

CareDiscovery® Quality Measures

Quick Start Guide

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Getting Started with your personal credentials

The direct link for CareDiscovery Quality Measures Product

<https://cdqm.virtusa.com>

Please bookmark the above link.

Please Note:

Upon your first login the screen may take some time to load. This initial load can take several seconds for the first time.

Product Login Guidelines

Please follow these guidelines as failing to do so may result in an unsuccessful login attempt.

- Launch the Google Chrome or Microsoft Edge browser and navigate to the CDQM product URL.
- Sign in with your registered User Id (shown as Username on sign in screen) and Password.
- The new password must be between 15 and 40 characters and the password must have a combination of at least one of each type of character - an uppercase letter, lowercase letter, number and a special character.
- If it's the first time logging in, a code will be sent to your registered email address or cell phone number (if already registered).
- Choose either, Email, or SMS/Text for authentication.
- Enter the code received on your Email account or text message.
- Verify the setup by receiving and entering a code sent to your registered email or phone

Accessing CDQM Product through Email Verification Code

Accessing CDQM Product through Email Verification Code

virtusa

Welcome

Virtusa CareDiscovery® Quality Measures

With CareDiscovery® Quality Measures, health care organizations can fully integrate CMS and Joint Commission core measures into their quality and process improvement efforts. In an industry where patient outcomes have drawn national attention, CareDiscovery® Quality Measures helps hospitals comply with accreditation standards to improve the process of patient care. [Learn more >>](#)

PLEASE NOTE: The login process and access link for Virtusa CareDiscovery Quality Measures has changed. Please bookmark the new link! The new login process can be found [here](#). Please review this before proceeding and contact product support via the [Product Support Customer Portal](#) with any questions or issues.

Please provide your account information to access the application.

Select Passcode Option : Email SMS/Text

Login to CDQM

Description:

There are two OTP (One-Time Password) options to choose from - Email and SMS/Text (**Email** has been selected to align with the subsequent screens).

Steps:

- Select Email
- Click 'Login to CDQM' button

Sign in with registered credentials

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Please provide your account information to access the application.

Username

Password

Sign in

[Forgot Password](#)

[Forgot UserName](#)

[Start Over](#)

Description:

Sign in with the registered credentials

Steps:

- Enter your registered username and password
- Click 'Sign in' button

Confirm & Create New Password (First Time)

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Please provide your account information to access the application.

Your password has expired, please change to a new password.

Password	<input type="password" value="Password"/>
New Password	<input type="password" value="New Password"/>
Confirm New Password	<input type="password" value="Confirm New Password"/>

Description:

Sign in with temporary password sent to the registered email address

Steps:

- Enter your temporary password sent to the registered Email in the password field
- The new password must be between 15 and 40 characters and the password must have a combination of at least one of each type of character - an uppercase letter, lowercase letter, a number and a special character.
- Click 'Continue'

Send verification code to registered Email Address

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Please provide your account information to access the application.

Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue **Cancel**

Description:

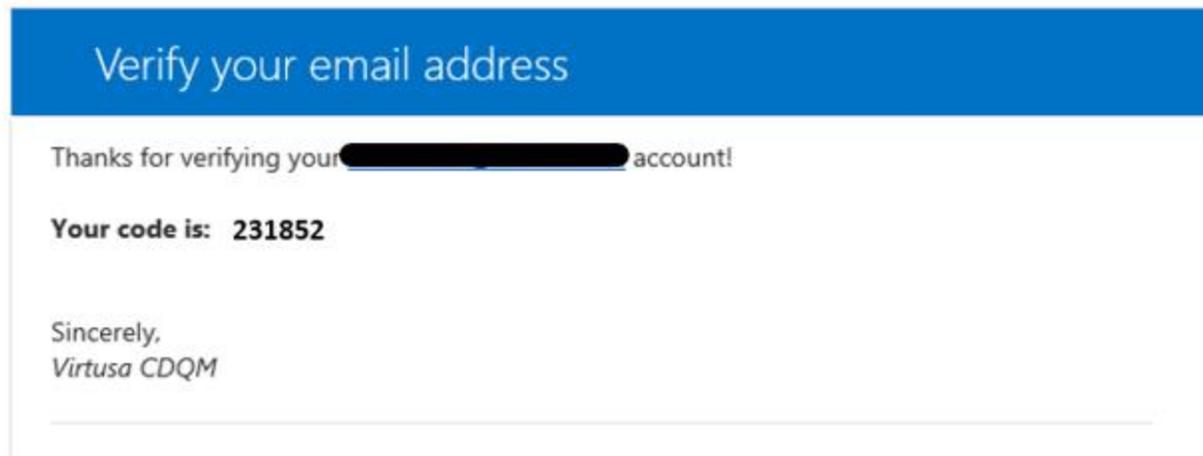
The system will automatically map your registered email ID based on the MFA (Multi-Factor Authentication) settings.

