Outpatient Quality Program Systems and Stakeholder Support Team

January 2020 Town Hall

Presentation Transcript

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Oniel Delva: Hello everyone and welcome once again. Welcome to the January 2020 Town Hall Event. We really are happy to have you on with us today. As always we truly appreciate you all just sharing a part of your day with us. We have a lot of information planned to be covered as part of today's Town Hall Event. In addition to the reminders, we will spend the bulk of today's call [on] what will provide you with an overview and just really a training, a full in-depth training on the new identity management system being rolled out by CMS to replace the Enterprise Identity Management system or process that users have used for a few years now in order to complete their account registration process to access, and to submit data via the EQRS/CROWNWeb system. Also, as part of today's event, we will hear from Ahmar Wazir with CMS, who will provide us with an overview of where we are with the EQRS implementation. In addition, we typically hold our calls from 2:00 p.m. to 3:00 p.m. Eastern, but we've extended today's Town Hall by 15 minutes. Given the information that will be shared as part of today's call, we want to make sure that we allow enough time for questions. If you have questions, of course, you can always submit questions via the Q&A window located on the right-hand side of your screen. But we will also monitor some of the questions that we receive and see if we have time at the end or really we have extended the additional 15 minutes to allow time at the end to help with answering questions that we may receive as part of today's discussion.

Couple reminders. Today's call is being recorded. The recording will be made available via the MyCROWNWeb.org website in the exact same location where you registered for today's event in about 10 business days or so. We do ask that you allow some time for us to make the recording available. We do have a PDF copy of today's slides that will be added to the same location as well where you registered for today's event, so just look for that via the MyCROWNWeb.org website. Also, closed captioning is available for today's discussion, that is located on the right-hand side of your screen.

Couple reminders. Of course, I just mentioned this just a moment ago, but just touch on it again, if you have any questions as we go on with today's event, we do ask that you please use the Q&A feature of this webinar tool and address questions to “All Panelists.” In addition, we do know that there may be some questions that come in that we do not have an immediate response to, or we might not get a chance to get through all of the questions submitted. If it is a training related question, feel free to use the CRAFT@MyCROWNWeb.org tool or email account to submit questions following today's event.

We do have on the line today P. Nicole Crenshaw with CMS; she is the ESRD lead & business analyst, and the lead and support for the EOCT Team. My name is Oniel Delva, I am the communications director for the EOCT Team, and we will hear a little bit later from Ahmar Wazir, he is the ESRD quality reporting systems (EQRS we say often) lead. And Ahmar, we will hear from him later today; the second half of today’s presentation, he will provide us with a *Journey to EQRS* presentation.

Now, as we do with all of our Town Hall Events, we'd like to provide you with the latest news and information that can assist you with making sure that you're staying in the know, as well as submitting your information by the deadlines that have been determined. For the clinical closure deadlines, wanted to remind folks that February 3, 2020 by 11:59 p.m. Pacific is the deadline by when November 2019 clinical data needs to be entered in the CROWNWeb system. As we know, the closure applies for all collection types as well as all submission methods, so hemodialysis, peritoneal dialysis data, vascular access data, as well as if you are managing the data submission on your own manually or if the information is being electronically uploaded to the system on your behalf, it doesn't matter. The information is due by 11:59 p.m. Eastern, February 3, 2020, for the November 2019 clinical data. And then you can see we have the December and January dates listed as well. So, December of 2019’s data will be due by March 2 by 11:59 p.m. Pacific, and January 2020’s clinical data is due by March 31, 2020 11:59 p.m. Pacific.

At the bottom of the slide you will see just a note providing information related to the Clinical Depression Screening reporting. So, Clinical Depression Screening Reporting for January 1, 2019 through the December 31, 2019 assessment period ends March 2, 2020 at 11:59 p.m. Pacific.

Now let's jump into just an overview, a brief discussion related to HARP. HARP is coming. I will provide you with information regarding some of the training dates that’s to come, in addition to today, and just some

updates, then we will jump right into our HARP training that we have scheduled for today.

