



## IMPORTANT INFORMATION AND POINTS OF CONTACT: NURSING HOME

**Today's Date:** \_\_\_\_\_

*(Note: We recommend you review this page quarterly to keep it up-to-date)*

### Verizon Information:

CMSNet (Verizon) Remote User Support Helpdesk: 888-238-2122 (phone) or 803-935-0194 (fax)

Your Verizon User ID is: \_\_\_\_\_

Your Verizon Password is: \_\_\_\_\_

MDS submission web site: <https://www.qtso.com/submissions/submissions.html>

Your PERSONAL User ID is: \_\_\_\_\_

Your PERSONAL Password is: \_\_\_\_\_

Your software company is: \_\_\_\_\_

Your software help desk number is: \_\_\_\_\_

Your Fiscal Intermediary is: \_\_\_\_\_

Your FI help desk number is: \_\_\_\_\_

### CMS Contacts:

Password Issues – CMS MDS Helpdesk (888) 477-7876 or [help@qtso.com](mailto:help@qtso.com)

Free Software – JRAVEN Help Desk (800) 339-9313 or [help@qtso.com](mailto:help@qtso.com)

### State Contacts:

RAI Coordinator: Joan Brundick (573) 751-6308; [joan.brundick@dhss.mo.gov](mailto:joan.brundick@dhss.mo.gov)

Technical Contact: Denise Mueller (573) 522-8421; [denise.mueller@dhss.mo.gov](mailto:denise.mueller@dhss.mo.gov)

### QIPMO Contact:

QIPMO (Quality Improvement Project for Missouri): Jessica Mueller - University of Missouri at (573) 882-0241; [muellerjes@missouri.edu](mailto:muellerjes@missouri.edu)

### Valuable Websites:

<https://www.qtso.com/mdsdownload.html> - RAI Manual, LTC Provider's User Manual, CASPER User Guide, MDS Scheduling Calendar, Technical Specifications

<http://www.nursinghomehelp.org> - QIPMO website (MDS training, coding tips, etc.)

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