Steps:

- Click Send Verification code
- If the Email Address is incorrect contact Product Support for assistance at (844) 276-0009 or productsupport@virtusa.com

Receive OTP through registered Email Address

Virtusa CDQM account email verification code



Description:

An OTP will be sent to your mapped email address and is valid for 5 minutes.

Steps:

- Copy the OTP from the email
- Enter in the subsequent screen

Sign in with a Verification code

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Please provide your account information to access the application.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

m*****@virtusa.com

231852

Verify code

Send new code

Continue

Cancel

Description:

Enter the OTP received in your email into the verification code field.

Steps:

- Enter the **OTP** in the Verification code field
- Click 'Verify code' button

Product Login continued

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Please provide your account information to access the application.

E-mail address verified. You can now continue.

Email Address

m*****@virtusa.com

Continue

Cancel

Description:

After the OTP is confirmed, you will receive a message indicating that the email has been successfully verified.

Steps:

- Click on 'Continue' button

CareDiscovery® Quality Measures – Home Page

virtusa CareDiscovery® Quality Measures

saravananpkvirtusacom | Help | Support | Sign Out

Select an HCO: HCO ID: 2222

Home Concurrent Create Upload Abstract Approve Data Re-abstract Reports Settings Resources



Welcome to CareDiscovery® Quality Measures...

CareDiscovery® Quality Measures can help you fulfill your Joint Commission and CMS reporting requirements as well as identify areas in your organization for potential performance improvement initiatives.

What do you want to do?

- [Manage Concurrent Episodes](#)
- [Create Episode](#)
- [Upload Data](#)
- [Abstract or review abstracted data](#)
- [Approve abstracted data](#)
- [Re-abstract data for abstraction quality](#)
- [Review reports or export data](#)
- [Manage Core Measures settings for my hospital](#)
- [View abstracting and submission resources and documentation](#)

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Engineering First

Description:

User is verified and navigated to the CDQM Home page

Accessing CDQM Product through SMS/Text Verification Code

Accessing CDQM Product through SMS/Text Verification Code

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Please provide your account information to access the application.

Select Passcode Option : Email SMS/Text

Login to CDQM

Description:

There are two OTP (One Time Password) options to choose from - Email and SMS/Text (**SMS/Text** has been selected to align with the subsequent screens).

Steps:

- Choose SMS/Text Option
- Click 'Login to CDQM' button

Sign in with registered credentials

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Please provide your account information to access the application.

Username

Password

Sign in

[Forgot Password](#)

[Forgot UserName](#)

[Start Over](#)

Description:

Sign in with your registered Username

.Steps:

Enter your registered username and password

- Click 'Sign in' button

Registering the phone number and Send verification code (Cell Number registration)

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Please provide your account information to access the application.

Enter a number below that we can send a code via SMS to authenticate you.

Country Code	<input type="text" value="United States (+1)"/>
Phone Number	<input type="text" value="5555555555"/>

Send Code

Cancel

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Note: This screen will be visible only if the phone number is not already registered

Description:

This step allows the user to register the cell phone number if not already registered

Steps:

- Enter the **Country Code**. Example:
For US, select United States (+1) from the drop-down menu
- Enter the **Phone Number** (excluding the country code). This should be the cell phone number in which the verification code are to be received.
- Click **Send Code** button

Verify Code received via SMS/Text (Cell number registration)

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Please provide your account information to access the application.

Enter a number below that we can send a code via SMS to authenticate you.

Enter your verification code below, or [send a new code](#)

Verify Code

Cancel

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Note: This screen will be visible only if the phone number is being registered during the previous step.

