



**Department of Health Care Services**

**CA-MMIS**

**California Medi-Cal State Level Registry (SLR) for the**

**CMS Provider Incentive Program**

**State Level Registry (SLR) User Manual**

**Eligible Hospitals**

**V 0.10**

**09/27/2011**

# Table of Contents

<b>1. Introduction.....</b>	<b>3</b>
1.1 Overview.....	3
1.2 User Manual Goals.....	3
1.3 Problem Reporting.....	3
<b>2. Overview.....</b>	<b>4</b>
2.1 Application Features.....	4
2.2 Application Architecture.....	4
2.3 Materials and Preparations .....	4
<b>3. Provider Outreach Web Portal .....</b>	<b>5</b>
<b>4. California Medi-Cal State Level Registry (SLR).....</b>	<b>11</b>
4.1 Create a New SLR Account for Hospital Representatives .....	11
4.1.1 Create Logon for SLR Account .....	13
4.1.2 Forgot User ID for SLR.....	15
4.1.3 Forgot Password for SLR.....	15
4.2 Log on to the State Level Registry (SLR) system .....	17
4.2.1 Accepting the End User License Agreement (EULA).....	17
4.3 SLR Homepage .....	18
4.4 My Account Functionality.....	19
4.4.1 Voluntary Password Change in My Account .....	19
4.4.2 Voluntary Challenge Question Change in My Account .....	20
4.4.3 Update Phone Number and Email in My Account.....	20
4.5 Step 1. About You Section .....	21
4.6 Step 2. Eligibility Information .....	22
4.6.1 Hospital Medicaid Volume.....	22
4.6.2 Average Length of Stay (ALOS).....	22
4.6.3 Additional Hospital Information.....	24
4.7 Step 3. Certified EHR Technology .....	26
4.7.1 Step 3.A Adopt, Implement, Upgrade Method .....	27
4.7.2 3.B: CMS EHR Certification ID .....	29
4.8 Step 4. Attestation .....	31
4.9 Step 5. Submit.....	33
4.10 Access Reports .....	36
4.10.1 Reports for Eligible Hospitals .....	36
<b>5. Troubleshooting .....</b>	<b>37</b>
5.1 Accessing Help.....	37
5.1.1 Help Text Displays.....	37
5.2 Web Page Message Display .....	38
5.3 Frequently Asked Questions (FAQs).....	41
<b>6. Definitions .....</b>	<b>43</b>

## 1. Introduction

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### 1.1 Overview

The overall goal of the User Manual is to help guide hospital providers through the process of completing California's application process for provider incentive monies.

### 1.2 User Manual Goals

The **California Medi-Cal State Level Registry (SLR) User Manual** will help walk you through the following steps:

- How to create your SLR account.
- How to access the SLR application.
- How to register for the provider incentive program.
- How to enter your eligibility information for the provider incentive program.
- How to enter your attestation for your certified Electronic Health Record (EHR) technology.
- How to submit your final attestation.
- How to make changes to your account.
- Who to call when you need help.

### 1.3 Problem Reporting

For general Help, all SLR web pages have a Help Link that opens up a copy of this User Manual. For SLR Web application assistance, you can contact the Help Desk designated to support the SLR.

**Phone: (866) 879-0109**  
**Email: [SLRHelpdesk@acs-inc.com](mailto:SLRHelpdesk@acs-inc.com)**

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## 2. Overview

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As the healthcare landscape continues to modernize, recent legislation was passed to encourage the adoption of Electronic Health Record (EHR) technology in documenting patient care. Because of the American Recovery and Reinvestment Act of 2009, beginning in 2011, eligible Medi-Cal providers are being offered financial incentives for the implementation and meaningful use of Health Information Technology (HIT) in the management of patient populations.

The State Level Registry (SLR) application gives Eligible Hospitals access to a streamlined application for federally funded HIT incentives through an easy to use website. With self-service flexibility, the provider can move through registration, eligibility, and attestation at their own pace while the SLR application stores the information in an organized manner, resulting in the most direct path for the provider to receive their incentive payment.

### 2.1 Application Features

The SLR application features the following functions that are explained further in this User Manual:

- Create your SLR user account
- Login – Accessing the SLR
  - Retrieve Your User ID
  - Retrieve Your Password
  - Reset Your Password
- Applying for the incentive as an Eligible Hospital (EH):
  - Step 1: About You (Registration)
  - Step 2: Eligibility Information
  - Step 3: Certified EHR Technology
  - Step 4: Attestation
  - Step 5: Submit
- View Payment Information
- View Reports
- View Audit
- View Appeals
- View System Messages

### 2.2 Application Architecture

The SLR Web application features the following:

- Compliance with Section 508 accessibility guidelines.
- Accessibility from the internet.
- Secure protected page access.

### 2.3 Materials and Preparations

Materials the user will need to use the software:

- Computers with access to the web browser.  
Note: This application is compatible with Microsoft Internet Explorer v7.0 and v8.0, Firefox, Chrome, and Safari.
- Software – Adobe Acrobat Reader – installed on your machine to view PDF files.
- Pop-up Blocker browser feature should be set to "Off" to receive the Pop-up window features.
- Manuals and/or FAQs that are available for distribution.

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### 3. Provider Outreach Web Portal

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The Provider Outreach Web Portal provides the user with a central location to access information and resources regarding the Provider Incentive Program established through the American Recovery and Reinvestment Act, in addition to the portal to the California Medi-Cal EHR State Level Registry site at [www.medi-cal.ehr.ca.gov](http://www.medi-cal.ehr.ca.gov).

#### The Provider Outreach page displays the following:

1. **Provider Outreach Page Header.** The header displays the following items that are visible on every page of the SLR application:
  - a. **Logo of California Department of Health Care Services (DHCS).** Link to state department website.
  - b. **Contact Us.** Pop-up page displaying contact information including the Help Desk phone number and email as well as the DHCS email address for the incentive program.
2. **Left side panel content.**
  - a. **Step 1: Register with CMS!** The “[registering with CMS](#)” link directs you to the designated website for registering as a health provider with the Centers for Medicare & Medicaid Services.



- b. **Step 2: Create an SLR Account.** The “[Create a Medi-Cal EHR Incentive Portal account](#)” link directs you to the “Create Account” page.



- c. **Already have an SLR account?** The “[go directly to the Medi-Cal EHR Incentive Portal](#)” link directs you to the “Login” page.



- d. **Centers for Medicare & Medi-Cal Services (CMS).** Links in this section open up a new window and display CMS news.

**Centers for Medicare & Medicaid Services (CMS)**

(all links open in new window)

Aug 26, 2011  
[CMS BLOG: Making Medicare Advantage and Medicare Drug Coverage Continue to Work for You](#)

Aug 23, 2011  
[Affordable Care Act Bundled Payments for Care Improvement initiative](#)

Aug 19, 2011  
[Medicare to Save Taxpayers and Beneficiaries \\$28 Billion with an Expanded Competitive Bidding Program](#)

- e. **Healthcare IT News.** Links in this section open up a new window and display an article related to Healthcare IT news.

**Healthcare IT News**

(all links open in new window)

Sep 01, 2011  
[Cloud-based identity services expand to support e-prescribing and digital signatures](#)

Aug 31, 2011  
[Firms integrate patient education library with medical vocabulary server](#)

Aug 30, 2011  
[Mayo Clinic goes online to recruit patients for heart disease study](#)

- f. **EMR and HIPPA.** Links in this section open up a new window and display an article related to EMR and HIPPA news.



3. **Right side panel content.**

- a. **Follow us on Twitter.** Link to the [twitter](#) website to receive the latest updates on the EHR Incentive program.



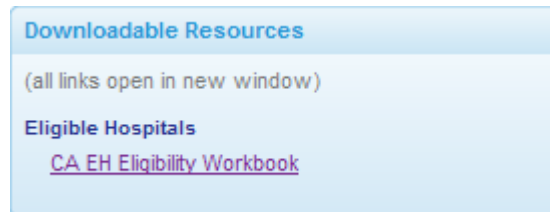
- b. **Are You Eligible?** The “[Run the CMS Eligibility Wizard](#)” link opens up a new window and runs a test to verify that a provider qualifies for incentive payments.



- c. **Frequently Asked Questions.**



- i. The "[Medi-Cal EHR Incentive Program FAQs](#)" link directs you to the DHCS frequently asked questions website related to electronic health record (EHR) technologies and the incentive program.
  - ii. The "[CMS EHR Incentive Program FAQs](#)" link directs you to CMS frequently asked questions website related to electronic health record (EHR) technologies and the incentive program.
- d. **Downloadable Resources.** Links in this section open a worksheet in Excel to assist with determining Eligibility and Attestation for EHR Incentive Payments.



4. **Primary Body Content section.** The primary page content includes the following sections:
- a. **Welcome text.** An overview of the Provider Outreach Web portal.
  - b. **Important Web Resources.** Links in this section open up a new window and display the appropriate website.
    - i. **CMS EHR Incentive Program Registration Site.** Opens a new window and displays the **Official Web Site for the CMS Medicare and Medicaid EHR Incentive Programs.**
    - ii. **CMS EP Registration User Guide.** Opens a new window and displays the CMS users guide for registering with the federal EHR Incentive Program.
    - iii. **Centers for Medicare & Medicaid Services (CMS).** Opens a new window and displays the home page for the CMS EHR Incentive Program.
    - iv. **Department of Health Care Services.** Opens a new window and displays the DHCS Office of Health Information Technology website.
    - v. **Medi-Cal.** Opens a new window and displays the home page for the California Medi-Cal program.
    - vi. **ONC Certified Health IT Products.** Opens a new window and displays the **Certified Health IT Product List.**
    - vii. **California eHealth.** Opens a new window and displays the CA Health and Human Services page for provider information on the EHR Incentive Program.
    - viii. **Cal eConnect.** Opens a new window and displays the home page of a health information exchange resource website.
    - ix. **California Department of Public Health.** Opens a new window and displays the CA state department website discussing meaningful use of Health Information Technology.
    - x. **Medi-Cal EHR Incentive Program General Information.** Opens a new window and displays a DHCS article giving an overview of the Medi-Cal EHR Incentive Program.

- c. **Regional Extension Centers (REC).** Link in this section opens a new window and displays the REC website.
  - i. **California Health Information Partnership & Services Organization (CalHIPSO).** Opens a new window and displays the site for the REC resource site for CA, excluding the Los Angeles and Orange Counties.
  - ii. **California Rural Indian Health Board.** Opens a new window and displays a resource for healthcare providers of the member Tribes of California.
  - iii. **CalOptima.** Opens a new window and displays the site for the REC resource site for Orange County.
  - iv. **HITEC-LA.** Opens a new window and displays the site for the REC resource site for Los Angeles County.

