February 2021 Town Hall

Thursday, February 25, 2021
2—3 p.m. Eastern Time

End-Stage Renal Disease (ESRD) Outreach, Communication, and Training (EOCT)
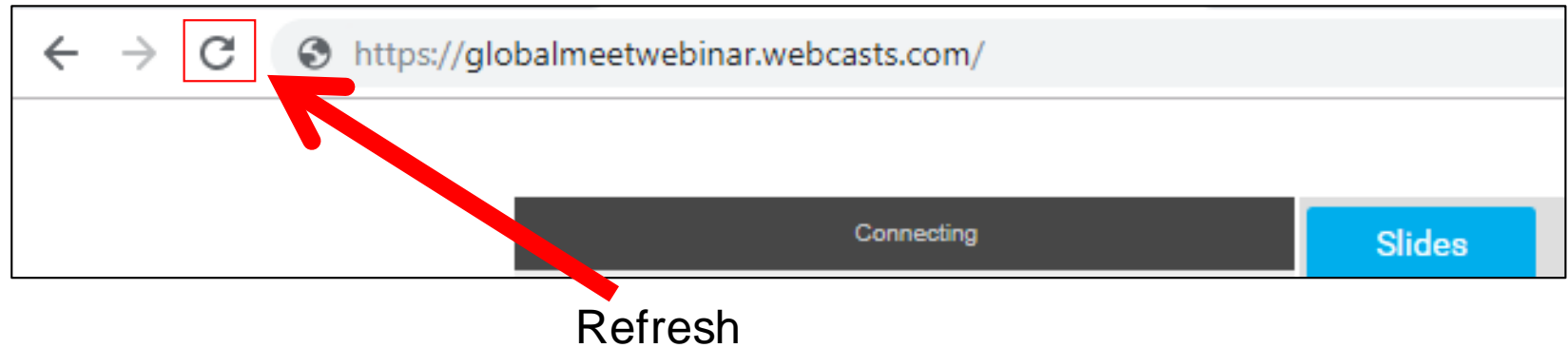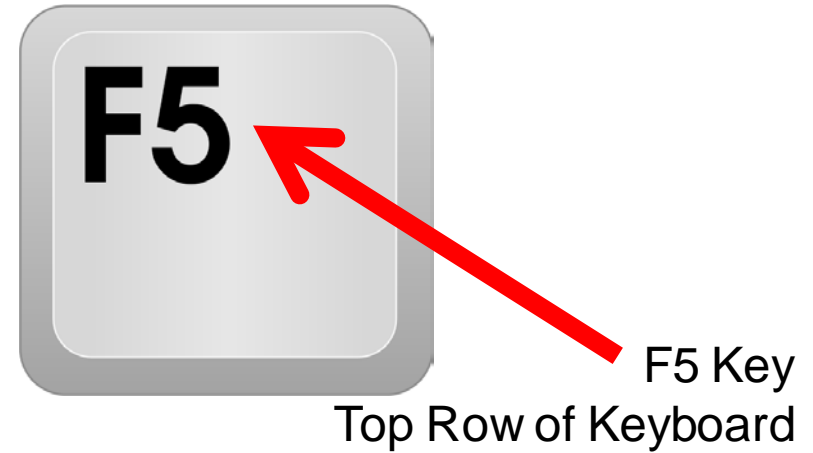
Streaming Audio

- **Audio for this event is available via GlobalMeet® Internet streaming.**
- **Connect via Chrome.**
- **No telephone line is required.**
- **Computer speakers or headphones are necessary to listen to streaming audio.**
- **Limited dial-in lines are available. Please request a dial-in line via the "Ask a Question" box.**
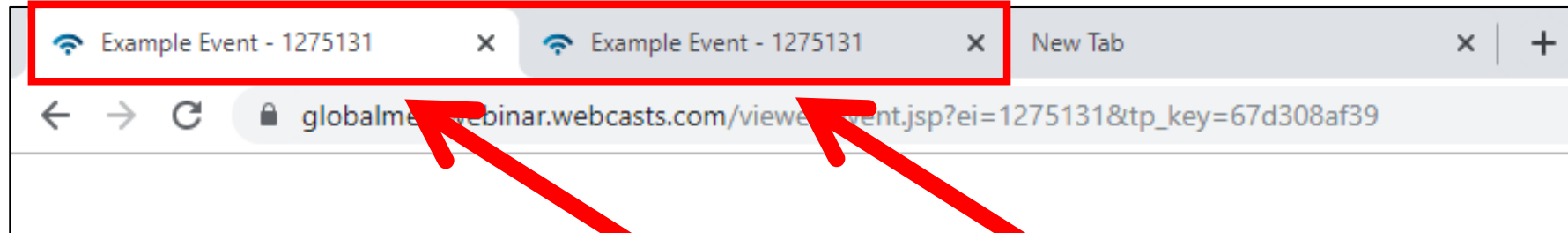- **This event is being recorded.**

