

# Value Modifier Informal Review Request Quick Reference Guide

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If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

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## I. Introduction

This Quick Reference Guide illustrates how to access and submit a Value-based Payment Modifier (referred to here as the Value Modifier) Informal Review Request, and how to cancel an existing Value Modifier Informal Review Request.

As established by section 3007 of the Affordable Care Act (ACA), the Value Modifier provides for differential payment under the Medicare Physician Fee Schedule (PFS) to physicians and other eligible professionals based on the quality of care furnished to their Medicare Fee-for-Service (FFS) beneficiaries compared to the cost of care during a performance period. The ACA requires application of the Value Modifier to all physicians and groups of physicians by January 1, 2017. As finalized in the 2016 Medicare Physician Fee Schedule Final Rule with Comment Period (80 FR 71274), CMS will also apply the Value Modifier to Physician Assistants (PAs), Nurse Practitioners (NPs), Clinical Nurse Specialists (CNSs), and Certified Registered Nurse Anesthetists (CRNAs) beginning January 1, 2018. CMS computes the Value Modifier at the Tax Identification Number (TIN) level, which means that all eligible professionals who are subject to the Value Modifier in 2018 and billing under a given TIN will receive the Value Modifier computed for that TIN. The 2018 Value Modifier will not be applied to nonphysician eligible professionals who are not PAs, NPs, CNSs, or CRNAs.

CMS will apply the 2018 Value Modifier to payments for physicians, PAs, NPs, CNSs, and CRNAs in groups with two or more eligible professionals and those who are solo practitioners, as identified by their TIN. CMS will also apply the 2018 Value Modifier to physicians, PAs, NPs, CNSs, and CRNAs in TINs that participated in a Medicare Shared Savings Program (subsequently Shared Savings Program) Accountable Care Organization (ACO) in 2016.

This adjustment is based on the solo practitioners' or groups' reporting to the Physician Quality Reporting System (PQRS) for performance period 2016 and performance on claims-based quality outcome and cost measures.

1. TINs with 10 or more eligible professionals that include at least one physician could be subject to an upward, neutral or downward Value Modifier adjustment of -2.0% to +2.0
2. TINs with fewer than 10 eligible professionals that include at least one physician, and physician solo practitioners could be subject to an upward, neutral or downward Value Modifier adjustment of -1.0% to +2.0
3. TINs with no physicians and at least one nonphysician, including solo practitioners, who are subject to the 2018 Value Modifier could be subject to an upward, neutral or downward Value Modifier adjustment of -1.0% to +2.0

In September 2017, CMS will make the 2016 Annual Quality and Resource Use Reports (QRURs) available to every solo practitioner and group practices nationwide. The 2016 Annual QRUR shows how a groups or solo practitioners, as identified by their TIN, performed in 2016 on the quality and cost measures used to calculate their 2018 Value Modifiers. The Annual QRUR also shows how the Value Modifier will apply to payments under the PFS for services furnished in 2018 by physicians, PAs, NPs, CNSs, and CRNAs billing under the TIN.

For TINs that do not include an eligible professional subject to the Value Modifier, the QRUR is for informational purposes only and will not affect the TIN's payments under the Medicare PFS in 2018.

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For solo practitioners and groups with two or more eligible professionals who are subject to the 2018 Value Modifier, CMS established a 60-day Informal Review Period, to request a correction of a perceived error. For more information about the 2018 Value Modifier and the 2016 Annual QRUR, how to submit an informal review request, and the deadline for submitting an informal review request, please visit:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/2016-QRUR.html>

Information about the Value Modifier is available at: <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/ValueBasedPaymentModifier.html>

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## II. Getting Started

Authorized representatives of a group can submit a Value Modifier Informal Review Request on the CMS Enterprise Portal at <https://portal.cms.gov> using an Enterprise Identity Management (EIDM) account with one of the following Physician Quality and Value Programs Roles:

- For a solo practitioner (TIN with only one National Provider Identifier [NPI] that bills under the TIN):
  - Individual Practitioner
  - Individual Practitioner Representative
- For a group with two or more eligible professionals (TIN with two or more NPIs that bill under the TIN):
  - Security Official
  - Group Representative

Authorized representatives must sign up for a new EIDM account or modify an existing account at <https://portal.cms.gov>. Reference guides that provide step-by-step instructions for requesting each Physician Quality and Value Programs role for new, existing or migrating EIDM accounts are available at:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html>

- If a solo practitioner has already accessed their 2016 Annual QRUR, then the same person can submit a Value Modifier Informal Review Request using his/her EIDM User ID and Password.
- If a solo practitioner does not have an authorized representative with an EIDM account, an authorized representative can be identified and must sign up for an EIDM account with the Individual Practitioner Representative role.
- If a solo practitioner representative has an existing EIDM account, but not one of the individual-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to the individual's existing EIDM account. To check that the EIDM account is still active, please contact the QualityNet Help Desk.
- If a group has already accessed its 2016 Annual QRUR, then the same person can submit a Value Modifier Informal Review Request using his/her EIDM User ID and Password.
- If a group does not have an authorized representative with an EIDM account, then one person representing the group must sign up for an EIDM account with the Security Official role.
- If a group has a representative with an existing EIDM account, but not one of the group-specific roles listed above, then ensure that the account is still active and add a role-specific Physician Quality and Value Programs role to that person's existing EIDM account. To check the EIDM account is still active, please contact the QualityNet Help Desk.

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## III. Questions

For questions related to an EIDM account, contact the QualityNet Help Desk.

- Monday – Friday: 8:00 am – 8:00 pm Eastern Time Zone
- Phone: 1-866-288-8912/ TTY 1-877-715-6222
- Fax: (866) 329-7377
- Email: [gnetsupport@hcqis.org](mailto:gnetsupport@hcqis.org)

For questions about how to access your reports on the CMS Enterprise Portal, information contained in your 2016 Annual QRUR, how to submit an Informal Review Request, or to provide feedback to CMS, please contact the Physician Value Help Desk.

- Monday – Friday: 8:00 am – 8:00 pm Eastern Time Zone
- Phone: 1-888-734-6433 (option 3)
- Email: [pvhelpdesk@cms.hhs.gov](mailto:pvhelpdesk@cms.hhs.gov)

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## IV. Accessing the Value Modifier Informal Review Request Interface

There are two ways to access the Value Modifier Informal Review Request interface:

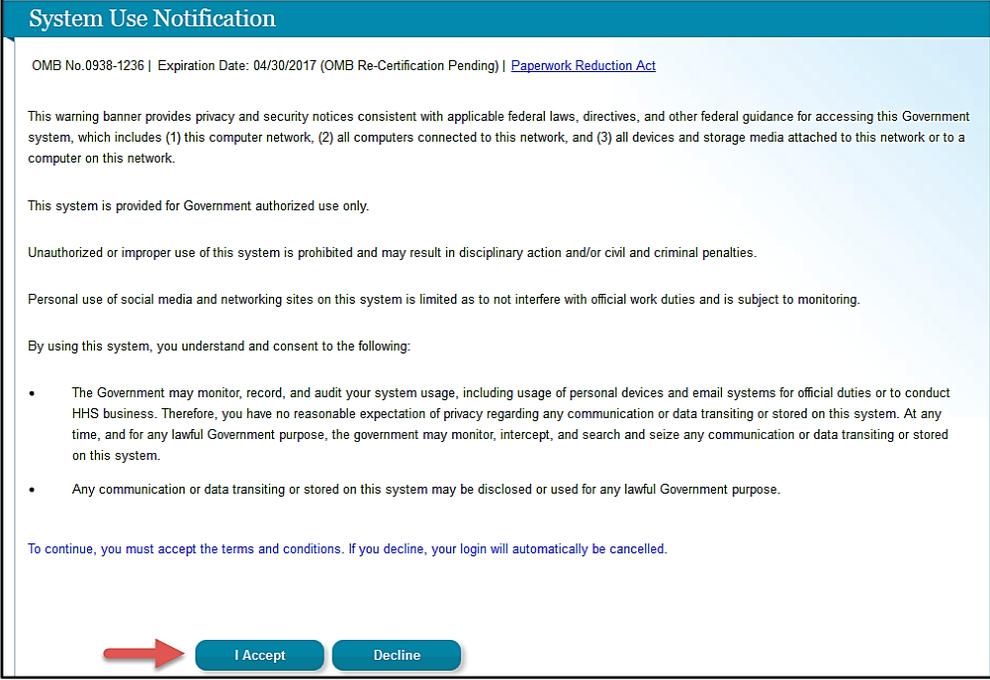
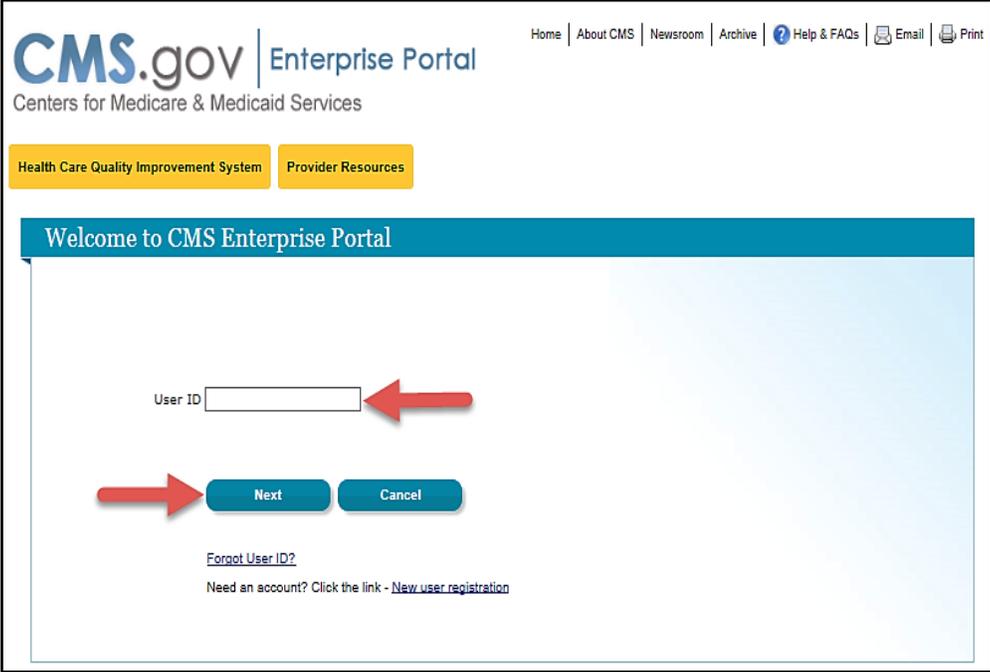
- CMS Enterprise Secure Portal
- QualityNet Communications Support Page (CSP)

