

## 2021 Registration Guide for the CMS Web Interface and the CAHPS for MIPS Survey



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## I. Introduction

This guide provides information and instructions on the CMS Web Interface and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) for Merit-based Incentive Payment System (MIPS) Survey registration process for the 2021 performance period.

For additional information, visit the following resources:

- The [2021 CMS Web Interface Quick Start Guide \(PDF\)](#) for more information about quality data submissions through the CMS Web Interface.
- The [2021 CAHPS for MIPS Survey Overview Fact Sheet \(PDF\)](#) for more information about administering the CAHPS for MIPS Survey.

Please visit the [Quality Payment Program \(QPP\)](#) website for additional information.

Have questions? Contact the Quality Payment Program  
Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) | Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
Available Monday – Friday, 8 a.m. – 8 p.m. ET

## Registration Information

To register to submit quality data through the CMS Web Interface and/or administer the CAHPS for MIPS Survey, sign in to the [QPP](#).

Registration opens on Thursday, April 1, 2021 at 10 a.m. ET and closes on Wednesday, June 30, 2021 at 8 p.m. ET.

To complete your organization's registration, you need a HCQIS Access Roles and Profile (HARP) account and the Security Official role for your organization. More information is provided in [Section III: Access the Registration System](#) of this guide.

## Definitions

- **Group:** A single Taxpayer Identification Number (TIN) with 2 or more eligible clinicians (including at least one MIPS eligible clinician), as identified by their individual National Provider Identifier (NPI), who have reassigned their Medicare billing rights to the TIN.
- **Virtual group:** A combination of 2 or more whole TINs (solo practitioners and/or groups with 10 or fewer clinicians, including at least one MIPS eligible clinician) whose clinicians elected to participate in MIPS as part of a virtual group. Only virtual groups that CMS approves and identifies as official virtual groups can participate in MIPS as a virtual group for the 2021 performance year.
- **Alternative Payment Model (APM) Entity group:** The group of eligible clinicians participating in an APM Entity, as identified by a combination of the APM identifier, APM Entity identifier, TIN, and NPI for each participating eligible clinician.

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## Who can register for the CMS Web Interface?

CMS Web Interface registration is open to groups, virtual groups, and APM Entities that have 25 or more clinicians and are meeting the quality performance category reporting requirements under [traditional MIPS](#).

- Groups and virtual groups that submitted quality data through the CMS Web Interface for the 2020 performance period are automatically registered for the CMS Web Interface for the 2021 performance period.

Only Shared Savings Program Accountable Care Organizations (ACOs) can use the CMS Web Interface to meet reporting requirements for the [APM Performance Pathway \(APP\)](#).

- **Shared Savings Program ACOs are automatically registered for the CMS Web Interface.** Shared Savings Program ACOs are required to meet reporting requirements under the APP but aren't required to report quality data through the CMS Web Interface. Please review the [2021 APM Performance Pathway Quick Start Guide \(PDF\)](#) or [2021 APM Performance Pathway \(APP\) for MIPS APM Participant Fact Sheet \(PDF\)](#) for more details.

## Who can register for the CAHPS for MIPS Survey?

CAHPS for MIPS Survey registration is open to groups, virtual groups, and APM Entities with 2 or more eligible clinicians.

- The CAHPS for MIPS Survey is a **required measure** for groups and APM Entities reporting through the APP.
- The CAHPS for MIPS Survey is an **optional measure** for groups, virtual groups, and APM Entities reporting through traditional MIPS. In traditional MIPS, the CAHPS for MIPS Survey can be reported as 1 of the 6 required quality measures and can be attested to as an improvement activity.

Advance registration is required for any group, virtual group, or APM Entity that intends to administer the CAHPS for MIPS Survey, except for Shared Savings Program ACOs.

**Before You Register:** The CAHPS for MIPS Survey assesses the experience of patients receiving primary care services and is, therefore, most appropriate for groups, virtual groups, and APM Entities that provide primary care services.

- **NOTE:** Because Shared Savings Program ACOs are required to report through the APP, they're automatically registered for the CAHPS for MIPS Survey.

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### **Do we have to submit data through the CMS Web Interface if we're registered?**

No, registered organizations don't have to submit quality data through the CMS Web Interface but would need to select a different submission type (i.e., Electronic Health Record (EHR), Qualified Registry, Qualified Clinical Data Registry (QCDR)) to submit quality data.

However, organizations that don't plan to submit quality data through the CMS Web Interface are strongly encouraged to cancel their registration by 8 p.m. ET on June 30, 2021.

