

VIRGINIA DEPARTMENT OF HEALTH
MEANINGFUL USE REGISTRATION SYSTEM
FREQUENTLY ASKED QUESTIONS (FAQS)

- 1. Where can I find more information about which Public Health Reporting measures are supported by the Virginia Department of Health (VDH) and which health care providers are eligible to participate?**

More information about which measures are supported by VDH and which health care providers are eligible to participate can be found on the VDH Meaningful Use website:
www.vdh.virginia.gov/meaningful-use/

- 2. Is registering with VDH for Public Health Reporting the same thing as attesting for Meaningful Use?**

No. Registering with VDH for the Public Health Reporting measures notifies VDH that you elect to participate in the measure(s) for which you register. Attesting for Meaningful Use is the process of declaring to Centers for Medicare & Medicaid Services (CMS) for Medicare or the Virginia Department Medical Assistance Services (DMAS) for Medicaid that you have met the requirements to qualify for Meaningful Use incentives payments.

- 3. What is the difference between enrolling as a user in the VDH Meaningful Use (MU) Registration System and registering health care providers for MU?**

A user account must first be created in the VDH MU Registration System before a registration form can be completed for a health care provider. The person completing the enrollment form is the enrolled MU Registration System user.

- 4. I forgot my username for the VDH MU Registration System. How can I get this information?**

Your username is the email address you entered when you enrolled in the registration system as a user. An enrollment confirmation email was sent to the email address you provided. If you are unable to find the email in your records, please contact the VDH MU Team at MeaningfulUse@vdh.virginia.gov for assistance.

5. I forgot my password for the VDH MU Registration System. How can I get this information?

On the login page for the VDH MU Registration System, click on the “Forgot Password” link. The system will ask you a security question after you enter your email address. The security question is the same one you entered when completing the enrollment process. If you answer the question correctly, you are able to reset your password. If you are unable to answer your security question correctly, please contact the VDH MU Team at MeaningfulUse@vdh.virginia.gov for assistance.

6. Who should be listed as the Primary, Technical, or Alternate Contact in a registration?

The person who enrolls and creates a user account in the VDH MU Registration System may or may not be listed as one of the contacts in a registration, depending on their role in Meaningful Use. VDH recommends listing at least two contacts in the registration per Public Health Measure, including a business contact and a technical contact. It is often helpful to list multiple technical contacts including a contact from your Electronic Health Record (EHR) vendor or Laboratory Information System (LIS) vendor (for those who do not employ a technician at their facility).

7. Will the VDH MU Registration System notify me that my registration is complete?

Yes. Your registration is complete once you have 1) reviewed the information you have entered, which is displayed on the Registration Review page, and 2) clicked the red Submit button at the bottom of the page. The system will send an acknowledgement message by email to the Primary, Technical, and Alternate contacts entered for each Public Health Measure as well as to the enrolled user who created the registration.

8. Can we register all eligible professionals (EPs) in our practice under one registration?

Yes, you may register multiple EPs under the same practice in a single registration. However, to register multiple EPs under one practice, these criteria must be met:

- Each EP must be attesting for the same reporting period
- Each EP must select the same stage of MU and attestation year within that stage
- Each EP must select the same public health measure(s)

If any of these criteria is not met, a separate registration must be completed, including the practice information and the EP information.

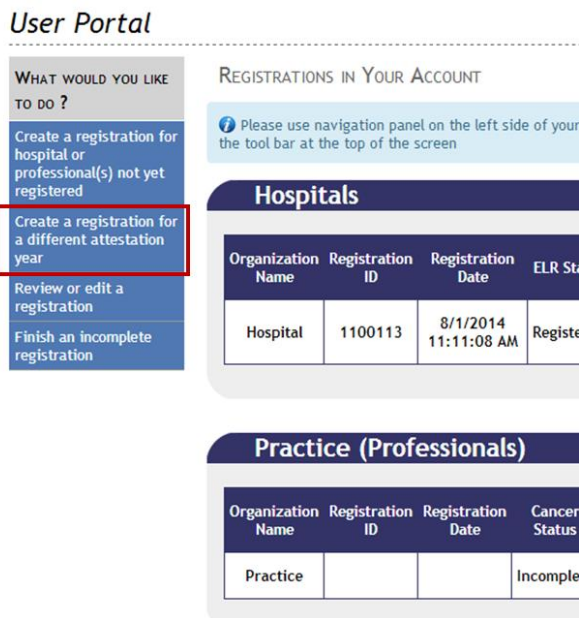
9. I am an eligible professional, why does VDH ask for my practice specialty during the registration process? How accurately do I need to fill in this information?

