HITECH Attestation Support

EHR Information Center

4/18/2011

EHR Information Center HITECH Attestation Support

Beginning April 18, 2011, the EHR Information Center will be providing HITECH Attestation assistance to the EHR Provider Community. The EHR Information Center is open from 7:30 a.m. – 6:30 p.m. (Central Time) Monday through Friday, except federal holidays, at 1-888-734-6433 (primary number) or 888-734-6563 (TTY number).

The EHR Information Center will receive telephone inquiries as well as electronic inquiries via the RightNow application via the "Submit Inquiry to the EHR Information Center" link available on CMS' EHR Incentive Program website. The EHR Information Center will not distribute a mailing address since it is not tasked with answering written inquiries received through postal mail.

Additionally, the EHR Information Center will continue to work in collaboration with other EHR Incentive Program resources and business partners. CMS' Regional Offices will continue to respond to common inquiries received from providers/stakeholders/contacts. The Regional Offices will refer all system related inquiries to EHR Information Center including system outages, registration, state file transmissions and others. The EHR Information Center will use the Resource/Entity Referral table (Attachment A) as a guide for referring callers to other business partners. You are receiving this notice of the EHR Information Center Attestation Support because you may receive referrals as outlined in Attachment A. Likewise, you should continue to refer inquiries to the EHR Information Center as outlined in Attachment A.

Attachment A: EHR Information Center Resource/Entity Referrals

Below is a chart listing various EHR Incentive Program business partners and the expected interaction between these resources and the EHR Information Center.

Resource/Entity	Contact Information	Referred from EHR Information Center	Referred to EHR Information Center
Quality Net Help Desk	1-866-288-8912 (Monday – Friday; 7 a.m. – 7 p.m. CT) TTY: 1-877-715-6222 Email: qnetsupport@sdps.org	Inquiries related to quality measures not related to the EHR incentive program e.g., general CMS Physician Quality Reporting System and eRx Incentive Program information PQRI-IACS registration questions PQRI-IACS login issues	Inquiries related to the EHR Incentive Program and System.
NPPES Enumerator Help Desk	1-800-465-3203 (Monday-Friday; 9 a.m. - 5 p.m. ET) TTY: 1-800-692-2326 E-mail: customerservice@npienumerator.com	Specific NPI related issues such as reasons for approval/rejection, status, etc. Inquiries related to NPPES screen navigation (i.e. what does this screen mean?)	Inquiries related to the EHR Incentive Program and System.
CMS IT Service Desk	CMS IT Service Desk, 1-800-562-1963 (24 hours a day, 7 days a week) Email: CMS_IT_Service_Desk@cms.hhs.gov	Inquiries related to BDC systems not listed in this attachment and not related to the EHR Incentive Program and System. Inquiries related to the EHR Information Center BI Portal (MicroStrategy) password resets with CMS User IDs. Inquiries for PECOS, NPPES, and I&A system issues such as slowness/latency, blue screens, error messages, frozen screens, etc., then the a ticket should be opened with the CMS IT Service Desk.	Inquiries related to the EHR Incentive Program and System. Inquiries related to the EHR Information Center BI Portal (MicroStrategy) related to navigation and use of the reports.

PECOS (EUS) Help Desk	External Users Services (EUS) Help Desk 1-866-484-8049, TTY/TDD at 1-866-523-4759 (Monday-Friday 7 a.m.-7 p.m. EST) E-mail: EUSSupport@cgi.com www.eushelpdesk.com	General and access inquiries related to the PECOS application BUT not policy related questions. Inquiries related to PECOS Authorized Official (AO) requests, PECOS application issues/bugs, PECOS Security Consent Form (SCF), and general PECOS application navigation issues. Inquiries related to PECOS and/or I&A screen navigation (i.e. what does this screen mean?) Password resets, forgotten user ID/PW requests for - PECOS, NPPES, EHR Incentive Program Registration & Attestation applications.	Inquiries related to the EHR Incentive Program and System (i.e. application issues/bugs, incentive program questions).
MACs, FIs and Carriers	http://www.cms.gov/MLNProducts/Downloads/CallCenterTollNumDirectory.zip	Inquiries related to fee-for-service claims processing including banking data and the calculation of hospital payment amounts. Inquiries related to 855 submissions such as status and any specific enrollment questions directly related to a Medicare Contractor or the CMS Medicare policy.	All other inquiries related to the EHR Incentive Program and System.
State Medicaid Program and Technical Contacts	See Attachments B and C	Medicaid EHR Incentive Program inquiries related to specific provider data transmitted from state	Inquiries related to the Medicare EHR Incentive Program. General inquiries related to eligibility, payment, and