### **If organizations don't cancel their registration before the deadline, they can still submit quality data through other submission types. Is it possible that my organization won't be able to report quality measures through the CMS Web Interface?**

For organizations that are registered for the CMS Web Interface, we conduct an assignment and sampling methodology process. Generally, we assign patients to the organizations that furnished the plurality of primary care services for such patients.

In rare instances, an organization may have zero Medicare patients assigned to them and as a result, we can't populate a patient sample. If a patient sample can't be populated, the organization won't be able to submit quality data through the CMS Web Interface.

If an organization doesn't have any Medicare patients assigned for any of the CMS Web Interface measures, the following will occur:

- We'll notify the organizations that they can't submit quality data through the CMS Web Interface. We anticipate notifications will be sent in the fall 2021.

The organization won't meet the CMS Web Interface data submission criteria and will need to submit quality measures from another collection type (i.e., [electronic clinical quality measures \(eCQMs\) \(ZIP\)](#) or [MIPS clinical quality measures \(MIPS CQMs\) \(ZIP\)](#)).

### **Is it possible we won't be able to administer the CAHPS for MIPS Survey?**

For the 2021 performance period, the CAHPS for MIPS Survey continues to be **optional** for organizations meeting reporting requirements under traditional MIPS.

For organizations that are registered to administer the CAHPS for MIPS Survey, we conduct an assignment and sampling methodology process. Groups, virtual groups, and APM Entities must meet minimum patient sampling requirements to administer the 2021 CAHPS for MIPS Survey.

If an organization doesn't meet the minimum patient sampling requirements for the CAHPS for MIPS Survey, we'll notify organizations indicating that they won't be able to administer the CAHPS for MIPS Survey. We anticipate notifications will be sent in the fall 2021.

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Organizations that don't meet minimum patient sampling requirements:

- Won't be able to attest to Participation in CAHPS or Other Supplemental Questionnaire (IA\_PSPA\_11) and must select a different activity for the improvement activities performance category.
- Won't be able to supplement their quality score with points associated with the administration of the CAHPS for MIPS Survey.
- May qualify for a denominator reduction in the quality performance category if organizations are not submitting quality data through the CMS Web Interface.
- Shared Savings Program ACOs are required to report quality via the APP. ACOs that don't meet the minimum patient sampling requirement for the CAHPS for MIPS Survey will receive a denominator reduction.

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## II. Get Started

### Obtain Access

A representative of the organization will need an account that allows the representative to sign in to [QPP](#) and have the **Security Official role** for the organization to submit, modify, or cancel a registration.

- If you're a returning user, sign in with your existing QPP account credentials.
- If you're a new user, you must create an account before you can request Security Official access to your organization by signing in to [QPP](#).

Review the below sections of the [QPP Access User Guide \(ZIP\)](#) for instructions to create an account and/or request the Security Official role for your organization.

- **Register for a HARP Account** provides information about creating a new HARP account.
- **Connect to an Organization** provides information about requesting the Security Official role for your organization.

Start the account creation process **now** to avoid any delays in obtaining an account and a role with your organization. The registration period closes on **June 30, 2021 at 8 p.m. ET.**

To determine if your organization already has an individual who can register the group, virtual group, or APM Entity for the CMS Web Interface and/or to administer the CAHPS for MIPS Survey, please contact QPP using the contact information at the bottom of this page and provide the group's TIN, the virtual group identifier, or the APM Entity identifier, and the name of the organization, if applicable.

### Prepare to Register for the CMS Web Interface and/or the CAHPS for MIPS Survey

Gather the following information before you begin to register your organization:

- **Organization Information:** Organization Name and Mailing Address.
- **Contact Information:** First Name, Last Name, Phone Number, and Email.
  - **Note:** You must provide complete information for at least one contact to submit your registration; all contacts will be notified by email when a registration is submitted, modified, or cancelled.
- **Determine Organization Size:** 2-24 clinicians, 25-99 clinicians, or 100 or more clinicians.
- **Determine Registration Selection:** the CMS Web Interface (25 or more clinicians) and/or the CAHPS for MIPS Survey (2 or more eligible clinicians).

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### III. Access the CMS Web Interface and/or the CAHPS for MIPS Survey Registration System

You'll be able to access the registration system between **April 1, 2021 (10 a.m. ET) and June 30, 2021 (8 p.m. ET)** by signing in to the [QPP](#).

Signing in will allow you to create new registrations, view or cancel existing registrations (including an automatic CMS Web Interface registration), or modify information for existing registrations (including an automatic CMS Web Interface registration).

#### 1. Sign In

Go to [QPP](#) and click **Sign In** in the upper right-hand corner.

#### 2. Enter User ID and Password

Enter your **User ID** and **Password** in the requested fields, check "**Yes, I agree**" next to the Statement of Truth, and **Sign In** (you'll be prompted to provide a security code from your two-factor authentication).

