. QSource also advised hospitals to keep good records and documentation.
- Q** Does the QIN-QIO require a memorandum of understanding signed like the BFCC-QIO does?
- A** Every hospital is not required to have a MOA with the QIN-QIO, QSource. There will be participation and data sharing agreements for specific projects.

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**Q** Which organization will manage the CAH MBQIP data?

**A** Health Care Excel will continue to manage the MBQIP work. Mitzi Daffron is currently the contact. She may be reached at [mdaffron@hce.org](mailto:mdaffron@hce.org). Additionally, hospitals may contact Becky Royer at [rroyer@hce.org](mailto:rroyer@hce.org).

**Q** Will this program be archived?

**A** The link to download the presentation as well as to listen to the webinar is as follows:  
<https://www.ihaconnect.org/Quality-Patient-Safety/Pages/Regulatory-and-Reporting.aspx>

**Q** How do I find out where the MOA for my facilities went so I can ensure they were completed?

**A** All of the MOAs were sent to the administrator or the Chief Executive Officer of the facility. They should have retained a copy. You may contact Cheryl Cook at KePRO to inquire if your hospital has or has not submitted an MOA.

**Q** Does KePRO work with inpatient psychiatric hospitals or just acute care hospitals?"

**A** KePRO works with facilities required to submit *Important Messages to Medicare* and any organization that bills the Medicare program.

**Q** Can a listing of required records be provided to facilities so that we are aware of the necessary records that need to be sent upon especially discharge appeals?

**A** KePRO indicates that the medical record batch request will list out what components are being requested. KePRO also asks that hospitals use their best judgment. Usually a physician can make a decision by sending the first three days and the last three days of admission. It is recommended to keep the number of pages to 50. Again, use your best judgment and supply enough information that a thorough and accurate review can be done.

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- Q** Could you please share where can I find where to update the contact list?
- A** KePRO's contact form is on the website at [www.keproqio.com](http://www.keproqio.com). Look at the healthcare provider tab at bottom of page. If you have any difficulty, send Cheryl Cook (KePRO) an email and she will provide it directly.
- Q** Health Care Excel allowed hospitals to fax medical records to them on weekends. Will this still be allowed?"
- A** KePRO's team is available seven days a week. If they have reached out to your organization, you should submit medical records by the timeframe requested so a decision can be made timely. Faxed medical records are acceptable and preferred.
- Q** Do you (KePRO) do educational in-services on the appeal process on site?"
- A** Outreach specialists are available. They can do localized presentations via the Internet.
- Q** In the past, we would get quarterly 'QM' reports, which provided IN and national core measure Appropriate Care Scores with benchmarks. Will we no longer be receiving these types of reports?
- A** This question will be sent to the QualityNet Help Desk.
- Q** Is there a single calendar that QualityNet has with all of the deadlines so we don't miss anything since we don't have Cathie Pritchard to help us?
- A** IHA will reach out to the QualityNet Help Desk. Additionally, IHA may be able to provide information.
- Q** The question regarding faxing on weekends wasn't really answered. Is the answer that faxing is appropriate? Her response was to get the records in within the specified timeframe, so can we get a firm answer on whether faxing is allowed on weekends please?
- A** Faxing medical records on the weekend will be the only mechanism for KePRO to obtain the medical records requested. It is allowed and encouraged. If the request goes to a hospitals on Friday then the record

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will be due in by NOON on Saturday. Otherwise the decision will be made on extremely minimal data or will be delayed and the hospital would be responsible for the financial penalty.

**Q** If an appeal occurs over the weekend, when will the records be due in the KEPRO office? If the appeal occurs on Friday, does the record need to be sent by noon on Saturday?

**A** Yes, the medical record will need to be sent to KePRO by noon on Saturday.

**Q** On the use of webinars, would request one on the appeals process and the documentation needed including the appropriate HINN letter?

**A** Thank you for this suggestion. The suggestion will be sent to KePRO.

**Q** Hospitals experienced delays in receiving review determinations when the BFCC-QIO contract with KePRO began. When will CMS make a determination about the financial liability incurred by hospitals?

**A** KePRO explained that there were issues with the new telephone numbers when they began as the BFCC-QIO. They were receiving numerous calls from providers stating medical records were sent, yet KePRO employees indicated the faxes were not received. It was discovered that medical records were being partitioned off within the system and they were not visible to their staff. This impacted 600 faxes. This is now fixed. KePRO has been working with CMS to resolve transition issues. The concerns regarding the financial implications to hospitals with the delayed determinations is being discussed at CMS. CMS is reviewing this and will make a final determination. No timeframe was provided during the webinar.