

Hawaii State Level Registry Account Creation/Login Error Messages

Error Message	Explanation(s)
There is already an account registered with the NPI and TIN entered. Please contact the help desk at 866-879-0109 for assistance. Hawaii providers, please contact the Hawaii Medicaid Fiscal Agent Call Center at 800-235-4378, select option 7.	Someone has already created an account for the NPI/TIN combination.
The TIN and ID entered does not match a provider on file. Please contact the help desk at 866-879-0109 for assistance. Hawaii providers, please contact the Hawaii Medicaid Fiscal Agent Call Center at 800-235-4378, select option 7.	Registration has not been completed with CMS for the Hawaii Medicaid Promoting Interoperability (PI) Program.
	It has not been 48 hours since registration with CMS was completed.
	The NPI/TIN combination is not what was used when registering with CMS.
	The NPI is invalid or not on file with MQD.
You are not eligible to participate in the EHR Incentive Program. Please contact your state's EHR Incentive Program representative if you believe this is in error.	Program Year 2016 was the last year to begin participation for year 1 in the program. You may not attest.
Program Year 2016 was the final year for EP or EH to initiate participation in the Medicaid Electronic Health Record (EHR) Incentive Program.	Program Year 2016 was the last year to begin participation for year 1 in the program. You may not attest.