

End Stage Renal Disease Quality Reporting System

NEWS

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September 2020 Clinical Data Extended

On November 5, 2020, the Centers for Medicare & Medicaid Services (CMS) extended the clinical submission deadline for September 2020 data to January 4, 2021 at 11:59 PM Pacific Time (PT).

Please note that this date adjustment is for the September 2020 Clinical Month only and will have no effect on previous or future due dates. See the table below for upcoming submission dates:

Reporting Month	Clinical Closure Date
September 2020 Clinical Month	January 4, 2021 at 11:59 PM PT
October 2020 Clinical Month	January 4, 2021 at 11:59 PM PT
November 2020 Clinical Month	February 1, 2021 at 11:59 PM PT

EQRS Help: QualityNet Service Desk

What type of service/assistance does the QualityNet Service Desk provide End-Stage Renal Disease (ESRD) Quality Reporting System (EQRS) users?

The QualityNet Service Desk is available Monday through Friday from 7am to 7pm Central Time. It provides EQRS users assistance with password resets, role requests, and instructions on how to complete tasks within EQRS, including tasks previously performed via the CROWNWeb system. The QualityNet Service Desk also assists users by routing requests that require extra attention, such as CMS-2728 and CMS-2746 form modifications, to the proper teams.

What are the different ways EQRS users can communicate with the QualityNet Service Desk?

Users can contact the QualityNet Service Desk via:

- Telephone: 1-866-288-8912
- Email: qnetsupport-esrd@hcqis.org

Telephone is the best way to get in-touch with the Service Desk. It allows two-way communication where we can ask follow-up questions.

Learn more about how the QualityNet Service Desk is working to assist EQRS users by accessing the November 2020 Town Hall materials via <https://mycrownweb.org/events/>.

EQRS Help: ESRD Networks

How do the ESRD Networks work with EQRS users to support data management?

ESRD Networks assist EQRS users by helping them with questions or issues they may experience when working in the system. ESRD Networks also provide instructions on how to complete the CMS-2744 Annual Facility Survey.

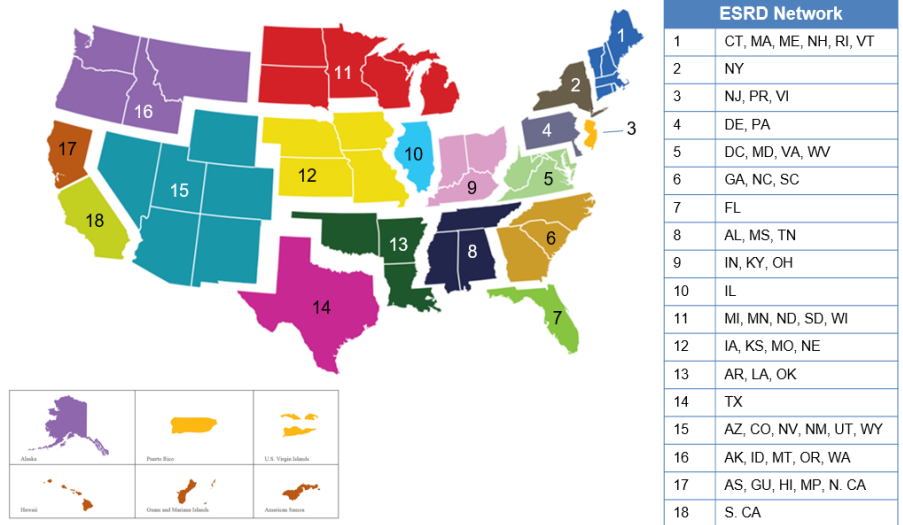
Learn more about how ESRD Networks assist EQRS users by accessing the November 2020 Town Hall materials via <https://mycrownweb.org/events/>.

Know Your ESRD Network

Do you know how to get in touch with your ESRD Network? There are currently 18 ESRD Network Organizations across the United States and in the territories of the United States. ESRD Networks assist facilities with tasks such as evaluating and resolving patient grievances, developing quality improvement activities, and providing facilities with technical EQRS assistance.

Users can go to the Facilities section in EQRS to look up their ESRD Network number.

Users can also use the ESRD Network Map and ESRD National Coordinating Center link available via <https://esrdncc.org/en/ESRD-network-map/>.



Clinical Closures

Clinical closure dates apply to all Collection Types (Hemodialysis and Peritoneal Dialysis). Additionally, clinical data submissions apply to all submission methods.

	Clinical Closure Date
September 2020 Clinical Month	January 4, 2021 at 11:59 PM PT
October 2020 Clinical Month	January 4, 2021 at 11:59 PM PT
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For future newsletter suggestions or other questions, contact: craft@MyCROWNWeb.org

The information included as part of this newsletter is current as of the date of release.

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