Connect as a Clinician

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> **Important!**
>
> The clinician role is **view-only role** intended to give individual clinicians access to their **MIPS performance feedback**.
>
> This role is **not** appropriate for third parties or practice representatives.
>
> If you are a third party or practice representative, you will need the **Staff User** role for your practice or registry organization. Review the **Connect to an Organization** document in the QPP Access User Guide.

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	X Does not require you to request access to each practice, virtual group, or APM Entity you're associated with
✓ View your MIPS eligibility details (including low-volume threshold data) for each practice you're associated with	X Does not allow you to see information about the other clinicians in your practice
✓ View your APM Incentive information	X Does not allow you to submit data
	X Does not 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 click **Sign In**.

Note: You will 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.
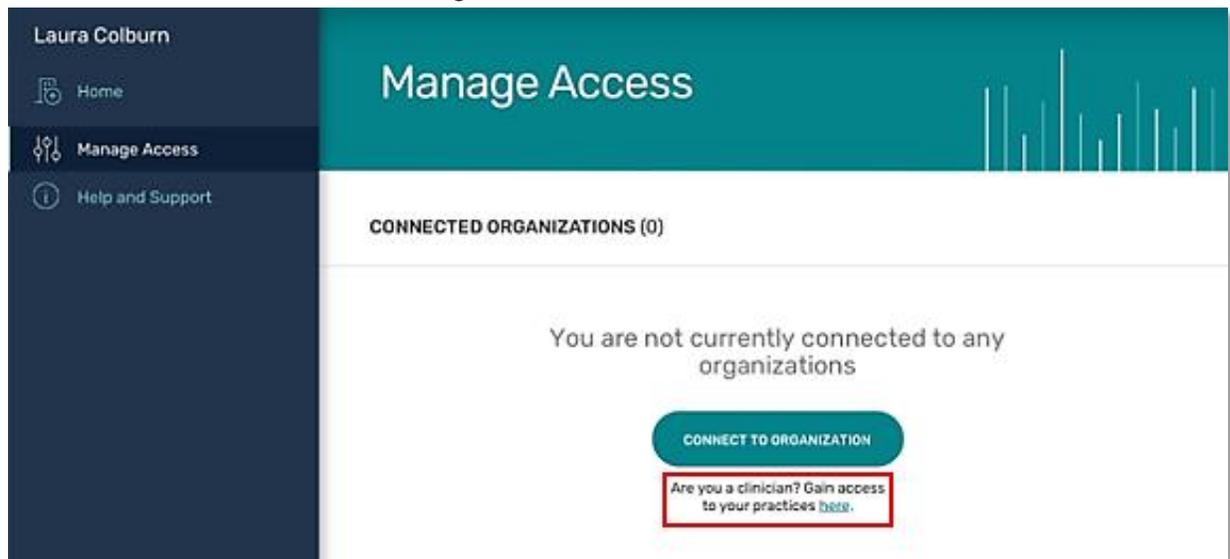
Updated 7/24/2020

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 will move onto the next step of where we will **verify your identity**.

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You Have One or More Connected Organizations

You will 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.

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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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 are associated with.

- If there is an **exact, unique match** between the name on your HARP account and your name as displayed on the QPP Participation Status Lookup Tool, we will 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 will 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 will be prompted to provide the following information needed to verify your identify and determine which organizations you are associated with as a clinician:

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

Account Home › Manage Access ›

Connect to Organization

Verify Your Identity

Identify yourself by providing your 10-digit NPI and Social Security Number (SSN) and a PTAN associated with any of your practices.

CLINICIAN NPI
10-digits e.g. 1234567890

> 1234567890

SSN
9-digits e.g. 123-45-6789

> 987-65-4321

PTAN
This PTAN can be associated with any of your practices.

> 0192837465

CANCEL   SUBMIT

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 into 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.

Once you submit a manual verification request; we will verify your identity and connect you to your associated organizations. You will see the organizations you are connected with in your Manage Access.

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Error Messages

If there is an error processing your request, you will 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 not verity 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 will 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 will 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
7/24/2020	• Updated to include table with detailed information regarding error messages
3/20/2020	• Updated to clairfy that this role does not 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 should not be requested by anyone who is not a clinician. Updated to indicate this role lets a clinician view their APM Incentive information
07/1/2019	Original posting

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