



August 2020 Town Hall

With End-Stage Renal Disease (ESRD) Outreach, Communication, and Training (EOCT) Team

August 27, 2020–2 PM to 3 PM ET

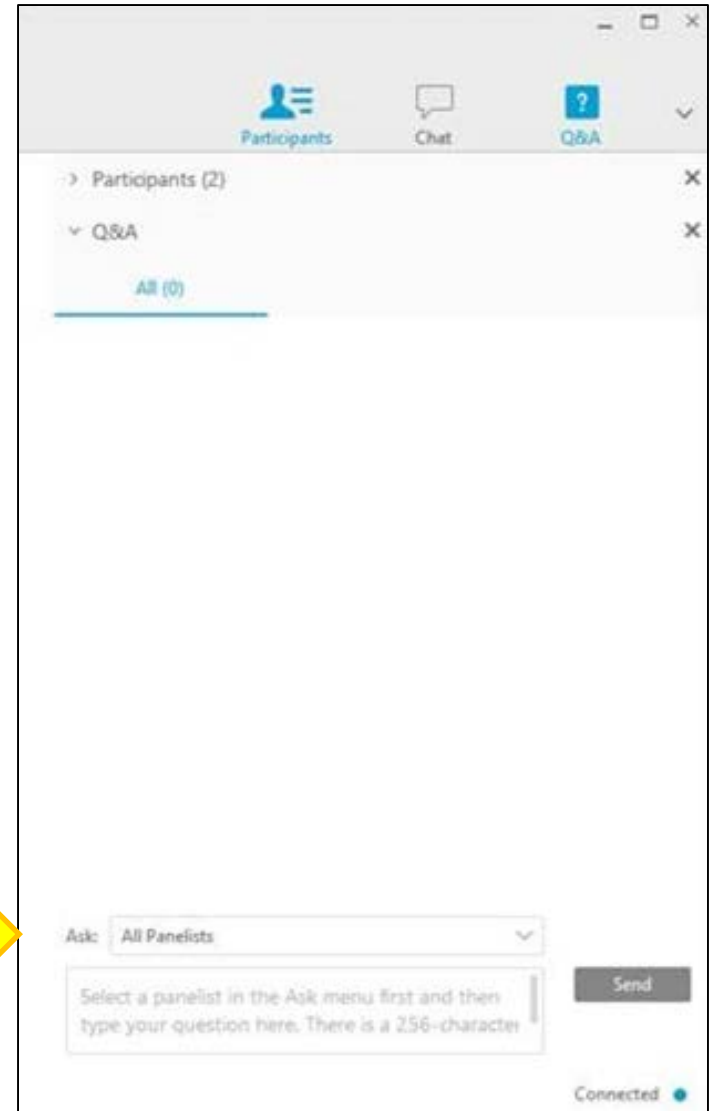


Submitting Questions

Type questions in the “Q&A” section, located to the right of your screen.

Send all Q&A questions to “All Panelists”

Note: Some questions may require additional research. Unanswered questions may be submitted to CRAFT@MyCROWNWeb.org.



Today's Host and Presenter

Oniel Delva, MS, CTT+
Communications Director



Note:

Data used in this presentation is fictitious.



Latest News and Reminders

Facility Dashboard: Upcoming Reminders

- Use the ESRD Quality Reporting System (EQRS) Facility Dashboard for clinical closure reminders.

The screenshot displays the EQRS Facility Dashboard. The top navigation bar includes the EQRS logo and links for Dashboard and Facilities. The main content area is divided into two sections: Overview and Facility Dashboard Overview.

Overview

Form 2728		
New	Due	Past due
0	0	0

Form 2746	
Due	Past due
0	0

Notifications & Accretions	
Unresolved	
0	

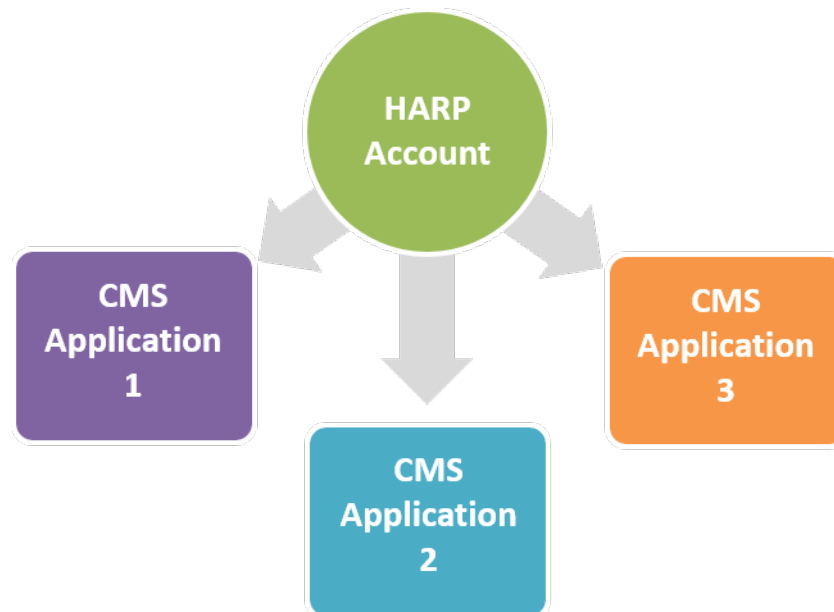
Facility Dashboard Overview

Upcoming Reminders

- **08/31/2020** - Clinical Data submission deadline for the June 2020 clinical period.
- **09/30/2020** - Clinical Data submission deadline for the July 2020 clinical period.

