End-Stage Renal Disease Quality Incentive Program (ESRD QIP)

Payment Year (PY) 2020 Preview Period

Facility User Quick Start Guide

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Contents

Introduction

This Quick Start Guide provides the information necessary for Facility Viewers and Facility Points of Contact (POCs) to use the End-Stage Renal Disease Quality Incentive Program (ESRD QIP) system.

Background

ESRD QIP reduces payments to renal dialysis facilities that do not meet certain performance standards established by the Centers for Medicare & Medicaid Services (CMS). To evaluate facility performance during a performance period, CMS uses information from a baseline period to establish a national standard. The ESRD QIP scores facilities on their performance during each calendar year according to the measures established for the relevant payment year. For clinical measures, CMS applies two scoring methods: achievement (comparing facility performance to a set of values derived from all facilities nationally) and improvement (comparing facility performance to the facility's individual performance during the prior year). For reporting measures, CMS assigns points based on whether a facility provided the required data during the calendar year. Satisfying reporting requirements involves recording specific data on facility Medicare claim forms, as well as submitting information into CROWNWeb and other identified databases.

The **baseline periods** are the designated time (typically a full calendar year) during which data is gathered from all dialysis facilities. That information serves as the basis to evaluate a facility's future performance. In other words, data collected during the baseline periods are used to create performance standards.

CMS compiles national performance data during the achievement baseline period to calculate achievement thresholds, performance standards, and benchmarks. CMS uses a facility's own data during the improvement baseline period to establish the improvement threshold.

The **comparison period** is the designated time (often a full year) during which data is gathered on all dialysis facilities. That information will serve as the basis to evaluate a facility's future performance. In other words, data collected during the comparison period is used to create performance standards.

The actual **performance period** (which usually covers a calendar year as well) follows the comparison period. Immediately following the completion of the performance period, CMS assesses the facility's performance and calculates a score for each measure, according to the method detailed each year in a final rule published in the Federal Register. Scores for each measure are then combined to create the Total Performance Score (TPS) for each facility. If a facility's TPS does not meet or exceed the performance standards (established during the earlier comparison period) it will incur payment reductions of up to two percent for the entire payment year.

> ***Example:*** For payment year (PY) 2020, CMS calculates a facility score for each clinical measure by comparing the facility performance during calendar year (CY) 2018 against

the national performance of all facilities in CY 2016; as well as the facility's own performance in CY 2018 against its own performance in CY 2017. The score for each measure is based on the higher of the achievement or improvement score for that measure.
CMS also calculates scores for each reporting measure by determining whether the facility reported data on Medicare claim forms, on the Centers for Disease Control and Prevention's (CDC) National Healthcare Safety Network (NHSN), or in CROWNWeb, in accordance with the requirements for the reporting measure.

CMS then weights and aggregates the scores to create a TPS and uses this score to determine any applicable payment reduction percentage. Facilities must meet or exceed the minimum TPS of 49 in order to avoid a payment reduction. PY 2020 reductions will apply to all payments for services that the facility performs during CY 2020.

The following chart associates selected ESRD QIP payment years with the respective performance period, achievement comparison period, improvement comparison period, and any exceptions that apply:

Payment Year	Performance Period	Achievement Baseline Period	Improvement Baseline Period	Exceptions
PY 2017	2015	2013	2014	NHSN Bloodstream Infection clinical measure uses 2014 for both Achievement and Improvement
PY 2018	2016	2014	2015	ICH CAHPS clinical measure uses 2015 for both Achievement and Improvement
PY 2019	2017	2015	2016	N/A
PY 2020	2018	2016	2017	NHSN HCP reporting measure uses "flu season" of 10/1/2017 – 3/31/2018

NOTE: Links that are preceded by a camera icon ( ) will open a graphic in a new window that provides a visual example of the step(s) being discussed.

Register in EIDM for a User ID and Password

1. Open your browser and go to https://portal.cms.gov. The *CMS Secure Portal* screen displays.
2. Click the **New User Registration** link. The *Step #1: Choose Your Application* screen displays.
3. Click the **down arrow** to the right of the field and select the *QARM: Quality Net Authorization & Role Management* link from the list presented. The *Terms & Conditions* displays.
4. Click the **I agree to the terms and conditions** checkbox and then click **Next**. The *Step #2: Register Your Information* screen displays.
5. Enter your information and then click **Next**. The *Step #3: Create User ID, Password & Challenge Questions* screen displays.
   NOTE: All fields not designated as (optional) are required fields and must be entered.
6. Enter the *User ID* and *Password* you would like to use for access to your applications, answer three challenge questions and then click **Next**. The *Registration Summary* screen displays.
7. Click **Submit User**. The *Confirmation* screen displays.
   NOTE: A *confirmation email* is sent to the email address you registered with the User ID you created.

