

# Requirement for Switching EHRs During the CPC+ Program

If your practice decides to switch EHRs any time during the CPC+ program, you **MUST** notify CMS at least three (3) months **PRIOR** to the switch.

Source: Phase 1 CPC Implementation Guide

## CMS Process Overview:

1. Complete the CMS Change Form ([CMS CEHRT & Certified Health IT Change Form.pdf](#)) and email your request to [CPCPlus@Telligen.com](mailto:CPCPlus@Telligen.com).

**NOTE:** Your practice will need to address in **great detail** the plan to ensure data integrity (completeness and accuracy) for reporting your eQMs for the entire performance period. If your practice is not able to report twelve (12) full months of data because of the EHR switch, CMS authorizes the practice to select one of the following exceptions (listed in order of CMS preference):

1.	Submit at least nine (9) months of continuous data within the performance period to meet attestation of your eQm results.
2.	Submit a plan on the compilation of eQm data from both CHERT and health IT. This includes the electronic merging of data from the old EHR to the new ( i.e. data conversion or data import of eQMs)
3.	Submit a plan to manually compile eQm data from CEHRT and health IT.

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2. Upon receipt, Telligen will assign an incident number to your request and route your ticket to the appropriate department.
3. You will receive an email notification from Telligen confirming the receipt of your request, along with your incident number.
4. The assigned department will review your request and contact you via email or phone call if additional information is needed.
5. Upon successful review of your request, Telligen will prepare your file for CMS approval. **Note:** Telligen meets regularly with CMS to review Change Form requests.
6. Upon review, CMS will either:
  - a. Approve your request to switch EMRs at which time you will receive notification from Telligen
  - b. Schedule a conference call with your practice to discuss specific concerns before render a final decision.

Regardless of the approval method, make sure you get written confirmation via email documenting the date of the approval.

### **Helpful Tips to Expedite Your Approval Process:**

- Your subject line should read: **Health IT – Request to Switch EHRs.**
- Provide as much information and details about your plan to capture eCQM data for at least 9 consecutive months. Include details such as dates, reason for switch (especially if your current vendor is not CPC+ compliant), delays in implementation due to vendor or pending CMS approval.
- Call Telligen at 1-888-372-3280 within 3 business days to make sure your ticket has been properly routed and assigned as a high priority.