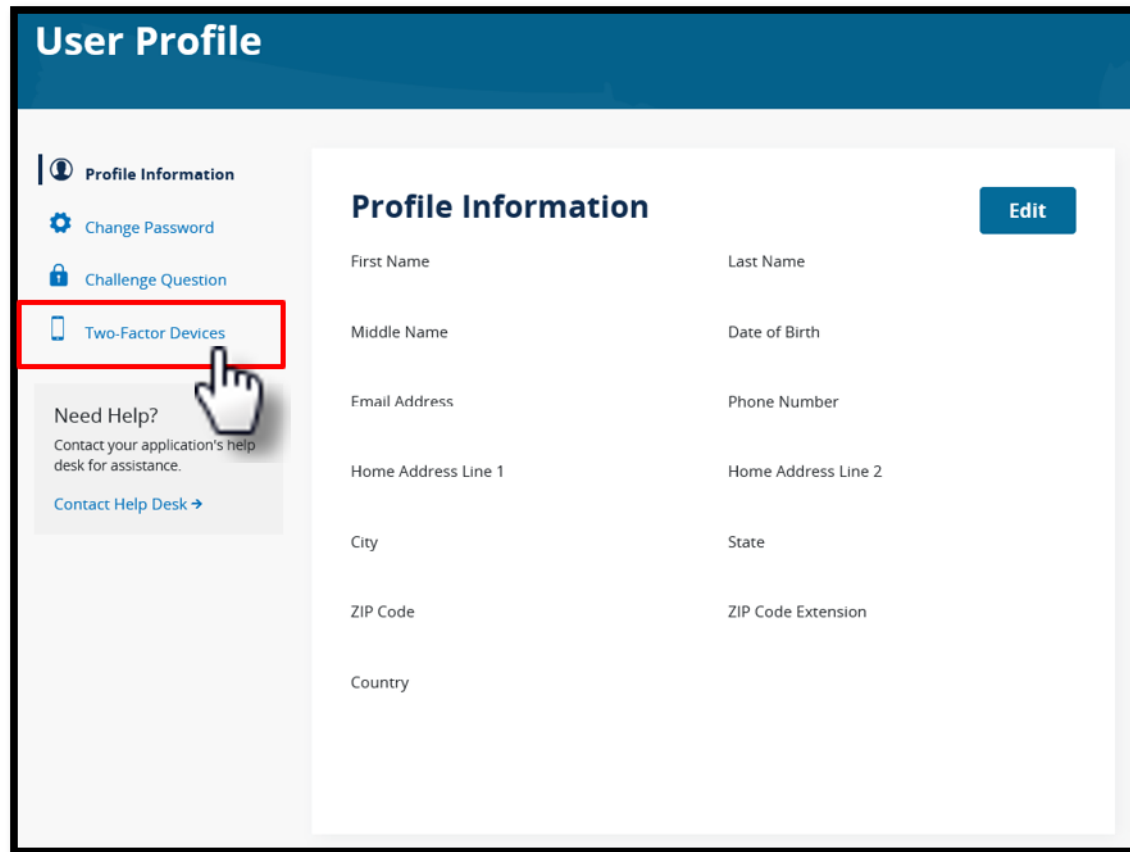
Maintain HARP Account

- Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP) is a secure identity management portal provided by CMS.
- HARP allows a user to create a user ID and password that can be used to access many CMS applications.
- All EQRS users must have a HARP account.
- Register for HARP via <https://harp.qualitynet.org/register/profile-info>.
- Maintain your HARP account via <https://harp.qualitynet.org/login/>.



Selecting Additional Two-Factor Authentication Devices

- Users can select additional Two-Factor Authentication devices when logging into HARP and/or EQRS.
- Additional devices can be added via the Two-Factor Devices screen in HARP.