Request access to QARM, Identity Verification and Multi-Factor (MFA) Authentication

1. From the CMS Secure Portal, https://portal.cms.gov. The *Enterprise Portal* screen displays.
2. Enter your User ID and Password and then click **Login.** The *Request/Add Apps* screen displays.
3. Click the *Request/Add Apps* link. The *My Access* screen displays a list of applications.
4. Click in the *Access Catalog* field and begin to type **QualityNet Authorization and Role Management**. The screen refreshes and displays the *QualityNet Authorization and Role Management (QARM)* application.
5. Click on the *QualityNet Authorization and Role Management (QARM)* **Request Access** button. The *Request New Application Access* screen displays.
6. Click the **Down Arrow** to the right of the *Select a Role* field and select ***QualityNet User*** from the list displayed. The *Request New Application Access* screen refreshes.
7. Click **Next**. The *Identity Verification* screen displays.
8. Read the information on the screen, and then click **Next**. The *Terms and Conditions* screen displays.
9. Read the *Terms and Conditions*, and then click the **I agree to the terms and conditions checkbox**. The *Next* button becomes active.
10. Click the **Next** button. The *Your Information* screen displays.
11. Enter your information, and then click **Next**. The *Verify Identity* screen displays your credit information from Equifax.
    NOTE: Your *Social Security Number* is a required field.
12. Make the appropriate selections, and then click **Next**. The *Complete Step Up* screen displays.
    NOTE: Some of the questions may not apply to you or the selections available are not correct. In such cases, select the answer **NONE OF THE ABOVE/DOES NOT APPLY**. You only have 10 minutes to complete the Identity Verification. If you do not complete it within the given time frame, you must begin the Identity Verification process again.
13. Click **Next**. The *Multi-Factor Authentication Information* screen displays.
14. Click **Next**. The *Register your Phone, Computer or E-mail* screen displays.
15. Click the **down arrow** to the right of the *MFA Device Type* field and select the MFA Device desired from the list presented.
16. Enter required fields, and then click **Next**. The *Confirmation* screen displays, and a confirmation email is sent to your address on file.
17. Click **Next**. The *Request New Application Access* screen displays.
18. Enter required *Business Contact Information*, and then click **Next**. The *Request New Application Access* screen asks for a *Reason for Request*.

19. Enter the reason, and then click **Next**. The *Request New Application Access Review* screen displays.
20. Review the information, and then click **Submit**. The *Request New Application Access Acknowledgement* screen displays. Click **OK**.
21. The *View and Manage My Access* screen displays.
    NOTE: Access to the QARM Application is automatic – It will take approximately 10 minutes before you have access.

Submit a request to be an Organization Security Official or an End User

1. Open your browser and go to https://www.qualitynet.org. The *QualityNet Home* screen displays.
2. Click the **Log In** button. The *Choose Your QualityNet Destination* screen displays.
3. Click the **arrow** to the right of the **Select Your QualityNet Destination** field and select *End Stage Renal Disease Quality Reporting System* from the drop down select list and then click Let's Go link in the menu. The *System Use Notification* screen displays.
4. Read the *System Use Notification* and then click **I Accept**. The *Welcome to CMS Enterprise Portal* screen displays.
5. Enter your *User ID* and then click **Next**. The *Password* screen displays.
6. Enter your *Password*, select the desired *MFA Device Type*, enter the *MFA Security Code* and then click **Log In**. The *Welcome* screen displays.
   NOTE: Depending upon the MFA Device Type selected, you may need to click **Send** in order for the code to be sent to your selected device.
7. Click the **Down Arrow** to the right of *User Profile* and select **My Account** from the menu displayed. The *Quality Reporting Systems: My Tasks* screen displays.
8. Click **Request My Access** under the *Manage My Access* group. The *Request User Access* screen displays.
9. Click the **Down Arrow** to the right of the *Program* field and select *End Stage Renal Disease Quality Reporting System*.
10. Click the **Magnifying Glass** to the right of the *Organization* field. The *Search Organizations* screen displays.
    a. For an Organization Security Official, enter information to find the desired facility. Under the *Org Type* field select **QARM Org Security** and then click **Search**. Click the **desired facility name**, and then click **OK**.
    b. For an End User, enter the **Facility Name** in the *Org Name* field and under the *Org Type* field select **ESRD QIP Facility** and then click **Search**. Click the **desired facility name** and then click **OK.**
11. Click the **Down Arrow** to the right of the *User Role* field and select the desired role.
    NOTE: For *Organization Security Official*, select **Organization Security Official**. For an *ESRD QIP User* select **Facility POC** or **Facility Viewer**.
12. Click the **Down Arrow** to the right of the *Approvers* field and select the *Security Official* who will approve your request.
    NOTE: For the *Initial Organization Security Official*, the approver will be a COR Security Official. For backup *Security Officials* and *End Users*, the approver will be an *Organization Security Official* at your facility.
13. Click **Submit Request**. The *Submit Request Confirmation* pop up dialog box displays.

