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Disclaimer

The Centers for Medicare & Medicaid Services (CMS) is providing this material as an informational reference for physicians and non-physician practitioners-providers.

Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of posting, the Medicare and Medicaid program is constantly changing, and it is the responsibility of each physician, non-physician practitioner, supplier or provider to remain abreast of the Medicare and Medicaid program requirements.

Medicare and Medicaid regulations can be found on the CMS Web site at http://www.cms.gov
Step 1 – Getting Started

This is a step-by-step guide for the Medicaid Eligible Professionals (EPs) Electronic Health Record (EHR) Incentive Program. The page layout consists of the registration screen with written instructions to the right, as well as helpful tips. To get started, click on the link at the top of the page or type the website into your computer's browser.

**Welcome to the Medicare & Medicaid EHR Incentive Program Registration & Attestation System**

**About This Site**

The Medicare and Medicaid Electronic Health Records (EHR) Incentive Programs will provide incentive payments to eligible professionals and eligible hospitals as they demonstrate adoption, implementation, upgrading, or meaningful use of certified EHR technology. These incentive programs are designed to support providers in this period of Health IT transition and instill the use of EHRs in meaningful ways to help our nation to improve the quality, safety, and efficiency of patient health care.

This web system is for the Medicare and Medicaid EHR Incentive Programs. Those wanting to take part in the program will use this system to register and participate in the program.

**Overview of Eligible Professional (EP) and Eligible Hospital Types**

**Eligible Professionals (EPs)**

- Medicare EPs include:
  - Doctors of Medicine or Osteopathy
  - Doctors of Dental Surgery or Dental Medicine
  - Doctors of Pediatric Medicine
  - Doctors of Optometry
  - Chiropractors

- Medicaid EPs include:
  - Physicians
  - Nurse Practitioners
  - Certified Nurse - Midwife
  - Dentists
  - Physicians Assistants who practice in a Federally Qualified Health Center (FQHC) or Rural Health Center (RHC) that is led by a Physician Assistant

**Medicare Advantage Organization (MAO) EPs**

- A qualifying MAO may receive an incentive payment for their EPs. For more information, visit CMS website.

**NOTE:** EPs may NOT be hospital-based. This is defined as any provider who furnishes 90% or more of their services in a hospital setting (inpatient or emergency room).

**Eligible Hospitals**

- Medicare Eligible Hospitals include:
  - Subsection (d) hospitals in the 50 states or DC that are paid under the hospital inpatient prospective payment system. Hospitals in Maryland may also participate per law.
  - Critical Access Hospitals (CAHs)
  - Medicare Advantage Affiliated hospitals (MA-Affiliated Hospitals)

- Medicaid Eligible Hospitals include:
  - Acute Care Hospitals with at least 10% Medicaid patient volume. May include CAHs and cancer hospitals.
  - Children’s Hospitals

**Additional Resources:** For User Guides to Registration and Attestation that will show you how to complete these modules, a list of EHR technology that is certified for this program, specification sheets with additional information on each Meaningful Use objective, and other general resources that will help you complete registration and attestation, please visit CMS website.

Eligible to Participate - There are two types of groups who can participate in the programs. For detailed information, visit CMS website.

**TIP**

To determine your eligibility, click on the CMS website.
Step 1 - Continued

Carefully review the screen for important information.

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**TIP**

Eligible Professionals (EPs) may not be hospital based. This is defined as EPs seeing 90% or more of their Medicare covered services in:

- Hospital Inpatient setting (Place of service 21)
- Emergency Department setting (Place of service 23)
Step 2 – Login

Review the Login Instructions for Eligible Professionals.

Login Instructions

**Eligible Professionals (EPs)**

- If you are an EP, you must have an active National Provider Identifier (NPI) and have a National Plan and Provider Enumeration System (NPPES) web user account. Use your NPPES user ID and password to log into this system.
- If you are an EP who does not have an NPI and/or an NPPES web user account, navigate to NPPES to apply for an NPI and/or create an NPPES web user account.
- Users working on behalf of an eligible professional(s) must have an Identity and Access Management System (I&A) web user account (User ID/Password) and be associated to the eligible professional’s NPI. If you are working on behalf of an eligible professional(s) and do not have an I&A web user account, create a login in the I&A system.

**Eligible Hospitals**

- If you are an eligible hospital, you must have an active NPI. If you do not have an NPI, apply for an NPI in NPPES.
- Users working on behalf of an eligible hospital(s) must have an Identity and Access Management System (I&A) web user account (User ID/Password) and be associated to an organization NPI. If you are working on behalf of an eligible hospital(s) and do not have an I&A web user account, create a login in the I&A system.