### a. Accessing the Value Modifier Informal Review Request Interface from the CMS Enterprise Secure Portal

Steps	Screenshots
<p>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select <b>Login to CMS Secure Portal</b>.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"><li>• Internet Explorer 11 (without compatibility mode)</li><li>• Firefox</li><li>• Chrome</li><li>• Safari</li></ul> <p>Enable JavaScript and adjust any zoom features to ensure the screen is not too wide.</p>	 <p>The screenshot shows the CMS.gov Enterprise Portal homepage. The main content area features a large banner with the text "Welcome to CMS Enterprise Portal" and a description: "The CMS Enterprise Portal is a gateway being offered to allow the public to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs." To the right of the banner is a "CMS Secure Portal" login box. A red arrow points to the "Login to CMS Secure Portal" button within this box. Below the button are links for "Forgot User ID?", "Forgot Password?", and "New User Registration". The top navigation bar includes links for Home, About CMS, Newsroom, Archive, Help &amp; FAQs, Email, and Print. The bottom navigation bar lists various CMS programs like MACBIS, Medicare Shared Savings Program, Physician Value, ASP, Open Payments, QMAT, CPC, Innovation Center, CU, and PECOS.</p>

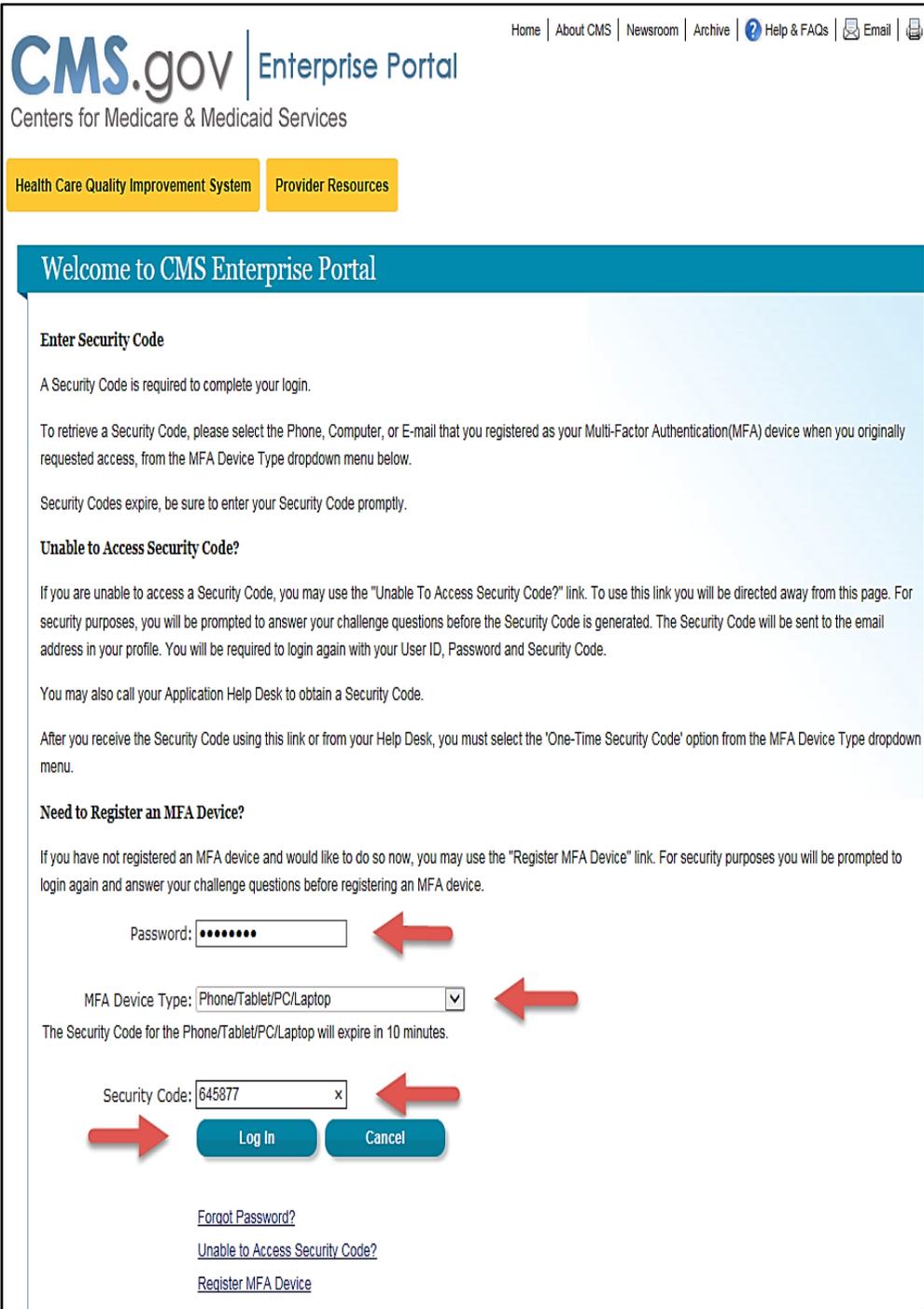
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

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Steps	Screenshots
<p>2. Read the <b>Terms and Conditions on the System Use Notification</b> screen and select <b>I Accept</b> to continue.</p> <p><b>Note:</b> <i>Selecting <b>Decline</b> will end the session and return you to the <b>CMS Enterprise Portal Landing</b> screen.</i></p>	 <p><b>System Use Notification</b></p> <p>OMB No.0938-1236   Expiration Date: 04/30/2017 (OMB Re-Certification Pending)   <a href="#">Paperwork Reduction Act</a></p> <p>This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.</p> <p>This system is provided for Government authorized use only.</p> <p>Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.</p> <p>Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.</p> <p>By using this system, you understand and consent to the following:</p> <ul style="list-style-type: none"> <li>The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.</li> <li>Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.</li> </ul> <p>To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled.</p> <p><b>I Accept</b> <b>Decline</b></p>
<p>3. Enter your <b>EIDM User ID</b> and select <b>Next</b>.</p>	 <p><b>CMS.gov   Enterprise Portal</b> Centers for Medicare &amp; Medicaid Services</p> <p>Home   About CMS   Newsroom   Archive   <a href="#">Help &amp; FAQs</a>   <a href="#">Email</a>   <a href="#">Print</a></p> <p>Health Care Quality Improvement System   Provider Resources</p> <p><b>Welcome to CMS Enterprise Portal</b></p> <p>User ID <input type="text"/> <b>Next</b> <b>Cancel</b></p> <p><a href="#">Forgot User ID?</a> Need an account? Click the link - <a href="#">New user registration</a></p>