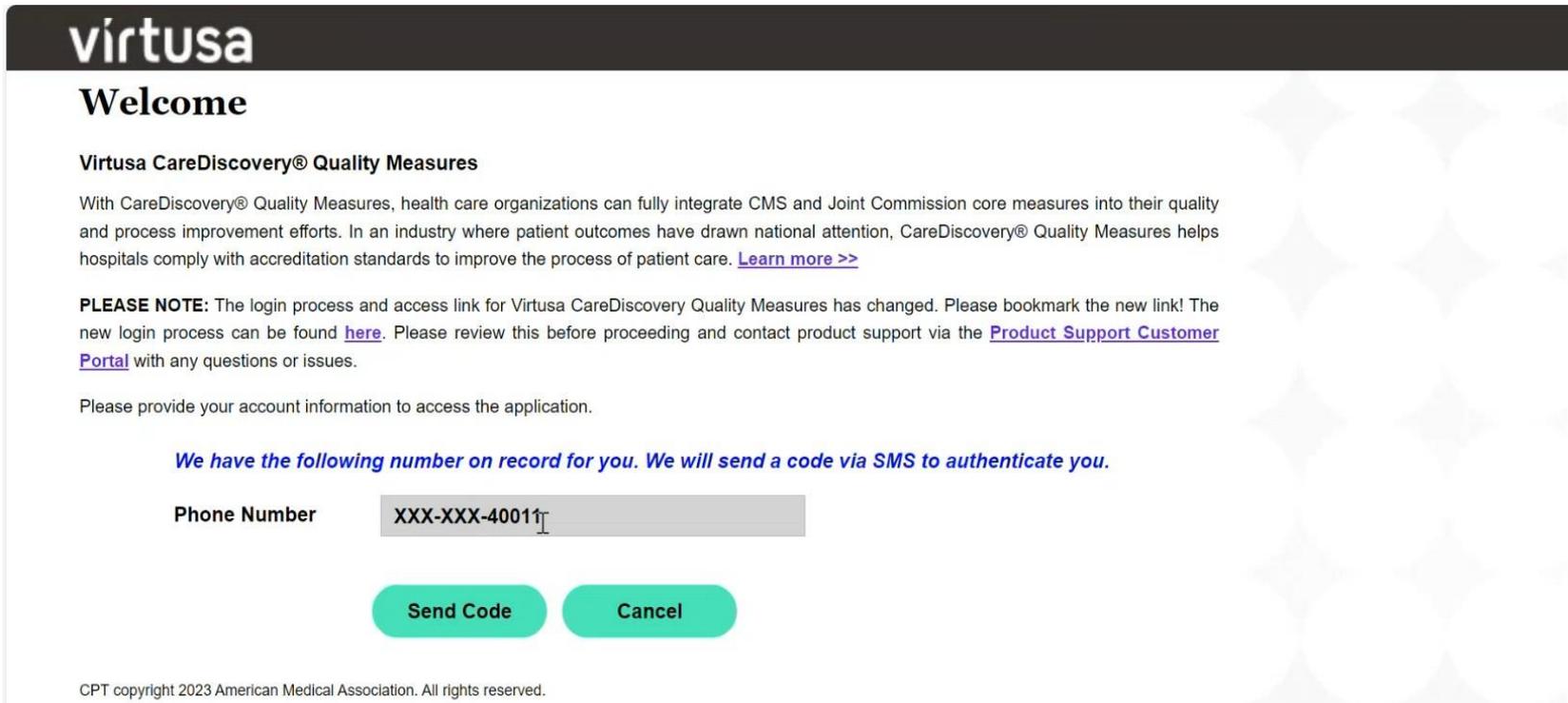
Description:

This step allows the user verify the code received as text message in the registered cell number in the previous step.

Steps:

- Enter the verification code received via SMS/Text received on the cell number registered in the previous step (which is displayed on the screen)
- In case, a new code is needed, click on the link – “send a new code”
- After entering the code, Click on Verify Code to get navigated directly to the CDQM Home page

Send verification code to already registered Phone Number



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Please provide your account information to access the application.

We have the following number on record for you. We will send a code via SMS to authenticate you.

Phone Number

[Send Code](#) [Cancel](#)

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Note:

- The Phone Number field cannot be edited.
- User gets navigated to this screen after selecting the Pass Code option as SMS/Text if the Phone Number is already registered. (Cell Number registration screens will not be shown to such users)

Description:

The system displays the last 4 digits of the mobile number associated with the user's account.

