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

Payment Year (PY) 2022 Preview Period

ESRD QIP User Interface (UI)
Quick Start Guide

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Introduction

This Quick Start Guide provides the information necessary for Facility Viewers, Facility Points of Contact (POCs), and Corporate POCs to use the End-Stage Renal Disease Quality Incentive Program (ESRD QIP) User Interface (UI) in the ESRD Quality Reporting System (EQRS).

Background

The Centers for Medicare & Medicaid Services (CMS) established the ESRD QIP as part of Section 153(c) of The Medicare Improvements for Patients and Providers Act (MIPPA) of 2008. This legislation directs the Secretary of the Department of Health and Human Services (HHS) to establish quality incentives for facilities furnishing renal dialysis services. The law outlines certain requirements regarding the selection of measures and scoring, the identification of performance standards and performance periods, and the opportunity for facility review of scores and public reporting.

CMS administers the ESRD QIP to promote high-quality services by outpatient dialysis facilities treating patients with ESRD. The first of its kind in Medicare, this program changes the way CMS pays for the treatment of ESRD patients by linking a portion of payment directly to facilities' performance on quality care measures.

The ESRD QIP reduces payments to renal dialysis facilities that do not meet or exceed certain performance standards on applicable measures. This reduction applies to all payments for services performed by the facility receiving the reduction during the applicable Payment Year (PY).

The ESRD QIP scores facilities on their performance according to the measures established for the relevant PY. 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.

For more information, access the ESRD QIP Measures Manual, Technical Specifications, and supporting documents via https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ESRDQIP/061_TechnicalSpecifications.

Register for a New HARP Account

Note: Only one Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP) account is needed to access EQRS. Users do not need to apply for a separate HARP account to access the Renal Management Information System (REMIS), CROWNWeb, and the ESRD QIP UI.

1. Open your web browser and go to https://harp.cms.gov/register/profile-info. The *Profile Information* screen displays.

2. Enter your Profile Information. The following fields are required:

    a. First Name

    b. Last Name

    c. Date of Birth

    d. Email Address

    e. Home Address

    f. City

    g. State

    h. ZIP Code

    i. Social Security Number (SSN)

3. Click **Next**. By registering for HARP, you agree to the terms and conditions**.** The *Account Information* screen displays.

4. Enter a valid User ID, Password, and complete the Challenge Question fields.

5. Click **Next**. The *Remote Proofing* screen displays.

6. Answer the Remote Proofing questions.

7. Click **I'm not a robot** and click **Next**. The *Confirmation* screen displays.

Note: Access HARP Training materials via https://mycrownweb.org/harp-training/ for further details.

Request ESRD QIP UI Role

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Review the My Access section to see if QIP is listed as an approved application. If QIP is listed and no further actions are needed, review the access details and stop at this step. If QIP is not listed, proceed to the next step.

7. Click **Request access** under Manage Access. The *Organization Category* screen displays.

8. Select the **organization category**. The screen refreshes and displays a list of applications.

9. Select **QIP** and click the **Continue** button. The *Organization Role* screen displays.

10. Search for your **organization**, select the desired **role**, and click **Add**. The screen refreshes and displays the *Review selected roles* section.

11. Review the selected role and click **Submit request**. A *Submit role request* dialogue box displays.

12. Click **Yes, continue**. The system refreshes and displays a message confirming that your role request has been successfully submitted.

    Note: An organization's Security Official reviews and approves role requests.

Access the ESRD QIP UI

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send Code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

Note: If the QIP Score is **not** displayed in the blue navigation menu at the top of the screen, you will need to click on **Change organization** in the upper-right corner and select QIP, under Select application.

Change Organizations

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **Change Organization**. A list of your current facility or facilities and an option to select an application displays.

7. Click **QIP**. Select your organization, if needed. The system refreshes and displays QIP Scores in the navigation menu at the top of the screen.

View Scores and Feedback as a Facility POC or Facility Viewer

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

7. Click the **radio button** next to the desired facility in the *Facilities* section.

    NOTE: Users can only view data for facilities within their purview. The radio button is automatically selected for users with purview over one facility. Users with purview over 10 or more facilities must use the *Filter Facilities* option to search for specific facilities.

8. Review the facility details in the *Runs* section.

9. Review the Total Performance Score (TPS), reduction percentage, facility details, and Measure Summary in the *Score Details* section.

View Scores and Feedback as a Corporate POC or Corporate Viewer

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

7. Enter or select a search criterion in the *Filter Facilities* section and click **Apply Filter**.

8. Click the **radio button** next to the desired facility in the *Facilities* section.

9. Review the facility details in the *Runs* section.

10. Review the TPS, reduction percentage, facility details, and Measure Summary in the *Score Details* section.

View and Download Reports as a Facility POC or Facility Viewer

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu. The *Scores and Feedback* screen displays.