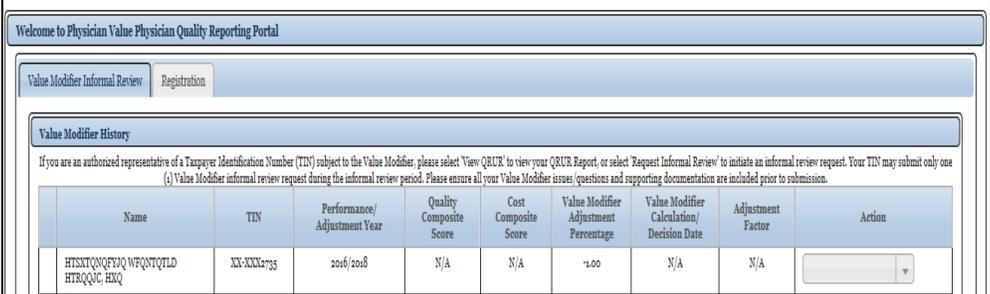
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Steps	Screenshots
<p>4. Complete the <b>Multi-Factor Authentication (MFA)</b> process. MFA will need to be completed each time you log in to the <b>CMS Enterprise Portal</b>.</p> <ol style="list-style-type: none"> <li>Enter your <b>EIDM Password</b> information.</li> <li>Select your <b>MFA Device Type</b> from the drop-down menu.</li> </ol> <p><b>Note:</b> You previously registered to complete the MFA process when setting-up your <b>Physician Quality and Value Programs</b> account. Please ensure that you select the same <b>MFA Device Type</b> selected during your initial account set-up. You will not be able to complete the MFA process if your selection from the <b>MFA Device Type</b> does not match your initial selection when setting-up your account.</p> <ol style="list-style-type: none"> <li>Select <b>Send</b> to receive a Security Code.</li> </ol> <p><b>Note:</b> The <b>Send</b> option will be displayed only when one of the following <b>MFA Device Types</b> is selected:</p> <ul style="list-style-type: none"> <li>Text Message-Short Message (SMS)</li> <li>Interactive Voice Response (IVR)</li> <li>Email</li> </ul> <ol style="list-style-type: none"> <li>Retrieve the security code from the selected MFA Device.</li> <li>Enter the <b>Security Code</b> and select <b>Log In</b>.</li> </ol>	 <p>The screenshot displays the CMS Enterprise Portal login interface. At the top, there are navigation links for Home, About CMS, Newsroom, Archive, Help &amp; FAQs, Email, and a printer icon. The main header includes the CMS.gov logo and 'Enterprise Portal' text, with a subtitle 'Centers for Medicare &amp; Medicaid Services'. Below the header are two yellow buttons: 'Health Care Quality Improvement System' and 'Provider Resources'. A blue banner reads 'Welcome to CMS Enterprise Portal'. The main content area is titled 'Enter Security Code' and contains the following text: 'A Security Code is required to complete your login.', 'To retrieve a Security Code, please select the Phone, Computer, or E-mail that you registered as your Multi-Factor Authentication(MFA) device when you originally requested access, from the MFA Device Type dropdown menu below.', 'Security Codes expire, be sure to enter your Security Code promptly.', 'Unable to Access Security Code?' (with a link), 'If you are unable to access a Security Code, you may use the "Unable To Access Security Code?" link. To use this link you will be directed away from this page. For security purposes, you will be prompted to answer your challenge questions before the Security Code is generated. The Security Code will be sent to the email address in your profile. You will be required to login again with your User ID, Password and Security Code.', 'You may also call your Application Help Desk to obtain a Security Code.', 'After you receive the Security Code using this link or from your Help Desk, you must select the "One-Time Security Code" option from the MFA Device Type dropdown menu.', 'Need to Register an MFA Device?' (with a link), 'If you have not registered an MFA device and would like to do so now, you may use the "Register MFA Device" link. For security purposes you will be prompted to login again and answer your challenge questions before registering an MFA device.' The form includes a 'Password' field with a red arrow pointing to it, an 'MFA Device Type' dropdown menu with 'Phone/Tablet/PC/Laptop' selected and a red arrow pointing to it, a 'Security Code' input field with '645877' entered and a red arrow pointing to it, and 'Log In' and 'Cancel' buttons. Below the form are links for 'Forgot Password?', 'Unable to Access Security Code?', and 'Register MFA Device'.</p>

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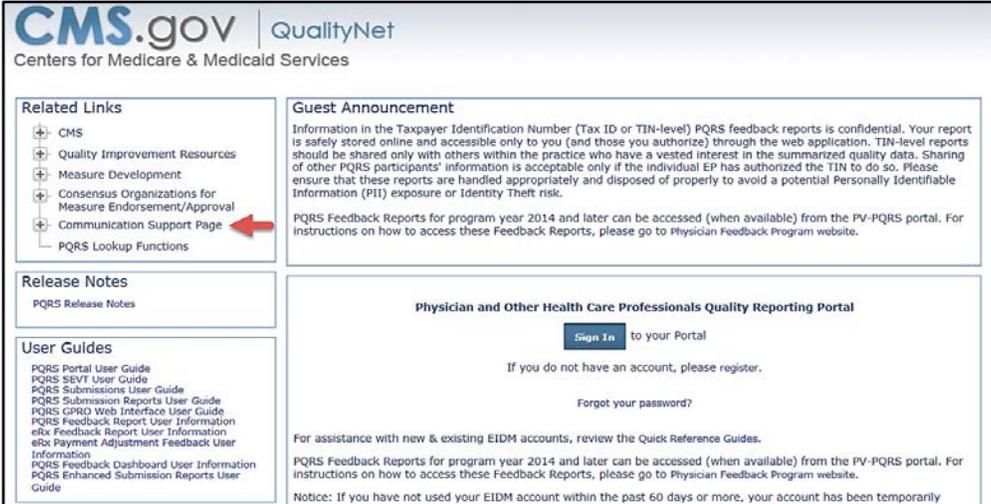
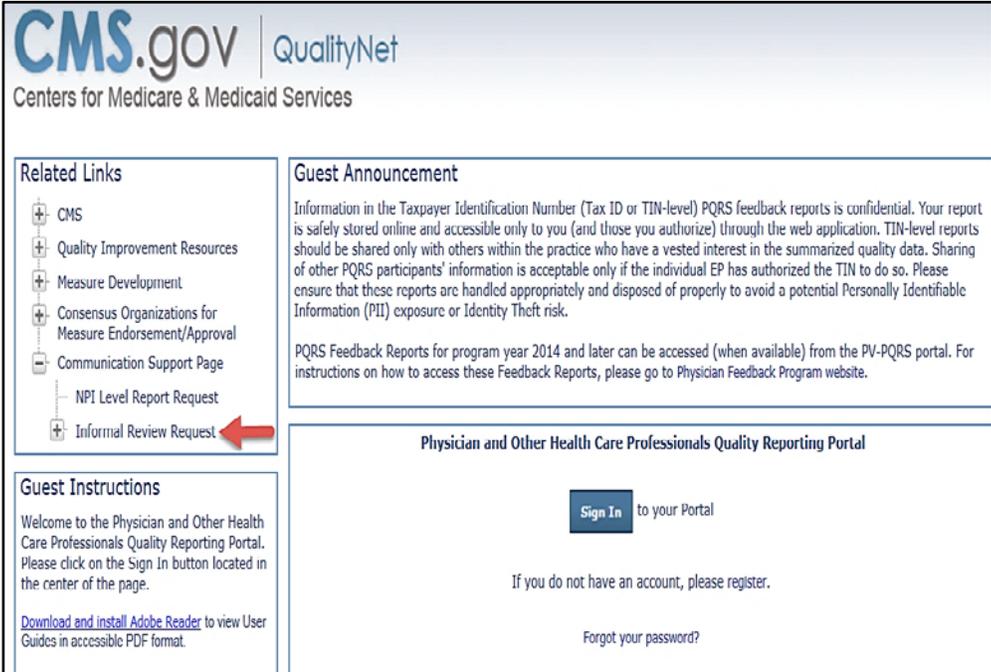
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Steps	Screenshots																		
<p>5. Select <b>Value Modifier Informal Review</b> from the <b>PV-PQRS</b> drop-down menu.</p>	 <p>The screenshot shows the CMS Enterprise Portal navigation menu. The 'Value Modifier Informal Review' option is highlighted in yellow, and a red arrow points to it from the right.</p>																		
<p>The <b>Value Modifier Informal Review Request Interface</b> will be displayed with the <b>Value Modifier History Table</b> present on the screen.</p>	 <p>The screenshot shows the Value Modifier Informal Review Request Interface. It displays a 'Value Modifier History' table with the following data:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>TIN</th> <th>Performance/Adjustment Year</th> <th>Quality Composite Score</th> <th>Cost Composite Score</th> <th>Value Modifier Adjustment Percentage</th> <th>Value Modifier Calculation/Decision Date</th> <th>Adjustment Factor</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>HTSXTQNFUJQ WFOQTQLD HTRQQJC, HXQ</td> <td>XX-XXX-735</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>1.00</td> <td>N/A</td> <td>N/A</td> <td><input type="button" value="Action"/></td> </tr> </tbody> </table>	Name	TIN	Performance/Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/Decision Date	Adjustment Factor	Action	HTSXTQNFUJQ WFOQTQLD HTRQQJC, HXQ	XX-XXX-735	2016/2018	N/A	N/A	1.00	N/A	N/A	<input type="button" value="Action"/>
Name	TIN	Performance/Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/Decision Date	Adjustment Factor	Action											
HTSXTQNFUJQ WFOQTQLD HTRQQJC, HXQ	XX-XXX-735	2016/2018	N/A	N/A	1.00	N/A	N/A	<input type="button" value="Action"/>											