**QPP Account**

**SIGN IN** **REGISTER**

Sign in to QPP

**USER ID**  
User ID

**PASSWORD**  
Password  
☐ Show password

Forgot your user id or password? [Recover ID](#) or [reset password](#)

**STATEMENT OF TRUTH**

In order to sign in, you must agree to this: I certify to the best of my knowledge that all of the information that will be submitted will be true, accurate, and complete. If I become aware that any submitted information is not true, accurate, and complete, I will correct such information promptly. I understand that the knowing omission, misrepresentation, or falsification of any submitted information may be punished by criminal, civil, or administrative penalties, including fines, civil damages, and/or imprisonment.

☐ Yes, I agree

**Sign in** > Don't have an account? [Register](#)

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

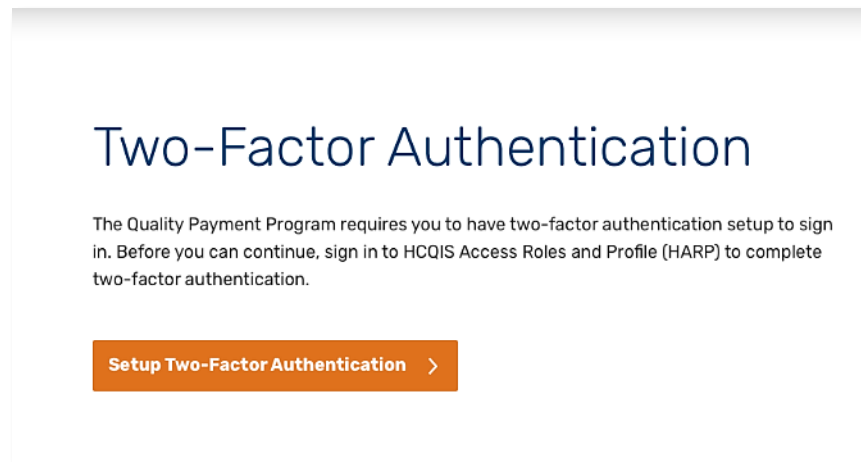
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### 3. Complete the Two-Factor Authentication

If this is your first time signing in, you'll be prompted to set up **two-factor authentication** which will be completed in your HARP account. You'll select a verification device (i.e., your cell phone) where you wish to have your one-time code sent each time you sign in.

If you're a returning user, you'll simply select the registered verification device you wish to have the one-time code sent to.



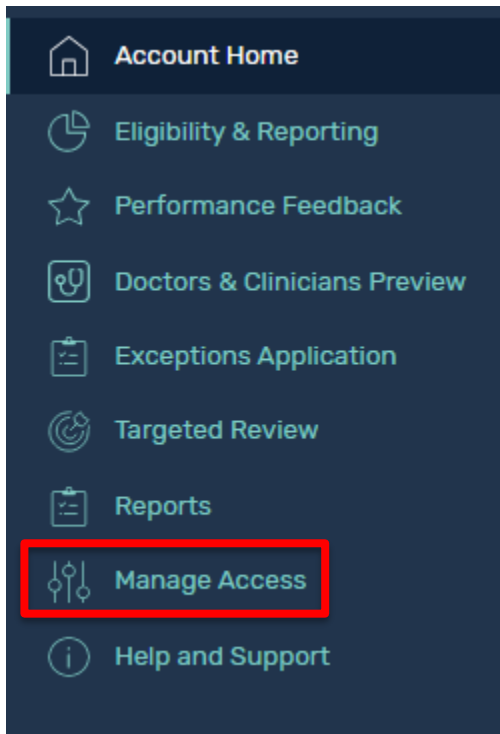
Request a one-time code by selecting your preferred device from the **device dropdown**, click **Send Code**, enter the one-time code, and click **Verify**.

Step 1. Select device from device drop down and send code.	Step 2. Type in code and verify.
<div><h3>Two-Factor Authentication</h3><p>Select a device to verify your account.</p><div><input type="text" value="Text message to ***-***-8563"/> <span>Send Code &gt;</span></div><div><p>ENTER CODE</p><div><input type="text" value="ex.123456"/> <span>Verify &gt;</span></div><p><a href="#">Change verification settings</a></p></div></div>	<div><h3>Two-Factor Authentication</h3><p>CODE SENT TO:</p><p>Text message to ***-***-8563 <a href="#">use a different device</a></p><div><p>ENTER CODE</p><div><input type="text" value="ex.123456"/> <span>Verify &gt;</span></div><p><a href="#">Change verification settings</a></p></div></div>

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#### 4. Manage Access

Select **Manage Access** from the left-hand navigation panel.