VDH requests practice specialty information from eligible professionals in order to better communicate information about the onboarding process. VDH will use practice specialty to prioritize when providers should start the onboarding process for a Public Health measure and to determine eligibility for a Public Health measure.

10. Do I need to create a new registration when I begin a new reporting period under the Meaningful Use program?

A new registration should be completed at the beginning of each new reporting period. Each registration will have a unique ID number. By creating a new registration instead of updating an old one, VDH will better be able to keep information on previous reporting periods and official communications on file.

If you have already registered in a previous year, log into your existing user account in the MU Registration System and select *“Create a registration for a different attestation year”* from the left panel (see image below). The information from your previous registration will already be filled out in the new registration form. You will simply need to update your Attestation Year, MU Stage, Reporting Period Dates, Public Health Measures, and any contact information that may have changed before submitting the new registration.



Please do not edit registrations from previous reporting periods as VDH maintains these for historical records.

11. Registrations were submitted through the VDH Meaningful Use Registration System under a user account of an employee no longer associated with our organization. Can I get access to these registrations?

To access registrations submitted under a user account no longer associated with your organization, please contact the VDH MU Team at MeaningfulUse@vdh.virginia.gov for assistance.

12. What are common mistakes made when registering in the VDH MU Registration System?

It is not the responsibility of VDH to ensure the accuracy of information provided in the MU Registration System. However, it is much easier for VDH to work with hospitals and professionals with up-to-date information. To this end, the most common inaccuracies VDH sees among registrations are:

- Eligible Professionals registering for both the Medicare and Medicaid incentive programs. This option is only available to Eligible Hospitals.
- A combination of Attestation Year and MU Stage that is currently impossible. VDH defines the Attestation Year as the number of years *within a Stage*, not the number of years spent in the Meaningful Use program as a whole. For example, if a hospital began participating in the Meaningful Use program in 2011, then they spent three attestation years (2011, 2012, and 2013) within Stage 1. The hospital would then begin Stage 2 in 2014, and thus would select Stage 2 and Attestation Year 1 for their 2014 reporting period in the MU Registration System as it is their first attestation year within Stage 2.
- Reporting periods that do not align with the current Year and Stage. Please refer to the [Centers for Medicare and Medicaid Services \(CMS\)](http://www.cms.gov) website for helpful information about how to identify your reporting period.
- Incorrectly entering email addresses for Primary, Technical, and Alternate contacts. Please double check the spelling when entering email addresses as all official communication from VDH regarding Meaningful Use will be sent to these email addresses.

13. I incorrectly entered information into my registration. Can I correct mistakes after a registration has already been submitted to VDH?

If you discover mistakes in your registration, you can log into the MU Registration System with your user account (email address) and password to edit them. From your User Portal page select "*Review or edit a registration*". You can then click on the hospital or practice

name which should appear as a hyperlink and navigate to the specific place in the registration to correct the appropriate information.

However, certain fields in your registration are locked for editing. These include MU Stage, Attestation Year, and Reporting Period Dates. If you have made a mistake in one of these locked fields after your registration has been submitted, please contact the VDH MU Team at MeaningfulUse@vdh.virginia.gov for assistance.

14. I entered the correct reporting period dates when I submitted my registration, but have since decided to change reporting period dates. My attestation year and stage have not changed. How can I update my reporting period?

The reporting period dates are locked for editing after a registration has been submitted. To update this information, please contact the VDH MU Team at MeaningfulUse@vdh.virginia.gov for assistance.