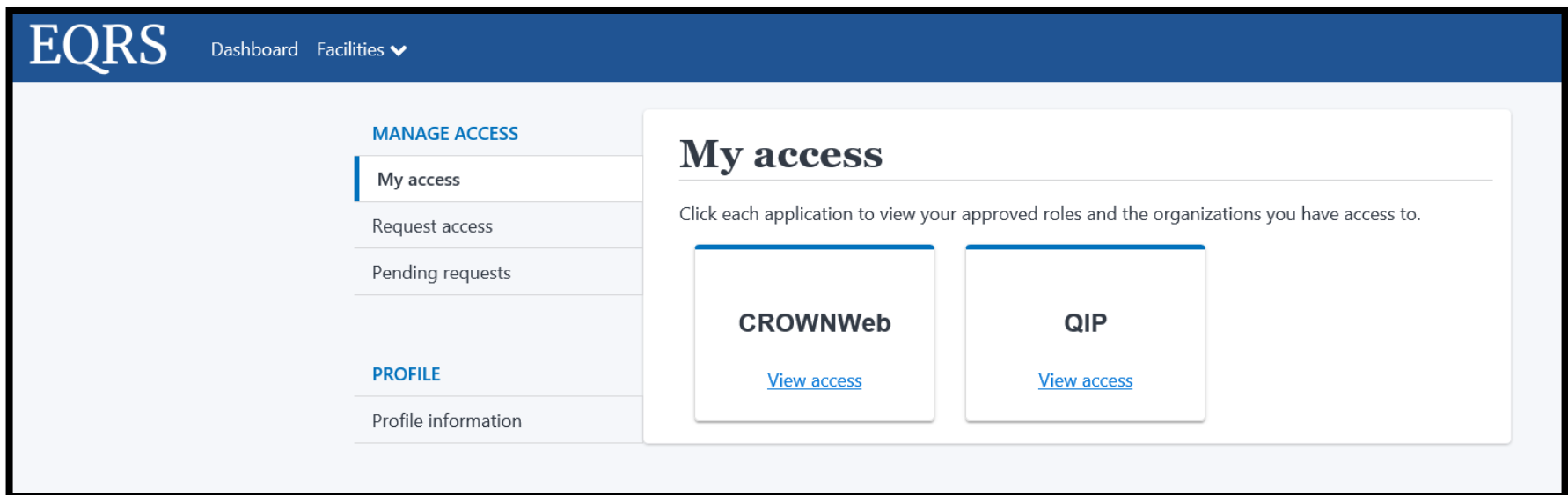


Two-Factor Authentication Device Type

Device Type	Description
Email	<ul style="list-style-type: none">• Default two-factor authentication device. Cannot be removed. You can edit this to another email address.
SMS	<ul style="list-style-type: none">• Enter your mobile phone number to receive a text with a security code.
Voice	<ul style="list-style-type: none">• Enter your phone number to receive a call with a security code.
Google Authenticator	<ul style="list-style-type: none">• The Google Authenticator application generates two-factor authentication codes on your mobile device.
Okta Verify	<ul style="list-style-type: none">• The Okta Verify application generates two-factor authentication codes on your mobile device.
Okta Verify Push	<ul style="list-style-type: none">• The Okta Verify Push application generates two-factor authentication codes on your mobile device.

Maintain EQRS Role(s)

- EQRS blends functionalities of the following legacy ESRD Systems into one global application:
 - CROWNWeb
 - ESRD QIP
 - Renal Management Information System (REMIS)
- Use EQRS to maintain and request roles for necessary user interfaces. Direct Link: <https://eqrs.cms.gov/globalapp>



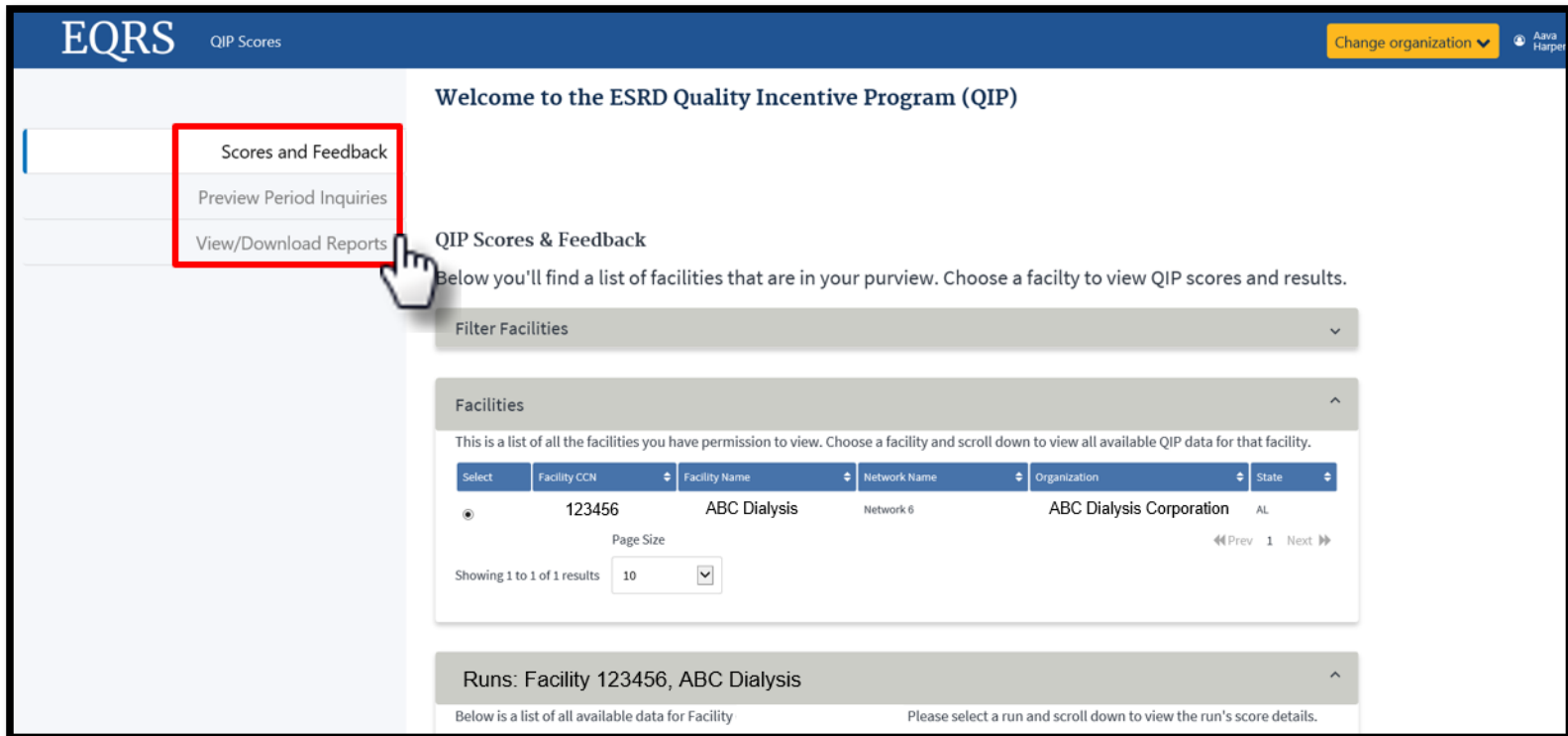
The screenshot displays the EQRS user interface. At the top left, the 'EQRS' logo is visible, followed by 'Dashboard' and a dropdown menu for 'Facilities'. The left sidebar contains a navigation menu with two main sections: 'MANAGE ACCESS' and 'PROFILE'. Under 'MANAGE ACCESS', there are three items: 'My access' (which is highlighted with a blue bar), 'Request access', and 'Pending requests'. Under 'PROFILE', there is one item: 'Profile information'. The main content area is titled 'My access' and includes the instruction: 'Click each application to view your approved roles and the organizations you have access to.' Below this instruction are two cards. The first card is for 'CROWNWeb' and has a 'View access' link. The second card is for 'QIP' and also has a 'View access' link.