14. Click **OK**. The screen displays your *Request ID.*
15. Record your **Request ID -** you will receive a confirmation email at the email address you registered with containing this *Request ID* that confirms submission.

Approve a request for a Backup Organization Security Official or an End User

1. Open your browser and go to https://www.qualitynet.org. The *QualityNet Home* screen displays.
2. Click the **Log In** button. The *Choose Your QualityNet Destination* screen displays.
3. Click the **arrow** to the right of the **Select Your QualityNet Destination** field and select *End Stage Renal Disease Quality Reporting System* from the drop down select list and then click Let's Go link in the menu. The *System Use Notification* screen displays.
4. Read the *System Use Notification* and then click **I Accept**. The *Welcome to CMS Enterprise Portal* screen displays.
5. Enter your *User ID* and then click **Next**. The *Password* screen displays.
6. Enter your *Password*, select the desired *MFA Device Type*, enter the *MFA Security Code* and then click **Log In**. The *Welcome* screen displays.
   NOTE: Depending upon the MFA Device Type selected, you may need to click **Send** in order for the code to be sent to your selected device.
7. Click the **Down Arrow** to the right of *User Profile* and select **My Account** from the menu displayed. The *Quality Reporting Systems: My Tasks* screen displays.
   NOTE: If you need to change role and scope, refer to Change Facilities.
8. Click **Approve User Request** under the *Manage User Access* group. The *Oracle Business Process Workspace* screen displays.
9. Double click the desired **Access Request**. The *Approve Authorization Request* screen displays in a new window.
10. Make change to the User Role if required, add any *Comments* and then click **Next**. The *Select Course Grained Application Roles* screen displays high level authorization options.
11. Click **Next**. The *Fine Grained Application Roles* screen displays additional authorization options.
12. Click **Next**. The final *Approve Authorization Request* screen displays.
13. Click **Approve Request**. The *Approval Comments* dialog box displays.
14. Enter any comments, and then click **OK**. The screen refreshes and is blank.
15. Close the open window and refresh the *Business Process Workspace* screen and the selected request is removed from the list.
   NOTE: The user will receive email notification when the request has been approved.

Log in to ESRD QIP

1. Open your browser and go to https://www.qualitynet.org. The *QualityNet Home* screen displays.
2. Click the **Log In** button. The *Choose Your QualityNet Destination* screen displays.
3. Click the **arrow** to the right of the **Select Your QualityNet Destination** field and select *End Stage Renal Disease Quality Reporting System* from the drop down select list and then click Let's Go link in the menu. The *System Use Notification* screen displays.
4. Read the *System Use Notification* and then click **I Accept**. The *Welcome to CMS Enterprise Portal* screen displays.
5. Enter your *User ID* and then click **Next**. The *Password* screen displays.
6. Enter your *Password*, select the desired *MFA Device Type*, enter the *MFA Security Code* and then click **Log In**. The *Welcome* screen displays.
   NOTE: Depending upon the MFA Device Type selected, you may need to click **Send** in order for the code to be sent to your selected device.
   NOTE: If you need to change role and scope, refer to Change Facilities.
7. Click the **Down Arrow** to the right of *Quality Programs* in the menu bar and select **End Stage Renal Disease Quality Reporting Program** from the list presented. The *Quality Reporting Systems: My Tasks* screen displays.
8. Click the **Inquiry** link, the *Inquiry Dashboard* screen displays, opening the ESRD QIP application.

Change Facilities

1. Log In to ESRD QIP and then click the **Down Arrow** to the right of *User Profile* in the menu bar and select **User Preferences** from the menu displayed. The *User Accessibility, User Roles and Organization Switch tabs* displays.
2. Click the **Organization Switch** tab. The *Organization Switch* screen displays.
3. Click the **Down Arrow** to the right of the *Change Program* field and select **EQRS** from the list.
4. Click the **Down Arrow** to the right of the *Change Organization* field and select the desired facility and role.
5. Click the **Update** button. A confirmation dialog box displays asking "*Do you want to switch current Organization?*"
6. Click **Yes**. The *Welcome* screen displays once again.

Run a Report

1. Log In to ESRD QIP and then click the **Down Arrow** to the right of *My Reports* in the menu bar and select **Run Reports** from the menu displayed. The *Start Reports* screen displays.
2. In the *I'd Like To …* box, click **Run Report(s)**. The *Run Reports* tab displays.
3. Ensure that the **Report Program** field displays *ESRD QIP* and the **Report Category** field displays *Payment Year 2020*. Click **View Reports** to see a list of *reports*.
4. Click the desired **report name**. The *Report Parameters* screen displays.
   NOTE: All reports that are ready for viewing will have a green check mark in the *Status* box.
5. Make the appropriate selections and then click **Run Report**. The *Confirmation* screen displays.