The image below illustrates the primary body content of the Providers Outreach page.

## Welcome to the Medi-Cal EHR State Level Registry (SLR) for Provider Incentive Payments — Provider Outreach Page

As a result of the American Recovery and Reinvestment Act, beginning in 2011 Medi-Cal is able to offer eligible practitioners and hospitals substantial financial incentives to adopt, implement and upgrade electronic health records. Incentive payments will also be available for the "meaningful use" of electronic health records by practitioners (over 6 years) and hospitals (over 4 years).

Practitioners and hospitals are required to first register for the program through CMS. The next step is to register with the state-level registry through this portal. This portal also provides links to valuable resources for practitioners and hospitals planning EHR implementation and other health information technology efforts.

Thank you for joining Medi-Cal in realizing the vision of "Connecting California for Better Health."

### Important Web Resources (all links open in new window)

- [CMS EHR Incentive Program Registration site](#)
- [CMS EP Registration User Guide](#)
- [Centers for Medicare & Medicaid Services \(CMS\)](#)
- [Department of Health Care Services](#)
- [Medi-Cal](#)
- [Office of the National Coordinator for Health Information Technology \(ONC\) Certified Health IT Product List](#)
- [California eHealth](#)
- [Cal eConnect](#)
- [California Department of Public Health](#)
-  [Medi-Cal EHR Incentive Program General Information — Department of Health Care Services](#)

### Regional Extension Centers (REC) (all links open in new window)

The HITECH act provides for the establishment of RECs to provide education, outreach, and technical assistance to help primary care providers in their geographic service areas to select, successfully implement and meaningfully use certified Electronic Health Record technology to improve the quality and value of health care.

- [California Health Information Partnership & Services Organization \(CalHIPSO\)](#)
- [California Rural Indian Health Board](#)
- [CalOptima](#)
- [HITEC-LA](#)



5. **Footer section.** Located at the bottom of the page, the footer displays the following items:
  - a. **Privacy.** Opens a new window to the DHCS Privacy policy.
  - b. **Conditions of Use.** Opens a new window to the DHCS Conditions of Use policy.
  - c. **Accessibility.** Opens a new window with the website's Accessibility policy displayed.
  - d. **State of California Copyright.**

## 4. California Medi-Cal State Level Registry (SLR)

### 4.1 Create a New SLR Account for Hospital Representatives

Follow the steps below to create and log on to the California Medi-Cal State Level Registry (SLR) for the CMS Provider Incentive Program.

Note: The Hospital representative should have already completed their registration with CMS by using the "[registering with CMS](#)" link on the Provider Outreach Page.



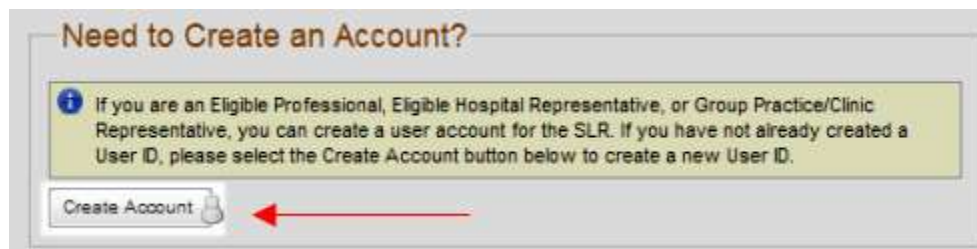
1. Click the "[leave this site and create an SLR account](#)" link located on the upper left hand corner of the Provider Outreach webpage. User will be taken to the logon site to create a new user account.

Reference: The State Level Registry (SLR) site can be accessed directly by going to the following website - <https://www.medi-cal.ehr.ca.gov/>

Note: The CA State Level Registry URL is secured – "https:"



2. Click the **Create Account** button.



3. Complete "Identify Yourself" window fields to create account:

**Identify Yourself**

Enter the necessary information below and click Continue. \* Indicates required fields.

**What is your role? \***


Professional

Hospital Representative

Group Representative

NPI \*

TIN \*

 [New Image?](#)

Enter the letters/numbers from the image above \*

*Letters are case sensitive.  
If you have difficulty identifying the characters in the image above, click the link to display a new image.*

[Cancel and return to Login](#)

a. Select **Hospital Representative** from the drop down menu.

**What is your role? \***

Professional

Hospital Representative

Group Representative

b. Input Hospital's National Provider Identifier (NPI) into field.

Note: If more than one NPI is available, then use the NPI used for the CMS EHR Incentive registration.

c. Input Hospital's Taxpayer Identification Number (TIN) into field.

NPI \*

TIN \*

d. Type characters into field from the security CAPTCHA image.

In the event that the CAPTCHA image is not clear, click "new image" link to display a new image.



[New Image?](#)

Enter the letters/numbers from the \*  
image above

70281

- e. Click the “**Continue**” button to submit for new account creation. The “**Cancel and return to Login**” link will exit the screen without the submission of data.
4. In the new “Is This You” window, confirm Name, Address, and associated with the NPI entered into Create Account screen.

## Create Account

### Is This You?

**Name** NORTHWEST HOSPITAL

**Address** 1234 STREETCA195, SACRAMENTO, CA 94295


- a. Complete the Create a New SLR Account section:

To...	Click/Call...
<ul style="list-style-type: none"> <li>• save data</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Yes, Continue</b> button</li> </ul>
<ul style="list-style-type: none"> <li>• Re-enter the eligible hospital NPI</li> </ul>	<ul style="list-style-type: none"> <li>• <b>No, Go back</b> button and return to step 3.a of this manual</li> </ul>
<ul style="list-style-type: none"> <li>• Speak with the Help Desk</li> </ul>	<ul style="list-style-type: none"> <li>• (866) 879-0109 for assistance</li> </ul>

#### 4.1.1 Create Logon for SLR Account

Follow the steps below to complete the “Create Account” process and set the User ID, Password, Challenge Question, and Contact Information.

## Create Login

 Enter the necessary information below and click Create Account. \* Indicates required fields.

**User ID \***   
*Enter 8-20 alphanumeric characters; no spaces, no special characters.*

**Password \***   
*Password cannot be your login name or a previously used password.  
Password must include the following:*  
\* 8-20 characters  
\* 1 upper case letter  
\* 1 lower case letter  
\* 1 number  
\* 1 of the following special characters: @ # !

**Confirm Password \***

**Select a Challenge Question \***

**Your Answer to the Challenge Question \***

**Phone**   
*9999999999 (no spaces, dashes, parens)*

**E-mail Address \***   
*name@domain.com*

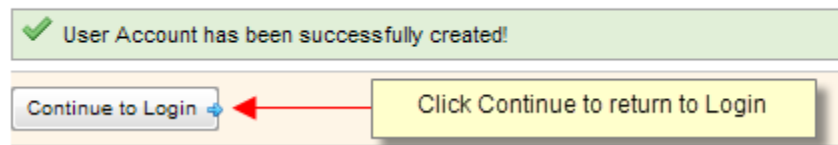
1. Input desired User ID.  
Information: The User ID needs to be at least 8 letters/numbers long but cannot be more than 20 characters.
2. Input Password.  
Information: The password needs to be at least 8 letters/numbers long but cannot be more than 20 characters. The following are guidelines when setting up a new password. The new password must contain:
  - at least one capital letter
  - at least one lower case letter
  - at least one number
  - at least one of the following special characters: @ or # or!

The password cannot be the User ID forwards or backwards. In addition, a previous password may not be used.

3. Confirm password by reentering in the “Confirm Password” field.
4. Select a Challenge Question from the drop down menu to answer.
5. Input answer to selected Challenge Question.
6. Input contact phone number.
7. Note: input phone number with no spaces, dashes, or parenthesis.
8. Input the contact email address.
9. Click the “Create Account” button to finish creating the account.
10. Click the “Cancel and return to login” to exit the account creation process.

11. Click the “continue to Login” button after confirming the “Account successfully created” message.

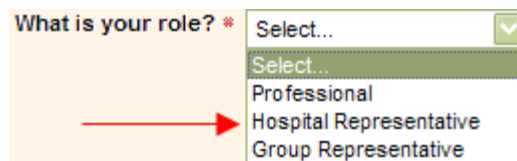
## Create Account



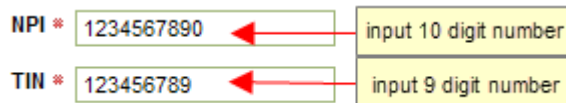
### 4.1.2 Forgot User ID for SLR

Use the following steps to have the User ID emailed to the account on record.


1. Click the **Forgot User ID** link from the login page.
2. Select the **Hospital Representative** user role from the drop down list.



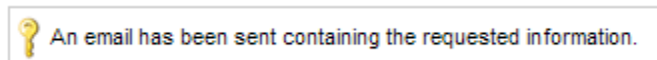
3. Input Hospital’s National Provider Identifier (NPI) into field.  
Note: If more than one NPI is available, then use the NPI used for the CMS EHR Incentive registration.



4. Input Hospital’s Taxpayer Identification Number (TIN) into field.
5. Click **Continue** to move to next screen.
6. Input answer to previously selected Challenge Question.

 Answer the challenge question below and click Continue to confirm your identity. An email containing the requested information will be sent to the email address on record for the account. \* Indicates required fields.

7. Click **Continue** to move to next screen.
8. Look for confirmation of system email sent to Hospital Representative.




9. Click **Cancel and return to Login** link to return to login screen.
10. Retrieve system generated email sent to the Hospital Representative’s email account from “California State Level Registry System Messages”.
11. Log into the SLR as normal using the emailed User ID.

### 4.1.3 Forgot Password for SLR

Use the following steps to have a link sent to the email account on record in order to reset the user password.

1. Click the **Forgot Password** link from the login page.

2. Input the User ID into the input field.
3. Click **Continue** to move to next screen.
4. Input answer to previously selected Challenge Question.
5. Click **Continue** to move to next screen.
6. Look for confirmation of system email sent to Hospital Representative.

 An email has been sent to the email address on file for the User ID you entered. When the email arrives, click the link provided in the email and you will be taken to a screen where you can reset your password.

7. Click **Return to Login** link to return to login screen.
8. Retrieve system generated email sent to the Hospital Representative's email account from "California State Level Registry System Messages".
9. Click the link provided in the email to reset.
10. Input a new password in the **New Password** field.

**New Password \***

**Confirm New Password \***


Information: The password needs to be at least 8 letters/numbers long but cannot be more than 20 characters. The following are guidelines when setting up a new password. The new password must contain:

- at least one capital letter.
- at least one lower case letter.
- at least one number.
- at least one of the following special characters: @ or # or!

The password cannot be the User ID forwards or backwards. In addition, a previous password may not be used.