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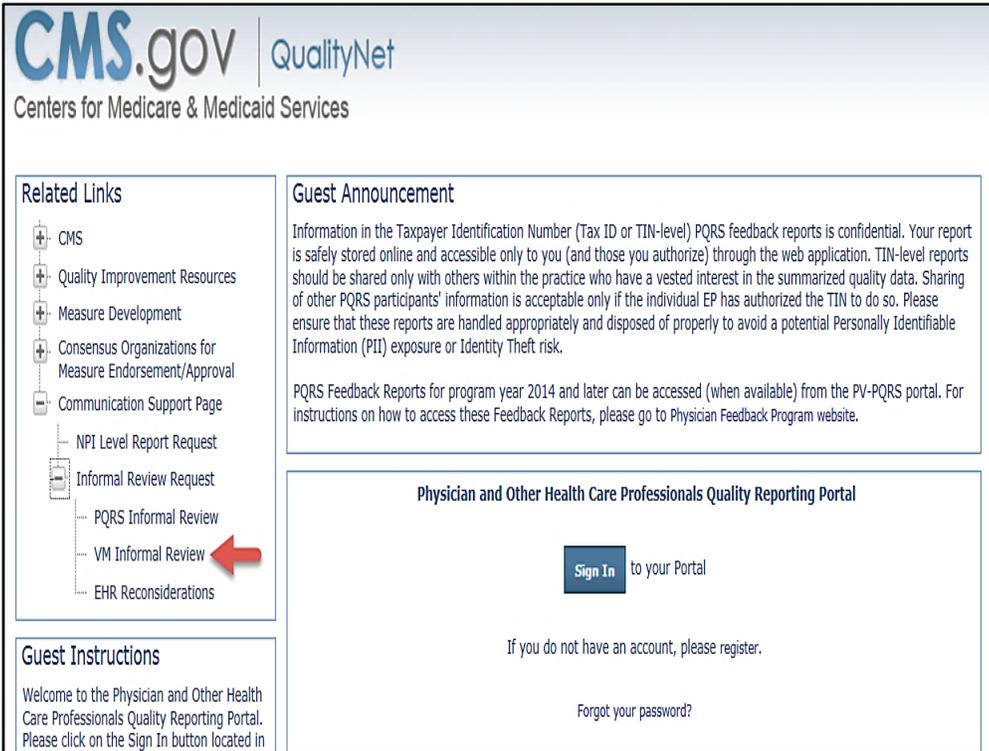
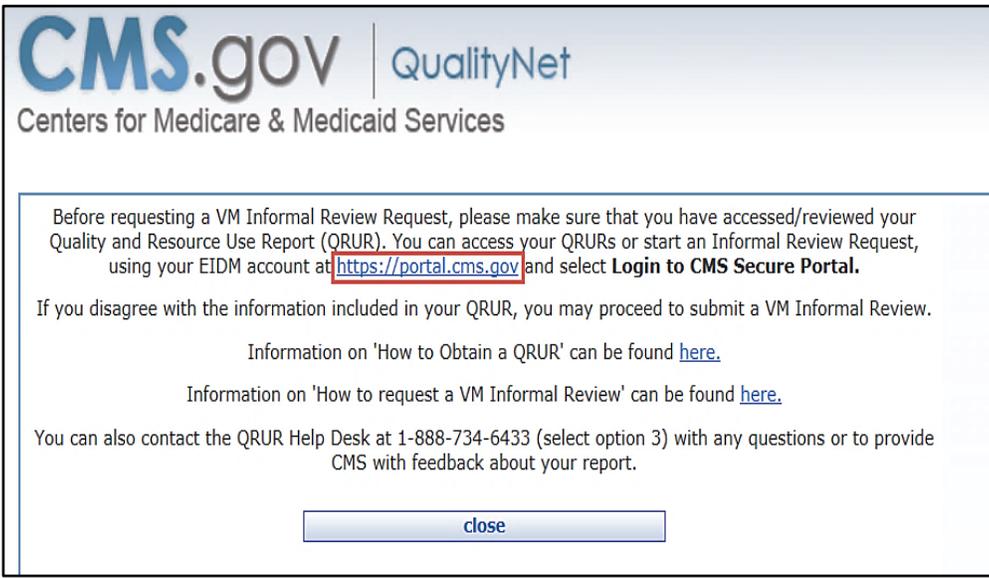
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## b. Accessing the Value Modifier Informal Review Request Interface via the QualityNet Communication Support Page (CSP)

Steps	Screenshots
<p>1. Go to <a href="https://qnpapp.qualitynet.org/pqrs/home.html">https://qnpapp.qualitynet.org/pqrs/home.html</a>. Under the related links section, select <b>Communication Support Page</b>.</p>	 <p>The screenshot shows the CMS.gov QualityNet homepage. The 'Related Links' section is expanded, and a red arrow points to 'Communication Support Page'. Other sections include 'Release Notes', 'User Guides', and 'Guest Announcement'.</p>
<p>2. Select <b>Informal Review Request</b> from the <b>Communication Support Page</b> drop down.</p>	 <p>The screenshot shows the CMS.gov QualityNet homepage. The 'Related Links' section is expanded, and a red arrow points to 'Informal Review Request'. Other sections include 'Guest Instructions' and 'Guest Announcement'.</p>

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

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Steps	Screenshots
<p>3. Select <b>Value Modifier Informal Review</b> from the <b>Informal Review Request</b> drop down.</p>	 <p>The screenshot shows the CMS.gov QualityNet portal. At the top, it says 'Centers for Medicare &amp; Medicaid Services'. Below this, there are two main sections: 'Related Links' and 'Guest Announcement'. In the 'Related Links' section, a list of links is shown, with 'VM Informal Review' highlighted by a red arrow. To the right, the 'Guest Announcement' section contains text about the confidentiality of PQR feedback reports and instructions on how to access them. Below the announcement is a 'Physician and Other Health Care Professionals Quality Reporting Portal' section with a 'Sign In' button and a 'Forgot your password?' link.</p>
<p>4. A Value Modifier informal review request message will be displayed. After reading the message, select <a href="https://portal.cms.gov">https://portal.cms.gov</a> to be navigated to the <b>CMS Enterprise Secure Portal</b>.</p>	 <p>The screenshot shows a message box with the following text: 'Before requesting a VM Informal Review Request, please make sure that you have accessed/reviewed your Quality and Resource Use Report (QRUR). You can access your QRURs or start an Informal Review Request, using your EIDM account at <a href="https://portal.cms.gov">https://portal.cms.gov</a> and select <b>Login to CMS Secure Portal</b>. If you disagree with the information included in your QRUR, you may proceed to submit a VM Informal Review. Information on 'How to Obtain a QRUR' can be found <a href="#">here</a>. Information on 'How to request a VM Informal Review' can be found <a href="#">here</a>. You can also contact the QRUR Help Desk at 1-888-734-6433 (select option 3) with any questions or to provide CMS with feedback about your report.' At the bottom of the message box is a 'close' button.</p>

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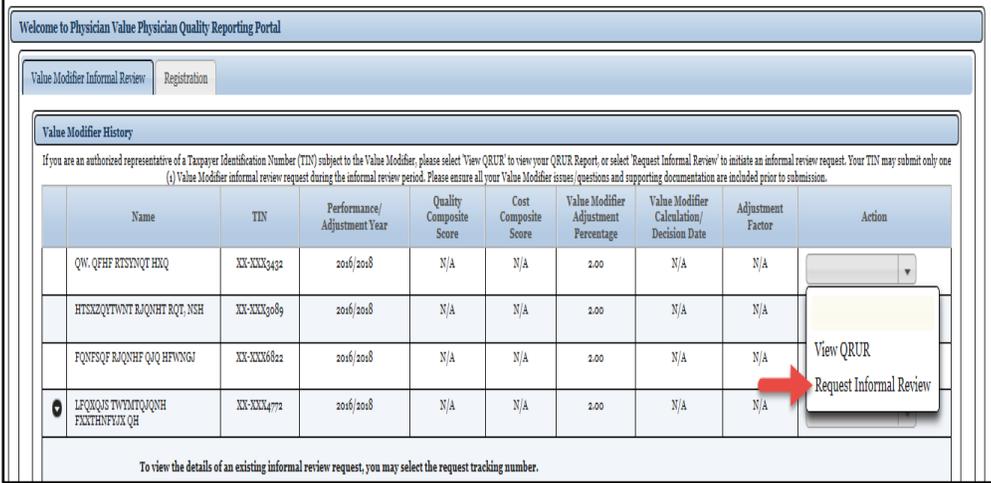
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Steps	Screenshots
5. Refer to section IV-A: Accessing the Value Modifier Informal Review Request Interface from the CMS Enterprise Secure Portal and complete steps 1-5.	