CMS is planning to release the Healthcare Quality Information System Access Roles and Profile, better known as HARP, for EQRS by the end of February 2020. Now, as mentioned a little bit earlier, HARP is a new account registration application that will be replacing EIDM. All EQRS users must complete a HARP account set up. Now, during today's training we're going to provide a breakdown of what exactly that means. What does it mean exactly [to] complete the HARP account set up? For those individuals who currently have an existing EIDM account, CMS understands just the fact that this is a major implementation. So, CMS automatically migrated existing EIDM accounts and user roles to HARP to help with minimizing burden during the HARP rollout. Additional information, details regarding what exactly if I am an EIDM account holder currently and I'm going to be a part of this HARP migration, what does that look like, or what will I need to do, as well as just information that's needed for a new account, HARP account registrant, the process that you would follow in order to complete that, we'll cover as mentioned in a moment as part of our HARP training. I know that we've touched on HARP a few times during our Town Hall events and we're just excited that today we have the opportunity to provide you with the training, the information needed to support you in this area.

In addition to today, listed here on the screen you can see that [on] February 13, 2020 and February 19, 2020, we will be providing HARP training. Basically the same information that's covered today will be covered as part of these additional training events. But, of course, we want to provide an opportunity for anyone who is not on today's call or if they are not able to join one of the events, that they have the opportunity to receive the information as part of either today, February 13, or the February 19 event.

We know that 2744 Annual Facility Surveys are currently being submitted and worked on, so 2744 training will be provided as part of the February Town Hall Event, which will be February 20. We typically hold the Town Hall Events on the last Thursday of the month, but for February, it's being moved up a week. So, February 20 is when that event will take place, and of course, announcements and information will be provided.

Before we jump into the HARP training, [I] just wanted to share briefly I believe it was yesterday, an announcement went out — HARP is Coming: Follow Your ESRD Network's Onboarding Instructions. To support the transition from EIDM to HARP, CMS is currently following just a phased-in approach to onboard specific Networks during specific times.

Information went out to the Networks and this was sent out as well. So, just wanted to let you know. We will provide the training today, but of course, just look for additional information to support your efforts in order to complete the onboarding and registration process for your HARP account.

For today's HARP overview, we're going to take some time so that we can define HARP and outline the system's benefits, provide an overview of HARP roles. We are going to outline the steps that individuals with an EIDM account must follow to migrate their existing EIDM account to HARP, and discuss the step-by-step process that can be used to register for a new HARP account. So, really it's just a full in-depth training that's going to be provided covering all areas. In addition, we are going to discuss how to submit role requests in EQRS after establishing a HARP account and once those users log into the EQRS global application. So, we will provide some explanation as to what is meant by that as we go on with today's discussion, as well as we will wrap it up with covering if you are serving as a Security Official, the process of approving or rejecting requests within the EQRS application to support the HARP rollout. And then, we will wrap up our training with providing information regarding where you can access just additional supplemental training materials, videos, and items that can help provide further understanding of HARP and what it is that you need to do and know as relates to this area. Let's go ahead and get started with today's training.

Let's start by providing some background information and an overview of HARP. What exactly is HARP? Why are you required to use this system? Also, what are the benefits of using HARP? HARP is a secure identity management portal provided by the Centers for Medicare & Medicaid Services. CMS periodically updates the process users must follow to access CMS applications to support necessary security requirements and improve user experience. HARP represents the latest update to the process. With previous identity management processes, users were required to have multiple accounts if they needed access to different CMS applications. Now, creating a HARP account provides users with a user ID and password that can be used to access many CMS applications. What are some of the additional benefits of HARP? HARP provides users with a single location to: Manage and modify their profile information, manage and update their password, update their challenge question, as well as a single location to add, or remove two-factor authentication devices. In order to access CMS' ESRD Quality Reporting System, all users must complete a HARP account setup. This applies to individuals who may have used CMS' EIDM process to maintain their EQRS system access as well as new HARP registrants. The process EIDM account holders must use to complete the HARP account setup differs from a new HARP