Recent EQRS/CROWNWeb System Updates

- COVID-19:
 - CMS authorized the addition of ICD-10 code U07.1 “COVID-19, virus identified” in CROWNWeb
 - CMS authorized the removal of ICD-10 code U07.2 “COVID-19, virus not identified” from CROWNWeb on July 13, 2020
- Addition of ESRD QIP User Interface (UI).

PY 2021 Preview Period Inquiries

- The ESRD QIP Payment Year (PY) 2021 Preview Period started on July 29, 2020, and is scheduled to **end on August 31, 2020, at 11:59 p.m. Pacific Time** (September 1, 2020, at 2:59 a.m. Eastern Time).
- Use the ESRD QIP UI in EQRS to view scores and reports and submit inquiries by the end of the ESRD QIP PY 2021 Preview Period.



The screenshot displays the EQRS QIP Scores interface. The top navigation bar includes the EQRS logo, 'QIP Scores', a 'Change organization' dropdown, and the user name 'Aava Harper'. The main content area is titled 'Welcome to the ESRD Quality Incentive Program (QIP)'. A left-hand navigation menu is visible, with 'Scores and Feedback', 'Preview Period Inquiries', and 'View/Download Reports' listed. A red box highlights the 'Preview Period Inquiries' option, and a hand cursor points to it. The main content area shows 'QIP Scores & Feedback' and a message: 'Below you'll find a list of facilities that are in your purview. Choose a facility to view QIP scores and results.' Below this is a 'Filter Facilities' dropdown and a 'Facilities' section. The 'Facilities' section contains a table with one row of data:

Select	Facility CCN	Facility Name	Network Name	Organization	State
<input type="radio"/>	123456	ABC Dialysis	Network 6	ABC Dialysis Corporation	AL

Below the table, there is a 'Page Size' dropdown set to 10, and a 'Showing 1 to 1 of 1 results' indicator. At the bottom, there is a 'Runs' section for 'Facility 123456, ABC Dialysis' with a message: 'Below is a list of all available data for Facility. Please select a run and scroll down to view the run's score details.'

Poll Question #1

Have you reviewed your PY 2021 ESRD QIP scores and reports via the ESRD QIP UI?

- A. Yes
- B. No





Important Announcement: Transient Patient Status Removal

Transient Patient Removal Overview

- **CMS will not incorporate CROWNWeb’s “Transient” patient admission status into EQRS in support of data quality.**
- Excluding “Transient” patient admissions in EQRS ensures there is only one admission and patient record in the patient registry at any given time.
- It helps to ensure that patients are correctly admitted and discharged as they transfer from one facility to another for treatments.
- **Further details will be provided during the September 24, 2020 CROWNWeb Town Hall event.**



EQRS/CROWNWeb Data Management: Third and Fourth Quarter Reminders

Patient Attributes

- Accurate Patient Attributes ensures patients receive their appropriate ESRD benefits and assists in reducing duplicates in the National ESRD registry.

Edit Patient Attributes
Key Patient Info - 2104876568 Submit Date: 03/19/2018

* Patient's First Name * Date of Birth

MI * Gender

* Patient's Last Name Medicare Beneficiary Identifier

Suffix SSN

* Medicare Claim Number

Ethnicity Patient's Self Reporting of Race and Ethnicity

Race (check all that apply)

White
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 American Indian/Alaska Native

Tribe and Origin

Name of Enrolled/Principal Tribe

Country / Area of Origin

Patient Contact Info

Do Not Contact

Mailing Address **Physical Address (Same as Mailing Address)**

Line 1 Line 1

Line 2 Line 2

Zip Code - Zip Code -

City City

* State * State

County

Treatment Information

- Up-to-date Treatment Information ensures that the patient is listed properly in the system and is displayed correctly on the Clinical menus.