Troubleshooting Audio

Audio from computer speakers breaking up?

Audio suddenly stop?

Click Refresh

– or –

Press F5

F5 Key
Top Row of Keyboard

https://globalmeetwebinar.webcasts.com/

Connecting

Slides

Refresh

Troubleshooting Echo

- **Hear a bad echo on the call?**

- **Echo is caused by multiple browsers/tabs open to a single event (multiple audio feeds).**
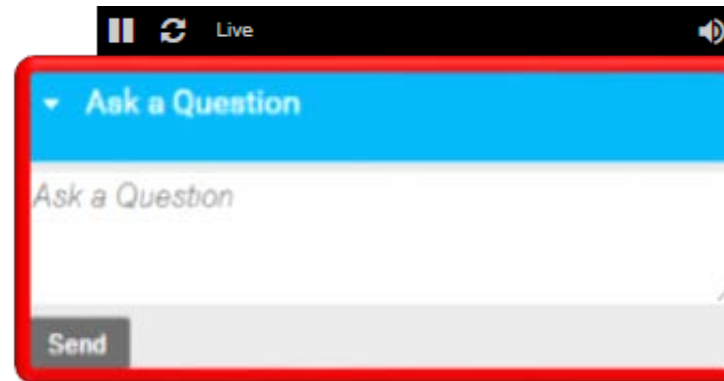
- **Close all but one browser/tab and the echo will clear.**

Example of Two Browsers/Tabs Open in Same Event

Note: *Computer speakers or headphones are necessary to listen to streaming audio.*

Submitting Questions

Type questions in the "Ask a Question" section, located on the left-hand side of your screen.

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

Today's Trainer

Oniel Delva, MS, CTT+
Communications Director

> **Note:**
> Patient data used in this presentation is fictitious.

Agenda

- ESRD Quality Reporting System (EQRS) Announcement
- Current EQRS Data Reporting Requirements
- CMS-2744 Tips
- EQRS Frequently Asked Questions (FAQs)

EQRS Announcement

EQRS Challenges

- The Centers for Medicare & Medicaid Services (CMS) is aware of the challenges that some users may be facing with submitting data via the End-Stage Renal Disease (ESRD) Quality Reporting System.

- CMS is committed to ensuring the accuracy and reliability of its data.

- CMS is working to rapidly resolve these issues.

- CMS will continue to monitor and assess its systems for any issues on an ongoing basis as a part of continuous process improvement and to ensure a positive user experience.

EQRS Data Suspension

- **Effective January 29, 2021, CMS suspended EQRS Clinical Data, In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS) Attestation, and Clinical Depression Screening and Follow-Up Plan submission.**

- Users should not send any additional clinical data to CMS while it works towards implementing solutions that can support data reporting requirements and the EQRS user community's needs.

Current Clinical Closure Suspensions

	Clinical Closure Date
September 2020 Clinical Month	Suspended until further notice.
October 2020 Clinical Month	Suspended until further notice.
November 2020 Clinical Month	Suspended until further notice.
December 2020 Clinical Month	Suspended until further notice.

Facility Dashboard and Clinical Screen

- Submission deadlines on the Facility Dashboard, Clinical, ICH CAHPS Facility Attestation, and Clinical Depression Screening and Follow-Up Plan screens will be updated, as needed.

- Impacted Clinical Months may continue to transition from "Open" to "Closed" on the Clinical screen, but will be re-opened to allow data reporting, once data submission resumes.

- Facilities must continue to gather and maintain patients' clinical data and plan to provide all necessary data, once data reporting resumes.

