Connect as a Clinician

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Important!

The clinician role is **view-only role** intended to give individual clinicians access to their **Merit-based Incentive Payment System (MIPS) performance feedback**.

This role **isn't** appropriate for third parties or practice representatives.

If you're a third party or practice representative, you'll need the **Staff User** role for your practice or registry organization. Review the **Connect to an Organization** document in the QPP Access User Guide (ZIP file).

Attention Representatives of Medicare Shared Savings Program (Shared Savings Program) Accountable Care Organizations (ACOs):

Shared Savings Program ACOs have a different Health Care Quality Information System (HCQIS) Access Roles and Profile system (HARP) account creation and Quality Payment Program (QPP) role management process. ACOs will no longer be able to perform these actions on qpp.cms.gov.

If your organization is a Shared Savings Program ACO, please **DO NOT** follow the information in this document. Instead, please refer to the **Medicare Shared Savings Program ACOs: Creating and Managing a HARP Account with a QPP Role in ACO-MS document (PDF)** in the QPP Account Access Guide (ZIP file) for information on how to obtain a HARP account with a QPP Security Official or Staff User role and manage your role in the ACO Management System (ACO-MS). If you are your ACO's QPP Security Official or Staff User contact in ACO-MS, then you can sign in to qpp.cms.gov using your ACO-MS Username and Password.

Please note that the ACO-MS process only applies to representatives of a Shared Savings Program ACO, and not to the Participant TINs in the ACO. Representatives of a Participant TIN will still need to create an account on harp.cms.gov and request and manage their QPP role on qpp.cms.gov, using the information in this resource.

Introduction

We've created a role just for **clinicians** that will allow you to see the information that's relevant and specific to your participation in the Quality Payment Program.

The Clinician Role Lets You:	The Clinician Role:
✓ View your MIPS performance feedback, final score and the payment adjustment information for each practice, virtual group, and APM Entity you're associated with ✓ View your MIPS eligibility details (including low-volume threshold data) for each practice you're associated with ✓ View your APM Incentive information	X Doesn't require you to request access to each practice, virtual group, or APM Entity you're associated with X Doesn't allow you to see information about the other clinicians in your practice X Doesn't allow you to submit data X Doesn't allow you to preview your public reporting data for Physician Compare or successor website

Getting Started

Sign In to the Quality Payment Program

1. Go to qpp.cms.gov and click **Sign In** on the upper right-hand corner.
2. Enter your **User ID** and **Password**.
3. Check **Yes, I agree** next to the Statement of Truth and then click **Sign In**.

Note: You'll be prompted to provide a security code from your two-factor authentication.

Returning users:

Sign in with the same credentials you've previously used.

New users:

Sign in with your newly created HARP credentials.

Don't have an account?

Select **Register** next to Sign In and review the **Register for a HARP Account document** in this guide.

Have questions? Contact the Quality Payment Program
By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: QPP@cms.hhs.gov
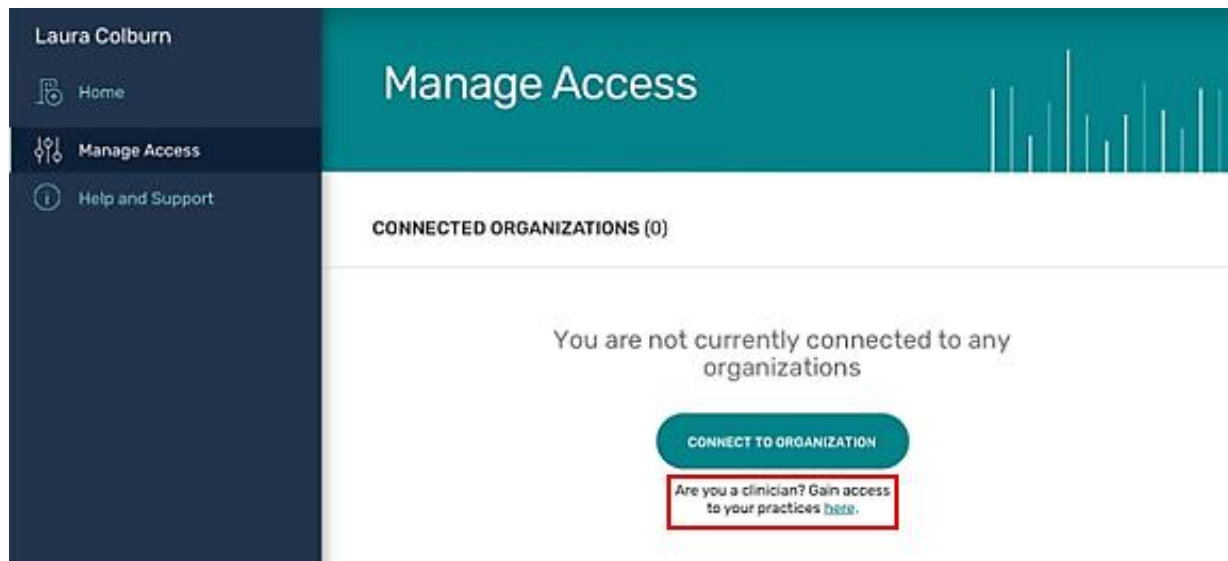Monday – Friday, 8 a.m. – 8 p.m. ET

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Navigate to Manage Access

Click **Manage Access** found in the left-hand navigation pane. The information displayed in your **Manage Access** depends on whether you connected to an organization.

You Have No Connected Organizations

Click here under the Connect to Organization button.

After you click here, your request to connect as a clinician will be submitted and you'll move onto the next step of where we'll **verify your identity**.

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You Have One or More Connected Organizations

You'll see the organizations you already have permission to access. Click **Connect to Another Organization** to connect to all of your organizations as a clinician.