Steps:

- Confirm that the final four digits of the mobile number displayed are correct
- Click the 'Send Code' button.
- If the Mobile number (in the Phone Number field) is incorrect contact Product Support at (844) 276-0009 or productsupport@virtusa.com

Six-digit code sent to user registered Phone number

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Please provide your account information to access the application.

We have the following number on record for you. We will send a code via SMS to authenticate you.

Phone Number

XXX-XXX-40011

Enter your verification code below, or [send a new code](#)

845778

Verify Code

Cancel

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Description:

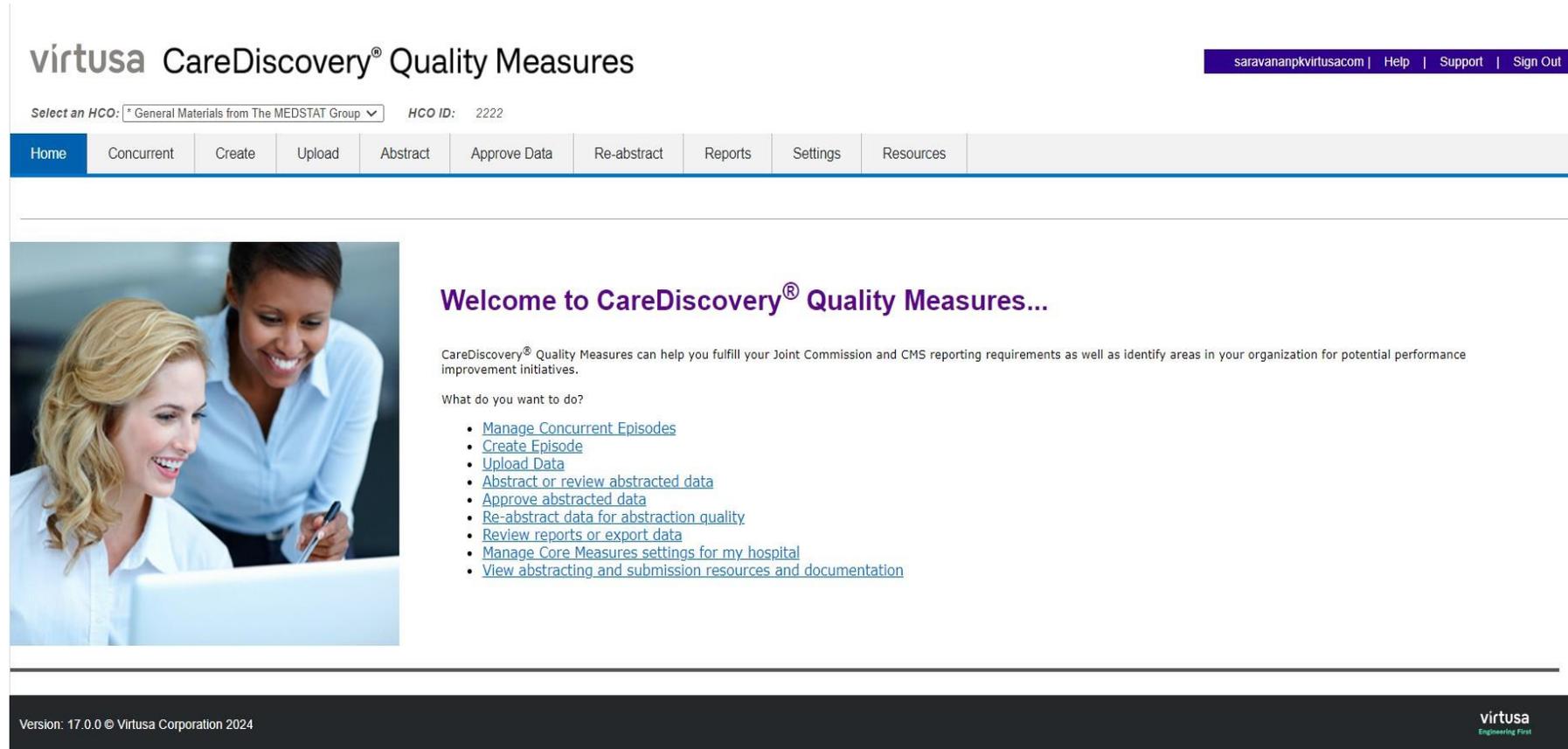
You are required to input a One-Time Password (OTP) that you have received through a text message.