15. I hit the “Back” button in my internet browser and all the information I already entered into the registration disappeared, do I need to start the registration process again?

Mostly likely you will not have to restart the process. The MU Registration System saves information each time you click the blue “Next” button at the bottom right of each page during the registration. If you hit the back button in the web browser, you will only lose the information entered on the most current page. Navigate to the “User Portal” link in the tool bar at the top left to check if your registration is present in your User Portal page. If so, you will be able to complete the fields you left blank by clicking on the hospital or practice name that appears as a hyperlink.

16. I am unsure what my reporting period or stage should be. Where can I find the appropriate information?

We have found the timeline on the next page to be very useful. The [Centers for Medicare and Medicaid Services \(CMS\)](#) provides many helpful resources related to the Electronic Health Records (EHR) Incentive Programs for Medicare and Medicaid on their website.

Table: Stage of Meaningful Use Criteria by First Year

First Year Demonstrating Meaningful Use	Stage of Meaningful Use				
	2015	2016	2017	2018	2019 and Future Years
2011	Modified Stage 2	Modified Stage 2	Modified Stage 2 or Stage 3	Stage 3	Stage 3
2012	Modified Stage 2	Modified Stage 2	Modified Stage 2 or Stage 3	Stage 3	Stage 3
2013	Modified Stage 2	Modified Stage 2	Modified Stage 2 or Stage 3	Stage 3	Stage 3
2014	Modified Stage 2	Modified Stage 2	Modified Stage 2 or Stage 3	Stage 3	Stage 3
2015	Modified Stage 2	Modified Stage 2	Modified Stage 2 or Stage 3	Stage 3	Stage 3
2016	NA	Modified Stage 2	Modified Stage 2 or Stage 3	Stage 3	Stage 3
2017	NA	NA	Modified Stage 2 or Stage 3	Stage 3	Stage 3
2018	NA	NA	NA	Stage 3	Stage 3
2019 and Future Years	NA	NA	NA	NA	Stage 3

17. I am no longer participating in Meaningful Use but rather participating in the Centers for Medicare and Medicaid (CMS) Merit-based Incentive Payment System (MIPS), do I still need to register intent with VDH?

VDH is awaiting official guidance from CMS on updating its Meaningful Use (MU) Registration System and accompanying guidance material for the MIPS program. The Public Health Reporting measures from the MU program are the same as the MIPS program except there are two notable differences for registering public health intent with VDH: there are no longer discrete “Stages” and individuals who participate are referred to as “clinicians” instead of “eligible professionals”. As such, VDH asks that all clinicians interested in public health reporting with VDH register their intent through the VDH Meaningful Use Registration System regardless of which incentive program they choose to pursue (MU or MIPS). Registering intent is the only way VDH knows of your continued interest to participate in public health reporting, and the only method by which VDH can provide documented proof of your Active Engagement status.

18. Is Active Engagement the same under MIPS as it is under MU?

Yes, the Active Engagement options are the same under MIPS as they are under MU. Clinicians should register their intent to participate in public health reporting and respond to VDH’s requests for actions.

19. I am trying to register my intent through the VDH Meaningful Use Registration System to participate in public health reporting but I don’t see an option to choose MIPS and I don’t know what Stage to select.

VDH is currently updating the VDH Meaningful Use Registration System to reduce confusion for MIPS clinicians. Below is guidance on how to register your intent as a MIPS clinician in the meantime.

- Select “**Medicare**” as the **Incentive Program**.
- Select “**Stage 2**” as the **MU Stage** unless you plan to query the immunization registry via your electronic medical record system for immunization data on your patients. If you plan to query, then please select “**Stage 3**”.
- Type “**MIPS**” in the **Comments to VDH** field on the same page where you list the contact and EHR vendor information.

20. Do I add the clinicians participating in MIPS on my VDH Meaningful Use registration?

Yes, the VDH Meaningful Use Registration System requires that the Name and National Provider Identifier (NPI) of at least one clinician is provided in order to complete a registration. The name and NPI of the clinician(s) can be entered on the Eligible Professionals page of the registration.