**Associated with both Eligible Professionals (EPs) and Eligible Hospitals**

- If you are an EP using your NPPES web user account, you may also be permitted to work on behalf of a hospital. Navigate to the I&A System and use your NPPES User ID and password to request to work on behalf of an organization.
- Users working on behalf of an eligible professional(s) may also work on behalf of an eligible hospital(s). An Identity and Access Management system (I&A) web user account (User ID/Password) can be associated to both an eligible professional(s) and an organization NPI. If you do not have an I&A web user account, create a login in the I&A system.

**Account Management**

- If you are an existing user and need to reset your password, visit the I&A System.
- If you are having issues with your User ID/Password and are unable to log in, please contact the EHR Incentive Program Information Center at 888-734-6433 / TTY: 888-734-8563.

(* Red asterisk indicates a required field)

*User ID:  
*Password:  

[Login] [Cancel]

Identity and Access Management (I&A)

You will be navigated to the I&A system, which will allow you to create a User ID/password, establish a user profile, and request access to organization(s) for the EHR Incentive Program system.

If you select “Yes”, you will be directed to the I&A system and will be required to log in again.

[YES] [NO]

Contact the PECOS Help Desk if you cannot remember your password - (866) 484-8049/TTY (866)523-4759, https://pecos.cms.hhs.gov

To locate your NPI number, visit: https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do

User name and password are case sensitive
Step 2 – Login (Continued)
Working on Behalf of an Eligible Professional

STEPS

Click on Access Requests

Click Add Access Request

Click Submit

I&A - My Access Requests

- At least one organization is required

Note: Please use the Previous button to navigate between the pages in the application.

Note: App Type Legend: P=PECOS - Medicare Provider Enrollment; E=EHR Incentive Program

Use the button below to add the NPIs you wish to access:

Add Access Request

Use the buttons below to select and remove NPIs before they are submitted for processing:

Select All Clear Selected Delete Provider/Supplier Organization

TIP
At least one NPI is required to assign access

Use the Previous button to navigate between pages in the system

In order for a provider to create an online account, the NPI record must be in the status of Active or Pending Change Request

https://ehrincentives.cms.gov
Step 2 – Login (Continued)

**Working on Behalf of an Eligible Professional**

**STEPS**

Enter the NPI of the individual provider

Click **Search** to display the details of the individual provider

Click **Save** to navigate to the “My Access Requests Page”

Or

Click **Save & Add Another** to add multiple providers

---

**TIP**

Clicking Previous will take you back to the ‘Select Application Type’ page

Click on HELP for additional guidance to navigate the system

The Help link is on every page
Step 2 – Login (Continued)

Working on Behalf of an Eligible Professional

**STEPS**

Choose the Individual Provider(s) to add the NPIs you wish to access

You may choose one at a time or click Select All

Use the **Add Access Button** button to add the NPIs you wish to access

Click **Submit**

---

**TIP**

Clicking Previous will take you back to the ‘Select Application Type’ page

Click on HELP for additional guidance to navigate the system

The Help link is on every page
Step 2 – Login (Continued)

Working on Behalf of an Eligible Professional

Thank you. Your request will be processed.

Please read the following instructions:

Applying as an Authorized Official:
If you are applying as an Authorized Official, a copy of your provider or supplier's organization CP-575 is required. The CP-575 is generated to the organization by the Internal Revenue Service (IRS), and contains the organization's Legal Business Name and Taxpayer Identification Number. If you cannot locate your CP-575, contact the IRS for a copy of your IRS Federal Tax Deposit Coupon, IRS 147C letter, or other official IRS document which verifies the taxpayer identification number and legal business name of your organization. Make a photocopy of the CP-575 or appropriate substitute and write your NPPES I&A Tracking ID at the top of the photocopy. Mail the photocopy of the CP-575 or appropriate substitute (with the Tracking ID written on it) to the CMS External User Services (EUS) Help Desk. Your application will not be processed until the EUS Help Desk receives this paperwork. An e-mail notification will be sent to you once the EUS Help Desk has approved or rejected your request. If you have questions, please contact the EUS Help Desk at the following address and telephone number:

External User Services (EUS)
P.O. Box 796790
San Antonio, Texas 78216
Phone: 1-866-484-8049
TTY: 1-866-532-8799
EUSSupport@opg.com

For questions concerning the Electric Health Record (EHR) Incentive Program, please contact the EHR Incentive Program Information Center (EIPIC) at the following address and telephone number:

EHR Incentive Program Information Center (EIPIC)
Phone: 1-888-734-6433
TTY: 1-888-734-6563

Applying as an Organization end user:
If you are applying as an organization end user and have questions, please contact your Authorized Official. An e-mail notification will be sent to you once your request has been approved or rejected.