[Show Help](#)

Add Treatment Information

Dialysis Treatment Information - 2104876568 - New Patient

*Treatment Start Date	<input type="text" value="03/20/2018"/>	<input type="button" value="Calendar"/>	Dialysis Time Period	<input type="text"/>
*Primary Dialysis Setting	<input type="text" value="Dialysis Facility/Center"/>			<input type="text"/>
Expected Self-Care Setting	<input type="text"/>			
*Primary Type of Treatment	<input type="text" value="Hemodialysis"/>			
Sessions Per Week	<input type="text" value="4"/>		Time Per Session (in minutes)	<input type="text" value="240"/>
*Attending Practitioner	<input type="text" value="Seckman, Michelle"/>			
Attending Practitioner UPIN	<input type="text" value="A12345"/>		Attending Practitioner NPI	<input type="text"/>
Type Of Dialysis Training	<input type="text"/>			
Dialysis Training Begin Date	<input type="text" value="mm/dd/yyyy"/>	<input type="button" value="Calendar"/>	Dialysis Training End Date	<input type="text" value="mm/dd/yyyy"/>

Patient Clinical Values

- Entering Clinical values monthly for all patients is required for all ESRD certified facilities.
- These values are used to monitor patient progress and assist with calculating ESRD QIP scores.

The screenshot displays the 'Manage Patient Clinical Values' web application. On the left is a dark blue sidebar with a menu containing: Manage Clinical (with a dropdown arrow), Anemia Management, Adequacy, Ultrafiltration, Mineral Metabolism, ESA, Infection, Iron, Fluid Weight Management, Hospitalization, and Vaccination. Below the menu is a 'Patient Reporting' button with a left arrow. At the bottom of the sidebar, it shows 'Version Number : CROWNWeb 5.1.3_EQRS1.1-v1.16'. The main content area has a title 'Manage Patient Clinical Values' and a 'Show Help' link in the top right. Below the title is an 'Info' section with a message: 'No clinical data for selected facility, patient and clinical month.' The 'Patient Information' section contains several input fields: Facility CCN, Facility NPI (with a 'Go' button), Facility DBA Name (dropdown menu showing 'ABC Dialysis (700000178)'), Collection Type (dropdown menu showing 'Hemodialysis'), Clinical Month (dropdown menu showing 'March 2018 (Open)'), Last Name Group (dropdown menu showing 'All'), Display Patients (dropdown menu showing 'Without Clinical Values' with a 'Go' button), Patient (dropdown menu showing 'Patient, New (2104876568)'), and Common Lab Test Date (text input showing '03/15/2018' with a calendar icon). The 'Patient Details' section is a table with the following data: Patient Number: 2104876568; Patient Name: New Patient; Date of Birth: 08/08/1958; SSN: 232-78-9252. Below this is a row of buttons: Save, Submit, Reset, Delete, and a checkbox labeled 'No Clinical Data Available For All Collection Types'. The 'Clinical Values' section is currently empty, with the first entry 'Anemia Management' visible. At the bottom, there is a field for '*Hemoglobin (Hgb) (g/dL)' with an input box, a checkbox for 'N/A', and a date field 'mm/dd/yyyy' with a calendar icon.



Data Management Guidelines: Staying on Top of Data Submissions

Poll Question #2

Are you familiar with the
ESRD Systems Data
Management Guidelines?

- A. Yes
- B. Somewhat
- C. No



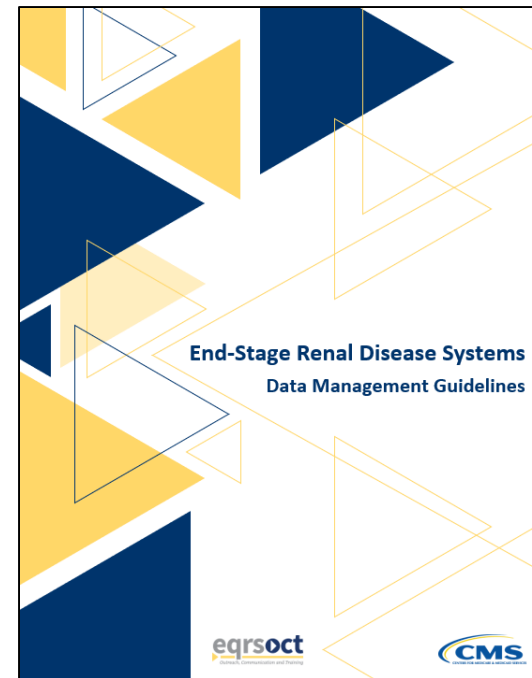
The Purpose

This document describes standardized data management processes created, reviewed, and approved by CMS.

Tasks to be completed by system users and submission timelines are identified in this ESRD Systems Data Management Guidelines document.

These tasks fall into three categories:

- **Data Monitoring**
- **Data Quality Measuring**
- **Data Quality Managing**

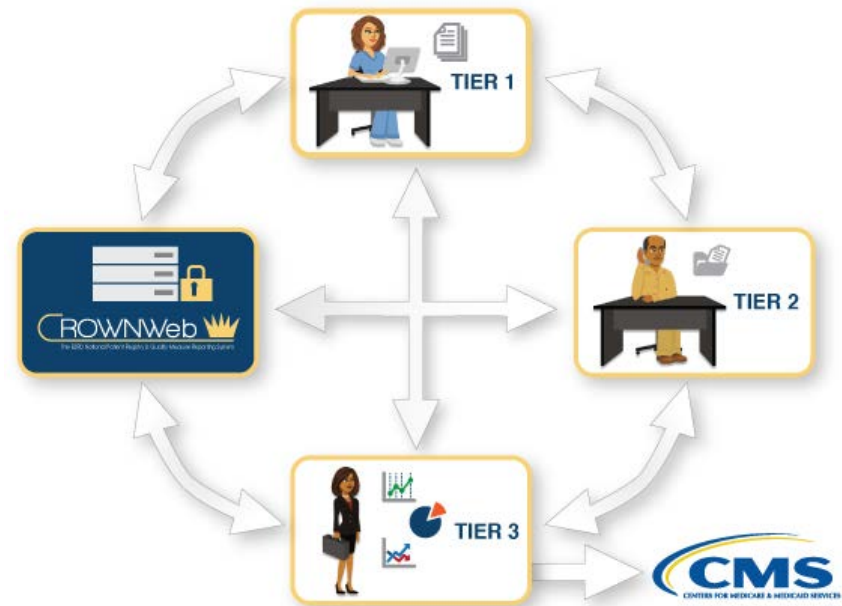


ESRD Systems Data Manager

A Data Manager is defined as any authorized user who oversees or assists with promoting data quality by *monitoring*, contributing to data effectiveness by *measuring*, and ensuring data reliability by *managing* accurate and timely data submissions.

There are three tiers of Data Managers:

- **Tier 1** – Individuals or groups that enter patient and facility details into the ESRD Systems.
- **Tier 2** – Individuals or groups that provide technical data reporting assistance.
- **Tier 3** – Individuals or groups that support CMS data reporting needs.



Example of Tier 1 Data Manager Tasks

Category	Section	Task	Frequency
Data Monitoring	Facility Dashboard	Monitor Facility Dashboard	At least Weekly
	Facilities	Monitor Facility Attestation	Between January 1 and the end of February of each year
		Monitor Facility Summary	By December 31 of each year
	Personnel	Review Personnel	At least quarterly
	Reports	Generate Missing Forms and Saved Status Reports	At least monthly

View page 52 of the ESRD Systems Data Management Guidelines to view and print the complete list:

https://mycrownweb.org/assets/documents/ESRD_Systems_Data_Management_Guidelines.pdf

Example of Tier 2 Data Manager Tasks

Category	Section	Task	Frequency
Data Monitoring	Facility Dashboard	Monitor Facility Dashboard	At least Weekly
	Facilities	Monitor Facility Attestation	Weekly in January and February of each year
		Monitor Facility Summary	By December 31 of each year
		Monitor Saved Facilities	By 1st business day of each month
	Reports	Generate Duplicate Patients Report	Monthly
		Generate Missing Forms and Saved Status Reports	At least monthly

View page 53 of the ESRD Systems Data Management Guidelines to view and print the complete list:

https://mycrownweb.org/assets/documents/ESRD_Systems_Data_Management_Guidelines.pdf

Example of Tier 3 Data Manager Tasks

Category	Section	Task	Frequency
Data Monitoring	Facilities	Monitor Facility Dashboard	Weekly in January and February of each year
	Reports	Generate Duplicate Patients Report	Monthly
Data Measuring	Reports	Generate Clinical Data and Missing Labs Report	Monthly
		Generate Open Accretions Report	Monthly
		Generate Open Notifications Report	Monthly

View page 54 of the ESRD Systems Data Management Guidelines to view and print the complete list:
https://mycrownweb.org/assets/documents/ESRD_Systems_Data_Management_Guidelines.pdf

Data Management Guidelines

Updates to Come

- The ESRD Systems Data Management Guidelines is reviewed and updated to meet the ESRD Community's needs.
- Upcoming updates include, but are not limited to:
 - Revision of account management procedures
 - Addition of new EQRS procedures
 - Addition of new EQRS screenshots
 - Removal of old procedures
 - Addition of new resources links



Educational Resources



www.MyCROWNWeb.org

MyCROWNWeb Homepage

- The MyCROWNWeb.org website is your direct link to all things related to EQRS/CROWNWeb training.

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Input search criteria

Sign Up for Mailing List

Enter your information below to receive updates on system trainings, project information, and monthly newsletters!

Enter your email

First name

Last name

Company

powered by [MailMunch](#)

ESRD Systems Data Management Guidelines

ESRD Systems Data Management Guidelines [PDF](#) and online [ebook](#)

MyCROWNWeb provides a number of tools to help the ESRD community become better users of the CROWNWeb system. Please visit the pages and quick links on the website for more information on CROWNWeb and the End Stage Renal Disease (ESRD) Quality Reporting System (EQRS). Please check out the [Latest Official News from CMS](#) and [Event Announcements](#) for more latest news.

Updated HARP Training available. [Click here for more information.](#)

Learn About CROWNWeb

Important Links

[Training Materials and Documents](#)

- HARP Training Materials
- ESRD QIP Quick Start Guide
- ESRD Systems Data Management Guidelines
- List of Primary Causes of Renal Failure (ICD-10)

Education Page

- The Education page provides a direct link to the training calendar. Additionally, it contains hyperlinks to all training tutorials and guides.



The screenshot displays the CROWNWeb website's Education page. At the top, the CMS logo and CROWNWeb title are visible, along with a navigation menu including Home, About Us, Events, Education, News, ESRD QIP, and Help. The main content area is titled 'Educational Resources' and features a large image of blue puzzle pieces and a person working on a laptop. Below this, there are sections for 'CROWNWeb Educational Resources' with a list of links, 'HARP Training' with a list of links, and 'ESRD Quality Incentive Program' with a link to a PDF guide. A sidebar on the left contains a search bar, 'ESRD Systems Data Management Guidelines' links, and an 'Online Help Portal' section.

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Input search criteria

ESRD Systems Data Management Guidelines

ESRD Systems Data Management Guidelines [PDF](#) and online [ebook](#).