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## 5. Connected Practices

Review your **Connected Organizations** to see if your organization has an active registration for the CMS Web Interface and/or the CAHPS for MIPS Survey.

An active registration is indicated by **Registered** in green text with a green check checkmark.

The screenshot shows the 'Connected Organizations' page with tabs for 'APM ENTITIES', 'REGISTRIES', and 'PRACTICES'. Under 'PRACTICES', there are 4 practices listed. The first practice is 'CMS Web Interface & CAHPS Survey'. Below it, there is a section for 'Better Business Health' with its TIN and address. Under 'USERS', it shows '31 connected users' and a 'View users' link. A red box highlights the 'CMS WEB INTERFACE AND CAHPS' section, which shows 'CMS Web Interface' as 'Registered' (with a green checkmark) and 'CAHPS Survey' as 'Not Registered'. A red box also highlights the 'EDIT REGISTRATION' button. A red arrow points from the 'EDIT REGISTRATION' button to the 'CMS WEB INTERFACE AND CAHPS' section. A note box on the right states: 'NOTE: Both the Edit Registration button and Edit Registration link under each group will bring you to the CMS Web Interface and CAHPS registration.'

Connected Organizations [Connect to another organization](#)

APM ENTITIES REGISTRIES PRACTICES

4 Practices

**CMS Web Interface & CAHPS Survey**

In order to edit registration for PY2020 CMS Web Interface or the CAHPS for MIPS survey, you must be a Security Official at your practice.

[Learn more about when and how to register](#)

**Better Business Health**

TIN: 000765630 | 9898 Nguyen Fields Suite 6592, Port Madisonstad, MP 742583214446924

**USERS**

31 connected users

[View users](#)

**CMS WEB INTERFACE AND CAHPS**

CMS Web Interface Registered

CAHPS Survey Not Registered

[Edit registration](#)

**EDIT REGISTRATION**

**NOTE:** Both the **Edit Registration button** and **Edit Registration link** under each group will bring you to the CMS Web Interface and CAHPS registration.

**YOUR ROLE**


Security Official

## 6. Register or Edit Registration

Click the **Edit Registration** button to the right of the CMS Web Interface & CAHPS section or below the CMS Web Interface and CAHPS section under the organization you're interested in registering or making an edit to the registration.

Selecting **Edit Registration** will allow you to submit a new registration as well as modify or cancel an existing registration for your organization.

Have questions? Contact the Quality Payment Program  
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**Connected Organizations** [Connect to another organization](#)

APM ENTITIES   REGISTRIES   **PRACTICES**

4 Practices

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**CMS Web Interface & CAHPS Survey**

In order to edit registration for PY2020 CMS Web Interface or the CAHPS for MIPS survey, you must be a Security Official at your practice.

[Learn more about when and how to register](#)

**Better Business Health**

TIN: 000765630 | 9888 Nguyen Fields Suite 6592, Port Madisonstad, MP 742583214446924

**USERS**

31 connected users

[View users](#)

**CMS WEB INTERFACE AND CAHPS**

CMS Web Interface ● Registered

CAHPS Survey ● Not Registered

[Edit registration](#)

**YOUR ROLE**

Security Official

**EDIT REGISTRATION**

If you **don't** see **Edit Registration**, then you don't have the required Security Official role in for any connected organization(s). This role is necessary to submit, modify, or cancel a registration.

Review the **Connect to an Organization** section in the [QPP Access User Guide \(ZIP\)](#) for information about obtaining the correct Security Official role.

Have questions? Contact the Quality Payment Program  
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 Available Monday – Friday, 8 a.m. – 8 p.m. ET

## IV. Submit a New Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey

After selecting **Edit Registration**, you'll be taken to the main registration page where you'll see a list of organizations for which you have a Security Official role.

Better Business Health

TIN: 00-0765630

Size: 25-99

[Edit](#)

Follow the steps below whether you're registering an organization for the first time or re-registering an organization that cancelled a previous registration.

If you **don't** see an organization that you expected to see, you don't have the required Security Official role for that organization. This role is necessary to submit or cancel a registration.

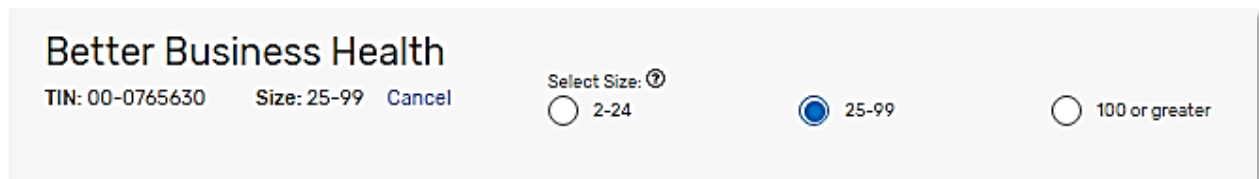
Review **Connect to an Organization** in the [QPP Access User Guide \(ZIP\)](#) for information about obtaining this role.

