

Frequently Asked Questions

1. *How do I register for my program?*

Detailed instructions are provided on the QualityNet.org website. On the left hand side of the homepage, under “QualityNet Registration”, select the link for your program and follow the instructions. Please visit www.qualitynet.org for more information.

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2. *Why do I have to submit a notarized registration form and complete online identity proofing?*

CMS is currently working on providing a single line of service for the QualityNet registration process. As the process develops, CMS will provide additional instructions on any updates.

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3. *I already obtained a QualityNet account. Do I need to register a second time in the new Secure QualityNet Portal?*

You can utilize your existing QualityNet user name and password; however you will need to complete additional steps to access the new Secure QualityNet Portal. The new Secure QualityNet Portal requires downloading the Symantec VIP application to your device (PC, smartphone or tablet) and validating personal information using the Experian Precise IDSM system.

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4. *What type of training is available for the registration process for the new Secure QualityNet Portal?*

CMS has provided a variety of resources on the QualityNet website in order to help users through the registration process. A web-ex tutorial for new user enrollment, a Portal User Guide, a Portal Reports User Guide and Quick Start Guide have been published to the QualityNet website on the respective Quality Program pages under “Resources”. There is also a Registration page on QualityNet which outlines the registration process as well. It is located at <https://www.qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetBasic&cid=1228773171416>

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5. *Why do I have to provide my personal information? Why does CMS need my credit information in order for me to register for the new Secure QualityNet Portal?*

These procedures were implemented in order to be in compliance with the Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST) requirements for government systems. Experian Precise ID is a third party system that is owned and operated by Experian. CMS has contracted with Experian to provide the highest probability that the person accessing government systems is who they say they are. To better prepare yourself for registration, please review your personal financial history and any addresses you may have lived at in the past. CMS does not store your verification data. The information sent from Experian is transmitted **securely using strong encryption**.

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6. *I already submit data for the IQR and OQR programs via My QualityNet. Is the new Secure QualityNet Portal the same as what I currently use?*

No. The new Secure QualityNet Portal is a new website. The new quality reporting programs- Ambulatory Surgical Centers (ASCs), Inpatient Psychiatric Facilities (IPFs) and Prospective Payment System (PPS)-Exempt Cancer Hospitals (PCHs) - will utilize the new Secure QualityNet Portal for all of their quality reporting program needs. Inpatient Quality Reporting and Outpatient Quality Reporting programs will continue to utilize the legacy portal at www.QualityNet.org at this time.

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7. *Why wasn't I told I would be required to provide personal information?*

CMS has provided a news story on QualityNet and will continue to provide information on accessing our systems. CMS is not asking you to provide information to CMS but rather to validate information that Experian uses from public sources to determine identity.

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8. *Why is this level of security necessary since there is no PHI involved?*

CMS-implemented systems must follow various government security policies, such as, the Federal Information Security Management Act (FISMA) and the National Institute of Standards and Technology (NIST) for accessing government systems. CMS systems DO include Personal Health Information (PHI) and are subject to FISMA and NIST security requirements.

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9. *I cannot download the Verisign ID/Symantec VIP application. Is it necessary to download this?*

Yes. The Symantec VIP token contains a registered key and provides a dynamic code which is required in order for you to login to the new Secure QualityNet Portal. The application can be downloaded to your PC, smartphone or tablet. If you are having difficulties downloading the application, you may not have sufficient rights on your PC. In that case, you will need to engage the assistance of your IT department in order to accomplish the download. If you are still having difficulty downloading the Symantec VIP software, you may visit <https://idprotect.verisign.com/helpcontent.v> or contact the QualityNet Help Desk for assistance.

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10. *I sent in my QualityNet paper registration form but have not received my login information. How can I find out the status?*

Contact the QualityNet Help Desk for the status of your QualityNet registration.

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11. *I have multiple logins for QualityNet, but I cannot use my Symantec VIP token for more than one login. How can I access the Portal with my other accounts?*

The Symantec VIP application only allows for one account per token per device. If you have more than one account, the Symantec VIP application will need to be downloaded to another device, such as a smartphone or tablet or other PC.

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12. *I do not want to provide my personal information online or to Experian via phone. Can I simply go directly to my Security Administrator for the In-person proofing?*

Not at this time. All new users that access the new Secure Quality Portal must attempt to be identity proofed through Experian. Your personally identifiable information (PII) is **not** stored by CMS. The information sent/received from Experian is transmitted **securely using strong encryption**. CMS is currently evaluating other options for completing this process. The use of the Experian Precise IDSM system is the most secure and the fastest way for a user to be identity proofed and get access to CMS systems. More communications will be provided as other options are put into practice.

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13. *I don't know the answers to the questions Experian is asking. Can CMS provide different questions that are not so difficult?*

Experian Precise ID is a third party system that is owned and operated by Experian. CMS has contracted with Experian to provide the highest probability that the person accessing government systems is who they say they are. CMS is working with Experian to opt for less intrusive questions to verify your identity.

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14. *Is there a list of potential questions I may be asked available prior to registering for the new Secure QualityNet Portal?*

Yes. CMS will post the type of questions you may be asked for verifying your identity.

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15. *Will there be any information available for Providers to add a rule in their Proxy/Firewall when they cannot access the Portal?*

Contact the QualityNet Help Desk for assistance.

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16. *I need to remove a registered credential, but do not see an option to do so. How can this credential be removed?*

All users have the capability to manage their own credentials. If you do not see the “Manage Credentials” area on your my Tasks page in the new Secure QualityNet Portal, you may not have the appropriate roles assigned to your account. Contact your Security Administrator for assistance.

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17. *I am a Security Administrator and I have failed the online and phone proofing. We do not have another Security Administrator on staff. How can I obtain access, if I cannot be proofed?*

Contact the QualityNet Help Desk to clear your account with Experian, review your personal information and attempt the online process again.

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18. *What is a credential or token?*

A credential is the Symantec VIP Access application which is downloaded to your desktop, smartphone or tablet. The VIP Access application provides you with two codes: a Credential ID and a Security Code. The Credential ID is the static number you will need for the first time you login to the Portal. The Security Code is the dynamic changing number (also called a “token”) you will need each time you access the portal.

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19. *What is online proofing?*

Online Proofing is the manner in which CMS verifies your identity in order for you to access the new Secure QualityNet Portal.

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20. *Is it more secure for me to complete online proofing?*

CMS has taken many precautions to ensure your privacy is maintained and sent securely to Experian. Strong encryption safeguards have been put in place to maintain the integrity of your data. CMS has limited ability to provide safeguards for other identity proofing methods.

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21. *Why do I have to login to My QualityNet to change my password? Why can't I change it from the new Secure QualityNet Portal?*

CMS is working to streamline the process and provide a single line of service for the new Secure QualityNet Portal registration process. At this time, the password reset functionality can only be performed in My QualityNet. You may manage your credentials in the new Secure QualityNet Portal.

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Should you have any additional questions, contact the QualityNet Help Desk at qnetsupport@sdps.org or via phone (866) 288-8912 Monday through Friday, 7 a.m. to 7 p.m. Central Time.