End-Stage Renal Disease Systems Data Management Guidelines

ESRD QIP

Home About Us Events Education News ESRD QIP Help

Educational Resources



CROWNWeb Educational Resources

MyCROWNWeb offers many different training and educational tools to help new and experienced users of CROWNWeb. Please visit the pages listed below to find the best educational resources for you:

- [Virtual Training Calendar](#)
- [Tutorials – CROWNWeb](#)

Online Help Portal

Visit the CROWNWeb Help Portal to ask your questions directly to the Help Desk or the OCT staff.

HOW CAN WE HELP YOU TODAY?

- Technical Support
- Training Support
- Improving CROWNWeb
- Other

Programs

CROWNWeb Resources:

- ★ [CROWNWeb Training Videos](#)
- ★ [CROWNWeb Data Submission Stopwatch](#)
- ★ [CROWNWeb Online Help](#)
- ★ [CROWNWeb Quick Start Guides](#)
- ★ [CROWNWeb Training Materials and Documents](#)
- ★ [Virtual Training List](#)

HARP Training

- ★ [HARP Training](#)
- ★ [HARP Training Recording](#)
Revised on: 04/02/2020
- ★ [HARP Training PDF](#)
Revised on: 04/02/2020
- ★ [HARP Quick Start Guide](#)
Revised on: 04/02/2020

ESRD Quality Incentive Program:



The new End-Stage Renal Disease Quality Incentive Program (ESRD QIP) Payment Year (PY) 2020 Provider Portal Facility User Quick Start Guide is now available in [PDF](#).

News Page

- The News page features all current and previously announced items from CMS, Newsletters, and Events.



The screenshot shows the CROWNWeb website's news page. At the top, there is a navigation bar with links for Home, About Us, Events, Education, News, ESRD QIP, and Help. The CMS logo is on the left, and the CROWNWeb logo is in the center. Below the navigation bar, there is a search bar and a font size selector. The main content area is titled "Latest News and Updates" and features a large blue "LATEST NEWS" button. To the right of the button are icons for RSS and email, and a stack of CROWNWeb newsletters. Below the button, there is a sign-up form for a mailing list with fields for email, first name, last name, and company, and a "Subscribe" button. The sign-up form is powered by MailMunch. To the right of the sign-up form, there is a section for "Latest Official News from CMS" with a star icon and a link to the CMS News Archive. The news item is dated "JUN 1" and is titled "ESRD QIP User Interface Phase 1 Release June 1, 2020: What You Need to Know". The text of the news item is: "On June 1, 2020, the Centers for Medicare & Medicaid Services (CMS) will start the next chapter of its ESRD Quality Reporting System (EQRS) modernization efforts by implementing the first phase of a two-part ESRD Quality Incentive Program (ESRD QIP) User Interface (UI) rollout, in support of the ESRD QIP Payment Year (PY) 2021 Preview Period." There is a "(more...)" link below the text. A footer note says "powered by MailMunch".

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Input search criteria

Latest News and Updates Navigation

[CMS News Archive](#)
[CROWNWeb Announcements Archive](#)
[Event Announcements Archive](#)
[Newsletters](#)
[Published Articles](#)

Sign Up for Mailing List

Enter your information below to receive updates on system trainings, project information, and monthly newsletters!

powered by [MailMunch](#)

Latest News and Updates

LATEST NEWS

Stay Tuned-in and Up-to-date on the Latest News About CROWNWeb

Utilize the form on the left to sign-up and receive the latest CROWNWeb news from the CMS team as well as information on upcoming training sessions and information webinars. Check out the most current announcements below.

Latest Official News from CMS

★ Please visit the [CMS News Archive](#) for a list of all previous CMS updates.

JUN 1 [ESRD QIP User Interface Phase 1 Release June 1, 2020: What You Need to Know](#)

On June 1, 2020, the Centers for Medicare & Medicaid Services (CMS) will start the next chapter of its ESRD Quality Reporting System (EQRS) modernization efforts by implementing the first phase of a two-part ESRD Quality Incentive Program (ESRD QIP) User Interface (UI) rollout, in support of the ESRD QIP Payment Year (PY) 2021 Preview Period.

[\(more...\)](#)

Training Materials and Documents

- The Training Materials and Documents page holds downloadable copies of New User documents, core materials, and worksheets.

The screenshot shows the CROWNWeb website interface. At the top is a navigation bar with links for Home, About Us, Events, Education, News, ESRD QIP, and Help. Below the navigation bar is a search bar and a font size selector. The main content area is titled "Training Materials and Documents" and contains a sub-header: "Below are downloadable documents to assist when preparing/submitting CROWNWeb material." The content is organized into three columns: "New User Documents", "Core Materials", and "Worksheets".

New User Documents:

- New User Training:** Includes a thumbnail image of a person at a computer and a "Download" button.
- Deliverable Countdown:** Includes a thumbnail image of a clock and a "Download" button.

Core Materials:

- ESRD Systems Data Management Guidelines:** Includes a thumbnail image of a document and a "Download" button.
- List of Primary Causes of Renal Failure (ICD-10):** Includes a thumbnail image of a document and a "Download" button.
- Country-Area of Origin:** Includes a thumbnail image of a document and a "Download" button.

Worksheets:

- Initial 2728 Worksheet:** Includes a thumbnail image of a worksheet and a "Download" button.
- CROWNWeb Admit Patient Worksheet:** Includes a thumbnail image of a worksheet and a "Download" button.

