



## Medicare and Medicaid EHR Incentive Program Registration Tutorial Script

VIDEO	AUDIO
<p>Host on-camera</p> <p>“To register, go to <a href="https://www.cms.gov/EHRIncentivePrograms/">https://www.cms.gov/EHRIncentivePrograms/</a>” included at the bottom of the screen.</p> <p>“An EP is an Eligible Professional” shown at the bottom of screen.</p>	<p>Welcome to the Medicare and Medicaid EHR Incentive Program Registration tutorial. This video will provide Eligible Professionals, also known as EPs, with a step-by-step guide to help ensure the registration process is a success.</p> <p>Let’s get started.</p>
<p>Split screen with host and introduction page as cursor moves across screen</p> <p>Cursor moving across screen and clicks tab</p>	<p>The Introduction page provides the user with information about the program and about those who are eligible to participate. Selecting the Eligible Hospital or Eligible Professional link expands the section to display additional information about which hospitals or professionals are eligible to participate. Selecting the link again collapses the additional information.</p>

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Cursor clicks the “Continue” button	Select the “Continue” button to proceed.
Full screen shot of the login page.  Cursor moves to areas on screen mentioned in narration	The Login page instructs the user on what is required for a valid User ID and Password combination. EPs are required to have an active N-P-I and must have a National Plan and Provider Enumeration System or N-P-P-E-S user account to login. For users who <i>do not</i> have either of these requirements, click on the link provided to you.
Page moves down to highlight area mentioned in narration	A link to the Identity and Access Management System, I&A, is also provided. The I&A system allows EP users use to reset their passwords and edit their account information.
Cursor moves across screen	Any additional login issues can be resolved by contacting the help desk.
Host on-camera	At the bottom of the page the user enters their User ID and Password combination. Please keep in mind that both of the fields are case-sensitive.

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<p data-bbox="235 357 552 388">Full screen shot of page</p> <p data-bbox="235 693 868 766">cursor moves across screen as different tabs are mentioned in narration</p>	<p data-bbox="901 346 1307 577">Once the user has logged into the system, the links and tabs displayed in the top right hand corner are shown on every page.</p> <p data-bbox="901 651 1299 777">The Home hyperlink navigates the user to the Welcome page that is currently shown.</p> <p data-bbox="901 850 1315 1039">The Help hyperlink opens a PDF User Manual that assists the user throughout the Registration process.</p> <p data-bbox="901 1113 1307 1291">If at anytime you wish to logout of the system, click the Log Out link and select yes in the pop-up window.</p>
<p data-bbox="235 1333 860 1407">cursor moves across screen to tab mentioned in narration</p>	<p data-bbox="901 1312 1323 1753">The Instructions section on the Welcome page describes the actions that can be performed under each of the tabs. The EP submits and maintains their registration under the Registration tab and completes their Attestation under the Attestation tab.</p> <p data-bbox="901 1816 1234 1858">The Status tab provides a</p>

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<p data-bbox="240 304 868 504">“EHR is an electronic health record” included on the bottom of screen when host says “EHR” cursor moves across screen to tab mentioned in narration</p> <p data-bbox="240 672 868 756">cursor moves across screen to tab mentioned in narration</p> <p data-bbox="240 1722 462 1764">curser clicks link</p>	<p data-bbox="901 294 1307 577">snapshot of the user’s current standing in the EHR Incentive Program. This includes the status of their registration and any attestations and payments associated with their account.</p> <p data-bbox="901 640 1307 882">The Account Management tab allows the user to proceed to the I&amp;A system in order to change their account information.</p> <p data-bbox="901 903 1307 1239">Clicking the Registration tab will reveal a set of instructions about the actions that can be performed. These options will differ depending on the status of the registration.</p> <p data-bbox="901 1302 1307 1648">The EP’s name, social security number, and NPI are retrieved from their NPPES account. If they have not started their registration, the status will be blank and Register will be the only available action.</p> <p data-bbox="901 1711 1242 1795">Select the Register link to begin.</p>

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<p>cursor moves across screen to highlight information referenced in narration</p> <p>cursor clicks the button</p>	<p>The Registration ID is displayed on the “Topics for this Registration” page and should be recorded by the user for tracking purposes.</p> <p>There are three topics that an Eligible Professional must complete before submitting their Registration. They are EHR Incentive Program, Personal Information, and Business Address and Phone.</p> <p>The “Begin Submission” button cannot be selected until all of the topics are complete. Select the “Start Registration” button to navigate to the first topic.</p>
<p>Full screen shot of page</p> <p>Cursor clicks link</p> <p>cursor moves across screen to highlight information referenced in narration</p>	<p>On the EHR Incentive Program page, EPs are given the option to receive either a Medicare or Medicaid EHR Incentive Payment. For additional information about the two EHR Incentive Programs select the link that is provided. By selecting the Medicare option and clicking the “Apply” button, the EP type field page</p>

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<p>cursor moves across screen to highlight information referenced in narration</p> <p>cursor clicks button referenced in narration</p>	<p>will be refreshed. Provider Types that are eligible in the Medicare EHR Incentive Program are displayed in the dropdown.</p> <p>Selecting the Medicaid option and then the “Apply” button refreshes the page with two fields, Medicaid State/Territory and Eligible Professional Type. Only those states and territories participating in the Medicaid EHR Incentive Program are displayed in the Medicaid State/Territory dropdown. Provider types that are eligible for the Medicaid EHR Incentive Program are displayed in the dropdown.</p> <p>For this demonstration, we will be selecting Medicare and Doctor of Medicine.</p>
<p>Full screen shot of page</p>	<p>Two additional links on the EHR Incentive Program page provide the user with information on certified EHRs and the EHR Certification</p>