7. Click **View/Download Reports**.

8. Click the **hyperlink** to download the desired report. The downloaded report displays at the bottom of the screen.

9. Click on the downloaded report or desired action to **Open** or **Save** the file.

View and Download Reports as a Corporate POC or Corporate Viewer

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

7. Click **View/Download Reports**.

8. Select your **facility** and **payment year**.

    a. Single-Facility Search:

        i. Enter **Facility Name**, **CMS Certification Number (CCN)**, or **Dialysis Organization**.

        ii. Select the desired **facility**.

        iii. Select **Payment Year**.

        iv. Select Period.

        v. Select Report, if desired.

        vi. Click **Apply Filter**.

    b. Organizational-Level Search:

        i. Click the **This is an organizational-level search** checkbox.

        ii. Select **Payment Year**.

        iii. Select Period.

        iv. Select **Network**, **State**, and/or **Report Type**.

        v. Click **Apply Filter**.

9. Click the **hyperlink** to download the desired report. The downloaded report displays at the bottom of the screen.

10. Click on the downloaded report or desired action to **Open** or **Save** the file.

Save/Submit an Inquiry as a Facility POC

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

7. Click **Preview Period Inquiries**.

8. Click **Create new inquiry**.

9. Select a **facility**.

    Note: Facility POCs can only submit inquiries for facilities within their purview.

10. Review the **From** field.

    Note: The **From** field is automatically pre-populated with the user's information and cannot be changed.

11. Enter an **email address** in the CC line to inform an individual of the inquiry.

    Note: Optional field.

12. Enter a **Subject**.

    Note: Optional field but recommended. Up to 50-character limit.

13. Enter **Message**.

    Note: Up to 25,000-character limit.

14. Click **Upload an attachment**.

    Note: Optional field.

15. Click **Save inquiry** if you need to come back and make changes or click **Send inquiry** if you are ready to submit.

Save/Submit an Inquiry as a Corporate POC

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

7. Click **Preview Period Inquiries**.

8. Click **Create new inquiry**.

   Note: Corporate POCs can submit inquiries for all facilities owned by an organization within their purview.

9. Determine if this is a facility-level or organizational-level inquiry.

   a. Facility-Level Inquiry:

      i. Enter **Facility Name**, **CCN**, or **Dialysis Organization**.

      ii. Select the desired **facility**.

   b. Organizational-Level Inquiry:

      i. Click the **This is an organizational-level inquiry** checkbox.

10. Review the **From** field.

    Note: The **From** field is automatically pre-populated with the user's information and cannot be changed.

11. Enter an **email address** in the CC line to inform an individual of the inquiry.

    Note: Optional field.

12. Enter a **Subject**.

    Note: Optional field but recommended. Up to 50-character limit.

13. Enter **Message**.

    Note: Up to 25,000-character limit.

14. Click **Upload an attachment**.

    Note: Optional field.

15. Click **Save inquiry** if you need to come back and make changes or click **Send inquiry** if you are ready to submit.

Reply to an Inquiry as a Facility or Corporate POC

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

7. Click **Preview Period Inquiries**.

8. Enter any of the following **search criterion** under the *Filter Inquiries* section:

   a. Facility Name, CCN, or Dialysis Organization

   b. Inquiry ID

   c. Inquiry Subject

   d. Inquiry Status

   e. Inquiry Submitted Date Range

9. Click **Apply Filter**.

10. Navigate to the *Previously Submitted Inquiries* section.

11. Click the **Inquiry ID** of the desired inquiry to view the thread.

12. Enter **Message**.

    Note: Up to 25,000-character limit.

13. Click **Upload an attachment**.

    Note: Optional field.

14. Click **Send message**.

View Previously Submitted Inquiries as a Facility or Corporate Viewer

1. Open your web browser and go to https://eqrs.cms.gov/globalapp/. The *Sign into EQRS* screen displays.

2. Enter your HARP **username** and **password**.

3. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.

4. Click **Send code** or make the appropriate selections to receive a one-time security code.

5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.

6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

7. Click **Preview Period Inquiries**.

8. Enter any of the following **search criterion** under the *Filter Inquiries* section:

   a. Facility Name, CCN, or Dialysis Organization

   b. Inquiry ID

   c. Inquiry Subject

   d. Inquiry Status

   e. Inquiry Submitted Date Range

9. Click **Apply Filter**.

10. Navigate to the *Previously Submitted Inquiries* section.

11. Click the **Inquiry ID** of the desired inquiry to view the thread.

Acronyms

Acronym	Description
CC	Carbon Copy
CCN	Centers for Medicare & Medicaid Services Certification Number
CDC	The Centers for Disease Control and Prevention
CMS	Centers for Medicare & Medicaid Services
CROWNWeb	Consolidated Renal Operations in a Web-enabled Network
CY	Calendar Year
EQRS	End-Stage Renal Disease Quality Reporting System
ESRD	End-Stage Renal Disease
ESRD QIP	End-Stage Renal Disease Quality Incentive Program
HARP	Healthcare Quality Information System Access Roles and Profile
HCP	Healthcare Personnel
HCQIS	Healthcare Quality Information System
HHS	Department of Health and Human Services
ICH CAHPS	In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems
ID	Identification
MIPPA	Medicare Improvements for Patients and Providers Act
NHSN	National Healthcare Safety Network
POC	Point of Contact
PY	Payment Year
REMIS	Renal Management Information System
TPS	Total Performance Score
UI	User Interface