On the left side of the page, there are additional links and sections:

- ESRD Systems Data Management Guidelines:** Includes a link to "ESRD Systems Data Management Guidelines PDF and online ebook" and a thumbnail image of the guidelines document.
- Online Help Portal:** Includes a link to "Visit the CROWNWeb Help Portal to ask your questions directly to the Help Desk or the OCT staff." and a dropdown menu titled "HOW CAN WE HELP YOU TODAY?" with options for Technical Support, Training Support, Improving CROWNWeb, and Other.
- Programs:** Includes a link to "Listed below are computer programs that are required to view documents on".



www.QualityNet.org

QualityNet Homepage

- The QualityNet.org website provides CMS system users with up-to-date information and resources.

The screenshot displays the QualityNet.org homepage. At the top left is the CMS.gov logo and 'QualityNet' text. A search bar labeled 'Search QualityNet' is in the top center. On the top right, there are links for 'Quality Programs', 'Help', 'Log into Secure Portal', and 'Register'. The main banner area has a blue background with the text 'Welcome to QualityNet! Your one-stop shop for CMS Quality Programs.' Below this are buttons for 'Subscribe to Email Updates' and 'Log into QualityNet Secure Portal'. To the right, a 'Recent News' section lists two items: 'New QualityNet list management system announced' (dated June 12, 2020) and 'Fiscal Year 2022 Hospital IQR Program Chart-Abstracted Targeted Hospitals Selected for Validation' (dated June 5, 2020). Below the banner is a dropdown arrow and the text 'I am looking for quality information associated with...'. This leads to a grid of six category boxes: 'Hospitals - Inpatient', 'Hospitals - Outpatient', 'Ambulatory Surgical Centers', 'PPS-Exempt Cancer Hospitals', 'ESRD Facilities', and 'Inpatient Psychiatric Facilities', each with a corresponding icon.

PY 2021 Preview Period Resources

- ESRD QIP Preview Period supporting materials are available via <https://www.qualitynet.org/esrd/esrdqip>.
- PY 2021 supporting materials include the following:
 - Guide to the PY 2021 ESRD QIP Performance Period
 - PY 2021 ESRD QIP User Interface (UI) Quick Start Guide

File Name	File Type	File Size	
Guide to the PY 2021 ESRD QIP Performance Score Report (PSR) Provides stakeholders with more information on how to better understand the information contained in your PSR.	PDF	885 KB	Download
PY 2021 ESRD QIP User Interface (UI) Quick Start Guide Provides system users with a shorter and more concise guide to accessing the system.	PDF	379 KB	Download

How to Route Questions

Should you have any questions, contact:

Question Type	Contact Information
General ESRD QIP questions REMINDER: The ESRD QIP UI must be used to submit formal Preview Period inquiries.	ServiceNow Q&A Tool: https://cmsqualitysupport.servicenowservices.com/qnet_qa
EQRS system-related questions	<i>QualityNet</i> Help Desk: 1-866-288-8912 qnetsupport-esrd@hcqis.org
Training-related questions	CRAFT Mailbox: CRAFT@MyCROWNWeb.org

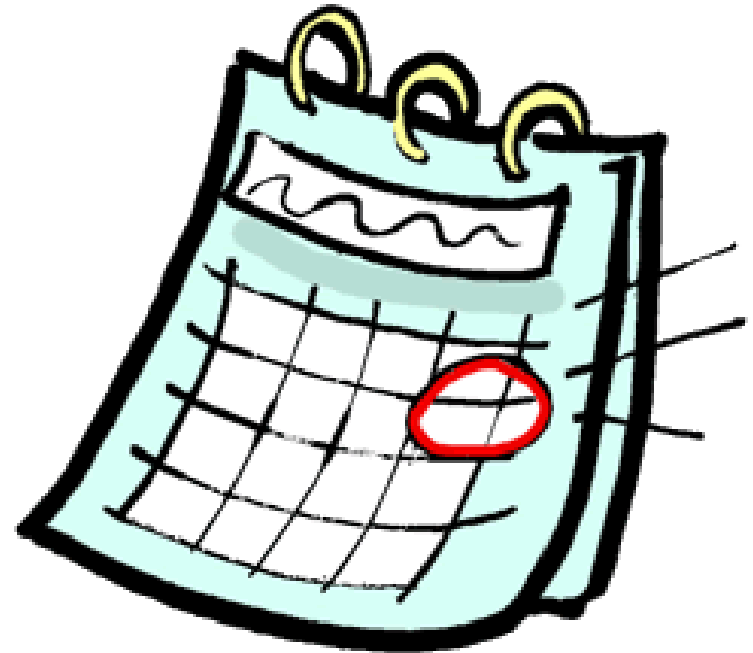
Questions



Thanks for Attending!

**Our next Town Hall
Event will be held on
September 24, 2020.**

Time: 2 PM – 3 PM ET



For Further Information...

Help Me Form: <http://help.MyCROWNWeb.org>

Website: <http://www.MyCROWNWeb.org>

QualityNet Service Desk: 1-866-288-8912

QualityNet Service Desk Email: qnetsupport-esrd@hcqis.org

ESRD QIP Questions: [ESRD QIP ServiceNow Q&A Tool](#)

An evaluation will pop up in your browser when the session ends.

Please follow the link and let us know what you think and what you would like to be covered in future Town Hall events, thank you!