- CMS will provide updated information on submission requirements and deadlines.

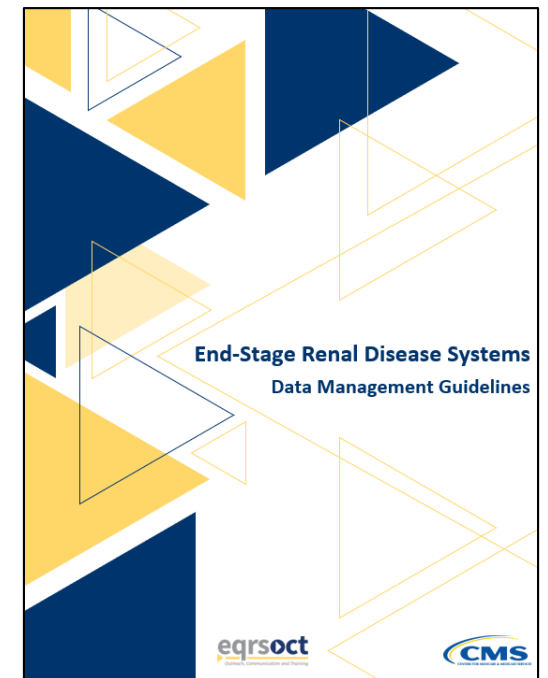# Current EQRS Data Reporting Requirements

Current Requirements

- Please note that this temporary suspension applies to **Clinical Data, ICH CAHPS Attestation, and Clinical Depression Screening and Follow-Up Plan** submissions **ONLY**.

EQRS users must continue to use the system to complete tasks such as:

- Admit and discharge patients
- Complete CMS forms
- Add and update details on the Treatments screen
- Resolve accretions
- Update facility details

ESRD Systems Data Management Guidelines

- Users must continue to follow the ESRD Systems Data Management Guidelines for current EQRS data submissions.

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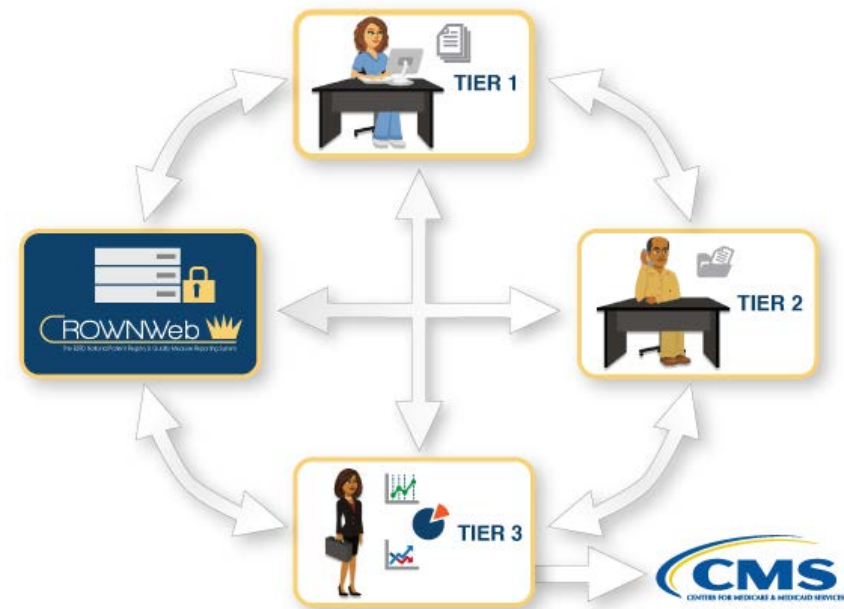 - **Data Quality Measuring**
  - **Data Quality Managing**

End-Stage Renal Disease Systems
Data Management Guidelines

eqrsoct   CMS

The ESRD Systems Data Management Guidelines can be accessed via: https://mycrownweb.org/

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.