11. Re-input password into **Confirm New Password** field.
12. Click the **Change Password** link to submit requested password change.
13. Click the "**Continue to Login**" button after confirming the "Password Reset" message.

**Password Reset**

 Your password has been reset. Select Continue to proceed to the login screen.

14. Log into the SLR as normal using the new password selected by Hospital Representative.

## 4.2 Log on to the State Level Registry (SLR) system

Follow the steps below to log on to the SLR.

**Existing Users**

Enter the User ID and password you created to login to the SLR. \* Indicates required fields.

User ID \*  ← 1. Enter user Logon

Password \*  ← 2. Enter user Password

*The State Level Registry (SLR) for Provider Incentive Payments and related web sites (such as the SLR Provider Outreach page) require a minimum screen resolution of 1024x768. The SLR and related web sites are best viewed with Internet Explorer version 7 and above, Firefox, Safari, and Chrome.*

← 3. Click Log In to continue

[Forgot User ID?](#)

[Forgot Password?](#)

1. Enter user logon in the “User ID” field.
2. Enter user password in the “Password” field.
3. Click the “log In” button to access the SLR.

### 4.2.1 Accepting the End User License Agreement (EULA)

Once the Login is complete, the Hospital Representative is presented with the End User License Agreement (EULA). The EULA is the licensing agreement between the Department of Health Care Services and the Hospital Representative for use of the SLR and must be accepted in order to continue.

**California Department of Health Care Services  
California Medi-Cal Electronic Health Record (EHR) Incentive Program  
End User License Agreement and Terms of Use  
ACCEPTANCE OF TERMS**

Indicate your acceptance of the End User License Agreement below. \* indicates required fields.

The services that California Department of Health Care Services (CA-DHCS) provides to you are subject to the terms and conditions of this End User License Agreement and Terms of Use (“this Agreement”). This Agreement governs the use of all data and software available at this site (“Site”). Please read the rules contained in this Agreement carefully. You can access this Agreement at any time by clicking on User Agreement at the bottom of every page on this Site. If you do not agree to abide by this Agreement, your access to any other pages of this Site will be denied. Clicking on the “I Agree” button at the end of this Agreement and accessing this Site constitutes your acceptance of this Agreement. Continued access to this Site will constitute your acceptance of any amendments to this Agreement. Your failure to follow the terms and conditions for use of this Site, whether listed below or in bulletins posted at various points in this Site, may result in suspension or termination of your access to this Site, without notice, in addition to other remedies available to CA-DHCS.

**1. DEFINITIONS**

In addition to the terms defined elsewhere in this Agreement, for purposes of this Agreement the following terms shall be defined as specified below:

- a. Authorized Employee shall mean an employee of a Provider who needs to access this Site to perform their duties for the Provider and who the Provider properly trained regarding use of this Site, the Services, the Software, HITECH, and HIPAA. Provider is responsible for the actions of its Authorized Employees.
- b. HIPAA shall mean the Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191, all implementing regulations and all amendments

\* I Agree with the End User License Agreement. [Print EULA](#)

[Cancel and return to Log in](#)

1. Read the EULA in full.
2. Click the “Print EULA” to print the agreement for user records.

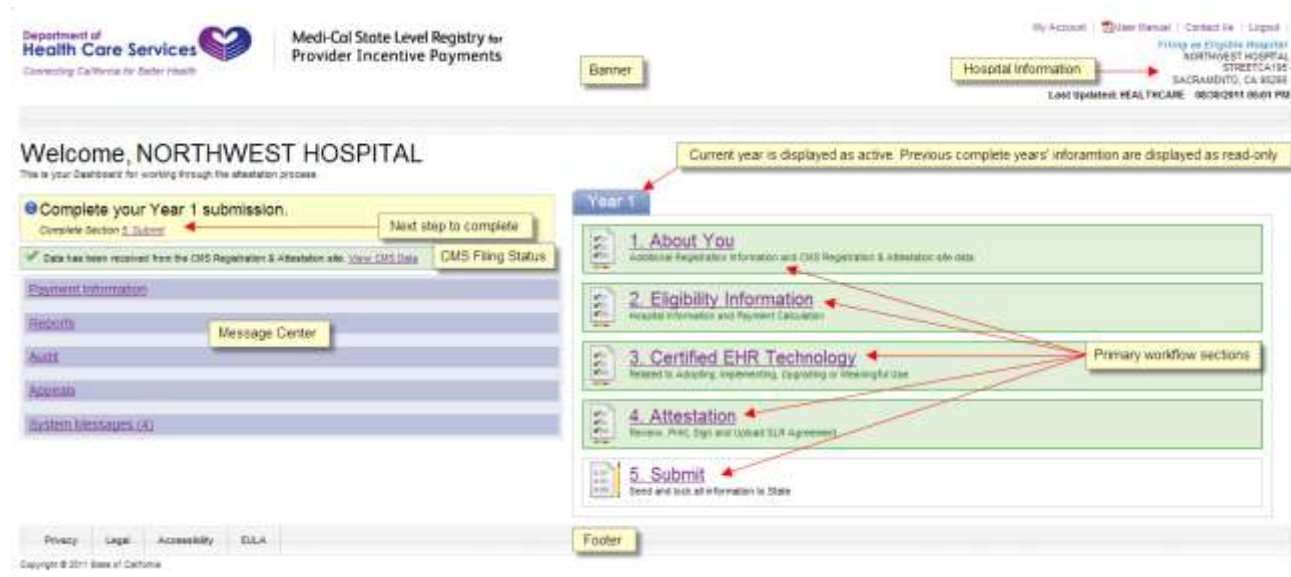
3. Click the check box to agree to the EULA.  
Note: The EULA must be accepted once every 12 months or when the EULA has been updated.
4. Click the “Continue” button to continue to the SLR Homepage.

### 4.3 SLR Homepage

The SLR homepage is the center of the application and is the place from which the Eligible Hospital will apply for the Medi-Cal provider incentive.

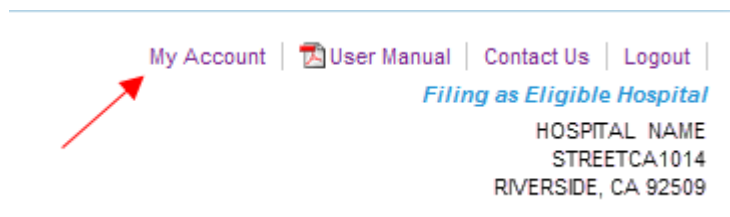
From the Homepage, the hospital provider has the ability to:

1. Make changes to their user account through the “My Account” link.
2. Review the instructions for completing the SLR registration with the “User Manual” link.
3. Retrieve the helpdesk information through the “Contact us” link.
4. Retrieve system messages regarding Payments, Reporting, Audits, Appeals, and System communications.
5. Access the SLR workflow steps to complete Registration and Attestation for the incentive program.
  - Step 1: About You (Registration)
  - Step 2: Eligibility Information
  - Step 3: Certified EHR Technology
  - Step 4: Attestation
  - Step 5: Submit



## 4.4 My Account Functionality

The My Account link on the homepage provides the user the ability to update user information including changing passwords, challenge question, phone number, and email address.



SLR generated messages will be sent to all email accounts recorded for this provider. **Reset Password messages will only be sent to the email account listed under the My Account Page.**

Note: Changing the contact information in the My Account screen does not change the contact information set up under the About You page or the contact information provided by CMS in the registration process.

### 4.4.1 Voluntary Password Change in My Account

The Hospital Representative user password is valid for 74 days. When the expiration period has passed, a Reset Password page will appear allowing the representative to change their password.

In addition, the user password may be changed prior to the 74 day expiration period through the My Account link on the SLR application homepage.

Follow the steps below to change the user password.

1. Click the **My Account** link.

2. Input Password.

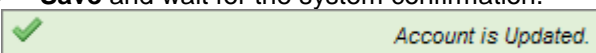
Information: The password needs to be at least 8 letters/numbers long but cannot be more than 20 characters. The following are guidelines when setting up a new password. The new password must contain:

- at least one capital letter.
- at least one lower case letter.
- at least one number.
- at least one of the following special characters: @ or # or!

The password cannot be the User ID forwards or backwards. In addition, a previous password may not be used.

3. Confirm password by reentering in the "Confirm Password" field.

4. Complete the My Account section:

To...	Click...
<ul style="list-style-type: none"> <li>• save data</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Save</b> and wait for the system confirmation.</li> </ul> 
<ul style="list-style-type: none"> <li>• exit screen without saving inputs</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Cancel and Delete Changes.</b></li> </ul>


5. Click **Back to Dashboard** to return to SLR Dashboard.



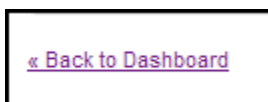
#### 4.4.2 Voluntary Challenge Question Change in My Account

Follow the steps below to change the Challenge Question.

1. Click the **My Account** link.
2. Select a Challenge Question from the drop down menu to answer.
3. Input answer to selected Challenge Question in “Your Answer to the Challenge Question” field.
4. Complete the My Account section:

To...	Click...
<ul style="list-style-type: none"> <li>• save data</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Save</b> and wait for the system confirmation.</li> </ul> 
<ul style="list-style-type: none"> <li>• exit screen without saving inputs</li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>Cancel and Delete Changes.</u></b></li> </ul>

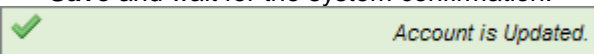
5. Click **Back to Dashboard** to return to SLR Dashboard.



#### 4.4.3 Update Phone Number and Email in My Account

Follow the steps below to change the Hospital Representative phone number and email address.

1. Click the **My Account** link.
2. Input new Phone number in the “Phone” field.
3. Input new email address in the “Email Address” field.
4. Complete the My Account section:

To...	Click...
<ul style="list-style-type: none"> <li>• save data</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Save</b> and wait for the system confirmation.</li> </ul> 
<ul style="list-style-type: none"> <li>• exit screen without saving inputs</li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>Cancel and Delete Changes.</u></b></li> </ul>

5. Click **Back to Dashboard** to return to SLR Dashboard.




## 4.5 Step 1. About You Section


The State of California requires that additional information be provided to be used to determine eligibility to participate in the Medi-Cal EHR Incentive Program.

Follow the steps below to complete the About You section of the California State Level Registry.

1. Click the link **1. About You** to access screen.
2. Confirm that the CMS Registration & Attestation Site Data has been received.

 Data has been received from the CMS Registration & Attestation site. [View CMS Data](#)


**Note:** Use the **Register with CMS** link to access and complete hospital registration with CMS, if not completed previously. Registration data from CMS may take up to 3 days to load in to the CA State Level Registry system.