This OTP is only valid for 5 minutes. Once you input this OTP into the specified field, the system will verify the OTP.

Steps:

- Enter the Six-digit code sent to the user which is valid for 5 minutes
- Click on the 'Verify Code' button. If the OTP is correct, you will be redirected to the CDQM home page

CareDiscovery® Quality Measures –Home Page



The screenshot shows the home page of the CareDiscovery Quality Measures application. At the top left, the logo reads "virtusa CareDiscovery® Quality Measures". To the right, a dark purple navigation bar contains the text "saravanankvirtusacom | Help | Support | Sign Out". Below this is a header area with "Select an HCO: * General Materials from The MEDSTAT Group" and "HCO ID: 2222". A horizontal menu bar includes "Home", "Concurrent", "Create", "Upload", "Abstract", "Approve Data", "Re-abstract", "Reports", "Settings", and "Resources". The main content area features a photograph of two women in business attire looking at a laptop. To the right of the photo is the heading "Welcome to CareDiscovery® Quality Measures..." followed by a paragraph: "CareDiscovery® Quality Measures can help you fulfill your Joint Commission and CMS reporting requirements as well as identify areas in your organization for potential performance improvement initiatives." Below this is the question "What do you want to do?" and a bulleted list of links: "Manage Concurrent Episodes", "Create Episode", "Upload Data", "Abstract or review abstracted data", "Approve abstracted data", "Re-abstract data for abstraction quality", "Review reports or export data", "Manage Core Measures settings for my hospital", and "View abstracting and submission resources and documentation". The footer contains "Version: 17.0.0 © Virtusa Corporation 2024" on the left and the "virtusa Engineering First" logo on the right.

Description:

User is verified and navigated to the CDQM Home page

Forgot Password

CareDiscovery® Quality Measures – Forgot Password

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Welcome

Virtusa CareDiscovery® Quality Measures

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Please provide your account information to access the application.

Select Passcode Option : Email SMS/Text

Login to CDQM

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Description:

There are two OTP (One-Time Password) options to choose from - Email and SMS/Text (**Email** has been selected to align with the subsequent screens).

Steps:

- Select Email
- Click 'Login to CDQM' button

Click - Forgot Password

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Please provide your account information to access the application.

Username

Password

Sign in

[Forgot Password](#)

[Forgot UserName](#)

[Start Over](#)