View a Report

1. Log In to ESRD QIP and then click the **Down Arrow** to the right of *My Reports* in the menu bar and select **Search Reports** from the menu displayed. The *Start Reports* screen displays.
2. In the *I'd Like To …* box, click **Search Reports**. The *Search Reports* tab displays.
   NOTE: All reports that are ready for viewing will have a green check mark in the *Status* box.
3. Click the appropriate icon in the *Action* column to perform the desired action.

Submit a Clarification Question

1. Log In to ESRD QIP and then click the **Down Arrow** to the right of *Quality Programs* in the menu bar and select **End Stage Renal Disease Quality Reporting Program** from the list presented. The *Quality Reporting Systems: My Tasks* screen displays.
2. Click the **Inquiry** link. The *Inquiry Dashboard* screen displays, opening the ESRD QIP application.
3. Click the **Create Clarification Question** button. The *Clarification Question* screen displays.
4. Click the **Down Arrow** to the right of the *Facility* field. The *Select Facility* box displays.
5. Select the desired facility from the drop-down box. If the clarification question is systemic (the question is related to a scoring issue that may impact multiple facilities), click the **Systemic Clarification** check box.
6. Enter the *Email Address for Response Notification*, the *Subject* and information regarding the clarification in the *Clarification Question* field.
7. To add an attachment, click the **Browse** button. The *Choose File to Upload* popup dialog box displays.
8. Navigate to the desired attachment, and then click **Open**. The file name displays in the *Attachments* field.
   NOTE: Attachments cannot exceed 10 megabytes.
9. To save a draft of the clarification question to complete later, click **Save as Draft**. The *Inquiry Dashboard* shows the question with a *Status of Draft*.
10. To submit the clarification question, click **Submit**. A Confirmation dialog box asks *"Are you sure you want to submit this?"*
11. Click **Cancel** to cancel the submission or click **Yes, Submit** to submit the clarification question. The *Inquiry Dashboard* displays the clarification question with a *Status of Open*.

View a Clarification Question

1. Log In to ESRD QIP and then click the **Down Arrow** to the right of *Quality Programs* in the menu bar and select **End Stage Renal Disease Quality Reporting Program** from the list presented. The *Quality Reporting Systems: My Tasks* screen displays.
2. Click the **Inquiry** link. The *Inquiry Dashboard* screen displays, opening the ESRD QIP application.
3. Click the **ID** of the clarification question you want to view. The *Clarification Question* screen displays the clarification question.

Submit a Formal Inquiry

1. Log In to ESRD QIP and then click the **Down Arrow** to the right of *Quality Programs* in the menu bar and select **End Stage Renal Disease Quality Reporting Program** from the list presented. The *Quality Reporting Systems: My Tasks* screen displays.
2. Click the **Inquiry** link. The *Inquiry Dashboard* screen displays, opening the ESRD QIP application.
3. Click the **Create Formal Inquiry** button. The *Formal Inquiry* screen displays.
4. Click the **Down Arrow** to the right of the *Facility* field. The *Select Facility* box displays.
5. In order to submit a formal inquiry, you must have permission from your Facility Manager to do so. If you have obtained permission, click the *"My Facility Manager has approved this Formal Inquiry"* check box.
6. Enter the formal inquiry subject in the *Subject* field, and information regarding the formal inquiry in the *Formal Inquiry* field.
7. To add an attachment, click the **Browse** button. The *Choose File to Upload* popup dialog box displays.
8. Navigate to the desired attachment, and then click **Open**. The file name displays in the *Attachments* field.
   NOTE: Attachments cannot exceed 10 megabytes.
9. To save the formal inquiry as a draft to complete and submit later, click **Save as Draft**. The *Inquiry Dash*board displays the formal inquiry with a *Status of Draft*.
10. To submit the formal inquiry, click **Submit**. A confirmation dialog box asks *"Are you sure you want to submit this?"*
11. Click **Cancel** to cancel the submission, or click **Yes, Submit** to submit the formal inquiry. The *Inquiry Dashboard* displays the formal inquiry with a *Status of Open*.

View a Formal Inquiry

1. Log In to ESRD QIP and then click the **Down Arrow** to the right of *Quality Programs* in the menu bar and select **End Stage Renal Disease Quality Reporting Program** from the list presented. The *Quality Reporting Systems: My Tasks* screen displays.
2. Click the **Inquiry** link. The *Inquiry Dashboard* screen displays, opening the ESRD QIP application.
3. Click the **ID** of the Formal Inquiry you want to view. The *Formal Inquiry* screen displays the formal inquiry.