		Medicaid agencies.	meaningful use in the Medicaid EHR Incentive Program. Inquiries related to the EHR Incentive Program system. Inquiries requiring research to resolve discrepancies between a Medicaid State Agency and the Medicaid EHR Incentive Program System.
ONC /Regional Extension Centers (RECs)	http://healthit.hhs.gov/programs/REC http://healthit.hhs.gov/CHPL	Callers will be referred to the ONC Website to find the REC in their area. The EHR Information Center will not refer callers to a specific REC. Callers with inquiries regarding Product Certification will be referred to the Certified HIT Product List CHPL page on the ONC website	All other inquiries related to the EHR Incentive Program and System.
CMS Regional Offices	http://www.cms.gov/RegionalOffices/	EHR Information Center will not refer to the CMS Regional Offices (ROs). The RO will report to OIS/BAMG instances when the EHR Information Center is unable to respond to a provider including complaints and trends resolving inquiries.	The RO will refer complex issues/questions to EHR Information Center unless it is determined the provider has already contacted EHR Information Center. In those instances, the RO will contact OIS/BAMG for resolution. The ROs will refer all system related inquiries to EHR Information Center including system outages, registration, state file transmissions and others.

Attachment B: State Medicaid Program Contacts

State	State Medicaid Program Contacts		
AK	Paul Cartland	paul.cartland@alaska.gov	907-269-6097
AL	Charlene Griffith	charlane.griffith@medicaid.alabama.gov	334-353-3301
AR	Drenda Harkins	drenda.harkins@arkansas.gov	501-682-2139
AS	Andy Puletasi	andy.puletasi@lbj.as	684-633-4818
AZ	Lorie Mayer	AZMedicaidHIT@azahcccs.gov	602-417-4420
CA	Raul Ramirez	raul.ramirez@dhcs.ca.gov	916-657-0881
CO	Keith Clay	keith.clay@state.co.us	303-866-6114
CT	Marcia Mains	marcia.mains@ct.gov	860-424-5219
DC	LaRah Payne	larah.payne@dc.gov	202-442-9116
DE	Troy McDaniel	troy.mcdaniel@state.de.us	302-255-9775
FL	Heidi Fox	foxh@ahca.myflorida.com	850-412-3749
GA	Jackie Koffi	jkoffi@dch.ga.gov	404 657-7214
GU	Janet Cruz	janet.cruz@dphss.guam.gov	671-735-7231
HI	Randy Chau	rchau@medicaid.dhs.state.hi.us	808-692-7951
IA	Kelly Peiper	kpeiper@dhs.state.ia.us	515-974-3071
ID	Michele Turbert	turbertm@dhw.idaho.gov	208-364-1946
IL	Ron Wiggins	ron.wiggins@illinois.gov	217-782-1351
IN	Randy Miller	randy.miller@fssa.in.gov	317-727-6662
KS	Christiane Swartz	christiane.swartz@khpa.ks.gov	785-368-6296
KY	Robert Nowell	Robert.Nowell@ky.gov	502-564-5183
LA	Tyler	tyler.carruth@la.gov	225-342-4810