 Data has NOT been received from the CMS Registration & Attestation Site. [Register with CMS](#)

3. Under the Contact Person section, Input the name of the hospital representative in the “Name” field.

### Contact Person

Changing the contact information here does not change the contact information set up under the My Account page or the contact information received from CMS in the registration process. SLR generated messages will be sent to all email accounts recorded for this hospital.

 Enter your contact information below. \* indicates required fields.

Name \*

Title

Phone \*   
9999999999 (no spaces, dashes, parens)

Email Address \*   
name@domain.com

4. Input the title of the hospital representative in the “Title” field.
5. Confirm the contact phone number and update, if necessary.
6. Confirm the contact email address and update, if necessary.
7. Complete the About You section:

To...	Click...
<ul style="list-style-type: none"> <li>save data and remain in the screen for further editing</li> </ul>	<ul style="list-style-type: none"> <li><b>Save</b></li> </ul>
<ul style="list-style-type: none"> <li>save data and move to step 2. Eligibility Information</li> </ul>	<ul style="list-style-type: none"> <li><b>Save and Continue</b></li> </ul>
<ul style="list-style-type: none"> <li>exit screen without saving data</li> </ul>	<ul style="list-style-type: none"> <li><b>Cancel and Delete Changes</b>, then</li> <li><b>Back to Dashboard</b></li> </ul>

## 4.6 Step 2. Eligibility Information

Provide the patient volume information to show hospital eligibility for the Medi-Cal Incentive Program. The registration of Eligible Hospitals (EH) is dependent upon the EH meeting the Medi-Cal volume requirements.

To be eligible for the Electronic Health Record Incentive Program for Medicaid the eligible hospital must meet the following criteria:

- Must have at least a 10 percent Medi-Cal patient volume for each year which the hospital seeks an EHR incentive payment.
- Children's hospitals are exempt from meeting a patient volume threshold.

### 4.6.1 Hospital Medicaid Volume

Follow the steps below to fill out the Medicaid volume eligibility section.

1. Input the start date for the preferred **90 day representative period** from within the previous federal fiscal year end (October 1-September 30).

Note: the full 90 day period must be within the previous federal fiscal year end.

Start Date \*   End Date \* mm/dd/yyyy

2. Input **Total Discharges** for representative period.

Total Discharges \*   
Medicaid Discharges \*

3. Input **Medicaid Discharges** for representative period.
4. Indicate whether discharge values from other states are included in the "Total Discharges" number above.

Does your hospital have Medicaid \*  Yes \*  No \*  
discharges from other states that  
you are including to establish  
eligibility and payment?

5. Confirm Hospital Medicaid Volumes meets eligibility requirements.

Medicaid Volume  %

Meets Medicaid Eligibility Requirements? Yes

In the event that the Hospital Medicaid Volumes do not meet the eligibility requirements, DHCS recommends selecting a different 90 day period with which to apply from.

### 4.6.2 Average Length of Stay (ALOS)

Follow the steps below to fill out the Average Length of Stay section.

1. Input the year of the current Cost Report totals.

Note: Enter the year of the Hospital's most current cost report.

**Current Cost Report Year** \*

2. Input total Inpatient Bed Days.

**Total Inpatient Bed Days** \*

Total Inpatient Bed Days come from the CMS Cost Report 2552. See the below help text from the SLR to calculate the value.

**Use CMS Cost Reports (CMS 2552-96 or CMS 2552-10) to acquire data.**

If using CMS 2552-96: Worksheet S-3, part I, column 6, sum of lines 1, 2, 6-10.

If using CMS 2552-10: Worksheet S-3, part I, column 8, sum of lines 1, 2, 8-12.

3. Input Total Discharges for stated 90 day period.

**Total Discharges** \*

Total Discharges are calculated from the CMS Cost report 2552. See the below help text from the SLR to calculate the value.

[Use CMS Cost Reports \(CMS 2552-96 or CMS 2552-10\) to acquire data.](#)


If using CMS 2552-96: Worksheet S-3, part I, column 15, sum of lines 12.

If using CMS 2552-10: Worksheet S-3, part I, column 15, sum of lines 14.

4. Confirm Average Length of Stay meets Eligibility requirements.

Note: Hospitals (except children's hospitals) must have an Average Length of Stay < 25 days to be eligible for the program.

**Average Length of Stay** \*  **Day(s)**

 **Meets Medicaid Eligibility Requirements? Yes**

### 4.6.3 Additional Hospital Information

Follow the steps below to complete the Hospital Information page.

1. Input **Total Discharges** for the previous four years.

CCR Yr-3 \*  CCR Yr-2 \*  CCR Yr-1 \*  CCR Yr \*

Total Discharges are calculated from the CMS Cost report 2552. See the below help text from the CA EH Eligibility Workbook to calculate the value.

[Use CMS Cost Reports \(CMS 2552-96 or CMS 2552-10\) to acquire data.](#)

If using CMS 2552-96: Worksheet S-3, part I, column 15, sum of lines 12.

If using CMS 2552-10: Worksheet S-3, part I, column 15, sum of lines 14.

2. Input **Total Medicaid Inpatient Bed Days**.

**Total Medicaid Inpatient Bed Days** \*

**Total Medicaid Inpatient Bed Days** are calculated from the CMS Cost report 2552. See the below help text from the SLR to calculate the value.

[Use CMS Cost Reports \(CMS 2552-96 or CMS 2552-10\) to acquire data.](#)

If using CMS 2552-96: Worksheet S-3, part I, column 5, sum of lines 1, 2, 6-10.

If using CMS 2552-10: Worksheet S-3, part I, column 7, sum of lines 1, 2, 8-12.

3. Input **Total Hospital Charges**.

**Total Hospital Charges** \*

**Total Hospital Charges** are calculated from the CMS Cost report 2552. See the below help text from the SLR to calculate the value.

[Use CMS Cost Reports \(CMS 2552-96 or CMS 2552-10\) to acquire data.](#)

If using CMS 2552-96: Worksheet C, part I, column 8, line 101.

If using CMS 2552-10: Worksheet C, part I, column 8, line 200.

4. Input **Total Hospital Charity Care Charges**.

**Total Hospital Charity Care Charges** \*

**Total Hospital Charity Care Charges** calculated from the CMS Cost report 2552. See the below help text from the SLR to calculate the value

[Use CMS Cost Reports \(CMS 2552-96 or CMS 2552-10\) to acquire data.](#)

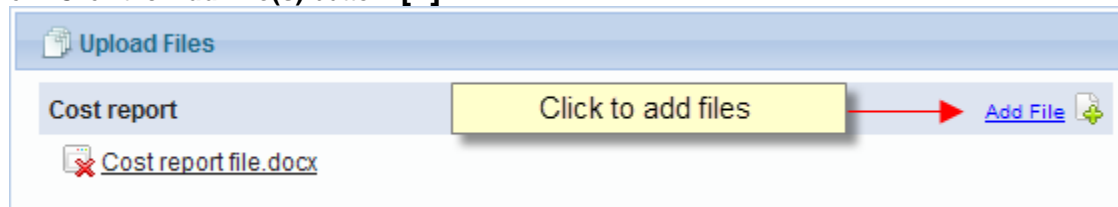
If using CMS 2552-96: Worksheet S-10, line 30.

If using CMS 2552-10: Worksheet S-10, column 3, line 20.

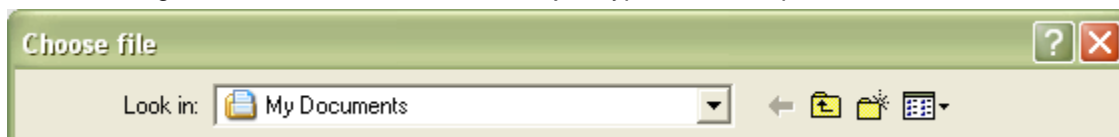
5. Attach either CMS Cost report 2552-96 or 2552-10 to the SLR using the **Upload Files** button.  
Information: The attached files must be 10MB or smaller and one of the following file types: Adobe PDF, GIF, JPEG, BMP, XLS, JPG, XLSX, DOC, DOCX, and PNG
- a. Click **Upload Files** button.



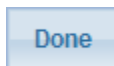
- b. Identify the **Subject** type of the file to be added:
- Cost report – **\*\*required file\*\***
- c. Click the **Add File(s)** button. **[+]**



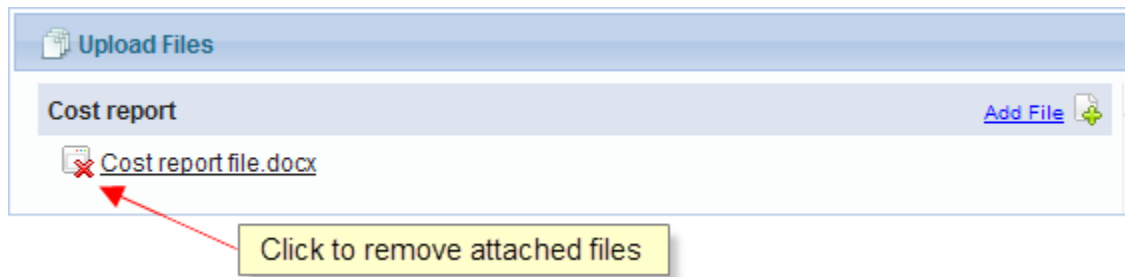
- d. Navigate to the file that meets the Subject type from the open **Choose file** window.



- e. Select file and click **Open** to attach the file.
- f. Add additional files as needed to the **Upload Files** pop-up window.
- g. Click **Done** to close Upload window and return to the **Eligibility Information** page.



To remove a file that has already been attached to the SLR, click the [X] to delete the file.



6. Finish the Hospital Information page:

To...	Click...
<ul style="list-style-type: none"> <li>save data and remain in the screen for further editing</li> </ul>	<ul style="list-style-type: none"> <li><b>Save</b></li> </ul>
<ul style="list-style-type: none"> <li>save data and move to step 2.B. <b>Payment Calculation</b> to review the calculation figures</li> </ul>	<ul style="list-style-type: none"> <li><b>Save and Continue</b></li> </ul>
<ul style="list-style-type: none"> <li>exit screen without saving data</li> </ul>	<ul style="list-style-type: none"> <li><b>Cancel and Delete Changes</b>, then</li> <li><b>Back to Dashboard</b></li> </ul>

7. Review the Payment Calculation page for the projected incentive payments.

**Hospital Payment Calculation**

**Hospital Aggregate Incentive Payment**

Your Hospital's Aggregate Medi-Cal EHR Incentive Payment will be:	\$5,302,368.19
Year 1 Payment:	\$2,651,184.09
Year 2 Payment:	\$1,590,710.46
Year 3 Payment:	\$530,236.82
Year 4 Payment:	\$530,236.82

8. Click **Continue** on bottom of the **Payment Calculation** page to be directed to step 3 **Certified EHR Technology**.