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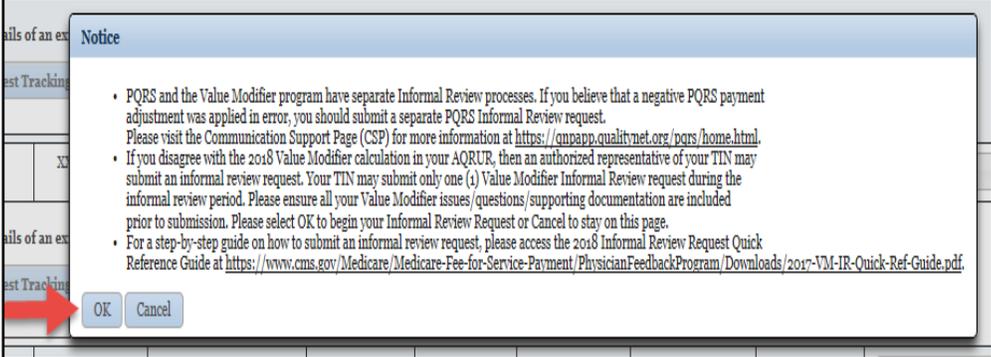
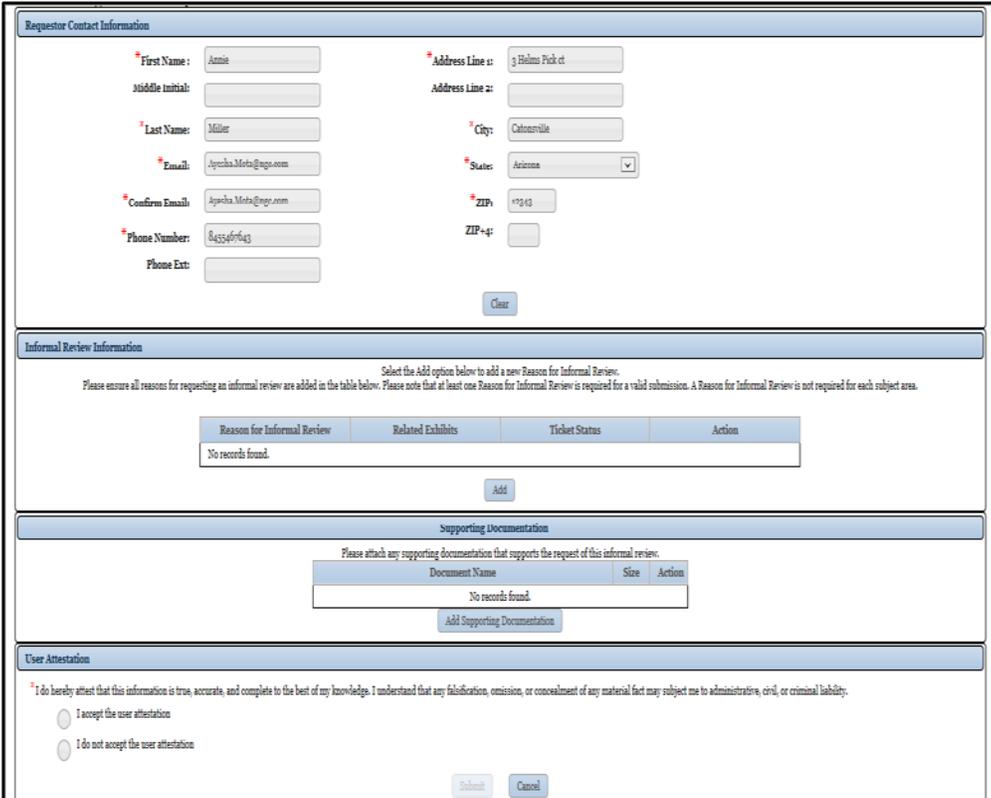
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## V. Submitting a Value Modifier Informal Review Request

Steps	Screenshots																																													
<p>1. Refer to <b>Section IV: Accessing the Value Modifier Informal Review Request Interface</b> for steps on how to access the Value Modifier Informal Review Request Interface.</p> <p><b>Note:</b> You can access the Value Modifier Informal Review Request Interface via one of the following methods to submit an Value Modifier Informal Review Request as described in <b>Section IV:</b></p> <ul style="list-style-type: none"> <li>Section IV - A. Directly from the CMS Enterprise Secure Portal</li> <li>Section IV – B. Via QualityNet Communication Support Page (CSP)</li> </ul>																																														
<p>2. Within the <b>Value Modifier History</b> table, you will see a list of the TIN(s) that are associated with your EIDM account. To request an informal review for the 2018 Value Modifier, select <b>Request Informal Review</b> under the <b>Action</b> column to the right of the TIN for which you want to request an informal review.</p> <p><b>Note:</b> Selecting <b>View QRUR</b> will display the appropriate attestation message prior to opening the QRUR.</p>	 <p>The screenshot shows the 'Welcome to Physician Value Physician Quality Reporting Portal' interface. It features a 'Value Modifier Informal Review' section with a 'Registration' tab. Below this is the 'Value Modifier History' table. The table has columns for Name, TIN, Performance/Adjustment Year, Quality Composite Score, Cost Composite Score, Value Modifier Adjustment Percentage, Value Modifier Calculation/Decision Date, Adjustment Factor, and Action. The first row has a dropdown menu in the Action column with 'View QRUR' and 'Request Informal Review' options. A red arrow points to the 'Request Informal Review' option.</p> <table border="1" data-bbox="565 1207 1481 1465"> <thead> <tr> <th>Name</th> <th>TIN</th> <th>Performance/Adjustment Year</th> <th>Quality Composite Score</th> <th>Cost Composite Score</th> <th>Value Modifier Adjustment Percentage</th> <th>Value Modifier Calculation/Decision Date</th> <th>Adjustment Factor</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>QW.QPHF.RTSTNQI.HIQ</td> <td>XX-XXX3414</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>2.00</td> <td>N/A</td> <td>N/A</td> <td>View QRUR Request Informal Review</td> </tr> <tr> <td>HTSKZQYTWOT.RJQNH.RQT.NSH</td> <td>XX-XXX3089</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>2.00</td> <td>N/A</td> <td>N/A</td> <td></td> </tr> <tr> <td>FQNESQF.RJQNH.FQJ.HPWNGI</td> <td>XX-XXX6822</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>2.00</td> <td>N/A</td> <td>N/A</td> <td></td> </tr> <tr> <td>LFQIQIS.TWYMTQ.QNH.FXKXHFVJK.QH</td> <td>XX-XXX4772</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>2.00</td> <td>N/A</td> <td>N/A</td> <td></td> </tr> </tbody> </table> <p>To view the details of an existing informal review request, you may select the request tracking number.</p>	Name	TIN	Performance/Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/Decision Date	Adjustment Factor	Action	QW.QPHF.RTSTNQI.HIQ	XX-XXX3414	2016/2018	N/A	N/A	2.00	N/A	N/A	View QRUR Request Informal Review	HTSKZQYTWOT.RJQNH.RQT.NSH	XX-XXX3089	2016/2018	N/A	N/A	2.00	N/A	N/A		FQNESQF.RJQNH.FQJ.HPWNGI	XX-XXX6822	2016/2018	N/A	N/A	2.00	N/A	N/A		LFQIQIS.TWYMTQ.QNH.FXKXHFVJK.QH	XX-XXX4772	2016/2018	N/A	N/A	2.00	N/A	N/A	
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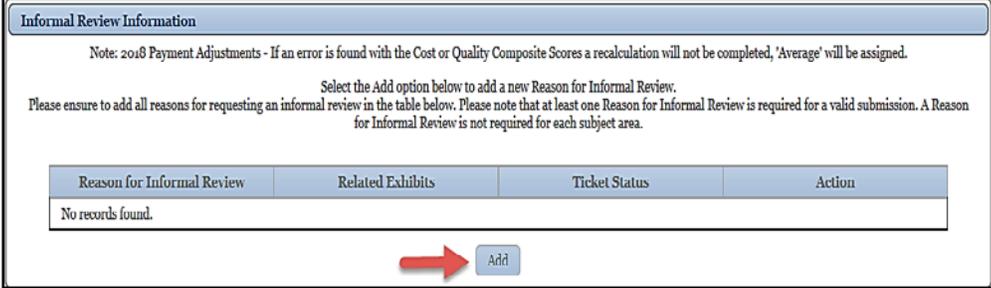
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

# Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>3. A message will be displayed providing information for you to review before beginning an informal review request. After reading the information provided, select <b>OK</b> to continue an informal review request.</p>	
<p>The <b>Informal Review Request</b> screen will be displayed. There are four (4) sections to a Value Modifier Informal Review Request:</p> <ul style="list-style-type: none"> <li>• <b>Requestor Contact Information</b></li> <li>• <b>Informal Review Information</b></li> <li>• <b>Supporting Documentation</b></li> <li>• <b>User Attestation</b></li> </ul> <p><b>Note:</b> All fields denoted with a red asterisk are required fields.</p>	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

# Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p><b>Requestor Contact Information Section</b></p> <p>4. Verify the EIDM pre-populated information.</p> <p><b>Note:</b> When a new Value Modifier Informal Review request is started, the <b>Requestor Contact Information</b> section will be the only section that is pre-populated using information from EIDM. If changes are needed to the pre-populated information: (1) select the field that needs to be updated and enter the correct information or (2) select <b>Clear</b> to clear all pre-populated fields.</p>	
<p><b>Informal Review Information Section</b></p> <p>5. Select <b>Add</b> to add a <b>Reason for Informal Review</b> to the question entry table.</p> <p><b>Note:</b> A pop-up window will be displayed with fields corresponding to a reason for informal review.</p>	