account registrant. We will cover this further in a moment. As mentioned earlier, users can manage their profile information via HARP and users will manage their roles via the EQRS system. Previously, users created accounts through the EIDM system. To support the user experience and to provide a way to simplify the account registration process, HARP is designed to allow applicants to complete identity proofing via Remote Identity Proofing. If applicants are unable to or wish to not complete Remote Identity Proofing, the system also provides applicants with the ability to complete manual proofing. What is Remote Identity Proofing? Given the sensitivity of the information accessible via CMS' applications, such as EQRS, anyone requesting electronic access to protected CMS information or systems must be identity-proofed to gain access. Remote Identity Proofing is the process of verifying applicants' identity by validating sufficient information that uniquely defines them. For example, that individual's credit history, personal demographic information, and other indicators. A lot of you may already be familiar with Remote Identity Proofing. Whether you used it previously to apply for access to another CMS application or for personal purposes. This method is used for verifying the identity of a user as opposed to manual or in-person proofing that could potentially delay the account creation process. CMS uses the Experian identity verification system to assist applicants with completing the Remote Identity Proofing process. And it is very important to know that HARP does not store your personal and sensitive information that is used to create the account. Additionally, completing the Remote Identity Proofing does use the Experian identity verification system, but this will not affect your credit. If an applicant is not able to complete Remote Identity Proofing or does not wish to enter his or her Social Security number when applying for a HARP account, the system gives those individuals the ability to complete manual proofing. After clicking "Initiate Manual Proofing," an individual can follow the instructions on the page, which includes: Submitting their profile information and account information via HARP, and sending specific documents to their application's Help Desk via email, fax, or mail. Manual proofing takes longer to establish an account, but it is an option for applicants.

Now, let's take some time to breakdown the different roles a user can have when thinking about HARP and the EQRS applications. There are two HARP roles. A person can serve as a Security Official and/or End User. When someone serves as a Security Official, he or she has the ability to approve or reject role requests for other users. Here is a quick overview of what an SO can and cannot do: A Security Official can serve as an SO for multiple organizations. A Security Official can approve or reject requests submitted by another individual to serve as either an additional SO for that organization or submissions for regular End User accounts. As mentioned, the Security Official role, when thinking about HARP and EQRS, has one

primary function. That role allows users to approve or reject role requests. Therefore, if a person serving as a Security Official also needs to perform tasks in the EQRS application as a Facility Editor or Facility Viewer, that individual must also have an End User role. We'll talk more about requesting roles later in this training. Lastly, a Security Official cannot approve his or her own End User Role request. For example, I cannot be the Security Official for my facility, submit a regular End User role request, and then approve my own request. It must be approved by another person serving as a Security Official for that facility. For End Users, these individuals are able to perform tasks within CMS applications, such as serve as a Facility Editor to enter data or Facility Viewer to view information in EQRS. Also, End Users can have roles and access to multiple organizations in EQRS. Again, we'll touch more on how to submit requests later.

Let's start our conversation on the process users must follow to complete the HARP account setup process by first talking about individuals who previously used CMS' EIDM system to create and manage their accounts. CMS understands that transitioning from one identity management system to another is a major process. To support this transition and to lessen potential burden, CMS automatically migrated existing EIDM accounts and user roles to HARP. What does that mean exactly? The username and last password EIDM users created as well as their role as either a Security Official or regular End User was automatically migrated to HARP. These individuals do not need to register for a new HARP account. However, they must complete a few steps to finalize the EIDM to HARP account migration. These individuals must: Log in to HARP, register a two-factor authentication device, and select a Challenge Question. Let's discuss the steps EIDM users would follow to complete their migration to HARP, starting with logging in to HARP. Go to https://harp.qualitynet.org/login. Next, enter your EIDM username and password. Check the box next to the "I agree to the Terms & Conditions" message. Now, click Login. The system should now show a page similar to this screenshot. We now need to start the process of registering a two-factor authentication device. Click the arrow next to the Device Type in the Add Device section. A list of all available two-factor authentication devices now displays. This list may get updated to include additional methods, but let's focus on the options displaying on our screenshot. We can select to receive the two-factor authentication code via the following options: SMS text message, a Voice call, or via the Google Authenticator, Okta Verify, or Okta Verify Push applications. Here is a quick breakdown that provides a description of each two-factor authentication options. This applies to all HARP account holders: Selecting SMS allows users to enter their mobile phone number to receive a text with a security code. Selecting Voice allows users to enter their phone number to receive a call with a security code. Selecting