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<p>cursor clicks button</p>	<p>Number. The Eligible Professional is required to indicate whether they are currently using a certified EHR. Please note that EPs can complete the registration process without having certified EHR technology. Although the EHR Certification Number is optional at this step, it will be required during the Attestation process.</p> <p>Select the “Save and Continue” button to navigate to the next topic.</p>
<p>Full screen shot of page</p> <p>cursor moves across screen to highlight information referenced in narration</p>	<p>The Name and Identifiers displayed on the Personal Information page are retrieved from the user’s NPI record on the NPPES system. These fields cannot be modified in the EHR Incentive Program System.</p> <p>The Payee TIN Type field provides the user with two options in terms of who receives the EHR Incentive Payments. If the payments</p>

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<p>cursor clicks the “Apply” button</p> <p>cursor selects tab referenced in narration</p>	<p>should be sent directly to the Eligible Professional, the SSN tab should be selected in the Payee TIN Type field.</p> <p>If the payments should be sent to a group associated with the Eligible Professional, the user should select E-I-N in the Payee TIN Type field and then select the “Apply” button. After the page is refreshed, three additional fields are displayed.</p>
<p>Full screen shot of page</p> <p>Cursor moves across screen to highlight info referred to in narration</p>	<p>The next step is to select the Group that should receive the payments. A Group Name will only appear in the dropdown if the EP’s Medicare enrollment in the Provider Enrollment, Chain, and Ownership System, or PECOS, has reassigned benefits to the Group.</p> <p>After the Group Name is selected, the Group’s TIN is retrieved from PECOS and displayed in the Payee TIN field. It is also required that the user enters the NPI associated with the Group in</p>



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<p>Screen displays dropdown list</p> <p>cursor clicks “Save and Continue” button</p>	<p>the Payee NPI field. If the user had selected to register for the Medicaid EHR Incentive Program, the system requires the user to manually enter the Group Name, Payee TIN, and Payee NPI. A dropdown list of Group Names would not be provided. For this demonstration, we have selected the Medicare EHR Incentive Program and will send the payments to the Group associated with the Eligible Professional.</p> <p>Select the “Save and Continue” button to navigate to the next topic.</p>
<p>Cursor moves across screen</p>	<p>The address and phone number displayed on the Business Address and Phone page is consistent with the Practice Location on the Eligible Professional’s NPI record. Unlike the Personal Information page, the address and phone number fields can be modified here.</p>

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<p data-bbox="237 905 781 936">Cursor clicks “Save and Continue” button</p> <p data-bbox="237 1373 797 1451">Cursor moves across screen / clicks “Begin Submission” button</p>	<p data-bbox="899 296 1300 779">However, if changes are made to the address and phone number in the EHR Incentive Program System, the changes will not be reflected on the Eligible Professional’s NPI record. E-mail Address is also a required field and must be entered with the correct e-mail address format.</p> <p data-bbox="899 848 1317 982">Select the “Save and Continue” button to complete the last topic.</p> <p data-bbox="899 1157 1300 1493">Once the user has entered the required registration information, all three of the topics are marked as completed. To initiate the submission process, select the “Begin Submission” button.</p>
<p data-bbox="237 1577 553 1608">Full screen shot of page</p>	<p data-bbox="899 1566 1317 1850">The Verify Registration page displays a summary of the registration information. It displays Personal Information, Business Address, as well as the Incentive Program that was</p>

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<p>cursor moves across screen highlighting information referenced in narration</p> <p>cursor selects “Submit” button</p>	<p>chosen for this registration.</p> <p>The “Reason for Submission” section describes the action that the user is currently performing on the registration. If any of the information on this page is incorrect, the user should select the “Previous Page” button and make the appropriate modification.</p> <p>After verifying that all of the information is correct, please select the “Submit” button to proceed.</p>
<p>Cursor button moves across screen</p> <p>Cursor button moves across screen / select “Agree”</p>	<p>Before the registration can be submitted, the user must review and agree to the Registration Disclaimer. Agreeing to the legal notice means that the EP is certifying that the information provided in the registration is true and accurate. Please take the time to review each line of the disclaimer. Select the “Agree” button to proceed.</p>
<p>Host on-camera</p>	<p>If the registration passes all validations, the submission will</p>

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	<p>be successful.</p> <p>Please keep in mind that things like a non-approved Medicare enrollment in PECOS or OIG Exclusions can result in registration failure.</p> <p>You may contact the help desk to resolve any of these issues.</p>
<p>Host split screen with page</p> <p>Cursor moves across screen / click buttons referenced in narration</p>	<p>The Submission Receipt page reminds users that they will not receive an e-mail confirmation and that attestation information must be submitted in order to qualify for an incentive payment.</p> <p>It is recommended to print the Submission Receipt page by selecting the “Print” button at the bottom of the page. Select the “Return to Home” button to proceed.</p>
<p>Full screen shot of page</p> <p>cursor moves across screen highlighting information referenced in narration</p>	<p>A registration must be Active in order to proceed with Attestation and Payment. If any changes need to be made to the registration, the user would select the Modify link</p>

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	and navigate back to the topics page. The registration can also be cancelled, which would end the Eligible Professional's participation in the EHR Incentive Program.
cursor moves across screen highlighting information referenced in narration	Selecting the Status tab navigates the user to the Status Summary page. The Select link navigates to the Status Detail page which displays all of the registration information in one location.
cursor moves across screen highlighting information referenced in narration	The Additional Information link expands to display more registration information and the status of validations that are performed during submission.
Host on-camera Registration URL included underneath CMS logos.	This concludes the EHR Incentive Program Registration demonstration for Eligible Professionals. Thank you and good luck.
END	END