



# November 2020 Town Hall

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

November 19, 2020–2 PM to 3 PM ET

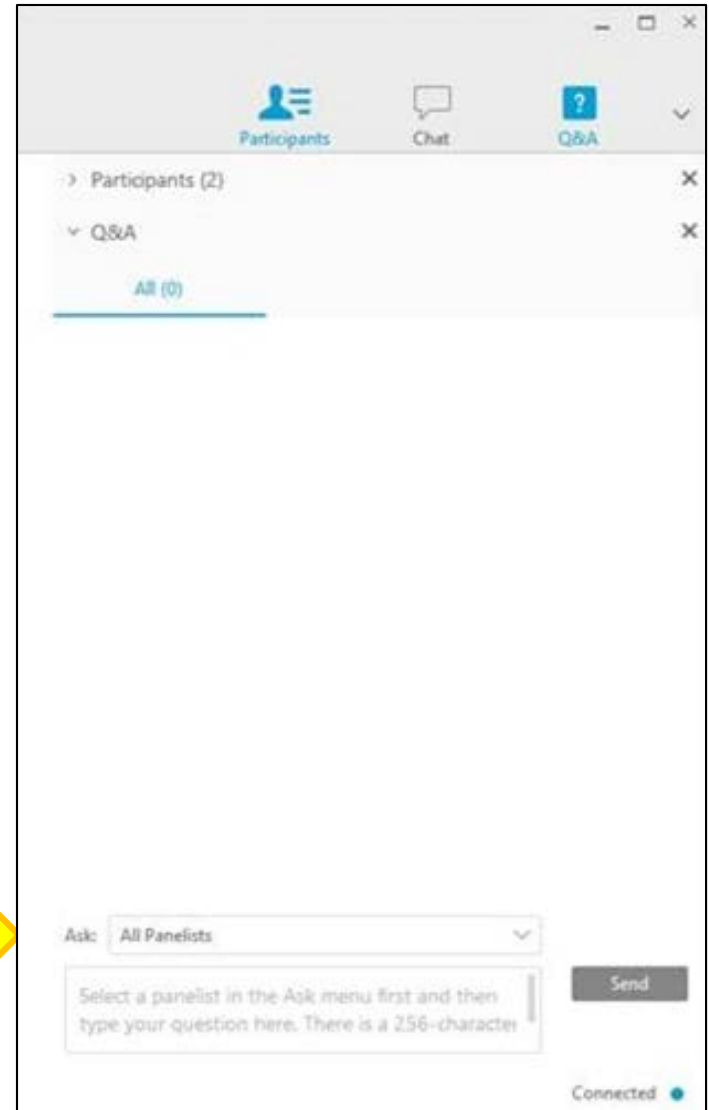
**End Stage Renal Disease  
Quality Reporting System**

# 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](mailto:CRAFT@MyCROWNWeb.org).



# Today's Host and Presenters

**Oniel Delva, MS, CTT+**

*Communications Director*

EOCT



**Kevin Teale, MA, BS**

*Service Desk Supervisor*

QualityNet Service Desk



**Tricia Phulchand, RN**

*Data Manager*

Quality Insights Renal Network 3





# Latest News and Reminders

# EQRS Released November 9, 2020

- The Centers for Medicare & Medicaid Services (CMS) released the ESRD Quality Reporting System (EQRS) on **November 9, 2020**.
- Roles and functionality from the following CMS legacy applications were incorporated into EQRS:
  - Renal Management Information System (REMIS)
  - ESRD Quality Incentive Program (QIP)
  - CROWNWeb





# Facility Dashboard: Upcoming Reminders

- Use the EQRS Facility Dashboard for clinical closure reminders.

The screenshot displays the EQRS Facility Dashboard interface. The top navigation bar includes the EQRS logo and links for 'Dashboard' and 'Facilities'. The main content area is divided into two columns. The left column contains three summary cards: 'Form 2728' with 0 New, 0 Due, and 0 Past due; 'Form 2746' with 0 Due and 0 Past due; and 'Notifications & Accretions' with 0 Unresolved. The right column features a 'Facility Dashboard Overview' section with 'Upcoming Reminders' listed as 08/31/2020 and 09/30/2020.

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.

