



Centers for Medicare & Medicaid Services

# **End-Stage Renal Disease (ESRD) Quality Incentive Program (QIP) Payment Year (PY) 2018**

## **Facility User Quick Start Guide**

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## 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 (ESRD) Quality Incentive Program (QIP) system

## Background

ESRD QIP reduces payments to ESRD facilities that do not meet or exceed 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 they 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 to CROWNWeb and other identified databases.

The **baseline periods** are the designated time (often a full year) during which data is gathered from 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 periods is 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 actual **performance period** (which usually covers a full 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, then it will incur payment reductions of up to two percent for the entire PY.


**Example:** For payment year (PY) 2018, CMS calculates a facility score for each clinical measure based on comparing the facility performance rate during calendar year (CY) 2016 against the national performance of all facilities in CY 2014; as well as the facility's own performance in CY 2016 against its own performance in CY 2015. 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 particular reporting measure.









CMS then weights and aggregates the scores to create a TPS, and uses this score to determine the applicable payment reduction percentage, if any. Facilities must meet or exceed the minimum TPS of 49 in order to avoid a payment reduction. PY 2018 reductions will apply to all payments for services that the facility performs during CY 2018.

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.

<b>Payment Year</b>	<b>Performance Period</b>	<b>Achievement Baseline Period</b>	<b>Improvement Baseline Period</b>	<b>Exceptions</b>
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  [New User Registration](#) screen displays.
3. Read the *Terms and Conditions* and then click the **I agree to the terms and conditions** checkbox. The  [Next](#) button becomes active.
4. Click the **Next** button. The  [Your Information](#) screen displays.
5. Enter your information and then click **Next**. The  [Choose User ID and Password](#) screen displays.  
**NOTE:** All fields with an asterisk (\*) preceding the field name are required fields and must be entered. The *Social Security Number* field does not have an asterisk, but it is a required field due to the *Identity Verification* process.
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  [Account Successfully Created](#) screen displays.  
**NOTE:** The *User ID* is limited to 50 characters for both CROWNWeb and QIP. It is recommended that you use your email address as your EIDM User ID.
7. Click **OK**. The  [CMS Secure Portal](#) 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>, click the **Login to CMS Secure Portal** button. The [System Use Notification](#) screen displays.
2. Read the *System Use Notification* and then click **I Accept**. The [Welcome to CMS Enterprise Portal](#) screen displays.
3. Enter your *User ID* and then click **Next**. The [Password](#) screen displays.
4. 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.
5. Click the **Request Access Now** button. The [My Access](#) screen displays a list of applications.
6. 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.
7. Click on the *QualityNet Authorization and Role Management (QARM)* **Request Access** button. The [Request New Application Access](#) screen displays.
8. 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.
9. Click **Next**. The [Identity Verification](#) screen displays.
10. Read the information on the screen, and then click **Next**. The [Terms and Conditions](#) screen displays.
11. Read the *Terms and Conditions*, and then click the **I agree to the terms and conditions checkbox**. The [Next](#) button becomes active.
12. Click the **Next** button. The [Your Information](#) screen displays.  
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.

13. 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.

14. Click **Next**. The [Multi-Factor Authentication Information](#) screen displays.

15. Click **Next**. The [Register your Phone, Computer or E-mail](#) screen displays.
16. Click the **down arrow** to the right of the [MFA Device Type](#) field and select the MFA Device desired from the list presented.
17. Enter required fields, and then click **Next**. The [Confirmation](#) screen displays and a confirmation email is sent to your address on file.
18. Click **Next**. The [Request New Application Access](#) screen displays.
19. Enter required *Business Contact Information*, and then click **Next**. The [Request New Application Access](#) screen asks for a *Reason for Request*.
20. Enter the reason, and then click **Next**. The [Request New Application Access Review](#) screen displays.
21. Review the information, and then click **Submit**. The [Request New Application Access Acknowledgement](#) screen displays. Click **OK**.
22. 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 **End-Stage Renal Disease Quality Reporting Program** 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.  
Enter your *User ID* and then click **Next**. The [Password](#) screen displays.
5. 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.

6. 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.
7. Click **Request My Access** under the *Manage My Access* group. The [Create User Authorization Request](#) screen displays.
8. Click the Down Arrow to the right of the *Program* field and select End Stage Renal Disease Quality Reporting System.
9. 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**.
  - c. Click the **desired facility name** and then click **OK**.
10. 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**.



11. 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.
12. Click **Submit Request**. The [Submit Request Confirmation](#) pop up dialog box displays.
13. Click **OK**. The screen displays your [Request ID](#).
14. 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 **End-Stage Renal Disease Quality Reporting Program** link in the menu. The [Terms and Conditions](#) screen displays.
4. Read the *Terms and Conditions* 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](#) 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 **End-Stage Renal Disease Quality Reporting Program** 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. Click the **Down Arrow** to the right of *User Profile* in the menu bar and select **User Preferences** from the menu displayed. The [User Preferences, 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.

## View a Report

1. 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.
3. Ensure that the **Report Program** field displays *ESRD QIP* and the **Report Category** field displays *Payment Year 2018*. 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. Click the appropriate icon in the [Action](#) column to perform the desired action.

## Submit a Clarification Question

1. 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 clarification subject in the *Subject* field, 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. 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 [Facility POC Inquiry/Clarification Dashboard](#) screen displays the clarification question.
4. Click **Cancel** to return to the *Inquiry Dashboard*, click **Save as Draft** to save changes you have updated, or click **Submit** to submit the clarification question.

## Submit a Formal Inquiry

1. 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 Dashboard* displays the clarification 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 [formal inquiry](#). The *Inquiry Dashboard* displays the clarification question with a [Status of Open](#).

## View a Formal Inquiry

1. 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 [Facility POC Inquiry/Clarification Dashboard](#) screen displays the formal inquiry.
4. Click **Cancel** to return to the *Inquiry Dashboard*, click **Save as Draft** to save changes you have updated, or click **Submit** to submit the formal inquiry.