

How do I submit a 2012 eRx Payment Adjustment Significant Hardship Exemption Request?

[A Quick Reference Guide](#) has been posted to the eRx Incentive Program website on the "[Educational Resources](#)" page. Below is an excerpt from the quick reference guide.

CMS is no longer accepting significant hardship exemption requests for the 2012 eRx payment adjustment via claims. However, we are accepting hardship exemption requests through the CMS provider webpage. Below are the steps you need to take to request a significant hardship exemption. Please note that the action required is different depending on whether you are an individual eligible professional or a group practice.

Individual Eligible Professionals

Billing managers, office managers, receptionists, and other office staff **cannot** submit an eRx hardship exemption request on behalf of their eligible professionals for the 2012 eRx payment adjustment.

- Use the new CMS provider website, called the [Quality Reporting Communication Support Page](#), to enter the request and supporting rationale.
- Note – eligible professionals must enter the **group TIN** and the **individual NPI**
- Note – in the “Requestor Relationship” field you must select **Healthcare Provider**
- [A Quality Communications Support Page User Manual](#) is available to answer questions eligible professionals may have.
- Your request must be submitted by **November 1, 2011**.
- You will receive a confirmation email after the successful submission of your request
- CMS note that you should allow 30 business days for processing.

Group Practices Participating as GPROs

You can only use this option if your practice self nominated in January 2011 and was approved by CMS to participate in the GPRO. If your practice did not receive notification from CMS approving the nomination to participate in the GPRO then each eligible professional must go to the communication support web page and complete the on line form individually.

- Group practices selected for and participating in the 2011 GPRO I or II reporting option wishing to submit a 2012 exemption request should submit a letter to:
Significant Hardship Exemptions, Center for Medicare & Medicaid Services Office of Clinical Standards and Quality, Quality Measurement and Health Assessment Group, 7500 Security Boulevard, Mail Stop S3-02-01, Baltimore, MD 21244-1850.
- This letter must be postmarked no later than **November 1, 2011**.
- The letter should include all of the following information:
 - Group TIN
 - Group NPI
 - Legal Business Name
 - Contact Information for requestor (name, address, phone & email)
 - State that you are requesting to file for program year 2011 for the eRX Significant Hardship Exemption
 - Indicate the reason for the exemption (choose one of the following):

- I registered to participate in the Medicare or Medicaid EHR Incentive Programs for 2011 and have adopted Certified EHR technology. Include your Registration ID# and CMS EHR Certification ID #
- I have an inability to electronically prescribe due to local, State or Federal law or regulation
- I have limited prescribing activity
- I had insufficient opportunities to report the electronic prescribing measure
- I practice in a rural area without sufficient high speed internet access
- I practice in an area without sufficient available pharmacies for electronic prescribing
 - Explain your justification for hardship exemption (250 word maximum)
- Send the letter via certified mail, UPS or FedEx to confirm delivery because CMS will not send any type of confirmation notification.
- CMS notes you should allow 30 business days for processing.

Not sure if you qualify for the hardship exemption or have other questions?

Contact the QualityNet Help Desk at 866-288-8912 (TTY 877-715-6222) from 7:00 a.m.-7:00 p.m. CST Monday-Friday or via e-mail to qnetsupport@sdps.org.

You will be asked to provide basic information such as name, practice, address, phone, and e-mail.