## 4.7 Step 3. Certified EHR Technology

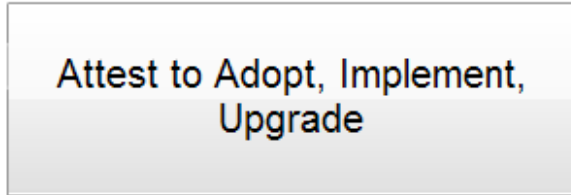
In this section, the attestation type is chosen. Once the attestation type is selected, upload documents related to the hospital EHR and enter the CMS certification number of the EHR system received from the Office of the National Coordinator (ONC) for Health Information Technology. The first step of completing this section is to choose the type of attestation. The Certified EHR Technology page can only be accessed after the **About You** and **Eligibility Information** sections have been completed.

### 4.7.1 Step 3.A Adopt, Implement, Upgrade Method

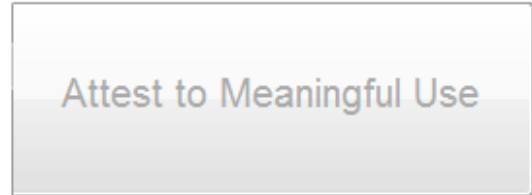
Follow the steps below to fill out the Adopt, Implement, Upgrade section.


1. Select the “**Attest to Adopt, Implement, Upgrade**” button.  
*Note:* After the first year, the “**Attest to Adopt, Implement, Upgrade**” link will no longer be available and the Hospital representative will be taken directly to the “**Attest to Meaningful Use**” screen.

## 3. Certified EHR Technology

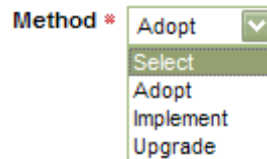


Select this option to attest to your Adoption, Implementation or Upgrade of certified EHR technology.



 This feature will be available in 2012.

2. Select the attestation type from the **Method** drop-down list.



- a. Select **Adopt** - Acquire, purchase, or have access to certified EHR technology. Evidence of a binding legal and/or financial commitment to adopt a CMS certified EHR Technology is required to demonstrate adoption.
  - b. Select **Implement** - Install or commence utilization of certified EHR technology. This may include staffing, maintenance, and training or other activities.
  - c. Select **Upgrade** - Expand the functionality of an existing EHR so that it meets CMS certification requirements. This may include the addition of decision support modules, the establishment of interfaces for HIE, etc.
3. Input a brief description of how the EHR technology standard has been met in the text box.

You may describe briefly how you meet the Adoption of EHR Technology.

Input a brief description of how the Criteria Method has been met

4. Attach contract file and any additional back up to the SLR using the **Upload Files** button.  
Information: The attached files must be 10MB or smaller and one of the following file types: Adobe PDF, GIF, JPEG, BMP, XLS, JPG, XLSX, DOC, DOCX, and PNG

a. Click **Upload Files** button.



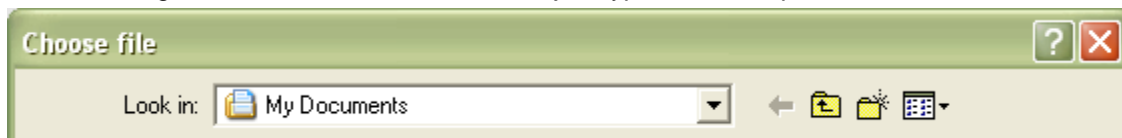
b. Identify the **Subject** type of the file to be added:

- Contract - **\*\*required file\*\***
- Vendor Letter
- Other Document

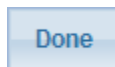
c. Click the **Add File(s)** button. **[+]**



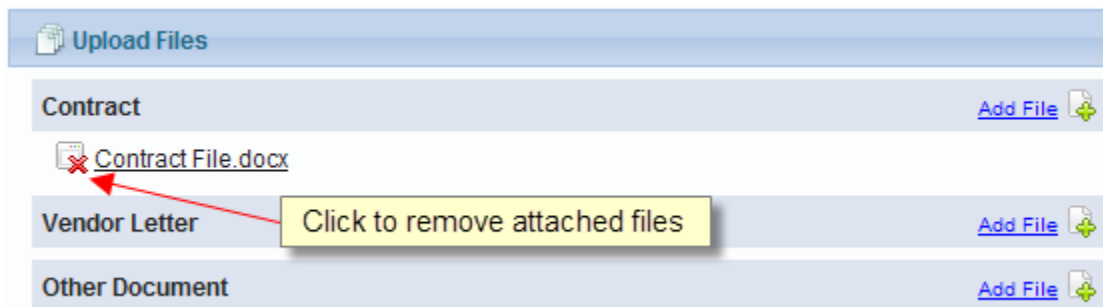
d. Navigate to the file that meets the Subject type from the open **Choose file** window.



- e. Select file and click **Open** to attach the file.  
 f. Add additional files as needed to the **Upload Files** pop-up window.  
 g. Click **Done** to close Upload window and return to the **Certified EHR Technology – Adopt, Implement, Upgrade** page.



To remove a file that has already been attached to the SLR, click the [X] to delete the file.



5. Complete the AIU Method section:

To...	Click...
<ul style="list-style-type: none"> <li>• save data and remain in the screen for further editing</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Save</b></li> </ul>
<ul style="list-style-type: none"> <li>• save data and move to step <b>3.B. CMS EHR Certification ID</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Save and Continue</b></li> </ul>
<ul style="list-style-type: none"> <li>• exit screen without saving data</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Cancel and Delete Changes</b>, then</li> <li>• <b>Back to Dashboard</b></li> </ul>

Note: Step **3.B: CMS EHR Certification ID** will remain locked from access until data has been saved for **3.A AIU Method**.

#### **4.7.2 3.B: CMS EHR Certification ID**


Hospital representatives must provide information demonstrating that their EHR technology is certified through the Office of the National Coordinator (ONC). ONC provides a public web service that contains a list of all certified EHR technology, including the name of the vendor and the product's unique certification ID, and the meaningful use criteria for which the product was certified. The state is required to validate the verification of the Certified EHR information before making any payment to hospital.

It is the representative's responsibility to ensure that its certified EHR technology code is listed on the ONC public web service before attesting to the state. Failure to do so could result in disqualification of the hospital from receiving payment.

Follow the steps below to complete the CMS EHR Certification section.

1. Select the **CMS EHR Certification ID** tab on the left of the screen to certify that the EHR technology being used is approved by the Office National Coordinator (ONC).
2. Read the Certified EHR Technology information below to learn the policy for certifying the Eligible Hospital technology.

##### **Certified EHR Technology**

"I understand that it is my responsibility, as the representative of the hospital, to ensure that my certified EHR technology ID is listed on the [ONC public web service](#)  before submitting my attestation to the State. I understand that failing to ensure my code is listed may result in a false negative result that may disqualify me from receiving payment."

"

3. Click the check box to indicate understanding and acceptance of the EHR certification policy.

4. Go to the ONC website to receive the CMS EHR Certification ID at:  
<http://onc-chpl.force.com/ehrcert>
  - a. Select your practice type by selecting the Ambulatory or Inpatient buttons.
  - b. Search for EHR Products by browsing all products, searching by product name or searching by criteria met.
  - c. Add product(s) to your cart to determine if your product(s) meet 100% of the required criteria.
  - d. Request a CMS EHR Certification ID for CMS registration or attestation from your cart page.

**Note:** ONC does not allow you to mix Inpatient products and Ambulatory products together to represent a complete EHR solution. **Additionally, if the product(s) you add to your shopping cart do not represent a complete EHR solution capable of achieving meaningful use criteria, you will not be able to click "Get CMS EHR Certification ID"**

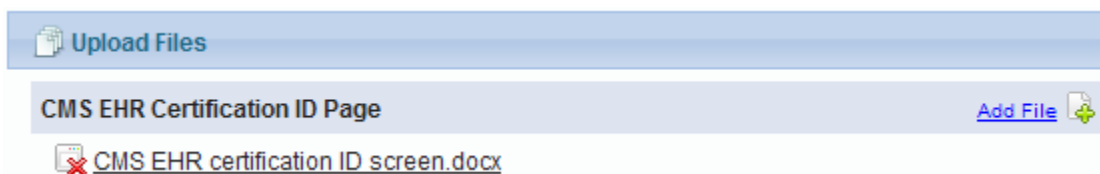
- e. Capture a screen print of the screen with the CMS EHR Certification ID as back for the SLR
5. Input the CMS EHR Certification ID received from the ONC website in the **CMS EHR Certification ID** field.

CMS EHR Certification ID \*

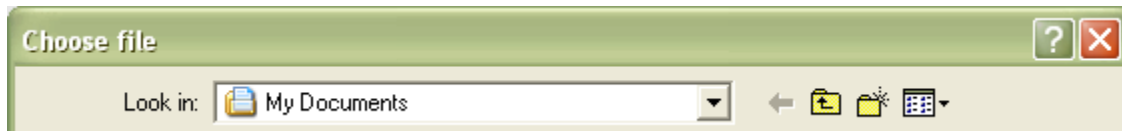
6. Attach a copy of the CMS EHR Certification ID screen and any additional back up to the SLR using the **Upload Files** button.  
**Information:** The attached files must be 10MB or smaller and one of the following file types: Adobe PDF, GIF, JPEG, BMP, XLS, JPG, XLSX, DOC, DOCX, and PNG
  - a. Click **Upload Files** button.



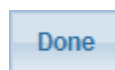
- b. Identify the **Subject** type of the file to be added:
    - CMS EHR Certification ID Page **\*\*required file\*\***
  - c. Click the **Add File(s)** button. **[+]**



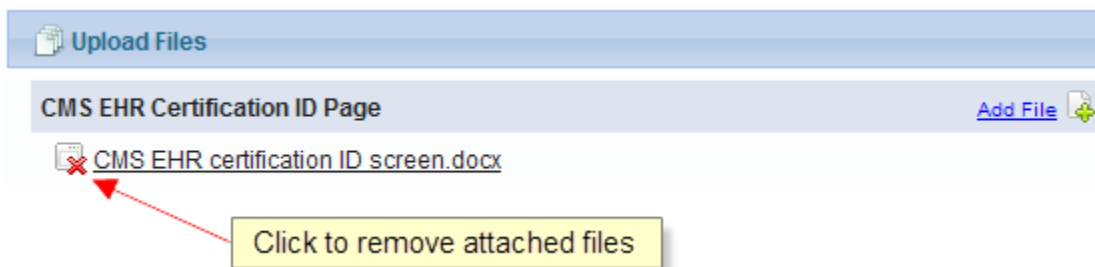
- d. Navigate to the file that meets the Subject type from the open **Choose file** window.