# EQRS System Deadline Extended

- The November 30, 2020 submission deadline for data supporting the September 2020 Clinical Month has been extended to **January 4, 2021 at 11:59 PM Pacific Time**.
- Please note that this date adjustment is for the November 30, 2020 data submission deadline only and will have no effect on previous or future due 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

# Poll Question #1

Have you accessed the Facilities and Patients screens that were added to EQRS during the November 9, 2020 release?

- A. Yes
- B. No







# EQRS Assistance: QualityNet Service Desk

# QualityNet Service Desk Overview

## About the QualityNet Service Desk:

- Ventech Solutions is a CMS contractor that has several contracts related to technology, such as developing software applications and operating data center.
- We also operate the Service Center, assisting users with several CMS programs related to data and patient quality, such as:
  - Quality Payment Program (QPP)
  - Hospital-quality data
  - Internet Quality and Improvement System (iQIES)
  - EQRS

# Service Desk Assistance

## What type of service/assistance does the QualityNet Service Desk provide EQRS users?

- The Service Desk is staffed Monday-Friday 7am-7pm Central Time.
- Service Desk = Tier 1 Help Desk
  - Provides assist with password resets, role requests, and instructions on how to navigate CMS systems.
- The Service Desk assists with triaging calls and routing requests to proper teams (Tiers).
- Tier 2 and Tier 3 help address tickets that need extra attention, such as a 2728 or 2746 modification.

# Frequently Asked Questions

## What are the top questions or challenges the QualityNet Service Desk frequently receives from EQRS (formerly CROWNWeb) users?

- Frequent questions = Acquiring correct roles and password resets.
- Remember to:
  - Use [www.mycrownweb.org](http://www.mycrownweb.org) as a resource to access user guides.
  - Attend monthly Town Hall events via <https://mycrownweb.org/events/>.
  - Make sure your facility information in EQRS is correct for personnel, ownership, etc.

# Contacting the QualityNet Service Desk

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

- Users can contact the Service Desk via:
  - Telephone: 1-866-288-8912
  - Email: [qnetsupport-esrd@hcqis.org](mailto: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.

# When Contacting the Service Desk...

## What should EQRS users have available when contacting the QualityNet Service Desk?

- The patient's unique patient identifier (UPI), Medicare Beneficiary Identifier, Social Security Number, and most importantly your CMS Certification Number (CCN).
- We deal with patient information and confidentiality is key.
- The Service Desk will ask you to verify your name, email address, physical address and roles.
- Sharing your username or password is strictly prohibited and can result in security violation.





# EQRS Assistance: ESRD Networks

# ESRD Network Program Overview

## About the ESRD Network Program:

- An ESRD Network is defined in the *Code of Federal Regulations (CFR)*, at [42 CFR Part 405, Subpart U](#) as all Medicare-approved ESRD facilities in a designated geographic area specified by CMS.
- There are currently 18 ESRD Network Organizations across the United States and in the territories of the United States.
- ESRD Networks assist with tasks, such as:
  - Assessing the appropriateness of patients for proposed treatment modalities
  - Evaluating and resolving patient grievances
  - Developing quality improvement activities
  - Providing facilities with technical EQRS assistance

# ESRD Network Assistance

## What type of service/assistance does the ESRD Networks provide EQRS users?

- Work with facilities to ensure timely data submission based on the information outlined in the ESRD Systems Data Management Guidelines. This includes:
  - Assisting with instructions on entering patient admissions, discharges, clinical, depression screening, attestation, CMS forms, and more.
  - Instructing users of the importance of updating personnel.
  - Answering any data-related questions.
- Act as a resource for newly-certified facilities by helping them gain access to EQRS and training materials.

# ESRD Network Data Reporting

## Do the ESRD Networks report data via EQRS? If so, what?

- ESRD Networks are required to:
  - Maintain provider/facility as well as patient demographic information.
  - Submit annual reports reflecting public data.
  - Track ESRD treatment changes for all patients treated within the ESRD Network service area.
  - Submit data for transplant centers and Veterans Affairs facilities. Includes:
    - Admissions/discharges
    - CMS forms

# Supporting Data Management

## 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 provide instructions on how to complete the CMS-2744 Annual Facility Survey.