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Select the Individual Clinician Organization Type

Select **individual clinician** so you can continue to the **next step** where we verify your identity.

Step 1 of 3

Select Organization Type

○ **Practice**

A representative of a single TIN can request a practice role. The first Security Official will need to provide the PTAN and NPI of a single clinician that is part of that practice.

○ **Individual Clinician**

A clinician (not a representative or third party) with NPI, SSN and PTAN information for one participating practice (TIN) can request an individual clinician role. With this role, clinicians can review their performance feedback for all their associated practices, virtual groups and APM entities that participated in MIPS. Clinicians cannot manage additional users or view data for any other clinicians.

◉ **Alternative Payment Model (APM) Entity**

A representative of entities participating in Shared Savings Program, Next Generation, CPC+, CEC, OCM, Maryland Total Cost of Care, BPCI Advanced, Vermont All-payer, CJR, Primary Care First (PCF), Direct Contracting (DC), and Independence at Home Demonstration can request an APM entity role. The first Security Official may need to provide different data based on model.

If you are a representative of a Shared Savings Program (SSP) ACO, you must contact your ACO to get a QPP Security Official or Staff User role via the ACO Management System (ACO-MS) ⬀.

○ **Registry**

A representative of a CMS-approved registry can request a registry role. The first Security Official will need to provide the Vendor ID for the registry.

○ **Virtual Group**

A representative of a CMS-approved virtual group can request a virtual group role. The first Security Official will need to provide the TINs of 2 participating practices.

CONTINUE

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Verify Your Identity

Automatic Verification

We use the name from your HARP account (that you use to sign in to qpp.cms.gov) to identify who you are and the organizations you're associated with.

- If there's an **exact, unique match** between the name on your HARP account and your name as displayed on the QPP Participation Status Lookup Tool, we'll display a list of practices you're associated with in our systems.

If you recognize these practices and the information displayed is correct, click **Verify**.

Once you click **Verify** and your request is processed successfully, you will return to Manage Access to view your connected practices.

What if the listed organizations are incorrect?

If the organizations associated with your information are **incorrect**, click **here** below **Verify**.

This will initiate the Manual Verification process where you'll be prompted to provide **additional information** to verify your identity and identify your associated organizations.

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Manual Verification

You'll begin the manual verification process if there is **NOT an exact, unique match** between your name on your HARP account that's used to sign in to qpp.cms.gov and

- Your name as displayed the QPP Participation Status Lookup Tool, **OR**

- You have indicated the practice information looks incorrect.

If the information is incorrect, you'll be prompted to provide the following information needed to verify your identify and determine which organizations you're associated with as a clinician:

- Your NPI

- Your SSN

- Your PTAN (any of those listed for you in PECOS)

What's a PTAN?

A PTAN is a Medicare-only number issued by MACs upon enrollment to Medicare. A clinician will have one NPI and one, or more, PTAN(s) based on their relationships with medical groups or practices, in which separate PTANs are assigned. A clinician's PTAN(s) can be found in PECOS.

How Do I Find My PTAN?

Each Medicare provider has at least Provider Transaction Access Number (PTAN), associated with their NPI; it was issued at the time of Medicare enrollment and can be found in PECOS.

1. Log in to internet-based PECOS.

2. Select **My Associates** on PECOS home page.

3. Select **View Enrollments** by applicable individual or organizational enrollment.

4. Click on View **Medicare ID Report**

5. PTAN(s) are listed in **Medicare ID** column.

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Once you submit a manual verification request, we'll verify your identity and connect you to your associated organizations. You'll see the organizations you're connected within your **Manage Access**.

Error Messages

If there's an error processing your request, you'll receive an error message.

Below is a list of the error messages you may encounter, along with guidance on how to troubleshoot the error.

Error Message	Error Cause	Suggestion
Unknown error while requesting NPI association	Unknown	Re-enter information or contact Service Center for assistance
No unique clinician with this name was found in eligiblity	When search eligibility data: • No clinicians were found with the name that was entered; or • More than one clinician with the same name was found when searching eligiblity data	Re-enter name
You must provide all required information to complete this request.	Your request is missing an NPI, PTAN, or TIN	Enter a valid NPI, PTAN, or TIN
We could'nt verify the information you provided. Please try again.	Your entered an invalid NPI, PTAN, or Social Security Number (SSN) combination	Re-enter a valid NPI, PTAN, or SSN

If the issue persists, you can also close out of your current **Connect to an Organization** attempt and submit a new request later or contact the Quality Payment Program for assistance.

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Return to Manage Access

After you have successfully completed the verification process, you'll return to the **Manage Access** page. On this page you will see that you have been assigned the **Clinician Role** for all your connected practices.

If you have a Staff User or Security Official role for other organizations, you'll see those roles associated with those organizations listed on the page, too.

If you're connected to an APM Entity or virtual group, you won't see these organizations listed on the **Manage Access** page.

You will see these organizations listed when you click **Performance Feedback** in the left-hand navigation.

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Version History

Date	Change Description
11/04/2021	• Updated to include Shared Savings Program ACO Management System (ACO-MS) callout in Introduction.
08/04/2021	• Updated table in Introduction to include that clinicians with the clincian role can't review preliminary performance feedback • Updated screenshot in individual clinician organization type section
7/24/2020	• Updated to include table with detailed information regarding error messages
3/20/2020	• Updated to clairfy that this role doesn't let a clinician preview their public reporting data for Physician Compare (or successor website). • Added Quality Payment Program contact information for those who are hearing impaired.
12/2/2019	• Clarified that this is a view-only role and shouldn't be requested by anyone who isn't a clinician • Updated to indicate this role lets a clinician view their APM Incentive information
7/1/2019	• Original posting

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