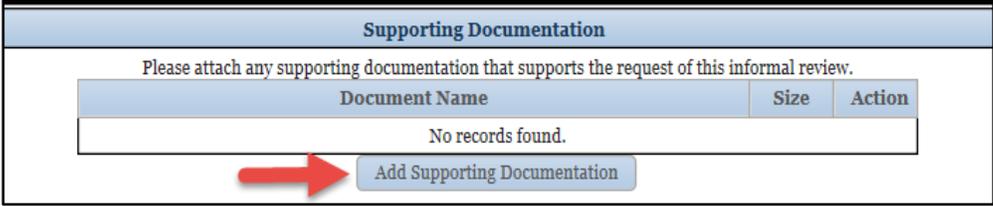
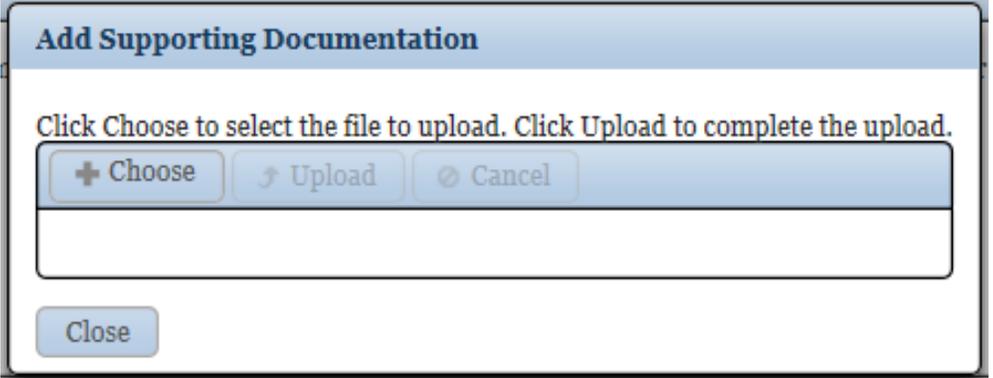
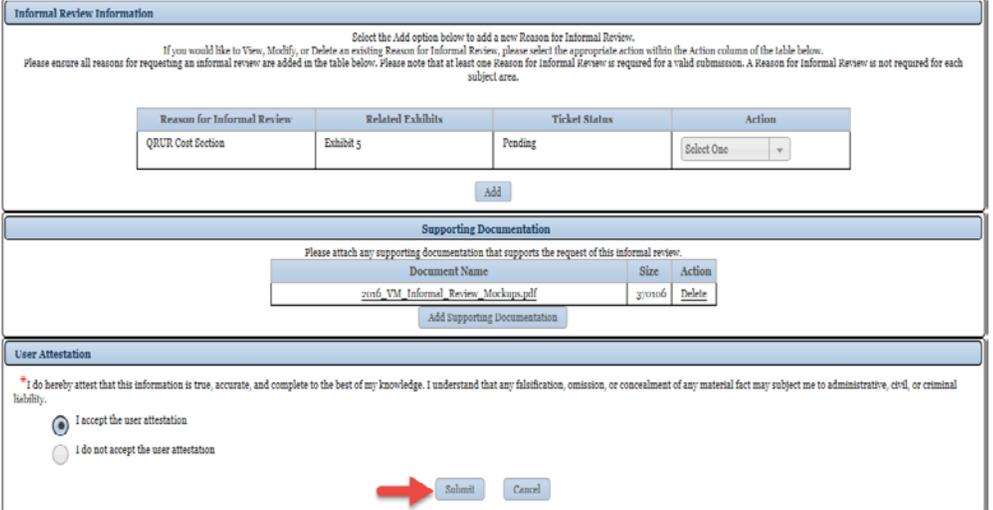
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# Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p><b>Informal Review Information Section (continued)</b></p> <p>6. a) Select an option from the <b>Reason for Informal Review</b> drop-down menu.</p> <p><b>Note:</b> The options for the <b>Reason for Informal Review</b> field are: <b>QRUR Cost Section</b>, <b>QRUR Quality Section</b>, <b>QRUR Other</b>, and <b>Other</b>.</p> <p>b) Select an option from the <b>Related Exhibits</b> from check-box menu (optional).</p> <p><b>Note:</b> The available options for the <b>Related Exhibits</b> field varies based on the selection made for <b>Reason for Informal Review</b> field.</p> <p>c) Select an option from the <b>Justification for Review</b> drop-down menu.</p> <p>d) Enter <b>Justification Explanation</b></p> <p>e) Select <b>Add</b>.</p> <p><b>Note:</b> Selecting <b>Add</b> will add the reason for informal review to the question entry table. Selecting <b>Clear</b> will clear all information selected/entered in the pop-up window. Selecting <b>Cancel</b> will display the Cancellation Alert, ensuring this is the action to be completed.</p> <p>f) Repeat steps 5 – 6 from this section to add additional reasons for informal review to the question entry table (optional)</p>	

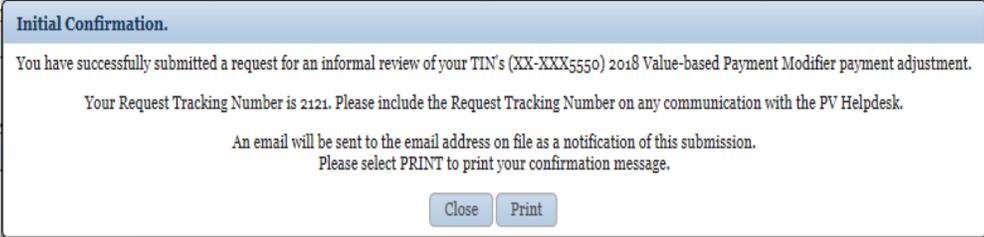
If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

# Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots														
<p><b>Supporting Documentation Section</b></p> <p>7. Select <b>Add Supporting Documentation</b> to the Supporting Documentation table.</p>	 <p style="text-align: center;"><b>Supporting Documentation</b></p> <p style="text-align: center;">Please attach any supporting documentation that supports the request of this informal review.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">Document Name</th> <th style="width: 10%;">Size</th> <th style="width: 10%;">Action</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">No records found.</td> </tr> </tbody> </table> <p style="text-align: center;"><a href="#">Add Supporting Documentation</a></p>	Document Name	Size	Action	No records found.										
Document Name	Size	Action													
No records found.															
<p><b>Supporting Documentation Section (cont'd)</b></p> <p>8. a) Select <b>Choose</b> to locate file to be attached to the informal review request.</p> <p>b) Select <b>Upload</b>.</p> <p><b>Note:</b> Selecting <b>Upload</b> will add the selected file to the supporting documentation table. Selecting <b>Cancel</b> will clear the selected file information in the pop-up window. Selecting <b>Close</b> will close the pop up window.</p> <p>c) Repeat steps 7 – 8 from this section to add additional supporting documents to the supporting documentation table.</p> <p><b>Note:</b> The selected file must be in one of the following formats: doc, .docx, .msg, .pdf, .xls or .xlsx. and under 2MB</p>	 <p style="text-align: center;"><b>Add Supporting Documentation</b></p> <p style="text-align: center;">Click <b>Choose</b> to select the file to upload. Click <b>Upload</b> to complete the upload.</p> <p style="text-align: center;"> <input type="button" value="+ Choose"/> <input type="button" value="Upload"/> <input type="button" value="Cancel"/> </p> <p style="text-align: center;"><input type="button" value="Close"/></p>														
<p><b>User Attestation Section</b></p> <p>9. After all relevant reasons for informal review have been added to the question entry table; select <b>I accept the user attestation</b> and then select <b>Submit</b>.</p> <p><b>Note:</b> <b>Submit</b> will be disabled until the <b>User Attestation</b> has been accepted.</p>	 <p><b>Informal Review Information</b></p> <p style="text-align: center;">Select the Add option below to add a new Reason for Informal Review.</p> <p style="text-align: center;"><small>If you would like to View, Modify, or Delete an existing Reason for Informal Review, please select the appropriate action within the Action column of the table below. Please ensure all reasons for requesting an informal review are added in the table below. Please note that at least one Reason for Informal Review is required for a valid submission. A Reason for Informal Review is not required for each subject area.</small></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Reason for Informal Review</th> <th>Related Exhibits</th> <th>Ticket Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>QBUR Cost Section</td> <td>Exhibit 5</td> <td>Pending</td> <td>Select One ▾</td> </tr> </tbody> </table> <p style="text-align: center;"><input type="button" value="Add"/></p> <p><b>Supporting Documentation</b></p> <p style="text-align: center;">Please attach any supporting documentation that supports the request of this informal review.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">Document Name</th> <th style="width: 10%;">Size</th> <th style="width: 10%;">Action</th> </tr> </thead> <tbody> <tr> <td>2016_VM_Informal_Review_Mockups.pdf</td> <td>201016</td> <td>Delete</td> </tr> </tbody> </table> <p style="text-align: center;"><input type="button" value="Add Supporting Documentation"/></p> <p><b>User Attestation</b></p> <p><small>*I do hereby attest that this information is true, accurate, and complete to the best of my knowledge. I understand that any falsification, omission, or concealment of any material fact may subject me to administrative, civil, or criminal liability.</small></p> <p> <input checked="" type="radio"/> I accept the user attestation  <input type="radio"/> I do not accept the user attestation     </p> <p style="text-align: center;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p>	Reason for Informal Review	Related Exhibits	Ticket Status	Action	QBUR Cost Section	Exhibit 5	Pending	Select One ▾	Document Name	Size	Action	2016_VM_Informal_Review_Mockups.pdf	201016	Delete
Reason for Informal Review	Related Exhibits	Ticket Status	Action												
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If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

