QIES User ID Registration Process

Training Outline: Module 3

- QTSO Website

- Hospice (QIES) User ID Registration

- User ID Activation Tips

- Activating Your Hospice (QIES) User ID

- QTSO Help Desk Information

QTSO Website

- The QTSO website contains the hospice technical user's guides and other important technical information that you will use for the QIES User ID Registration and HIS record submission process

- To access the QTSO website, enter https://www.qtso.com in your browser

- Bookmark this website for future use

Hospice (QIES) User ID Registration Tips

- The QIES user ID (also referred to as the Hospice user ID) allows you to access the QIES ASAP system to submit HIS records and the CASPER Reporting system to obtain Hospice reports

  - ➢ Second of two required user IDs and each provider is allowed two Hospice (QIES) user IDs
  - ➢ The user ID is associated with the person to whom it is registered
  - ➢ Only persons responsible for submitting HIS records or reviewing Hospice reports should register for this ID

Hospice (QIES) User ID Registration Tips

- The Provider User Registration system allows you to self-register for your Hospice user ID
  - Two-step registration process
    - Complete the online registration form
    - Activate your new Hospice (QIES) user ID

Hospice (QIES) User ID Registration Tips

- A link to access the Provider User Registration system is available on the QIES Systems for Providers – Hospice Welcome page

  - ➤ You must first log into CMSNet (CMS Network) using your CMSNet user ID and password

  - ➤ Logging into the CMS Network was outlined in Module 2 - Installing Juniper Software to Access CMSNet

Hospice (QIES) User ID Registration Tips

- Complete the form displayed on your screen

- Ensure accuracy of the text entered on the form, especially your provider's CMS Certification Number (CCN)

- Ensure the required fields are completed using the rules displayed adjacent to the field, if applicable

  - Required fields are identified with an asterisk

Hospice (QIES) User ID Registration Tips

- You must create a password that meets the password requirements

  ➢ Password requirements are displayed when you select the **Password Rules** button displayed above the Password fields

  ➢ Commit your password to memory for future use

  ➢ It is a violation of CMS security policy to share your user ID or password with others

Hospice (QIES) User ID Registration Tips

- Remember the answers to your security questions

  - The answers to the security questions will be used if you need to reset your password.

- A Confirmation of Hospice User ID Registration page will display following a successful registration

  - Print this page for your records.

Hospice (QIES) User ID Registration Tips

- Confirmation of Hospice User ID Registration page contains the following information:
  - ➢ Your new Hospice user ID – you will need this for activation of your new QIES user ID
  - ➢ Some personal information entered in the online registration form
  - ➢ The Facility ID (FAC_ID) for your provider. The Facility ID must be entered into the software used to create the HIS records
  - ➢ Additional helpful information is available in the Notes section of the confirmation message

User ID Activation Tips

- An e-mail will be sent to the e-mail address you used for the registration process. This e-mail contains the necessary information required to activate your new Hospice (QIES) user ID.

  - You may need to log out of the Provider User Registration system to log into your e-mail to access the activation e-mail

User ID Activation Tips

- The Activation e-mail contains the following information:
  - Link to the Activation web page
  - Activation Key
  - Activation Complete Date – you *must* activate your user ID no later than the Activation Complete date identified in the e-mail
    - If you do not activate the new user ID prior to the Activation Complete date, you will be required to repeat the registration process.

Activating Your Hospice (QIES) User ID

- Select the Activation web page link in the e-mail *OR*
- Select the <u>Activation</u> link in the menu bar if you are still logged into the Provider User Registration application
- On the Provider User ID Activation page,
  - ➢ Enter your new Hospice user ID (found on the Confirmation of Hospice User ID Registration page) into the User ID field
  - ➢ Copy the Activation Key value from the Activation e-mail into the Activation Key field.
  - ➢ Select the Activate button. You will receive a Successful Activation Pop-up message verifying the activation was successful.
- You are now ready to use your new Hospice (QIES) user ID

Security Reminder

- Remember: It is a violation of CMS security policy to share your individual user IDs and passwords

QTSO Help Desk Support

- If you have questions or encounter issues during the Hospice (QIES) user ID registration process, contact the QTSO Help Desk by:
  - ➢ Phone at (877) 201-4721
  - ➢ E-mail at help@qtso.com