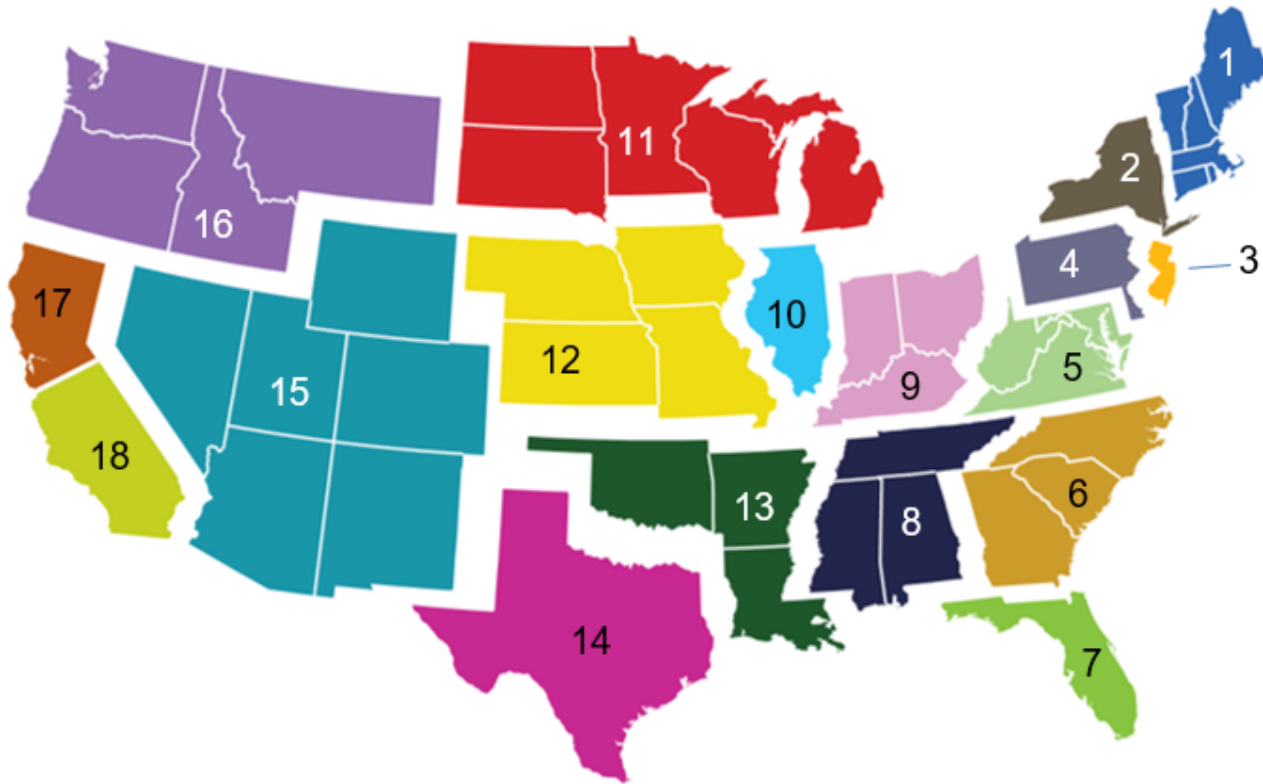
# Identifying Your ESRD Network

## How can EQRS users identify their ESRD Network?

- Users can go to the Facilities section in EQRS to look up their facility. Their ESRD Network number is available within that record.
- Users can also use the ESRD Network Map and ESRD National Coordinating Center link available on the next slide.



# ESRD Network Map



ESRD Network	
1	CT, MA, ME, NH, RI, VT
2	NY
3	NJ, PR, VI
4	DE, PA
5	DC, MD, VA, WV
6	GA, NC, SC
7	FL
8	AL, MS, TN
9	IN, KY, OH
10	IL
11	MI, MN, ND, SD, WI
12	IA, KS, MO, NE
13	AR, LA, OK
14	TX
15	AZ, CO, NV, NM, UT, WY
16	AK, ID, MT, OR, WA
17	AS, GU, HI, MP, N. CA
18	S. CA



Photo courtesy of the ESRD National Coordinating Center  
<https://esrdncc.org/en/ESRD-network-map/>

# Contacting Your ESRD Network

## Who should EQRS users request to speak with when contacting their ESRD Network?

- Most ESRD Networks have a similar staffing structure.