Google Authenticator allows users to receive codes via their mobile devices, after downloading the Google Authenticator application. And similar to Google Authenticator, selecting Okta Verify or Okta Verify Push allows users to obtain and enter two-factor authentication codes that are received via their mobile devices after downloading the Okta Verify or Okta Verify Push applications. After selecting the desired two-factor authentication device, follow the configuration requirements. Meaning, enter the telephone number if you select SMS or Voice or download the necessary apps, and follow the steps that are presented on the screen. The device will display and show a status of "ACTIVE" once you have successfully added that device to your account. Now, click "Complete Setup." The system refreshes with a message "Account Setup Complete." However, you now need to log back in to HARP to select a Challenge Question to assist you with logging in to your account in case you forget your password or need to take additional steps to access your account. To log in to HARP, click the "Sign in to HARP" user-profile link. The system will take you to the HARP log in page. Enter your username, password, and enter your security code, which will be obtained via the two-factor authentication device established. After logging in, you can review your information for accuracy and make any necessary updates. In this scenario, we need to select a Challenge Question. Click the Challenge Question link on the left-hand side of the screen. Enter your password and click the Challenge Question drop-down arrow to view the list of questions. Select the desired Challenge Question. Provide the Challenge Question Answer and click "Save." The HARP system will refresh and present you with the message "Challenge Question updated." That's it! To complete the EIDM-to-HARP migration, individuals who previously established an EIDM account to manage their access to the EQRS system must log in to HARP with their EIDM username and password, register a two-factor authentication device, and select a Challenge Question.

Now, let's go through the process of registering for a new HARP account. To start off, new users can create a HARP account by going to https://harp.qualitynet.org/register/profile-info. When creating a HARP account, users must complete the following: Enter profile information, which includes: name; date of birth; social security number; and home address. Create a user ID, password, and Challenge Question. Complete RIDP, which is Remote Identity Proofing, or manual proofing, as well as set up two-factor authentication.

Let's go through the process of registering for a new HARP account. Applicants must go to the HARP account registration page by going to, as mentioned before, https://harp.qualitynet.org/register/profile-info. Now, enter your profile information. The following fields are required: first name, last name, date of birth, email address, home address, city, state,

ZIP Code, and Social Security number. Check the "I agree to the Terms & Conditions" checkbox and click the "Next" button to be taken to the Account Information screen. On the Account Information screen, enter a valid User ID, password, and complete the Challenge Question fields. Closely review the character and field requirements when completing these fields and make sure you remember the information provided because they will be used to allow you to access your account in HARP and EQRS. Click the Next button to be taken to the Remote Proofing screen. Closely review and answer the Remote Proofing questions. Once done answering the questions, click the "I'm not a robot" checkbox, and the "Next" button to be taken to the confirmation screen. Just a note: Users who receive an error message while remote proofing are directed to contact Experian to verify their information. If, after contacting Experian and verifying their information, users continue to experience issues with HARP registration, they should contact the QualityNet Service Desk. Click the "Login to Complete Setup" button to log in to HARP in order to complete the final step, which is to set up a two-factor authentication device. After clicking the "Login to Complete Setup" button, users are now able to log in to HARP. Enter your newly created HARP user ID and password. Check the "I agree to the Terms & Conditions" checkbox and click Login. HARP refreshes and immediately asks you to add a two-factor authentication device. Click the Device Type drop-down option to select the desired two-factor authentication device. Two-factor authentication options include: Receiving an SMS text message, receiving a system-generated Voice call, or entering codes that are generated via the following mobile applications: Google Authenticator, Okta Verify, or Okta Verify Push. Follow the steps presented based on the selected two-factor authentication device. You would either enter the telephone number you would like to use to receive a text message or voice call with the security code, or follow the instructions to download the Google Authenticator, Okta Verify, or Okta Verify Push applications to generate the necessary codes. Enter the code received and click the "Submit" button. HARP refreshes and shows that the selected two-factor authentication device was added to the account, with a status of "ACTIVE." Click Complete Setup. That's it! That is how you create a new HARP account! Go to the HARP registration page on the QualityNet.org website. Enter your Profile information. Create a User ID, password, and Challenge Question. Complete Remote Identity Proofing or manual proofing if you choose. Lastly, set up two-factor authentication.