Have questions? Contact the Quality Payment Program  
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Available Monday – Friday, 8 a.m. – 8 p.m. ET

## 1. Organization Size

Select the **Organization Size** next to the organization you want to register.

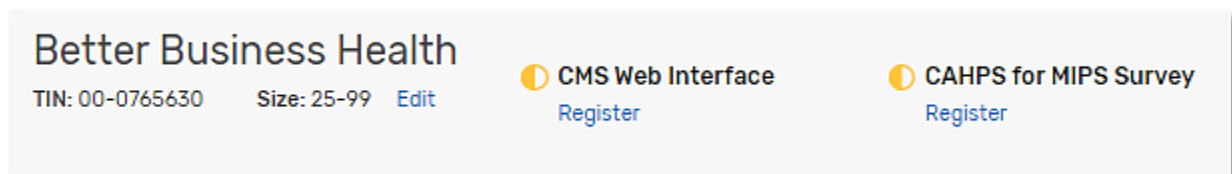
- **2-24** clinicians will allow you to register for the CAHPS for MIPS Survey.
- **25-99** or **100 or greater** clinicians will allow you to register for the CMS Web Interface and/or the CAHPS for MIPS Survey.



## 2. Register

Click **Register** under “CMS Web Interface” (which will only display if your organization size allows it) or “CAHPS for MIPS Survey.”

**Note:** This section uses the CMS Web Interface registration as the example, but the same steps apply if you’re registering to administer the CAHPS for MIPS Survey.



## 3. Submit Registration

To submit your registration, you’ll need to complete any required **organization and contact information**. You’ll see limited organization and contact information populated.

Select **Edit** next to the organization to complete any missing required information.

Click the **Register** button to submit your registration.

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## CMS Web Interface Registration

Review or edit your information to register for CMS Web Interface.

### Organization Information

[EDIT](#)

ORGANIZATION NAME

**Better Business Health**

ADDRESS

**123 Better Health Way, Baltimore, MD 21239**

SIZE

**25-99**

TIN

**00-0765630**

### Contact Information

[+ ADD NEW](#)

All points of contact will receive important updates about registration and data reporting.

**Jane Doe**

[jdoe@betterhealth.com](mailto:jdoe@betterhealth.com)

111-222-3344

[EDIT](#)

**REGISTER**

Have questions? Contact the Quality Payment Program  
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#### 4. Review Organization Information

Review the **Organization Information** that is pre-populated for your group, virtual group, or APM Entity and update as necessary.

A green checkmark will appear after you enter each piece of required information. Once you've entered all required information, click the **Update** button.

**Organization Information**

Edit your organization name and address.

Organization Name\*  
Better Business Health ✓

Address\*  
123 Better Health Way ✓

Address 2

City\*  
Baltimore ✓

State\*  
MD ✓

Zip Code\*  
21239 ✓

SIZE  
25-99

TIN  
00-0765630

\* Required

**UPDATE**

CANCEL

Have questions? Contact the Quality Payment Program  
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Can update:	Can't update:
<ul style="list-style-type: none"> <li>• Organization name</li> <li>• Address</li> <li>• City</li> <li>• State</li> <li>• Zipcode</li> </ul>	<ul style="list-style-type: none"> <li>• Group size*</li> <li>• TIN, virtual group ID, or APM Entity ID**</li> </ul>
<p>*<b>Group size</b> can only be edited on the main registration page.</p> <p>**TIN, virtual group ID, and APM Entity ID can't be edited.</p>	

## 5. Edit Registration

After the organization information has been updated, under **Contact Information** select **Edit** to complete the remaining required information.

**Contact Information** [+ ADD NEW](#)

All points of contact will receive important updates about registration and data reporting.

**Jane Doe**  
jdoe@betterhealth.com  
111-222-3344

**EDIT**

**REGISTER**

Have questions? Contact the Quality Payment Program  
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## 6. Review Contact Information

Contact information will be partially pre-populated with the first and last name associated with your HARP account.

- To keep yourself as a contact for the organization's registration, simply add your email address and phone number, and then click the **Update** button. (Please note - you can add additional contacts.)
- If you shouldn't be a contact for the organization's registration, update the first and last name, add the appropriate contact's email address and phone number, and then select **Update**.

