

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

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

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

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

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

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

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

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

The person who enrolls and creates a user account in the VDH MU Registration System may or may not be listed as one of the contacts in a registration, depending on their role in Meaningful Use. VDH recommends listing at least two contacts in the registration per Public

Health Objective, including a business contact and a technical contact. It is often helpful to list multiple technical contacts including a contact from your Electronic Health Record (EHR) vendor or Laboratory Information System (LIS) vendor (for those who do not employ a technician at their facility).

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

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

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

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

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

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

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

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

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

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

- For example, a hospital that began participating in the Meaningful Use program in 2011 would be starting Stage 2 during their 2014 reporting period. When registering with the VDH MU Registration System, the hospital would select Stage 2 and Attestation Year 1 in the registration for their 2014 reporting period. The following year the hospital would need to create a new registration for their 2015 reporting period in which they would select Stage 2 and Attestation Year 2. The hospital should not edit the registration they submitted for their 2014 reporting period as VDH maintains these for historical records.

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

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

- Eligible Professionals registering for both the Medicare and Medicaid incentive programs. This option is only available to Eligible Hospitals.
- A combination of Attestation Year and MU Stage that is currently impossible. VDH defines the Attestation Year as the number of years within a Stage, not the number of years spent in the Meaningful Use program as a whole. For example, if a hospital began participating in the Meaningful Use program in 2011, then they spent three attestation years (2011, 2012, and 2013) within Stage 1. The hospital would then begin Stage 2 in 2014, and thus would select Stage 2 and Attestation Year 1 for their 2014 reporting period in the MU Registration System as it is their first attestation year within Stage 2.
- Reporting periods that do not align with the current Year and Stage. Please refer to FAQ #14 below for helpful information about how to identify your reporting period.
- Incorrectly entering email addresses for Primary, Technical, and Alternate contacts. Please double check the spelling when entering email addresses as all official communication from VDH regarding Meaningful Use will be sent to these email addresses.

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

If you discover any mistakes in your registration, you can log into the MU Registration System with your user account (email address) and password to edit them. Navigate to the

“User Portal” link in the tool bar at the top left. You can then click on the hospital or practice name which should appear as a hyperlink and navigate to the specific place in the registration to correct the appropriate information. If you need assistance with correcting your registration you can contact the VDH MU Team at MeaningfulUse@vdh.virginia.gov.

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

You may update this information by logging back into your MU Registration System user account and editing the reporting period dates in the registration of interest. Please refer to FAQ #10 for additional instructions. In addition, please also contact the VDH MU Team at MeaningfulUse@vdh.virginia.gov in order to inform VDH of the reporting period change.

12. I need to modify dates within my registration which are incorrect but I’m having trouble – what could be the issue?

In some web browsers the MU Registration System acts differently. In Internet Explorer, you can hit the “Backspace” button and retype the correct number. If you cannot erase an erroneous date in Mozilla Firefox or Google Chrome, you should be able to place your cursor at the very beginning of the field and overwrite the inaccurate value. You might also be able to switch to the “compatibility view” in the settings of your browser.

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

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

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

We have found the timeline below to be very useful. *Please note that all those participating in Stage 2 in 2014 in the Medicare incentive program, instead of the Medicaid incentive program, should have reporting periods of 3 months (90 days) aligning with a fiscal quarter in 2014 only.

Year of Initiation		Current Year							
		2011	2012	2013	2014	2015	2016	2017	
Year of Initiation	2011	Medicare & Hospitals	90 days	1 year	1 year	3 months*	1 year	1 year	1 year
		Medicaid	90 days	1 year	1 year	1 year	1 year	1 year	1 year
	2012	Medicare & Hospitals		90 days	1 year	3 months*	1 year	1 year	1 year
		Medicaid		90 days	1 year	1 year	1 year	1 year	1 year
	2013	Medicare & Hospitals			90 days	3 months*	1 year	1 year	1 year
		Medicaid			90 days	1 year	1 year	1 year	1 year
	2014	Medicare & Hospitals				3 months*	1 year	1 year	1 year
		Medicaid				90 days	1 year	1 year	1 year

Meaningful Use Stage and Attestation Period Based upon Incentive Program, Current Year, and Year of Initiation

Medicare & Hospitals	This timeline applies to all eligible hospitals and eligible professionals enrolled in the Medicare incentive program.	Stage 1
		Stage 2
Medicaid	This timeline only applies to eligible professionals enrolled in the Medicaid incentive program.	Stage 3