<b>Data Department</b>	EQRS data-related questions  (CMS forms submissions, patient admissions and discharge questions, clinical data entry, making personnel updates, etc.)
<b>Quality Improvement Department</b>	ESRD QIP questions

# When Contacting Your ESRD Network...

## What should EQRS users have available when contacting their ESRD Network for assistance?

- A specific patient identifier – preferably the EQRS ID (previously CW UPI), if available.
- Six-digit CCN not users' company assigned identifier.
- ESRD Networks do not have access to facilities' internal Electronic Medical records, such as REGGIE, SNAPPY, E-Cube etc.



# EQRS Assistance & Resources: ESRD OCT





# EQRS Quick Start Guide

The EQRS Quick Start Guide for Facility Editors is available via <https://mycrownweb.org/crownweb-quick-start-guides/>.

## End Stage Renal Disease Quality Reporting System

Facility Editor  
Quick Start Guide  
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- View Patient Treatment Information ..... 10

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Content subject to change.

**Add an Initial CMS-2728 Form**

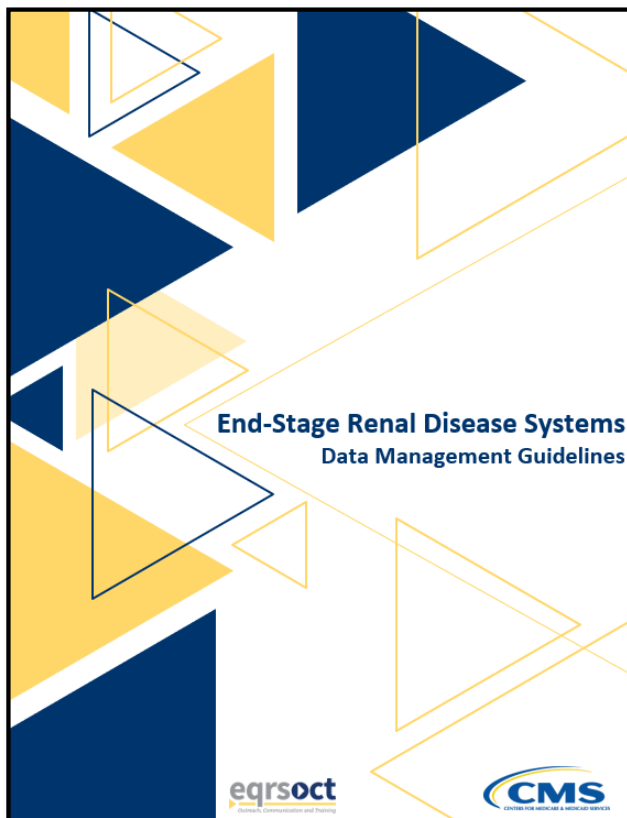
- 1 Log in to EQRS.
- 2 Click **Patients**.
- 3 Click **Search Patients**. The *Search Patients* screen displays.
- 4 Enter your search criteria, and then click **Submit**. The *Search Patient Results* screen displays a list of patients matching your search criteria.
- 5 Click the **EQRS Patient ID** for the desired patient. The *View Patient Demographics* screen displays.
- 6 Click **Form 2728**. The *Manage Form 2728* screen displays.
- 7 Click the **Add Initial 2728** button in the **Eligible 2728 Forms** section. The *Add an ESRD Medical Evidence (2728)* screen displays.
- 8 Enter the required information in **Sections A and B**. (**Section C** is for transplant facilities, and **Section D** is for all ESRD self-dialysis training patients.) Select the GFR Calculation Method in **Section E**, then click **Save**. The message “**Successfully saved Form 2728**” displays.
- 9 Click **Print**. The report viewer displays the CMS-2728 Form in a PDF format.

REV. 11/1/20 EQRS 4.0



# ESRD Systems Data Management Guidelines

The ESRD Systems Data Management Guidelines is available via [https://mycrownweb.org/wp-content/uploads/2020/10/ESRD-Systems-Data-Management-Guidelines\\_2020\\_v4.pdf](https://mycrownweb.org/wp-content/uploads/2020/10/ESRD-Systems-Data-Management-Guidelines_2020_v4.pdf).