Now that we've talked about how to create an account in HARP, let's spend some time to talk about how you would use that account to request roles in the EQRS Global App. With the rollout of HARP, users are able to use HARP to establish and maintain their profile information, and the

EQRS Global App to manage their roles. With the HARP rollout, users are able to access the EQRS Global App via https://eqrs.cms.gov/globalapp. After logging in to the application, you'll be presented with the Manage Access page. In the screenshots provided below, we've included two examples. The top example shows a user who already has an existing role and access to the CROWNWeb application via the EQRS Global App. The screenshot below that one shows a user with no roles established in the EQRS Global App. To submit a role request, click "Request access." The EQRS Global App refreshes and displays the first of three screens. Select the organization category for which you are requesting a role. Are you with CMS, a CMS Support contractor, Facility, ESRD Network, or Corporation — meaning, are you at DaVita, DCI, or FMC's corporate office and need a corporate-level role? In this example, you are at a dialysis facility. So, you would select "Facility." Now, indicate the application you would need access to. In this example, you need access to CROWNWeb. Select CROWNWeb and click the "Continue" button. Next, you would indicate the organization role by searching for your facility. The organization's CCN, "Doing Business As" name, or NPI number can be entered to search for the organization. After selecting your organization, you would indicate the desired role. In the Role drop-down list, you can select Facility Viewer, Facility Administrator, Facility Editor, or Security Official. Click the "Add" button to complete the organization and role selection. The EQRS Global App refreshes and provides you with the ability to review the selected organization and role before submitting the request. You would click "Submit request" to start the process of submitting the request to the facility's Security Official. After clicking "Submit request," the EQRS Global App refreshes and presents a message to confirm that you would like to submit the request. After clicking "Yes, continue," the system provides you with the ability to request another role, if needed.

Let's end our training by providing an overview of how someone serving as a facility's Security Official can approve or reject requests in the EQRS Global App. Similar to what we covered a moment ago, with the HARP rollout, facility's Security Officials are presented with the ability to use the EQRS Global App to manage role requests. To do this, the facility's Security Official would log in to the EQRS Global App, access the Manage Access page, and then click the "Pending approvals" link. The EQRS Global App refreshes and now displays a list of all pending approvals. The Security Official can closely review the requests and click "Approve" or "Reject" in the Actions column. Once the approval or rejection is completed, the user will receive a notification via email regarding the selection.

We've covered a lot during today's training. Here are some resources that you can use in addition to this training to help you with getting more information regarding HARP. You can access HARP training videos via YouTube. There, you will find short videos that provide an overview of how to complete HARP-related tasks, such as how to register for a new HARP account, managing a user profile, resetting a password in HARP, and more. Please note that some of the videos may apply to other CMS programs. You can also access the HARP Help page via the harp.qualitynet.org website to be taken to Frequently Asked HARP questions.

All right thank you. Let's go ahead and continue with our discussion. I will go ahead and take the presenter ball back. Perfect, thank you. And we actually have, as we like to do with our calls, our Town Hall Events, we have polling. I do see a lot of the questions that we received today, so great questions. We are working to provide a response via Q&A. As well as we have time built-in for a verbal Q&A after we get through with Ahmar's presentation in a moment.

So, here we do have two questions that should be displayed to the left of your screen, where we're asking: If you are an existing EIDM account holder, what do you need to do to activate your HARP account? One of the steps we touched on a little bit earlier, there are two primary things. Is it set up two factor authentication? Register for a new account? Or do you do nothing? So if you're an existing EIDM account holder, what do you need to do to activate to complete the migration from EIDM to HARP? What do you need to do to support that effort? Do you: Set up two factor authentication? Register for a new account? Or do nothing?

The second question displayed is: When registering as a new user, can completing Remote Identity Proofing assist with speeding up the HARP account setup process? Yes or no. I do see that we have 800 and it just went up, about 800 folks on. About 750 or so connected to the WebEx and I know that some audio connections. We've received feedback so far from about 379. It's currently climbing of those who are on. So, just gonna give you a moment to provide a response. There's about 60 or so in progress, so just make a selection based on the two questions displayed. Your thoughts, and you know, what we covered a moment ago and click the "Submit" button. To help with time, we're going to close the polling out in a moment. All right, we will go ahead and do a quick countdown. So, if you are currently providing a response, I see that we have about 20 in progress, so make a selection now. Click the submit button. In three … two … and … one. All right, so let me go ahead and close this out. Of course, you are not being graded or anything, we're just giving you as a way to incorporate your voice as part of today's discussion since you are

on and your line is either muted or the audio is coming through your computer speakers. So, we're just giving you a chance to just share your thoughts and what you think based on the information that was covered today. Then, we'll close the polling out and jump into the next portion of our call. So, let me go ahead and just share the results with all. It shows that of the 514 folks who provided a response for Question 1: 413 selected A., 32 selected B., and about 56 selected C. The correct answer for that one is A, set up two-factor authentication. So, earlier we touched on if you are an existing EIDM account holder, to support the migration from EIDM to HARP, to please go ahead and you follow the steps of setting up a two factor authentication as well as selecting a challenge question and providing a response to support just the full migration, the completion of setting up the account.