State	State Medicaid Program Contacts		
	Carruth		
MA	Deborah Schiel	deb.schiel@state.ma.us	617-573-1623
MD	Tricia Roddy	roddyt@dhmh.state.md.us	410-767-5809
ME	Stephanie Nadeau	stephanie.nadeau@maine.gov	207-287-5875
MI	Jason Werner	jwerner@michigan.gov	517-241-0464
MN	Bob Paulsen	bob.paulsen@state.mn.us	651-431-5827
MO	Diana Jones	h.diana.jones@dss.mo.gov	573-751-6961
MP	Helen Sablan	chcmc@pticom.com	670-664-4890
MS	Lynda Dutton	lynda.dutton@medicaid.ms.gov	601-359-6108
MT	Jennifer Irish	jirish@mt.gov	406-444-4586
NC	Patina Sidner	patina.sidner@dhhs.nc.gov	919-647-8449
ND	Nancy Willis	nwillis@nd.gov	701-328-1715
NE	Patricia Darnell	patricia.darnell@nebraska.gov	402-471-9404
NH	Andrew Chalsma	achalsma@dhhs.state.nh.us	603-271-4514
NJ	Valerie Harr	valerie.j.harr@dhs.state.nj.us	609-588-2601
NM	Mark Zuliani	mark.zuliani@state.nm.us	505-827-3162
NV	Justin Luna	justin.luna@dhcfp.nv.gov	775-684-3734
NY	Phyllis Johnson	pej01@health.state.ny.us	518-474-8045
OH	Mark Vidmar	mark.vidmar@jfs.ohio.gov	614-752-4395
OK	Melissa Clampitt	Melissa.Clampitt@okhca.org	405-522-7567
OR	Susan Otter	susan.otter@state.or.us	503-373-0859
PA	Sandra Patterson	sapatterso@state.pa.us	717-772-7405
PR	Miguel	minegron@salud.gov.pr	787-765-1230 x6000

State	State Medicaid Program Contacts		
	Negron		
RI	Ralph Racca	rracca@dhs.ri.gov	401-462-1879
SC	Rhonda Morrison	morrison@scdhhs.gov	803-898-2610
SD	Selam Fekade	selam.fekade@state.sd.us	605-773-3495
TN	Brent Antony	brent.antony@tn.gov	615-507-6339
TX	Kathleen Costello	kathleen.costello@hhsc.state.tx.us	512-467-2922
UT	Char Frail-McGeever	cfrailmc@utah.gov	801-538-6255
VA	David Mix	david.mix@dmas.virginia.gov	804-225-4800
VI	Jewel Harrigan	jewel.harrigan@usvi-doh.org	340-774-4624 x2601
VT	Terry Bequette	terry.bequette@ahs.state.vt.us	802-879-5996
WA	Melodie Olsen	Melodie.Olsen@dshs.wa.gov	360-725-1983
WI	Heidi Pedder	heidi.pedder@dhs.wisconsin.gov	608-267-9042
WV	Pat Miller	pat.j.miller@wv.gov	304-558-1722
WY	Christine Adams	christine.adams@health.wyo.gov	307-777-6964

Attachment C: State Medicaid Technical Contacts

State	State Medicaid Technical Contacts		
AK	John McKenzie	john.mckenzie@acs-inc.com	804-965-8252
AL	John McKenzie	john.mckenzie@acs-inc.com	804-965-8252
AR			
AS			
AZ	Caroline Worrell	Caroline.Worrell@azahcccs.gov	602-417-4109
CA	John McKenzie	john.mckenzie@acs-inc.com	804-965-8252
CO			
CT			
DC			
DE			
FL			
GA			
GU			
HI			
IA	Randy Clemenson	rclemen@dhs.state.ia.us	515-256-4690
ID			
IL			
IN			
KS			
KY	Kelli O'Brien	kelli.obrien@ky.gov	502-209-3145
LA	Tyler Carruth	tyler.carruth@la.gov	225-342-4810
MA			
MD			
ME			
MI	Chris Brogan	brogear@michigan.gov	517-335-7703
MN			
MO	George Oestreich	George.L.Oestreich@dss.mo.gov	573-751-6961
MP			
MS	John McKenzie	john.mckenzie@acs-inc.com	804-965-8252

State	State Medicaid Technical Contacts		
MT			
NC	Lee Chavez	lee.chavez@dhhs.nc.gov	919-647-8342
ND	Nancy Willis	nwillis@nd.gov	701-328-1715
NE			
NH			
NJ			
NM			
NV			
NY			
OH			
OK	Timothy Cramer	tim.cramer@okhca.org	405-416-6710
OR			
PA			
PR			
RI			
SC	Rich Stella	rstella@clemson.edu	864-656-2784
SD			
TN	Don Oaks	don.oaks@tn.gov	615-507-6334
TX	Diane Davis	diane.davis@hhsc.state.tx.us	512-491-1877
UT			
VA			
VI			
VT			
WA	Kathy Pickens-Rucker	pickek@dshs.wa.gov	360-725-2135
WI			
WV			
WY			