Applying to act on behalf of an individual provider:
If you are requesting to act on behalf of an individual provider and have questions, please contact the individual provider or the appropriate help desk using the above contact information. If your request is not approved in a reasonable amount of time, please contact the individual provider.

User Name: John Doe

Note: App Type Legend: P=PEPES - Medicare Provider Enrollment; E=EHR Incentive Program

Provider/Supplier Organization

<table>
<thead>
<tr>
<th>App Type</th>
<th>Tracking ID</th>
<th>Provider/Supplier Organization ID</th>
<th>Provider/Supplier Organization Name (SIN)</th>
<th>Organization NPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>5031620116489377</td>
<td>Doe</td>
<td>Doe</td>
<td>1234567890</td>
</tr>
</tbody>
</table>

Please provide tracking number on all correspondence.

Return to Home System
Step 2 – Login (Continued)

Working on Behalf of an Eligible Professional

**STEPS**
Application and Security Check Page prompts the user to answer 2 security questions

**TIPS**
- User names and passwords are case sensitive
- User IDs cannot be changed. Once you have successfully created a User ID and Secret Question/Answer combinations and submitted the record, the User ID and Secret Question/Answer combinations will remain tied to your record and will not be changed

**Click on the HELP tab at the top of the screen for help creating your I&A user name and password**
Step 3 – Welcome
If your login was successful you will receive the “Welcome Screen”.

The Welcome screen consists of four tabs to navigate through the registration and attestation process.
1. Home
2. Registration
3. Attestation
4. Status

Meaningful Use information:
https://www.cms.gov/EHRIncentivePrograms/30_Meaningful_Use.asp
### Step 4 – Registration

#### STEPS
Click on Register in the Action column to continue the registration process.

#### Registration Instructions
Welcome to the Registration Page.
Depending on the current status of your registration, please select one of the following actions:

- **Register**: Register for the EHR Incentive Programs
  - Continue an incomplete registration
- **Modify**: Modify Existing Registration
  - Switch Incentive programs (Medicare/Medicaid)
  - Switch Medicaid state
- **Cancel**: Discontinue participation in the Medicare & Medicaid EHR Incentive Programs
- **Reactivate**: Reactivate a previously canceled registration
- **Resubmit**: Resubmit a registration that was previously deemed ineligible

#### Registration Selection
Identify the desired registration and select the Action you would like to perform. Please note only one Action can be performed at a time on this page.

**Existing registration(s):**

<table>
<thead>
<tr>
<th>Name</th>
<th>Tax Identifier</th>
<th>National Provider Identifier (NPI)</th>
<th>Incentive Type</th>
<th>Registration Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe, MD</td>
<td>XXX-XX-3568</td>
<td>0000000000000000</td>
<td>Medicaid</td>
<td>Active</td>
<td>Register</td>
</tr>
</tbody>
</table>

#### TIPS
- “Resubmit”, “Modify”, “Cancel” and “Reactivate” are the available Action web links for returning users
- Only one action can be performed at a time on this page
- If the user selects the Action web link of “Register” or “Resubmit” they will be directed to the Topics for Registration screen

---

**Note:**
- The registration process is designed to help professionals participate in the Medicare & Medicaid EHR Incentive Programs. It allows users to register, modify existing registrations, cancel participation, reactivate canceled registrations, or resubmit a registration if it was previously deemed ineligible.
- Users are directed to specific screens based on the Action they select, guiding them through the registration process effectively.

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**Source:**
- Medicaid EHR Incentive Program User Guide – Page 12
- [https://ehrincentives.cms.gov](https://ehrincentives.cms.gov)
Step 5 – Reason for this Registration

Review and follow the registration instructions below.

REGISTRATION USER GUIDE
FOR MEDICAID ELIGIBLE PROFESSIONALS

STEPS

Click on Topic 1 - “EHR Incentive Program” to start

Data required for this registration is grouped into three topics. All three must be completed.

Progress bars will indicate the progress for each topic.

When all topics are completed user can select Proceed with Submission.
Step 6 – Incentive Program Questionnaire

Review and follow the Incentive Program Questionnaire instructions below.