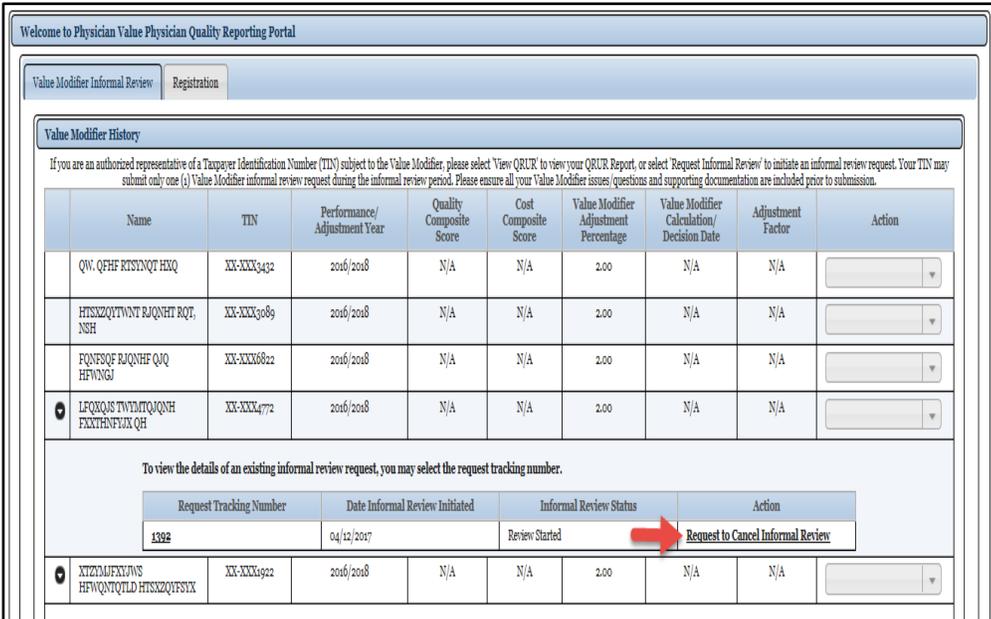
# Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>The <b>Initial Confirmation</b> message will be displayed.</p> <p><b>Note:</b> <i>Selecting <b>Close</b> on the <b>Initial Confirmation</b> message will navigate the user to the <b>Value Modifier Informal Review</b> screen.</i></p>	 <p>The screenshot shows a light blue confirmation dialog box with the following text: "Initial Confirmation. You have successfully submitted a request for an informal review of your TIN's (XX-XXX5550) 2018 Value-based Payment Modifier payment adjustment. Your Request Tracking Number is 2121. Please include the Request Tracking Number on any communication with the PV Helpdesk. An email will be sent to the email address on file as a notification of this submission. Please select PRINT to print your confirmation message." At the bottom of the dialog are two buttons: "Close" and "Print".</p>

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

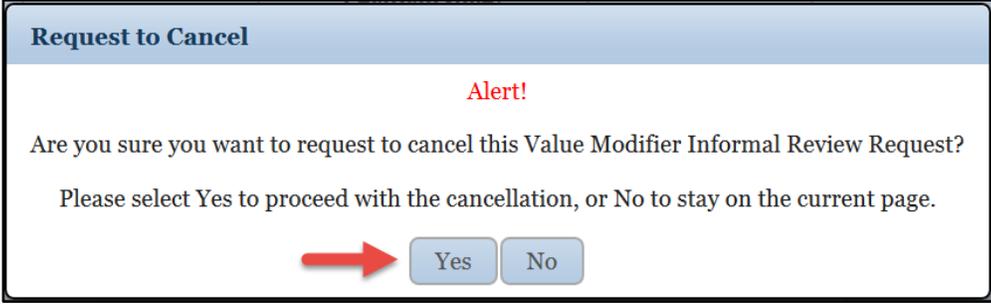
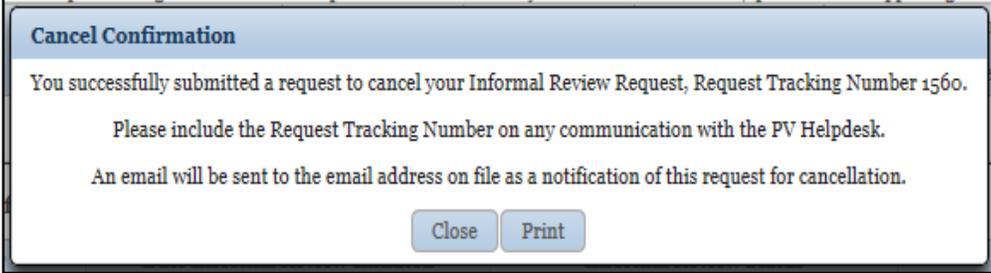
# Value Modifier Informal Review Request Quick Reference Guide

## VI. Canceling an Existing Value Modifier Informal Review Request

Steps	Screenshots																																																					
<p>1. Refer to <b>Section IV: Accessing the Value Modifier Informal Review Request Interface</b> for steps on how to access the Value Modifier Informal Review Request Interface.</p> <p><b>Note:</b> In order to Request to Cancel a Value Modifier Informal Review Request, you will first need to access the Value Modifier Informal Review Request Interface via one of the following methods.</p> <ul style="list-style-type: none"> <li>Section IV – A. Directly from the CMS Enterprise Secure Portal</li> <li>Section IV – B. Via QualityNet Communications Support Page (CSP)</li> </ul>																																																						
<p>2. Within the <b>Review Details</b> table, select <b>Request to Cancel Informal Review</b> under the <b>Action</b> column to request an informal review be canceled.</p> <p><b>Note:</b> Selecting the <b>Request to Cancel Informal Review</b> will display the <b>Cancellation Alert Message</b>.</p>	 <p>The screenshot displays the 'Welcome to Physician Value Physician Quality Reporting Portal' interface. It features a 'Value Modifier History' table with columns for Name, TIN, Performance/Adjustment Year, Quality Composite Score, Cost Composite Score, Value Modifier Adjustment Percentage, Value Modifier Calculation/Decision Date, Adjustment Factor, and Action. Below this table, there is a section titled 'To view the details of an existing informal review request, you may select the request tracking number.' which contains a smaller table with columns for Request Tracking Number, Date Informal Review Initiated, Informal Review Status, and Action. A red arrow points to the 'Request to Cancel Informal Review' link in the Action column of this smaller table.</p> <table border="1" data-bbox="568 1228 1477 1480"> <thead> <tr> <th>Name</th> <th>TIN</th> <th>Performance/Adjustment Year</th> <th>Quality Composite Score</th> <th>Cost Composite Score</th> <th>Value Modifier Adjustment Percentage</th> <th>Value Modifier Calculation/Decision Date</th> <th>Adjustment Factor</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>QW, QFHF RITSDNQT HDQ</td> <td>XX-XXX3432</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>2.00</td> <td>N/A</td> <td>N/A</td> <td>[Dropdown]</td> </tr> <tr> <td>HTSKZQTTWNT RJQNHIT RQT, NSH</td> <td>XX-XXX3089</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>2.00</td> <td>N/A</td> <td>N/A</td> <td>[Dropdown]</td> </tr> <tr> <td>FQNFQF RJQNHF QJQ HFWNGJ</td> <td>XX-XXX6822</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>2.00</td> <td>N/A</td> <td>N/A</td> <td>[Dropdown]</td> </tr> <tr> <td>LFQXQAS TWVMTQJQNH FXXTNPFYAX QH</td> <td>XX-XXX4772</td> <td>2016/2018</td> <td>N/A</td> <td>N/A</td> <td>2.00</td> <td>N/A</td> <td>N/A</td> <td>[Dropdown]</td> </tr> </tbody> </table> <table border="1" data-bbox="665 1533 1380 1606"> <thead> <tr> <th>Request Tracking Number</th> <th>Date Informal Review Initiated</th> <th>Informal Review Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1392</td> <td>04/12/2017</td> <td>Review Started</td> <td>Request to Cancel Informal Review</td> </tr> </tbody> </table>	Name	TIN	Performance/Adjustment Year	Quality Composite Score	Cost Composite Score	Value Modifier Adjustment Percentage	Value Modifier Calculation/Decision Date	Adjustment Factor	Action	QW, QFHF RITSDNQT HDQ	XX-XXX3432	2016/2018	N/A	N/A	2.00	N/A	N/A	[Dropdown]	HTSKZQTTWNT RJQNHIT RQT, NSH	XX-XXX3089	2016/2018	N/A	N/A	2.00	N/A	N/A	[Dropdown]	FQNFQF RJQNHF QJQ HFWNGJ	XX-XXX6822	2016/2018	N/A	N/A	2.00	N/A	N/A	[Dropdown]	LFQXQAS TWVMTQJQNH FXXTNPFYAX QH	XX-XXX4772	2016/2018	N/A	N/A	2.00	N/A	N/A	[Dropdown]	Request Tracking Number	Date Informal Review Initiated	Informal Review Status	Action	1392	04/12/2017	Review Started	Request to Cancel Informal Review
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FQNFQF RJQNHF QJQ HFWNGJ	XX-XXX6822	2016/2018	N/A	N/A	2.00	N/A	N/A	[Dropdown]																																														
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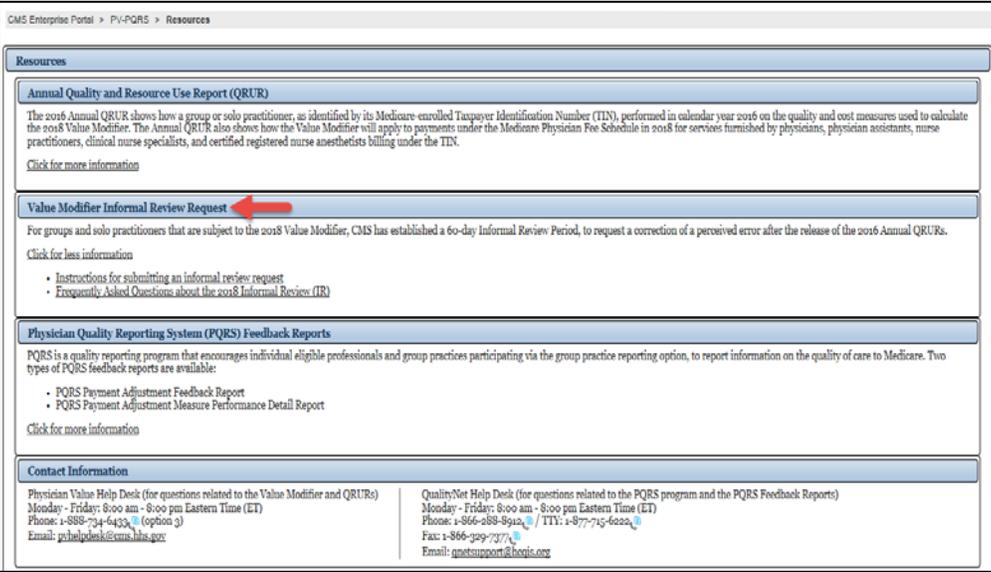
## Value Modifier Informal Review Request Quick Reference Guide