**Contact Information**

All points of contact will receive important updates about registration and data reporting.

First Name\* Jane ✓

Last Name\* Doe ✓

Email\* jdoe@betterhealth.com ✓

Phone Number\* 1112223344 ✓ Extension

\* Required

**UPDATE**

CANCEL

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## 7. Add New Contact

Add an additional contact by selecting **Add New**, where you'll be prompted to provide first and last name, email address, and phone number. Otherwise, click the **Register** button. (You can add additional contacts at any point during the registration period.)

**CMS Web Interface Registration**

Review or edit your information to register for CMS Web Interface.

---

**Organization Information** EDIT

ORGANIZATION NAME  
**Better Business Health**

ADDRESS  
**123 Better Health Way, Baltimore, MD 21239**

SIZE  
**25-99**

TIN  
**00-0765630**

---

**Contact Information** **+ ADD NEW**

All points of contact will receive important updates about registration and data reporting.

**Jane Doe**  
jdoe@betterhealth.com  
111-222-3344  
EDIT

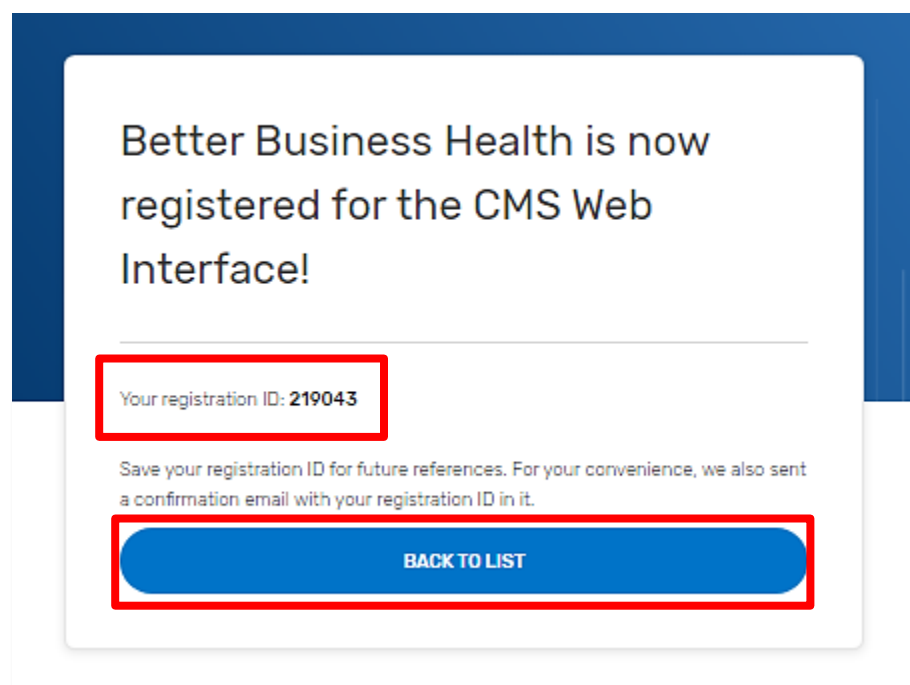
**REGISTER**

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## 8. Congratulations, you have successfully registered!

You'll see your **registration identification number** displayed on the screen. Each organization receives a single registration identification number that won't change whether you modify, cancel, or add a new registration. All of the contacts associated with the registration will also receive an email notification of the successful registration.

Click the **Back to List** button to complete another registration for the same organization, or to register another organization for the CMS Web Interface and/or the CAHPS for MIPS Survey.



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## 9. Confirm Registration on the Registration Overview Page

On the **Registration Overview** page, confirm that you see a green checkmark next to “CMS Web Interface” (and/or “CAHPS for MIPS Survey”). The green checkmark indicates you’ve successfully registered your organization.

**Note:** If you’re adding a second registration for the same organization (i.e., registering for the CAHPS for MIPS Survey after registering for the CMS Web Interface), the organization and contact information will carry over and you’ll only need to follow Steps 2 and 8.



**Better Business Health**  
TIN: 00-0765630   Size: 25-99   [Edit](#)

[Show Less](#) ^

✓ **CMS Web Interface**  
Registration ID: 219043  
[Cancel Registration](#)

○ **CAHPS for MIPS Survey**  
[Register](#)

Have questions? Contact the Quality Payment Program  
Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected  
to a TRS Communications Assistant) | Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
Available Monday – Friday, 8 a.m. – 8 p.m. ET

## V. Modify Information for an Organization with an Existing Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey

If you need to modify information for your organization that has an existing registration for the CMS Web Interface and/or the CAHPS for MIPS Survey for the 2021 performance period, you may do so at any time during the registration period between **April 1, 2021 at 10 a.m. ET** and **June 30, 2021 at 8 p.m. ET**.