Tier 1 Data Manager Tasks

Category	Section	Task	Frequency
Data Monitoring	**Personnel**	Review Personnel	At least quarterly
Data Managing	**Facilities**	Update Facility Summary	At least annually
	Patients	Admit and Discharge Patients	Admit within 5 business days of first treatment; Discharge within 5 business days of last treatment
		Complete CMS-2728 and CMS-2746 Forms	CMS-2728: within 10 business days of Date Regular Chronic Dialysis Began; no later than 45; CMS-2746: within 14 days of the date of death
	Personnel	Add Key Personnel	Within 5 business days of staff changes
	Action List	Resolve Accretions	New or Reassigned: within 15 days of issuance; Under Investigation: within 30 days of issuance
	Form 2744	Add New CMS-2744A Forms	By CMS due date
		Add New CMS-2744B Forms	By CMS due date
		Add New CMS-2744A Forms for Closed Facilities	Within 5 business days prior to closure

Tier 2 Data Manager Tasks

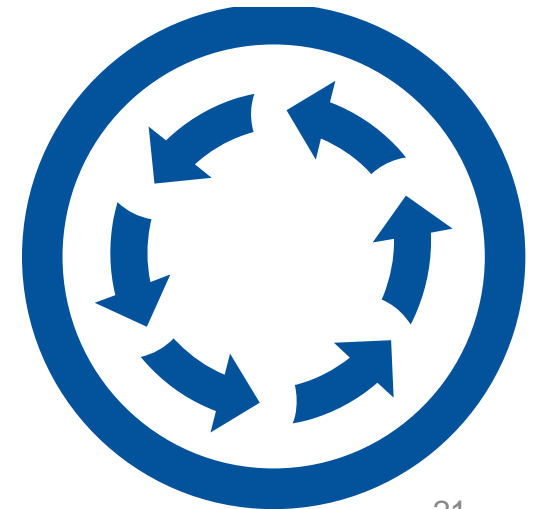| Category	Section	Task	Frequency
Data Monitoring	**Facilities**	Monitor Facility Summary	By December 31 of each year
		Monitor Saved Facilities	By 1st business day of each month
Data Managing	**Facilities**	Add New Facility in EQRS	Within 1 business day of receiving facility notification
		Update Facility Summary	At least annually
	Patients	Admit and Discharge Patients	Admit within 2 business days of notification; Discharge within 2 business days of last treatment notification
		Complete CMS-2728 and CMS-2746 Forms	CMS-2728: within 5 business days of notification; CMS-2746: within 5 business days of notification
	Personnel	Add Key Personnel	Within 5 days of notification of staff changes
	Action List	Resolve Accretions	New or Reassigned: within 15 days of issuance; Under Investigation: within 30 days of issuance
	Form 2744	Add New CMS-2744B Forms	By CMS due date
		Accept/Reject/Finalize CMS-2744 Forms	Within 30 calendar days of a form being "Submitted for Review"

Tier 3 Data Manager Tasks

Category	Section	Task	Frequency
Data Monitoring	**Facilities**	Monitor Facility Summary	By December 31 of each year
Data Managing	**Patients**	Delete or Modify CMS-2728 and Delete CMS-2746 Forms	CMS-2728: within 10 business days of notification; CMS-2746: within 5 business days of notification
	Action List	Resolve Accretions	New or Reassigned: within 15 days of issuance; Under Investigation: within 30 days of issuance

CMS-2744 Tips

CMS-2744 in EQRS

- CMS-2744 Annual Facility Surveys are completed by dialysis facilities and transplant centers.
- Follow your ESRD Network's guidance and local submission deadline to Finalize CMS-2744 forms in EQRS.
- EQRS pulls data from the following screens to pre-populate CMS-2744 fields:
  - Facility Details
  - Patient (Demographics)
  - Admissions
  - Treatments

CMS-2744 Troubleshooting: Add Treatment

- Add a new treatment record when there is a new doctor-prescribed change in a patient's treatment. Do not edit the existing treatment record.

CMS-2744 Troubleshooting: Discharge Reason

- Update a "System Discharge" to reflect a patient's correct discharge reason.

Admit Date	Admit Reason	Discharge Date	Discharge Reason	Facility Name	Facility CCN	Facility NPI
12/01/2020	Transfer In			XYZ Dialysis	987654	9876543210
12/29/2019	New ESRD Patient	11/30/2020	System Discharge	ABC Dialysis	123456	1234567890

CMS-2744 Troubleshooting: Use Reports

- Use the Patient Roster and Patient Events reports to assist with getting an overview of current patients and reported events.