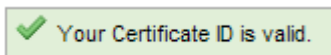
- e. Select file and click **Open** to attach the file.
  - f. Add additional files as needed to the **Upload Files** pop-up window.
  - g. Click **Done** to close Upload window and return to the **Certified EHR Technology – CMS EHR Certification ID** page.



To remove a file that has already been attached to the SLR, click the [X] to delete the file.



7. Click Save to validate the **CMS EHR Certification ID**



8. Complete the **3.B: CMS EHR Certification ID** section:

To...	Click...
<ul style="list-style-type: none"> <li>save data and remain in the screen for further editing</li> </ul>	<ul style="list-style-type: none"> <li><b>Save</b></li> </ul>
<ul style="list-style-type: none"> <li>save data and move to step 4. <b>Attestation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Save and Continue</b></li> </ul>
<ul style="list-style-type: none"> <li>exit screen without saving data</li> </ul>	<ul style="list-style-type: none"> <li><b><u>Cancel and Delete Changes</u></b>, then</li> <li><b>Back to Dashboard</b></li> </ul>

## 4.8 Step 4. Attestation

The State of California requires that hospitals submit an Attestation Agreement signed by the Hospital Administrator certifying that all information in this application is accurate and complete.

1. Read the Hospital Attestation letter thoroughly.

### 4. Attestation

Review and attach your signed attestation below. \* Indicates required fields.

**Step 1: Print to Sign Attestation**

The information you entered in support of your attestation is displayed below. Please carefully review the entire document before signing.

**Hospital Attestation**

The State of California requires that hospitals submit a signed Attestation Agreement certifying that all information in this application to the Medi-Cal EHR Incentive Program is accurate and complete. By signing this attestation the hospital representative indicates agreement, under penalty of perjury, with all of the following statements:

- I am legally empowered to represent COAST HOSP XXTEST with the Medi-Cal EHR Incentive Program.
- The hospital that I represent is voluntarily participating in the Medi-Cal EHR Incentive program for California.
- The Medi-Cal patient volumes of 11.63% is calculated using discharge data for the 90 day period from 05/01/2010 through 07/29/2010. The number of Medi-Cal discharges (6,321), number of total discharges (54,321) and average length of stay (2.01) reported for the hospital are correct.
- The data provided for the incentive payment calculation for the hospital as listed below are correct.  
[Total Medicaid Discharges](#)

- Click the **Print Attestation** button to print letter for the Hospital Administrator to sign and for hospital records.
- Hospital Administrator signs the Hospital Attestation Letter indicating understanding and acceptance of the conditions of the Medi-Cal EHR Incentive program.
- Scan the letter into PDF format after the Hospital Administrator has signed it.

5. Attach Signed Attestation file to the SLR using the **Upload Files** button.  
Information: The attached files must be 10MB or smaller and one of the following file types: Adobe PDF, GIF, JPEG, BMP, XLS, JPG, XLSX, DOC, DOCX, and PNG.

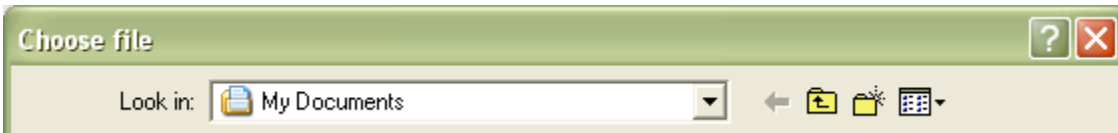
- a. Click **Upload Files** button.



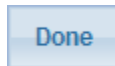
- b. Identify the **Subject** type of the file to be added:
- Signed Attestation - **\*\*required file\*\***
- c. Click the **Add File(s)** button. **[+]**



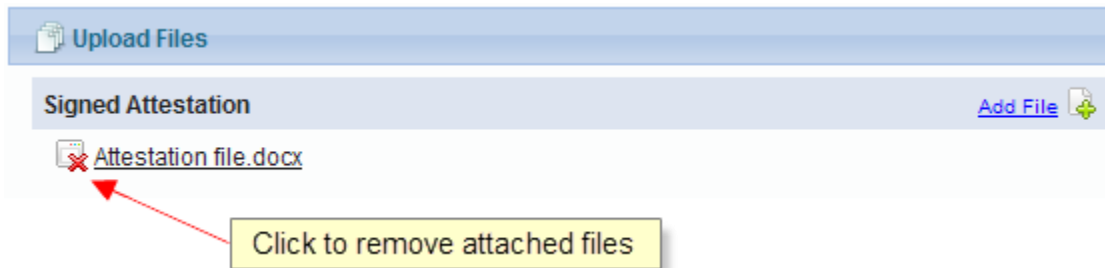
- d. Navigate to the file that meets the Subject type from the open **Choose file** window.



- e. Select file and click **Open** to attach the file.  
f. Add additional files as needed to the **Upload Files** pop-up window.  
g. Click **Done** to close Upload window and return to the **Attestation** page.



To remove a file that has already been attached to the SLR, click the [X] to delete the file.



**NOTE:** Once the signed Attestation letter is attached and saved to the SLR Application steps 1-4 will be locked and set to read only. After this point, the Help Desk must be contacted to release the steps






After you have attached your signed attestation, you will not be able to go back and make changes. If for any reason you need to change your information, please contact the help desk at (866)879-0109 for assistance.

6. Complete the **Attestation** section:

To...	Click...
<ul style="list-style-type: none"> <li>• save data and remain in the screen for further editing</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Save</b></li> </ul>
<ul style="list-style-type: none"> <li>• save data and move to step 5. <b>Submit</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Save and Continue</b></li> </ul>
<ul style="list-style-type: none"> <li>• exit screen without saving data</li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>Cancel and Delete Changes</u></b>, then</li> <li>• <b>Back to Dashboard</b></li> </ul>

## 4.9 Step 5. Submit

The final step is to submit the eligible hospital attestation to participate in the Medi-Cal EHR Incentive program. All necessary data has been input in the SLR review and is now prepared to be sent to CMS for review. Upon formal submission of Attestation to the state of California the steps to the SLR will be locked and set to read-only for review purposes.

Year 1	
	<b><u>1. About You</u></b> Additional Registration Information and CMS Registration & Attestation site data
	<b><u>2. Eligibility Information</u></b> Hospital Information and Payment Calculation
	<b><u>3. Certified EHR Technology</u></b> Related to Adopting, Implementing, Upgrading or Meaningful Use
	<b><u>4. Attestation</u></b> Review, Print, Sign and Upload SLR Agreement
	<b><u>5. Submit</u></b> Send and lock all information to State

1. Read the pop up message about completing submission of the Hospital Attestation.

## 5. Submit


### Submit Application.

You have completed all required information in your application for the Medi-Cal EHR Incentive Program. If you would like to submit it to the state, click the submit button below. If you have any questions, contact the help desk at (866) 879-0109 or by email at [SLRHelpdesk@acs-inc.com](mailto:SLRHelpdesk@acs-inc.com).

<input type="button" value="Submit Application"/>	<a href="#">Cancel and do not submit attestation</a>
---	--

2. Click **Send Attestation** to formally submit the attestation report saved in Step 4. **Attestation.**  
Note: Following the submission, all sections will be set to “view only” and no further changes may be made.
3. Confirm Attestation has been submitted in the pop-up window.

## Application Submitted

 Attestation Submitted

Congratulations. Your hospital's application has been successfully submitted to the state. Your application will be validated by the state and then sent to CMS for review prior to payment. Please note: the validation process may take up to 10 weeks. You will receive an email notification when your payment has been issued.

4. Verify "System Messages" section on the Homepage has a notice that is confirming the Attestation has been submitted.



Subject	Date Received	From
<a href="#">Your attestation has been submitted</a>	7/1/2011 11:22:04 AM	HEALTHCARE
<a href="#">Personal Health Information</a>	8/17/2011 4:22:38 PM	HEALTHCARE
<a href="#">Account Information Request</a>	8/17/2011 4:42:38 PM	HEALTHCARE
<a href="#">Personal Health Request</a>	8/17/2011 4:42:38 PM	HEALTHCARE
<a href="#">Account Information Request</a>	8/17/2011 4:22:38 PM	HEALTHCARE

5. Confirm receipt of an email from "California State Level Registry System Messages" and save for hospital records.

From: California State Level Registry System Messages [<mailto:noreply@acs-inc.com>]  
Sent: Wednesday, July 06, 2011 4:01 PM  
To: Hospital Representative  
Subject: Your attestation has been submitted

Dear Hospital Representative,

Your application has been successfully submitted for Year 1 of the Provider Incentive Program to the State of California. Your application will be validated by the State to determine your eligibility to receive the incentive payment. The State may elect to audit any or all information submitted as part of your attestation prior to approving your payment. The validation process may take up to 30 business days to complete.

Once the state has completed validation, your information will be submitted to CMS to verify you have not received payment from another source and are eligible to receive Federal funds. Upon receiving confirmation from CMS that you are eligible to receive payment, the State will initiate the payment process. You will be notified via email as your attestation progresses through the process.

Thank you

The process for applying for the Electronic Health Record Incentive Program for Medicaid providers has been completed. Please check back periodically for the status of the hospital's application with the CA Department of Health Care Services and the Centers for Medicare and Medicaid Services. The review process may up to 30 business days to complete.

Thank you for your participation in the Electronic Health Record Incentive.

## 4.10 Access Reports

### 4.10.1 Reports for Eligible Hospitals

Five report types are available to the Hospital Representative.

#### [Payment Information](#)

You can check this area for the status of your application once it has been submitted.

#### [Reports](#)

[Provider SLR Application Information](#)

#### [Audit](#)

Audit Message content

#### [Appeals](#)

Appeals Message content

#### [System Messages \(5\)](#)

1. Payment Information – Payment Information notices provide the status of the eligible hospital's application.
2. Reports – Report notices provide a summary of the SLR applicant data supplied in step 1. The notice will not be available until after step2 has been completed.
3. Audit – Audit notices provide details of any current Audit on the eligible hospital's application.
4. Appeal – Appeal notices provide details of any current Appeals by the eligible hospital of their application's status.
5. Systems Messages – Provides confirmations of actions within the SLR. For example, changes to the password or use of the "Forgot User ID?" function will result in a system message being generated.

## 5. Troubleshooting

### 5.1 Accessing Help

For SLR Web application assistance, contact the Help Desk designated to support the SLR.

Phone: (866) 879-0109  
Email: SLRHelpdesk@acs-inc.com

#### 5.1.1 Help Text Displays

Located throughout the SLR Web application, there are various tool tips, help text, and more info link displayed to help you complete the pages.