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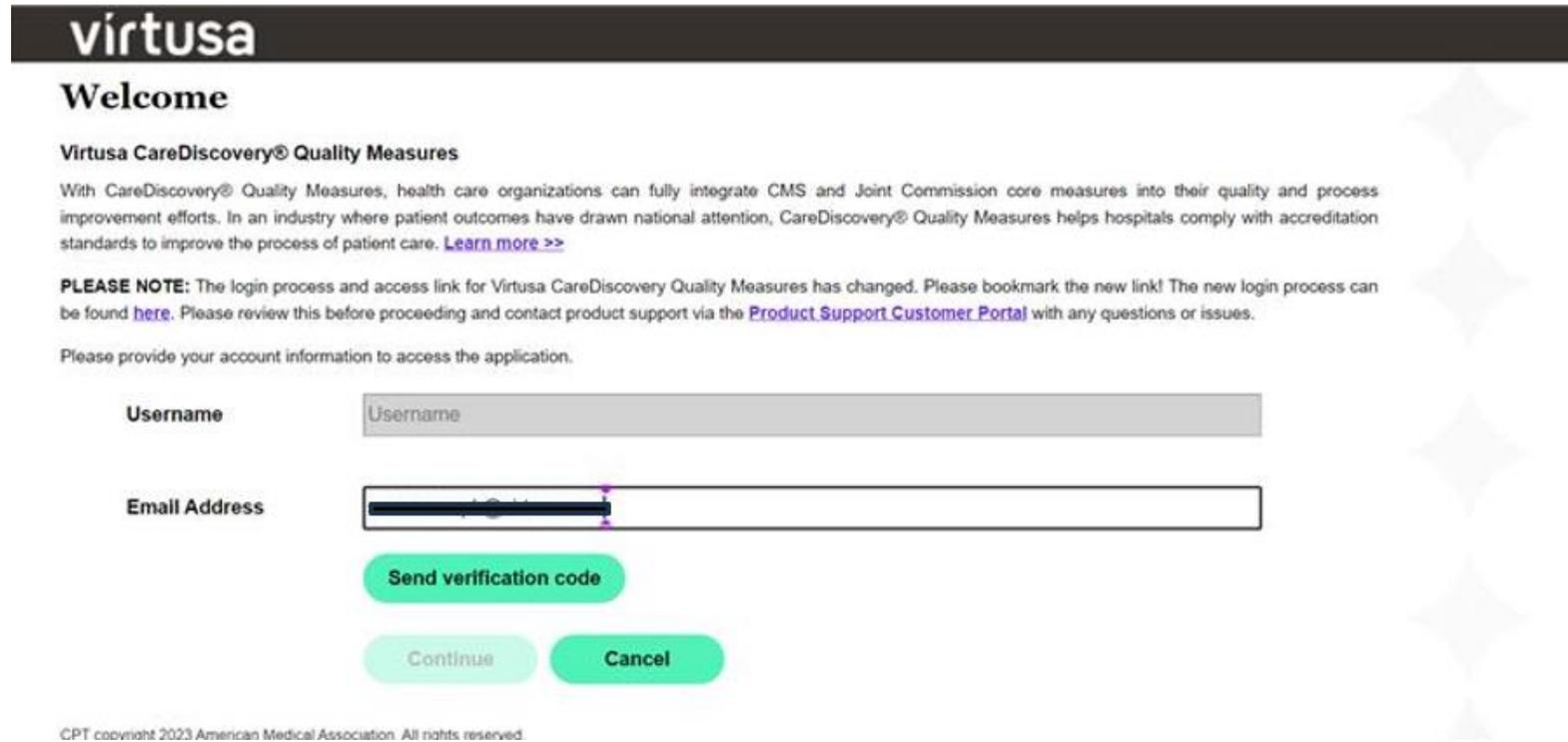
Description:

In the event that you have forgotten your password, click the "Forgot Password" for resetting your password.

.Steps:

- Click 'Forgot Password'
- It will navigate to password change flow

Send verification code to registered Email Address



The screenshot shows the Virtusa login interface. At the top, the 'virtusa' logo is displayed in a dark bar. Below it, the word 'Welcome' is written. The main heading is 'Virtusa CareDiscovery® Quality Measures'. A paragraph of text describes the system's purpose, followed by a 'Learn more >>' link. A 'PLEASE NOTE' section provides information about a recent change in the login process and access link, with a 'here' link. Below this, a prompt asks the user to provide account information. There are two input fields: 'Username' and 'Email Address'. The 'Email Address' field is highlighted with a red border, indicating it is the current focus. Below the 'Email Address' field, there are three buttons: 'Send verification code' (highlighted in red), 'Continue', and 'Cancel'. At the bottom left, there is a small copyright notice: '© 2024 Virtusa Corporation. All Rights Reserved.'

Description:

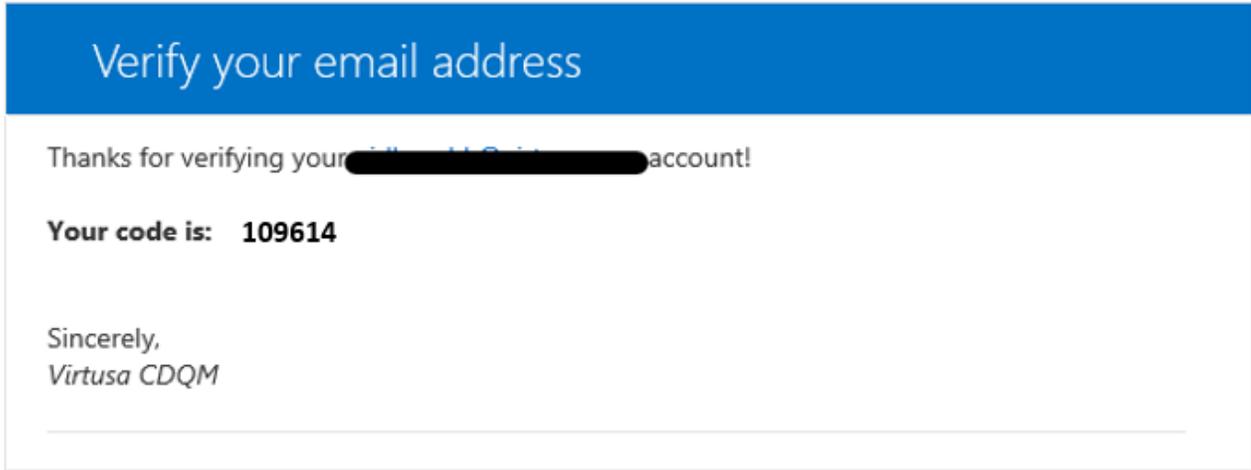
The system will automatically map your registered email ID based on the MFA (Multi-Factor Authentication) settings.