Access CMS-2744A Instructions

CMS-2744A Instructions:

https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS2744A.pdf

Access CMS-2744B Instructions

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

Form Approved
OMB No. 0938-0447

END STAGE RENAL DISEASE MEDICAL INFORMATION SYSTEM ESRD FACILITY SURVEY (TRANSPLANT CENTERS ONLY)	FOR THE PERIOD

KIDNEY TRANSPLANTS PERFORMED

PATIENTS TRANSPLANTED AND DONOR TYPE

TO BE COMPLETED BY KIDNEY TRANSPLANT CENTERS ONLY

Patients who received transplant at this facility	Eligibility Status of Patients Transplanted at this Facility During the Survey Period			
	Currently enrolled in Medicare	Medicare application pending	Non-Medicare	
			U.S. Resident	Other
43	44	45	46	47

Transplant Procedures Performed at This Facility				Patients Awaiting Transplant	
Living Related Donor	Living Unrelated Donor	Deceased Donor	Total Fields 48 thru 50	Dialysis	Nondialysis
48	49	50	51	52	53

CMS-2744B Instructions:

https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS2744b.pdf

EQRS FAQs

FAQ: Account Management

Can you assist me with unlocking my account?

- To avoid being locked out, users must log in to their Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP) and/or EQRS regularly.

- Users must update passwords via HARP, as needed.

- Users can recover their account and reset passwords by using HARP's self-service options: https://harp.qualitynet.org/login/account-recovery

FAQ: Field 24 on a CMS-2728 Form

Field 24: Date Patient Started Chronic Dialysis at Current Facility is incorrect. Can you assist me with updating this field?

- The CMS-2728 form pre-populate fields based on data entered on the Patient, Admissions, and Treatments screens.

- Field 24 is using the date entered in EQRS as the patient's admission date.

- Go to the Admissions screen and make the necessary updates.

- Field 24 will be updated on the CMS-2728 form in EQRS, if the form is still in a Saved status.

NOTE: Please work with your corporate office or vendor to correct the admission date if your facility's data is electronically entered into EQRS.

FAQ: Printing a CMS-2728 Form

I am having issues printing a CMS-2728 form. Can you assist me with printing this form?

- Remember to use Google Chrome to access EQRS.
- Clear cache and cookies. (Quick instructions: Open your Google Chrome, click Ctrl + Shift + Delete, check the cookies and cache options, and click "Clear data.")
- Look at the Existing 2728 Forms section in EQRS.
  - If the "Form Version" is 2014 or earlier, it won't print. You will need to work with the original facility or your ESRD Network to print the form.

FAQ: Adding a CMS-2746 Form

I do not see the option to complete a CMS-2746 form. Can you assist me with completing this form in EQRS?

- Remember to use Google Chrome to access EQRS.

- You need to enter the date and cause of death on the Patient screen.

- Click the Form 2746 link on the left-hand side of the screen.

- Get step-by-step instructions via the EQRS Quick Start Guide (go to page 6): https://mycrownweb.org/wp-content/uploads/2020/10/EQRS-Facility-Editor-Quick-Start-Guide_2020.pdf

FAQ: CMS Forms

I noticed an error on a Submitted CMS-2728 form. How can I fix this?

- Please closely review all entries for accuracy prior to submitting in EQRS.

- Data can be corrected on the CMS-2728 and CMS-2746 forms at the facility-level, if the forms are still in a "Saved" status.

- Contact the QualityNet Service Desk to review the record and determine if a correction can be applied. https://qualitynet.cms.gov/support

NOTE: Please work with your corporate office or vendor to correct data in your internal system, if needed.

FAQ: Admit and Discharge

When attempting to admit a patient to my facility, I received a possible duplicate patient error. Can you assist me with admitting this patient?

- EQRS uses six key identifiers when transferring a patient, to determine if the patient is already in the system:
  - First Name
  - Last Name
  - Date of Birth
  - Gender
  - Social Security Number
  - Medicare Beneficiary Identifier

- Closely review your data for accuracy.

- Contact your ESRD Network to review the record, if needed.

NOTE: Please work with your corporate office or vendor to correct data in your internal system, if needed.

Questions

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

EQRS User Research: EQRSUserResearch@cms.hhs.gov

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

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!

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