



Dear XXX,

In follow-up to our email sent earlier this week, we wanted to update you on our plan to address the issue with the time frame used to calculate two measures within Prime Suite that may have led to reporting a higher result than achieved. These measures include View, Download, Transmit (VDT) and Patient-Specific Education for both the Merit-Based Incentive Payment System (MIPS) and Medicaid Meaningful Use in 2017.

We will deploy fixes to the Greenway Analytics system on Oct. 5, 2018, for v18.0 and v17.40 users. We have also prepared a [Measure Specification document](#) which outlines the logic before and after the fix and updated our [FAQs](#).

If you did not receive the prior email, please review its updated contents below.

**\*If you do not qualify for MIPS and/or Medicaid Meaningful Use, no further action is required and you can please disregard this message\***

### Action needed ASAP

#### **1. Notify CMS and/or Medicaid agencies**

If this measure logic affected your attestation, a failure to disclose may result in government overpayment and associated fines and penalties. You should proactively disclose the potential error in your numerator data for these measures. This will allow adjustments to be made prior to the payment period. To disclose, contact the relevant agency as outlined below.

#### 2017 MIPS — Initiate a Targeted Review with CMS

To initiate a Targeted Review with CMS, log in to your Enterprise Identity Management (EIDM) account at [qpp.cms.gov](http://qpp.cms.gov). **CMS will allow Targeted Review until Oct. 1, 2018.** For more information on a targeted review, please see the [CMS fact sheet](#).

#### 2017 Medicaid Meaningful Use — Initiate a review with your state Medicaid agency

Medicaid Meaningful Use is administered by each state and the disclosure process will vary. Many states have support hotlines for the overall program, measure support, and post-payment audits. Please reach out to the state agency administering your Medicaid Meaningful Use program.

#### **2. Update your system**

Greenway will resolve the calculation issue by deploying a fix to Greenway Analytics for v17.40 and v18.00 on Oct. 5, 2018. We recommend taking screenshots of the applicable measures for your reported performance period prior to Oct. 5, 2018, for your records. Once the fix has been deployed, you will be able to view your revised 2017 and 2018 year-to-date performance for these measures.

### **3. Follow CMS and/or Medicaid agency guidance**

CMS and/or Medicaid agencies may request additional information or provide further guidance. We are here to help. Greenway has prepared a document for you to provide to CMS and/or Medicaid agencies that outlines the measure logic before and after the fix. This Measure Specification document is [available here](#).

We continue to review all of our platforms on an ongoing basis and may have other information to share as that process progresses. If you have additional questions, please reference the FAQ document [available here](#) and on [My Greenway](#) with full details. If you need further assistance, please log a support case. You can also contact support at 800-397-3282.

Let us know how we can best assist you.



**Christina Slade** | VP, Product Management

**Greenway Health** | 4301 W. Boy Scout Blvd., Suite 800, Tampa, FL 33607

(877) 932-6301 | [GreenwayHealth.com](http://GreenwayHealth.com)