Here are a few examples:

**Tool Tips.** A tool tip is text that displays when the mouse hovers over an area on the page.

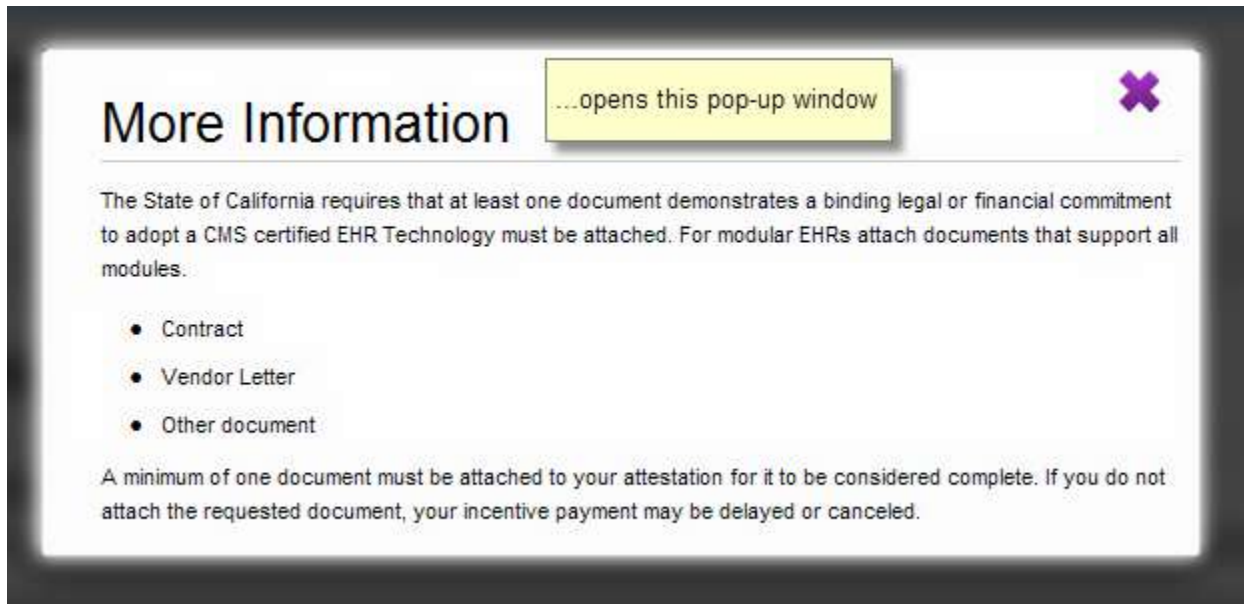
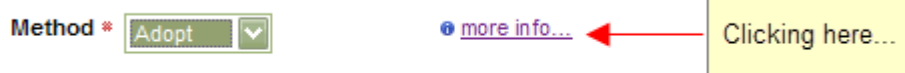
Normal page view:

Page view with tool tip:

**Help Text.** Help text is text that displays on the page. Help text instructs you on how to respond to a particular field or, it provides some additional information about the field or the page. For example:

Total (Medicaid) Encounters =   
 Do you practice in more than one state?  Yes  No Help Text  
 Total Assigned Panel Members   
Panel Members are Specific to (Medicaid) Managed Care Providers  
 Total Panel Members Seen   
Panel Members are Specific to (Medicaid) Managed Care Providers Help Text  
 Do you practice predominately in a Federally Qualified Health Care Center (FQHC), FQHC Look-alike, Rural Health Center (RHC), or Indian Health Services (IHS)/Memorandum of Agreement (MOA)?  FQHC  FQHC Look-alike  RHC  IHS/MOA  neither Help Text  
Predominantly is defined by CAG as greater than 50%  
 Eligibility Formula >= 95.99%  Help Text  
 Use the formula   
(Total (Medicaid) Encounters / Total Encounters) OR Medically Needy Patient Encounters + (Medicaid) Encounters / Total Patient Encounters Help Text  
(Total Panel Members Seen + Total (Medicaid) Encounters) / (Total Assigned Panel Members + Total All Payer Encounters) OR (Total Panel Members Seen + Total (Medicaid) Encounters + Medically Needy Patient Encounters) / (Total Assigned Panel Members + Total All Payer Encounters) Help Text

**More Info.** Provides more details around the field or page that you are completing. For example:



## 5.2 Web Page Message Display

Use the table below to identify how to resolve an issue:

What is the error message?	On what page(s) could this error appear?	How can you fix it?
Your login attempt was not successful. Please try again.	<ul style="list-style-type: none"> <li>Login</li> </ul>	Re-enter your Login ID and password. You have four total attempts to enter the correct information.
Your account is currently locked out; please contact your site administrator or Help Desk at 866-879-0109.	<ul style="list-style-type: none"> <li>Login</li> </ul>	Contact the site administrator or Help Desk to get your account unlocked.
Please select the agreement checkbox to continue.	<ul style="list-style-type: none"> <li>EULA</li> </ul>	Click the checkbox.
The User ID entered is not recognized in the system. Please try again.	<ul style="list-style-type: none"> <li>Forgot Password</li> </ul>	Re-enter your User ID. You have four total attempts to enter the correct information.

What is the error message?	On what page(s) could this error appear?	How can you fix it?
Your attempt to retrieve your User ID was not successful. Please contact the Help Desk at 866-879-0109.	<ul style="list-style-type: none"> <li>• Forgot Password</li> </ul>	Contact the site administrator or Help Desk
Your answer could not be verified. Please try again.	<ul style="list-style-type: none"> <li>• Forgot Password</li> </ul>	Re-enter your answer to the Challenge Question. You have four total attempts to enter the correct information.
Your attempt to retrieve your password was not successful. Please contact the Help Desk at 866-879-0109.	<ul style="list-style-type: none"> <li>• Forgot Password</li> </ul>	Contact the site administrator or Help Desk.
Password must have a minimum of 8 characters and a maximum of 20. Your password must include at least 1 upper case and 1 lower case letter, 1 number, 1 special character (the "at" symbol "@"; pound "#"; exclamation "!"); not your login name, not an old password.	<ul style="list-style-type: none"> <li>• Reset Password</li> <li>• Create Login</li> <li>• My Account</li> <li>• Create Account</li> </ul>	Re-enter your password. You have four total attempts to enter the correct information.
The Confirm New Password must match the New Password entry.	<ul style="list-style-type: none"> <li>• Reset Password</li> <li>• Create Login</li> <li>• My Account</li> <li>• Create Account</li> </ul>	Re-enter the new password.
NPI is 10 digits.	<ul style="list-style-type: none"> <li>• Forgot User ID</li> <li>• Create Account</li> </ul>	Re-enter your 10 digit NPI.
TIN is 9 digits.	<ul style="list-style-type: none"> <li>• Forgot User ID</li> <li>• Create Account</li> </ul>	Re-enter your 9 digit TIN.
IDs entered are not in our system. If you need assistance, please contact the Help Desk at 866-879-0109.	<ul style="list-style-type: none"> <li>• Forgot User ID</li> </ul>	Re-enter any numbers that are incorrect.
The TIN and ID entered does not match a provider on file. Please contact the help desk at 866-879-0109 for assistance.	<ul style="list-style-type: none"> <li>• Create Account</li> </ul>	Contact the Help Desk.

What is the error message?	On what page(s) could this error appear?	How can you fix it?
The characters you entered didn't match the image verification. Please try again.	<ul style="list-style-type: none"> <li>• Create Account</li> </ul>	<ul style="list-style-type: none"> <li>• Check input.</li> <li>• Click on "new image" to reset CAPTCHA image</li> </ul>
The User ID must be between 8 – 10 characters. No spaces or special characters are allowed. Please try again.	<ul style="list-style-type: none"> <li>• Create Login</li> <li>• Create Account</li> </ul>	Enter a User ID that is between 8 to 10 characters without spaces or special characters.
User ID is not available. Please try again.	<ul style="list-style-type: none"> <li>• Create Login</li> <li>• Create Account</li> </ul>	Enter a new User ID.
Please enter a valid Email address.	<ul style="list-style-type: none"> <li>• Create Login</li> <li>• My Account</li> <li>• Create Account</li> <li>• About You for EH</li> </ul>	Re-enter your email address.
Medi-Cal number is 9 digits.	<ul style="list-style-type: none"> <li>• About You for EH</li> </ul>	Re-enter your 9 digit Medi-Cal number.
License number is 9 digits.	<ul style="list-style-type: none"> <li>• About You for EH</li> </ul>	Re-enter your 9 digit license number.
To proceed, please select the checkbox to agree with the statement. Providers that do not meet these minimum criteria are not eligible to participate in the program.	<ul style="list-style-type: none"> <li>• About You for EH</li> </ul>	Click the checkbox.
The entire 90 day Representative Period must be in the previous federal fiscal year.	<ul style="list-style-type: none"> <li>• Eligibility Information for EH</li> </ul>	Re-enter dates in the previous calendar year.
You have entered the same state twice. Please remove the state or change it to a unique state for indicating patient volumes. Duplicate states are not allowed.	<ul style="list-style-type: none"> <li>• Eligibility Information for EH</li> </ul>	Review the states you have entered and remove duplicates or change the entry to a unique state.
Numerical data must be entered in the Total Discharges for Representative Period and Medi-Cal Discharges for Representative Period fields for the calculation to be run.	<ul style="list-style-type: none"> <li>• Eligibility Information for EH</li> </ul>	Re-enter the appropriate data in the required fields.

What is the error message?	On what page(s) could this error appear?	How can you fix it?
Numerical data must be entered in the Total Inpatient Bed Days and Total Discharges for Representative Period fields for the calculation to be run.	<ul style="list-style-type: none"> <li>Eligibility Information for EH</li> </ul>	Re-enter the appropriate data in the required fields
You must attach a minimum of one document supporting your choice to complete this step	<ul style="list-style-type: none"> <li>Eligibility Information for EH</li> <li>Certified EHR Technology for EH</li> <li>Attestation for EH</li> </ul>	Attach back up documentation using the <b>Upload File</b> function
There was an error connecting to the ONC CHPL Web Service used for certification validation. Please try again	<ul style="list-style-type: none"> <li>Attestation for EH</li> </ul>	Verify inputs in step
Your Certification Number is not found.	<ul style="list-style-type: none"> <li>Attestation of EHR – Certified EHR Technology for EH</li> </ul>	Re-enter the certification number of your EHR.
A brief description of how you meet the selected Criteria is required to continue	<ul style="list-style-type: none"> <li>. Attestation of EHR – Criteria for EH</li> </ul>	Enter a brief description of how you meet the selected criteria.
Word cannot start the converter mswrd632.wpc.	<ul style="list-style-type: none"> <li>Opening a previously attached .docx file from provider in the Managed Files function</li> </ul>	Contact local tech support to verify mswrd632.wpc file is in place on hospital computer system

### 5.3 Frequently Asked Questions (FAQs)

Clicking on the highlighted section links following the questions below will direct you to that section within the User Manual.