You may need to modify your information for any of the following reasons:


- You were automatically registered for the CMS Web Interface and:
  - The Organization Size from your registration is no longer accurate.
  - The Organization Address from your 2020 registration is no longer accurate.
  - The Contact Information (name, email address, and/or phone number) from your 2020 registration is no longer accurate.
- You registered for the CMS Web Interface between April 1, 2021 and June 30, 2021 and:
  - You need to update the Organization Address.
  - You need to update Contact Information, or change the Contacts associated with the organization's registration.

Complete the steps in [Section III: Access the Registration System](#) of this guide before modifying your organization information.

Have questions? Contact the Quality Payment Program  
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to a TRS Communications Assistant) | Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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## Update Organization Size

To edit the size of your organization, select **Edit** next to **Size**. Select the correct organization size and confirm or cancel the change.



< MANAGE ACCESS

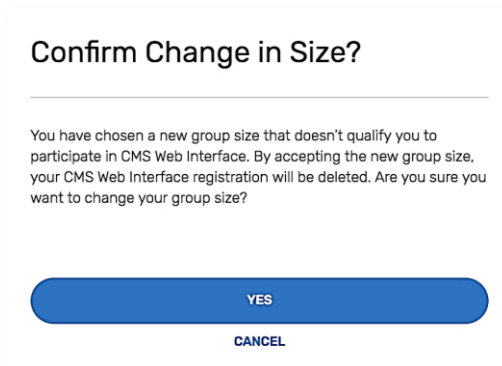
### CMS Web Interface & CAHPS for MIPS Survey Registration

Register your organization for performance year 2021 CMS Web Interface & CAHPS for MIPS Survey

1 ORGANIZATION TOTAL

<b>Better Business Health</b>	 CMS Web Interface Register	 CAHPS for MIPS Survey Register
TIN: 00-0765630    Size: 25-99 <a href="#">Edit</a>		

**Note:** If you're currently registered for the CMS Web Interface and select **2-24** as the organization size, the confirmation message will indicate that accepting the change in size will cancel any existing CMS Web Interface registration because the CMS Web Interface is only available to organizations with 25 or more clinicians (including at least one MIPS eligible clinician).



### Confirm Change in Size?

You have chosen a new group size that doesn't qualify you to participate in CMS Web Interface. By accepting the new group size, your CMS Web Interface registration will be deleted. Are you sure you want to change your group size?

[YES](#)

[CANCEL](#)

Have questions? Contact the Quality Payment Program  
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## Update Organization/Contact Information

To update the organization or contact information, select **Show Details** below the organization's TIN, virtual group ID, or APM Entity ID.

[< MANAGE ACCESS](#)

# CMS Web Interface & CAHPS for MIPS Survey Registration

Register your organization for performance year 2021 CMS Web Interface & CAHPS for MIPS Survey

1 ORGANIZATION TOTAL

## Better Business Health

TIN: 00-0765630   Size: 25-99   [Edit](#)

[Show Details](#)

**CMS Web Interface**

[Register](#)

**CAHPS for MIPS Survey**

Registration ID: 219043

[Cancel Registration](#)

## Update Organization Address

To update the organization's address, select **Edit**, which will allow you to update the address, city, state, and zip code as needed.

## Better Business Health

TIN: 00-0765630   Size: 25-99   [Edit](#)

[Show Less](#) ^

**Address:**  
123 Better Health Way,  
Baltimore, MD 21239

**Contacts:**  
Jane Doe /  
jdoe@betterhealth.com  
111-222-3344  
[Edit](#) | [Delete](#)

John Smith /  
jsmith@betterhealth.com  
111-222-4455  
[Edit](#) | [Delete](#)

[+ Add New Contact](#)

**CMS Web Interface**

[Register](#)

**CAHPS for MIPS Survey**

Registration ID: 219043

[Cancel Registration](#)

Have questions? Contact the Quality Payment Program  
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## Update Existing Contact

To **Edit** or **Delete** an existing contact, select the appropriate option under the contact.

**Note:** The system requires that there's **at least one** contact for a registration. If your organization only has one contact identified and the contact needs to be changed, you'll need to select **Edit** (not Delete), which will allow you to change the first and last name, email address, and phone number.