ESRD Systems Data Management Guidelines	
<b>Document Control</b>	
@	Information
Sequence Number	0003
Document Type	Guidelines
Release Number	4.0
Release Date	October 1, 2020
<b>Document Updates</b>	
Additions	<ul style="list-style-type: none"><li>• Pending CMS Certification Number (CCN)</li><li>• Clinical Depression Screening</li><li>• Admit and Discharge Reasons</li><li>• Patient Admit and Discharge Reason Rules</li></ul>
Removals	<ul style="list-style-type: none"><li>• Transient Patients</li><li>• Patient Attributes and Related Treatment (PART) Verification</li><li>• Notifications</li><li>• Facility-Level Reports List</li><li>• Network-Level Reports List</li></ul>
<b>Contributors</b>	
A special "Thank you" to the following individuals and groups for their contribution to the development of the ESRD Systems Data Management Guidelines:	
Centers for Medicare & Medicaid Services (CMS)	Ahmar Wazir, EQRS Systems Lead
ESRD Outreach, Communication, and Training Contractor	Ornel Delva, Communications Director, HSAG
ESRD Networks, Programs, and Data Managers	
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# ServiceNow

Access ServiceNow for ESRD QIP questions via [https://cmsqualitysupport.servicenowservices.com/qnet\\_qa](https://cmsqualitysupport.servicenowservices.com/qnet_qa).

The screenshot displays the CMS.gov Quality Question and Answer Tool interface. At the top left, the CMS.gov logo and 'QualityNet' are visible. The navigation menu includes 'Quality Q&A Tool', 'Ask a Question', 'Browse Program Articles -', and 'My Questions'. A 'How to Use this Tool' link is located at the top right. The main heading is 'Quality Question and Answer Tool', with the subtitle 'Your one-stop shop for CMS Quality Answers'. Below this is a search bar with the placeholder text 'Search for the answer to your question' and a search icon. The interface features three main action buttons: 'Browse' (with a document icon and the description 'View existing articles'), 'My Questions' (with a database icon and the description 'Both Old & New Q&A tools'), and 'Ask a Question' (with a question mark icon and the description 'Submit a Question to CMS').

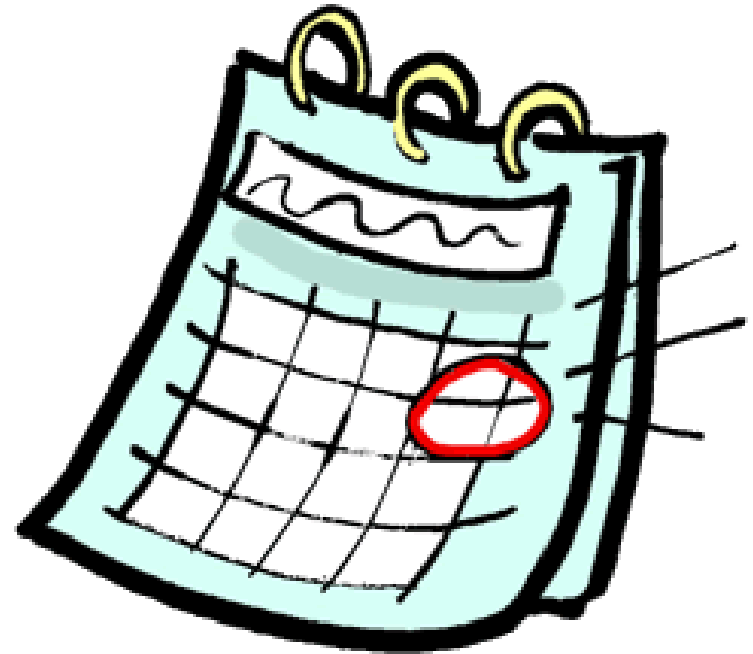
# Questions



# Thanks for Attending!

**Our next Town Hall  
Event will be held on  
December 17, 2020.**

**Time: 2:00 PM – 3:00 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](mailto:qnetsupport-esrd@hcqis.org)

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

**EQRS User Research:** [EQRSUserResearch@cms.hhs.gov](mailto:EQRSUserResearch@cms.hhs.gov)

**ESRD Network Map:** <https://esrdncc.org/en/ESRD-network-map/>

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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!**