**How do I report a problem with the SLR application?** [Section 1.4 – Problem Reporting](#) or [Section 5.1 –Accessing Help](#)

**Why was the SLR Web application developed?** [Section 2 - Overview](#)

**What can I do with the SLR Web application?** [Section 2.1 – Application Features](#)

**What do I need in order to be able to use the SLR Web application?** [Section 2.3 – Materials and Preparation](#)

**What does CMS consider an Eligible Hospital?** [Section 6 - Definitions](#)

**How do I log into the SLR Web application?** [Section 4.2 – Log on to the State Level Registry \(SLR\) system](#)

How do I create an SLR account for the hospital? [Section 4.1 – Creating a New SLR Account for Hospital Representatives](#)

How do I change my password? [Section 4.4.2 – Voluntary Challenge Question Change in My Account](#)

What do I do if I forgot my user Id? [Section 4.1.2 - Forgot User ID for SLR](#)

What do I do if I forgot my password? [Section 4.1.3 - Forgot Password for SLR](#)

How do I get started in applying for the incentive payment for an Eligible Hospital? [Section 4.5 – Applying for the Incentive Program](#)

How do I access messages and reports? [Section 4.10 – Access Reports](#)

Where can I view the status of my payment? [Section 4.10 – Access Reports](#)

## 6. Definitions

The following glossary terms are found within this document.

Term/Acronym	Explanation/Expansion
American Reinvestment and Recovery Act of 2009 (ARRA)	ARRA 2009- American Recovery and Reinvestment Act of 2009 is an economic stimulus package enacted in a direct response to the economic crisis. The immediate goals were to: <ul style="list-style-type: none"> <li>• create new jobs and save existing ones.</li> <li>• spur economic activity and invest in long-term growth.</li> <li>• foster unprecedented levels of accountability and transparency in government spending.</li> </ul> Included in the Act was funding for health information technology (HIT) investments to computerize health records to reduce medical errors and save on health-care costs. <sup>1</sup>
CMS Certification Number (CCN)	A number assigned to hospitals by the Centers of Medicare and Medi-Cal Services, the CMS Certification Number (CCN) is the hospital's identification number that is link to its Medicare provider agreement. The CCN is used for CMS certification and also for submitted and reviewing the hospital's cost reports. <sup>2</sup>
Centers for Medicare and Medi-Cal Services (CMS)	The Centers for Medicare and Medi-Cal Services (CMS) is a United States Federal Agency which administers Medicare, Medi-Cal, and the Children's Health Insurance Program (CHIP). <sup>3</sup>
Computerized Physician Order Entry (CPOE)	Computerized Physician Order Entry (CPOE) refers to any system in which clinicians directly enter medication orders and/or tests and procedures into a computer system, which then transmits the order directly to the pharmacy. <sup>4</sup>
Electronic Health Record (EHR)	An Electronic Health Record (EHR) is an electronic version of a patient's medical history, that is maintained by the provider over time, and may include all of the key administrative clinical data relevant to that persons care under a particular provider, including demographics, progress notes, problems, medications, vital signs, past medical history, immunizations, laboratory data and radiology reports. <sup>5</sup>
Electronic Medical Record (EMR)	The EMR is the legal medical record of a patient's encounter with hospitals and ambulatory environments. This record is the source of data for the EHR. <sup>6</sup>

<sup>1</sup> "What is the Recovery Act?" *Recovery.gov*. The Recovery Accountability and Transparency Board, March 11, 2011.

<sup>2</sup> "Frequently Asked Questions about Accrediting Hospitals in Accordance with their CMS' Certification Number (CCN)." *The Joint Commission*. Article date: July 15, 2010. Date accessed: November 22, 2010.

<sup>3</sup> "Centers for Medicare & Medi-Cal Services." *CMS: Centers for Medicare & Medi-Cal services*. United States Department of Health & Human Services. Date accessed: November 22, 2010.

<sup>4</sup> "Computerized Provider Order Entry." *AHRQ: Agency for Healthcare Research and Quality*. United States Department of Health & Human Services. Date accessed: November 22, 2010.

<sup>5</sup> "Electronic Health Records Overview." *CMS: Centers for Medicare & Medi-Cal services*. United States Department of Health & Human Services. Date accessed: November 22, 2010.

<sup>6</sup> Garets, Dave and Mike Davis "Electronic Medical Records vs. Electronic Health Records: Yes, There Is a Difference Updated." *HIMSS Analytics*. Healthcare Information and Management Systems. January 26, 2006. March 11, 2011.

Term/Acronym	Explanation/Expansion
Eligible Hospital (EH)	<p>For the purposes of the Medi-Cal EHR Incentive Program and SLR applications documentation, an eligible hospital (EH) is defined as the following:</p> <ul style="list-style-type: none"> <li>• Acute care hospitals (including Critical Access Hospitals and cancer hospitals) with at least 10% Medi-Cal patient volume.</li> <li>• Children's hospitals (no Medi-Cal patient volume requirements).<sup>7</sup></li> </ul>
Eligible Professional (EP)	<p>For the purposes of the Medi-Cal EHR Incentive Program and SLR application documentation, an eligible professional (EP) is defined as the following:</p> <ul style="list-style-type: none"> <li>• Physicians (primarily doctors of medicine and doctors of osteopathy).</li> <li>• Nurse practitioner.</li> <li>• Certified nurse-midwife.</li> <li>• Dentist.</li> <li>• Physician assistant who furnishes services in a Federally Qualified Health Center or Rural Health Clinic that is led by a physician assistant.</li> </ul> <p>To qualify for an incentive payment under the Medi-Cal EHR Incentive Program, an EP must meet one of the following criteria:</p> <ul style="list-style-type: none"> <li>• Have a minimum 30% Medi-Cal patient volume*.</li> <li>• Have a minimum 20% Medi-Cal patient volume, and is a pediatrician*.</li> <li>• Practice predominantly in a Federally Qualified Health Center or Rural Health Center and have a minimum 30% patient volume attributable to needy individuals.</li> </ul> <p>*Children's Health Insurance Program (CHIP) patients do not count toward the Medi-Cal patient volume criteria.<sup>8</sup></p>
End User License Agreement (EULA)	<p>The End User License Agreement (EULA) details how the software can and cannot be used.<sup>9</sup></p>
Health Insurance Portability and Accountability Act of 1996 (HIPAA)	<p>The purpose of the Health Insurance Portability and Accountability Act is "to improve...the Medi-Cal program...and the efficiency and effectiveness of the health care system, by encouraging the development of a health information system through the establishment of standards and requirements for the electronic transmission of certain health information."<sup>10</sup></p>
Health Information Technology (HIT)	<p>Health Information Technology (HIT) refers to the use of technology in managing health information. For example, the use of electronic health records instead of paper medical records.</p>

<sup>7</sup> "EHR Incentive Programs: Eligibility – Eligible Hospitals." *CMS: Centers for Medicare & Medi-Cal services*. United States Department of Health & Human Services. Date accessed: November 22, 2010.

<sup>8</sup> "EHR Incentive Programs: Eligibility – Eligible Professionals." *United States Department of Health & Human Services*. Date accessed: November 22, 2010.

<sup>9</sup> "EULA." *Webopedia*. QuinStreet Inc. Date accessed: November 22, 2010.

<sup>10</sup> "Health Insurance Portability and Accountability Act of 1996." *CMS: Centers for Medicare & Medi-Cal services*. Public Law 104-191. 104<sup>th</sup> Congress. Date accessed: November 22, 2010.

Term/Acronym	Explanation/Expansion
Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)	The Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH) amends the Public Health Service Act by adding a number of funding opportunities to advance health information technology. <sup>11</sup>
CMS Medicaid EHR Incentive Program Registration Website	CMS Medicaid EHR Incentive Program Registration site is a data repository that supports the administration and incentive payment disbursements of Medicare and Medi-Cal programs to medical professionals, hospitals and other organizations. <sup>12</sup>
National Provider Identifier (NPI)	The National Provider Identifier (NPI) is a Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. <sup>13</sup>
Office of the National Coordinator (ONC) for Health Information Technology	The Office of the National Coordinator for Health Information Technology (ONC) is the principal federal entity charged with coordination of nationwide efforts to implement and use the most advanced health information technology and the electronic exchange of health information. <sup>14</sup>
Provider	For the purposes of the State Level Registry (SLR) application documentation, a provider refers to both EPs and EHs.
Regional Extension Centers (REC)	<p>Regional Extension Centers (REC) will support and serve health care providers to help them quickly become adept and meaningful users of electronic health records (EHRs). RECs are designed to make sure that primary care clinicians get the help they need to use EHRs.</p> <p>RECs will:</p> <ul style="list-style-type: none"> <li>• Provide training and support services to assist doctors and other providers in adopting EHRs</li> <li>• Offer information and guidance to help with EHR implementation</li> <li>• Give technical assistance as needed<sup>15</sup></li> </ul>
State Level Registry (SLR)	The State Level Registry (SLR) is an application created for the capture and maintenance of state mandated information related to the payment of provider incentive payments provided for under the ARRA.
Taxpayer Identification Number (TIN)	A Taxpayer Identification Number (TIN) is an identification number used by the Internal Revenue Service (IRS) in the administration of tax laws. <sup>16</sup>
Uniform Resource Locator (URL).	The global address of documents and other resources on the World Wide Web. <sup>17</sup>

<sup>11</sup> "HITECH and Funding Opportunities." *The Office of the National Coordinator for Health Information Technology*. United States Department of Health & Human Services. Date accessed: November 22, 2010.

<sup>12</sup> "Grumman nets \$34M CMS' data repository project." *CMIO Contracts and Installations*. TriMed Media Group, Inc. Article date: May 17, 2010. Date accessed: November 22, 2010.

<sup>13</sup> "National Provider Identifier Standard (NPI): Overview." *CMS: Centers for Medicare & Medi-Cal services*. United States Department of Health & Human Services. Date accessed: November 22, 2010.

<sup>14</sup> "The Office of the National Coordinator for Health Information Technology (ONC)." *The Office of the National Coordinator for Health Information Technology*. United States Department of Health & Human Services. Date accessed: November 22, 2010.

<sup>15</sup> "Regional Extension Centers." *The Office of the National Coordinator for Health Information Technology*. United States Department of Health & Human Services. Date accessed: September 15, 2011

<sup>16</sup> "Taxpayer Identification Numbers (TIN)." IRS.gov. Internal Revenue Service. Last modified: August 20, 2010. Date accessed: November 22, 2010.

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<sup>17</sup> "What is URL?" *Webopedia*. QuinStreet Inc., March 11, 2011.