Steps	Screenshots
<p>3. Select <b>Yes</b> on the <b>Cancellation Alert</b> message to confirm that you want to cancel the Value Modifier Informal Review Request.</p> <p><b>Note:</b> Selecting <b>No</b> on the <b>Cancellation Alert Message</b> will navigate the user back to the <b>Value Modifier Informal Review</b> screen.</p>	
<p>The <b>Request for Cancellation Confirmation</b> message will be displayed.</p> <p><b>Note:</b> Selecting <b>Close</b> on the <b>Cancellation Confirmation</b> message will navigate the user to the <b>Value Modifier Informal Review</b> screen.</p>	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

# Value Modifier Informal Review Request Quick Reference Guide

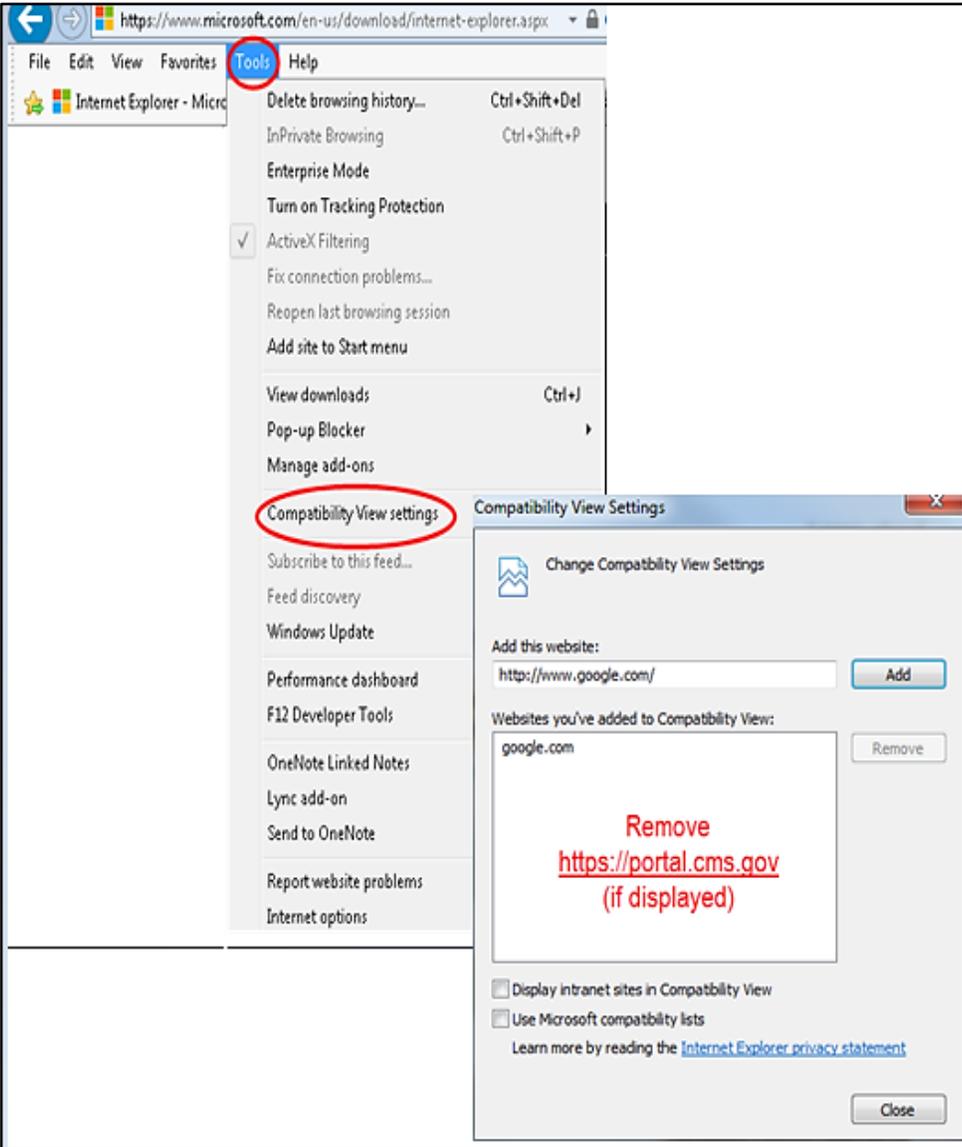
## VII. Accessing Value Modifier Informal Review Request Information Through Resources Page

Steps	Screenshots
<p>1. Select <b>Resources</b> under <b>PV-PQRS</b> drop down menu to access <b>Value Modifier Informal Review Request</b> related information.</p>	
<p>The following information is available under <b>Value Modifier Informal Review Request</b> section:</p> <ul style="list-style-type: none"> <li>• Instruction for submitting an informal review request- Instructions for submitting or cancelling a Value Modifier Informal Review Request</li> <li>• Frequently Asked Questions about the 2018 Informal Review (IR)</li> </ul> <p><b>Note:</b> To expand “Click for more information” to collapse “Click for less information”.</p>	

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.

# Value Modifier Informal Review Request Quick Reference Guide

## VIII. Troubleshooting Browser Settings

Steps	Screenshots
<p><b>Troubleshooting</b> If you are not using one of the supported browsers or are having trouble viewing the <b>CMS Enterprise Portal</b> using Microsoft Internet Explorer 11:</p> <ol style="list-style-type: none"> <li>1. Ensure the browser is open.</li> <li>2. Press the <b>Alt</b> key to display the Menu bar (or right-click the <b>Address bar</b> and then select <b>Menu bar</b>).</li> <li>3. Select <b>Tools</b> on the <b>Menu bar</b>.</li> <li>4. Select <b>Compatibility View Settings</b>.</li> <li>5. Remove the CMS Enterprise Portal web address if it appears in the <b>Websites you've added to Compatibility View</b> box.</li> <li>6. Un-check all of the boxes below <b>Websites you've added to Compatibility View</b>.</li> <li>7. Close the <b>Compatibility View Settings</b> box.</li> <li>8. Close the current browser session.</li> <li>9. Open a new browser session.</li> <li>10. Go to <a href="https://portal.cms.gov">https://portal.cms.gov</a> and select <b>Login to the CMS Enterprise Portal</b>.</li> </ol> <p><b>Note:</b> The <b>CMS Enterprise Portal</b> supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 11 (without compatibility mode)</li> <li>• Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul>	 <p>The screenshot shows the Internet Explorer 11 interface. The 'Tools' menu is open, and 'Compatibility View settings' is circled in red. The 'Compatibility View Settings' dialog box is also open, showing a list of websites with 'https://portal.cms.gov' highlighted in red and the text 'Remove (if displayed)' next to it.</p>

If you have questions about the Value Modifier Informal Review Request process, please contact the Physician Value Help Desk by phone at 1-888-734-6433 (select option 3). Normal business hours are Monday – Friday from 8 a.m. to 8 p.m. Eastern Time Zone.