**STEPS**

Select Medicaid

Select your Medicaid State/Territory

Select your Eligible Professional Type.

Click **Yes** or **No** at “Do you have a certified EHR?” If yes, enter the EHR Certification Number

Click **Save & Continue**

**TIPS**

States are launching their programs at different times, so your state may not yet be available. Click on the CMS website link for more information. [https://www.cms.gov/EHRIncentivePrograms/](https://www.cms.gov/EHRIncentivePrograms/)

Click on the CMS EHR Certification Number website to obtain your certified EHR number. [http://healthit.hhs.gov/CHPL](http://healthit.hhs.gov/CHPL)

Follow the instructions on the website to locate your CMS EHR Certification Number

You must enter your certification number when Attesting for the EHR Incentive Program. The number is not required for registration
Step 7 – Personal Information

Follow the instructions below regarding your personal information.

**STEPS**

Select where your payment will go in the Payee TIN Type

Click **APPLY**

SSN Payee TIN Type indicates that the provider receives the payment

Enter the Group Name and Group Payee TIN and NPI Number

Click **Save & Continue**

---

**TIPS**

Medicaid EPs can elect to have their payment go to another qualified entity by selecting Payee TIN Type of EIN. and this information will be sent to the State

There are rules around reassignments governing this program, please see the CMS website for more information: http://www.cms.gov/EHRIncentivePrograms/
Step 8 – Business Address and Phone

Be sure to complete all requested information.

**STEPS**

Review the Business Address & Phone information and revise if applicable.

Enter your e-mail address and confirm the e-mail address.

Click **Save & Continue**

You will receive an e-mail confirmation once you have successfully completed your registration.

**TIPS**

Data on this page is pulled from the provider's practice location stored in NPPES.

Address and Phone number can be changed for purposes of this program, however it will not update your NPI record in NPPES.

If this information is incorrect, please update your NPPES account as well.
Step 9 – Registration Progress
Be sure to complete all the topics below.

Reason for Registration
You are an Eligible Professional registering in the incentive program. You have modified your registration information.

Topics
The data required for this registration is grouped into topics. In order to complete registration, you must complete ALL of the following topics. Select the TOPIC and provide the required information. The system will show when each TOPIC is completed.

1. EHR Incentive Program [Progress: 1 of 1 Completed]
2. Personal Information [Progress: 1 of 1 Completed]
3. Business Address & Phone [Progress: 1 of 1 Completed]

Note: When all topics are marked as completed, select the Proceed With Submission button to submit your registration.

TIP
Progress bars indicate that the topics are completed
Step 10 – Verify Registration

Be sure to verify all your personal information.

**STEPS**

Review your registration information for accuracy and click **Submit Registration** to continue.

**TIPS**

Click on Exit to go to the home page. Click on Help link for additional guidance for the registration and attestation process.
Step 11 – Registration Disclaimer

Be sure to read the entire disclaimer.

Accept, Agree and Submit

I certify that the foregoing information is true, accurate, and complete. I understand that the Medicare/Medicaid EHR Incentive Program payment I requested will be paid from Federal funds, that by filing this registration I am submitting a claim for Federal funds, and that the use of any false claims, statements, or documents, or the concealment of a material fact used to obtain a Medicare/Medicaid EHR Incentive Program payment, may be prosecuted under applicable Federal or State criminal laws and may also be subject to civil penalties.

USER WORKING ON BEHALF OF A PROVIDER: I certify that I am registering on behalf of a provider who has given me authority to act as his/her agent. I understand that both the provider and I can be held personally responsible for all information entered. I understand that a user registering on behalf of a provider must have an Identity and Access Management system web user account associated with the provider for whom he/she is registering.

I hereby agree to keep such records as are necessary to demonstrate that I met all Medicare/Medicaid EHR Incentive Program requirements and to furnish those records to the Medicaid State Agency, Department of Health and Human Services, or contractor acting on their behalf.

No Medicare/Medicaid EHR Incentive Program payment may be paid unless this registration form is completed and accepted as required by existing law and regulations (42 CFR 495.10).

NOTICE: Anyone who misrepresents or falsifies essential information to receive payment from Federal funds requested by this form may upon conviction be subject to fine and imprisonment under applicable Federal laws.