The screenshot shows the 'Better Business Health' registration page. At the top, it displays the organization's TIN (00-0765630), size (25-99), and an 'Edit' link. To the right, there are two status indicators: 'CMS Web Interface' with a 'Register' link, and 'CAHPS for MIPS Survey' with a 'Registration ID: 219043' and a 'Cancel Registration' link. Below this, there is a 'Show Less' link with an upward arrow. The main content area is divided into three columns. The first column, labeled 'Address:', contains the address '123 Better Health Way, Baltimore, MD 21239' and an 'Edit' link. The second column, labeled 'Contacts:', lists two contacts. The first contact, 'Jane Doe / jdoe@betterhealth.com / 111-222-3344', has 'Edit | Delete' links below it, which are highlighted with a red box. The second contact, 'John Smith / jsmith@betterhealth.com / 111-222-4455', also has 'Edit | Delete' links below it. To the right of the contacts, there is a '+ Add New Contact' link.

## Add New Contact

To add a new contact, select **Add New Contact**; you'll be prompted to provide the contact's first and last name, email address, and phone number.

This screenshot is identical to the one above, showing the 'Better Business Health' registration page. The only difference is that the '+ Add New Contact' link, located to the right of the contact list, is now highlighted with a red box.

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## VII. Cancel Your 2021 Registration for the CMS Web Interface and/or the CAHPS for MIPS Survey

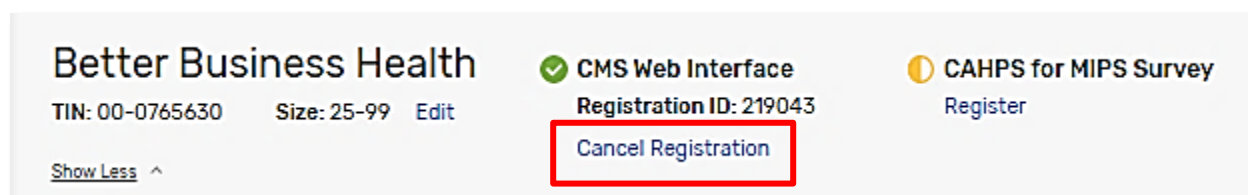
If your organization is registered to participate in MIPS using the CMS Web Interface and/or administering the CAHPS for MIPS Survey for the 2021 performance period, but wishes to cancel one or both registrations, you can log in to the registration system and cancel your registration any time before the registration period closes on **June 30, 2021 at 8p.m. ET**.

If you want to re-register the organization during the 2021 registration period after cancelling your registration, please refer to [Section IV: Submit a New Registration](#) of this guide.

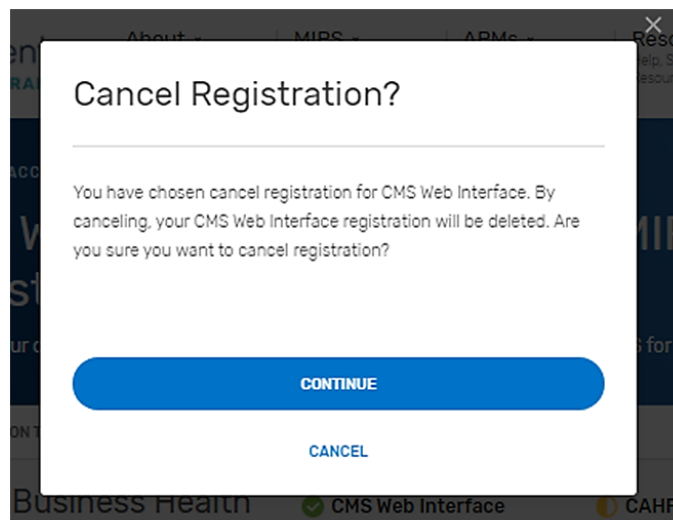
### Cancel Registration

1. Complete the steps in [Section III: Access the Registration System](#) of this guide.

Select **Cancel Registration** under the appropriate registration.



2. Once you select **Cancel Registration**, you'll be required to click **Continue** to cancel your registration or if you change your mind, click **Cancel**.



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Available Monday – Friday, 8 a.m. – 8 p.m. ET

3. **You have successfully cancelled your registration.** Record the registration identification number provided in the email notification for your records.

If you need to contact QPP to discuss your registration, please provide the registration identification number. All the contacts associated with the registration will also receive an email with the registration identification number confirming your registration cancellation.

4. When you return to the list of Connected Organizations, you should see that the organization is no longer registered for the CMS Web Interface.

**Better Business Health**  
TIN: 00-0765630    Size: 25-99    [Edit](#)

 **CMS Web Interface**  
[Register](#)

 **CAHPS for MIPS Survey**  
[Register](#)

**Note:** If you didn't intend to cancel the organization's registration, please follow the guidance in [Section IV: Submit a New Registration](#) of this guide to re-register your organization before the 2021 registration period closes on June 30, 2021 at 8 p.m. ET.

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