BENCHMARKET MEDICAL
BETTER HEALTHCARE THROUGH BETTER DATA

Vertebral Compression Fracture Registry
User Guide

VCF Registry User Guide

REGISTRY ACCESS

The VCF Registry may be accessed by the Account Administrator and Authorized Users. The Account Administrator serves as the primary contact for the facility and may make decisions about the facility or provider account. Authorized Users are associated members of the facility or provider that are granted access to the VCF registry for any of the functions.

The VCF Registry can be accessed on through the BenchMarket Medical website at: http://benchmarketmedical.com/VCFLogin.aspx

REGISTRY ACCOUNT SETUP

Once your facility has successfully enrolled into the VCF Registry, the Account Administrator and Authorized Users will be sent user names and temporary passwords to log into the system.

If you forget your password, you may click on the "Forgot Password" link on the log-in page. A temporary password will be sent to the email address provided. Once you have entered your username and temporary password, you will be prompted to create your own secure password.

USER MANAGEMENT

The Account Administrator may add, remove, and edit user access at any time in 'Settings'. The Settings page allows the Account Administer to manage the Authorized Users and perform the following actions:

- Add a new Authorized User
- Remove an Authorized User
- Change permissions of an Authorized User (create new records, edit existing records, view/print records, create and view reports, add participating providers, and edit Authorized User)
- Update the mailing address and billing information for the registered facility

VCF REGISTRY DATA COLLECTION

Use the VCF Registry Data Collection Form and Data Dictionary to guide data collection. The Collection Form may be printed out and used as a hard copy guide of what metrics are required in the online VCF Registry. The VCF Data Dictionary has a detailed definition for each item collected in the registry. It is important to use the Data Dictionary as your guide to learn about the parameters of metrics, especially when you are new to the VCF Registry.

NEW PROCEDURE RECORD ENTRY

STEP ONE: LOG INTO THE VCF REGISTRY

Login to the VCF Registry using your username and password. If you forget your password, you may click on the "Forgot Password" link on the login page and a temporary password will be sent to the email address provided.

STEP TWO: SPLASH PAGE

Once you have successfully logged into the VCF Registry, you will see the Registry Splash Page. From here, you may choose to revise an incomplete record, search for a previously entered record, or enter a new record. From this page you can also access 'Reports' and 'Settings'. Please refer to the 'User Management' section for more details on what aspect can be managed within 'Settings'. Please refer to the 'Reports' section for more detail on what reporting functions are available in 'Reports'.

STEP THREE: NEW PATIENT PROCEDURE RECORD

Before entering a new procedure record:

- Verify that you are on the correct facility account (facility name will appear in 'Site' box in the upper left-hand corner, above the blank collection form. You can change the facility account by simply using the dropdown list and selecting the account you wish to work within. This will only be applicable to Administrators that manage more than one site (i.e. a hospital and ASC).
- Have the following information and resources handy when entering a new procedure record into the registry: The VCF Registry Data Dictionary, The VCF Registry Roland Morris and NRS Surveys Questionnaire Scoring Guide, and the filled out Registry Patient Contact Information (tear-out from VCF Registry Patient Brochure).
- Patient Contact Information (items 1-9) should be entered into the VCF registry on the same day or as close as possible to the procedure date. Patient contact information and the post-discharge survey preference information are used to enroll patients in the Survey Center. The Survey Center will contact the patient following their procedure at 1, 3, and 6 months in line with the LCD requirements. One-year follow-up will be collected as well if this option has been selected in your facility contract. It is important that this information is entered into the registry as close to the procedure date as possible so that we can ensure appropriate patient follow-up.

> Notice: Procedure records may only be saved if the demographic fields have been entered.

This contact information is used to enroll the patient in Survey Center. Post-discharge follow-up is an important aspect of the LCD requirement. Once patient contact information and preferences have been successfully entered and saved, you may save the record and complete the rest of the form at a later

date. The status of the record will remain 'Incomplete' until all of the procedure record information has been entered. Although we recommend that records be entered into the registry in their entirety in one sitting, we realize that not all workflows may be conducive to this process. As such, we have designed the registry to allow for users to enter a new record with the minimum patient contact information and to re-visit the record at a later date to complete entry.

A number of checks and balances have been designed into the VCF Registry to help users. As you enter data into a procedure record, you may see a number of messages or warnings. Messages and/or alerts will appear when a user skips a question that is required and when a user attempts to save a procedure record that is incomplete. Our hope is that records will be as complete and accurate as possible when sent to Noridian.

Once you have filled out the required VCF Registry fields, be sure to save the record by selecting the 'SAVE' button located at the bottom of the page. Procedure records that have been entered in their entirety will be saved and accessible in the search box.

EDITING AN EXISTING PROCEDURE RECORD

To access an incomplete procedure record, simply scroll through the list of records in the table that appears below the search box. The default of the search box is records with an "incomplete" status, meaning that when you login to the VCF Registry, a list of incomplete records will appear in the search box results. This list includes all records entered to date that have not been fully completed. You may navigate the list of incomplete records by simply clicking on any of the column titles. For example, if you would like to search the list of incomplete procedure records by a patient's last name, simple click on the column title "Patient Name" which will sort the list in alphabetical order by last names.

Once you have filled out the required VCF Registry fields, be sure to save the procedure record by selecting the 'SAVE' button located at the bottom of the page. Procedure Records that have been entered in their entirety will be saved and accessible in the search box.

VIEWING AN EXISTING PROCEDURE RECORD

To view or print a complete procedure record, use the 'Search Box' to identify the record. Complete procedure records may not be changed. You may search for a record by: Patient Name, Medicare Claim Number, Patient's Date of Birth, Procedure Date, or Status. When you have identified the record you want to view or print a copy of, simply click on the record in the search box results and this will bring you to the complete record. From here, you may view or print a copy of the procedure record.

VCF REGISTRY REPORTS

Registry reports are in development. Detailed instructions on how to access and generate reports will be included in future VCF Registry User Guides.

INVOICING

Invoices are generated quarterly and based on a per procedure record fee. For more information about invoicing, please contact vcfregistry@benchmarketmedical.com.

ADDITIONAL RESOURCES

The VCF Registry was created to help providers and facilities navigate the LCD and complex documentation requirements including the mandated patient follow-up. We have designed both the VCF Registry and companion materials to make it easy and stress-free so that you can continue to focus on caring for your patients.

We welcome you to contact us with any further questions or if you need additional support: vcfregistry@benchmarketmedical.com.

We look forward to working with you.