ROUTINE USE(S): Information from this Medicare/Medicaid EHR Incentive Program registration form and subsequently submitted information and documents may be given to the Internal Revenue Service, private collection agencies, and consumer reporting agencies in connection with recoupment of any overpayment made and to Congressional Committees in response to inquiries made at the request of the person to whom a record pertains. Appropriate disclosures may be made to other federal, state, local, foreign government agencies, private business entities, and individual providers of care, on matters relating to entitlement, fraud, program abuse, program integrity, and civil and criminal litigation related to the operation of the Medicare/Medicaid EHR Incentive Program.

DISCLOSURES: This program is an incentives program. Therefore, while submission of information for this program is voluntary, failure to provide necessary information will result in delay in an incentive payment or may result in denial of a Medicare/Medicaid EHR Incentive Program payment. Failure to furnish subsequently requested information or documents to support this registration will result in the issuance of an overpayment demand letter followed by recoupment procedures.

It is mandatory that you tell us if you believe you have been overpaid under the Medicare/Medicaid EHR Incentive Program. The Patient Protection and Affordable Care Act, Section 6402, Section 1128I, provides penalties for withholding this information.

TIP

If Disagree is chosen, the user is directed to the Registration Instructions Page. To restart the process, click MODIFY in the Action column of the Registration Instructions Page.
Step 12 – Submission Receipt (Successful Submission)
Confirm that your registration was completed successfully.

**STEPS**

You must contact your State to complete your registration

Continue your registration using the State’s Medicaid EHR registration tool

Click on You can “find your State here” to complete the Medicaid registration

**TIPS**

Wait 24 hours to contact your State to finish the registration, to allow for processing

Print a copy of the receipt for your records.
Step 13 – Status Summary
Review all current and previous information related to your account.

TIP
Click Select in the Action Column to view detail.
Step 13 – Status Information
Review the details of your registration process.

Registration status will read “Medicaid: Pending State Validation” until the registration process is completed by the State.

Other registration statuses are Cancelled, Issue Pending, In Progress, Rejected, and locked for payment.

The status reason is listed under the blue header in the center of the screen.

TIPS
- Registration details appear in the body of the screen
- Information displayed includes:
  - The registration status reason
  - Fiscal Intermediary (FI)/Carrier/Medicare Administrative Contractor (MAC)
  - Validation performed on registration
Have Questions?
There are many resources available to you.

**Resources**

Contact the EHR Information Center Help Desk for Questions concerning registration, (888) 734-6433 / TTY: (888) 734-6563

Hours of operation: Monday-Friday 8:30 a.m. – 4:30 p.m. in all time zones (except on Federal holidays)

NPPES Help Desk for assistance. Visit; https://nppes.cms.hhs.gov/NPPES/Welcome.do,
(800) 465-3203 / TTY (800) 692-2326

**TIP**

EHR Incentive Program; visit https://www.cms.gov/EHRIncentivePrograms/
## Acronym Translation

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMS</td>
<td>Centers for Medicaid &amp; Medicaid Services</td>
</tr>
<tr>
<td>DMF</td>
<td>Social Security Death Master File</td>
</tr>
<tr>
<td>EH</td>
<td>Eligible Hospital</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>EIN</td>
<td>Employer’s Identification Number</td>
</tr>
<tr>
<td>EIPIC</td>
<td>EHR Incentive Program Information Center</td>
</tr>
<tr>
<td>EP</td>
<td>Eligible Professional</td>
</tr>
<tr>
<td>FI</td>
<td>Fiscal Intermediary</td>
</tr>
<tr>
<td>FQHC</td>
<td>Federally Qualified Health Center</td>
</tr>
<tr>
<td>I&amp;A</td>
<td>Identification &amp; Authentication System</td>
</tr>
<tr>
<td>IDR</td>
<td>Integrated Data Repository</td>
</tr>
<tr>
<td>LBN</td>
<td>Legal Business Name</td>
</tr>
<tr>
<td>MAC</td>
<td>Medicaid Administrative Contractor</td>
</tr>
<tr>
<td>MAO</td>
<td>Medicaid Advantage Organization</td>
</tr>
<tr>
<td>NPI</td>
<td>National Provider Identifier</td>
</tr>
<tr>
<td>NPPES</td>
<td>National Plan and Provider Enumeration System</td>
</tr>
<tr>
<td>NLR</td>
<td>National Level Repository</td>
</tr>
<tr>
<td>OIG</td>
<td>Office of the Inspector General</td>
</tr>
<tr>
<td>RHC</td>
<td>Rural Health Center</td>
</tr>
<tr>
<td>SSN</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>TIN</td>
<td>Tax Identification Number</td>
</tr>
</tbody>
</table>