Steps:

- Enter the **registered Email Address**
- Click **Send Verification code**

Receive OTP through registered Email Address

Virtusa CDQM account email verification code



Description:

An OTP will be sent to your mapped email address and is valid for 5 minutes.

Steps:

- Copy the OTP from the email
- Enter in the subsequent screen

CareDiscovery® Quality Measures – Verify Code

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Please provide your account information to access the application.

Username

Username

Email Address

[Redacted]

109614

Verify code

Send new code

Continue

Cancel

Steps:

- Enter 'Email address'.
- Enter the '6-digit Code' received in the email
- Click 'Verify Code'

CareDiscovery® Quality Measures – Username

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Please provide your account information to access the application.

Username

E-mail address verified. Please enter your username to continue

Email Address

Continue

Cancel

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Email Address Verified:

- After successfully verifying your email address, you'll receive confirmation message.

Steps:

- Enter 'Username' and click 'Continue'

CareDiscovery® Quality Measures New Password

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Welcome

Virtusa CareDiscovery® Quality Measures

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Please provide your account information to access the application.

The password must be between 15 and 40 characters.

The password must have a combination of at least one of each type of character:

- a uppercase letter
- a lowercase letter
- a number
- a special character

New Password

Confirm New Password

Continue

Cancel

Description:

The new password must be between 15 and 40 characters and the password must have a combination of at least one of each type of character - an uppercase letter, lowercase letter, number and a special character.

Steps:

- Enter the New password
- Confirm New password
- Click Continue

CareDiscovery® Quality Measures – Login Flow Continued

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Welcome

Virtusa CareDiscovery® Quality Measures

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Please provide your account information to access the application.

Select Passcode Option : Email SMS/Text

Login to CDQM

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Follow the login process using the new password.

Forgot Username

CareDiscovery® Quality Measures– Forgot Username

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Please provide your account information to access the application.

Username

Password

Sign in

[Forgot Password](#)

[Forgot Username](#)

[Start Over](#)

Description:

In the event that you have forgotten your Username click the 'Forgot Username' for retrieving your Username with the help of product support team.

Steps:

- Click 'Forgot Username

CareDiscovery® Quality Measures – Forgot Username

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⚠ In order to retrieve your Username please contact Customer Support by productsupport@virtusa.com or [online](#).

Description:

To retrieve your Username please contact Customer Support for assistance at

(844) 276-0009 or productsupport@virtusa.com

Virtusa Product Support Resources

Product Support Portal

- The Product Support Portal can be accessed at the following location - <https://ais.service-now.com/csm>.
- The login credentials for the Product Support Portal are different from the CareDiscovery Quality Measures product. You received your Product Support Portal login credentials via a separate email. Locate emails from ais.support@virtusa.com, with a subject line of “Welcome to the Virtusa CDQM and CDeQM Support Platform!” and “Virtusa CDQM and CDeQM Support Platform”
- Use the Product Support Portal to submit product related questions or issues and communicate with the Product Support team.
- The Product Support Portal also provides you access to the product specific **Client Community**.
 - Virtusa will be sharing important product and regulatory updates using the Client Community. It is extremely important that you monitor the Client Community on a regular basis to ensure you do not miss any critical product/regulatory information.

Product Support Phone and Email

You can reach product support directly at the information provided below -

- Email - ProductSupport@Virtusa.com
- Phone - **(844) 276-0009**

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Thank you.