Then, the second question: When registering for a new account does Remote Identity Proofing help with expediting, speeding up the process of? So, yes or no. 419 said yes and 61 said no. The answer actually for that one is yes. It does help with speeding up the process. Manual proofing is available as an option if someone cannot complete Remote Identity Proofing, but Remote Identity Proofing does assist with expediting or speeding up the process of setting up an account when completing your HARP account registration or set up. Thank you so much for your participation.

We'll go ahead and jump into the second portion of today's call where we are going to hear from Ahmar Wazir with CMS who will cover the *Journey to EQRS*. Here, we just have a couple slides that have acronyms. I'm not going to go over these in depth. There are a lot of acronyms that are included as part of Ahmar's section, so we wanted to include these with the PDF copy of the slides that you access, which is actually available now on the MyCROWNWeb.org website, so that you can have and view and get an understanding when you are looking at this information.

So, quick introduction, Ahmar Wazir is a member of the EQRS Product Management team. He has over 10 years of business and systems analysis experience as well as project management experience with helping organizations achieve their full potential. Ahmar, I will now turn it over to you to assist us with the Journey to EQRS.

Ahmar Wazir: Thank you Oniel. Again, you did an excellent job in explaining HARP, so that was great. It was great to see the training and how well you explained different steps. With that being said, again like Oniel just introduced me, Ahmar Wazir, I've been with CMS for a couple of years now and have been part of the ESRD program for several years, probably close to nine years I believe.

So, with that being said, I'm going to provide you guys a quick overview of where we are in terms of EQRS, our new application which is slated to release in this calendar year of 2020. We're going to talk about where we are, what are we doing with EQRS and what exciting things are about to come in the future. And how you can be a part of that by helping us and supporting us. So, let's start. Oniel, next slide please.

All right, so EQRS system objectives. So, as many of you as being the end-user of our application, you guys use our applications such as ESRD QIP, CROWNWeb day in and day out. So, essentially what we are building now is we are compiling or we are taking the core functionality from these applications and putting them in one place as it should be. Right? So, we are taking the functionalities from CROWNWeb, REMIS, and QIP, putting them into one and we are calling that EQRS. There are a couple of main objectives of that EQRS application that we want to make sure that we cover. First one is we want to support the submission of the data that you guys give to us. So, all the required information the data, the patients, the clinicals, the labs, that we require from you guys. So, we want to make sure that we are providing you guys a much more user-friendly interface or system or process where you guys can submit the data to us. And EQRS, we want it to be the system of record for all of the ESRD community. Right now we have disparate systems, so we want to make sure that we have everything in one place where you guys can access your data, your patient information, and you can admit your patients, you can see your quality measures, results and all that plus the reports involved. And we want to provide a user-centric system that will fulfill the ESRD Program's business, and patient needs.

Given that one of our biggest things that we are doing right now with this EQRS is using HCD, and we are going to talk more about that in our further slides. But, what that is it's human-centered design. So, what we want to focus on it's not just building a system based on our understanding, but it's building a system based on your needs and how we can make your lives better and easier by giving you guys an application that's better and much more user-friendly in terms of use, and how you guys can do your day-to-day jobs that you guys do in the system. Next slide, please.

All right, so let's talk about EQRS system design. So, essentially, while building an application that is front facing that has a backend as well, we want to make sure we are logically creating that or logically developing that application. There are multiple things that come into play, multiple methodologies or approaches that a team can use. CMS is focusing on two big approaches or methodologies. One is Scaled Agile Framework which is SAFe and the other one is human-centered design, which I just

mentioned, which is HCD. So, with SAFe what happens is that, we want to be agile, right? So, the world, the software development field is moving toward more agile development, more iterative development where things are being shifted as new discoveries come in. It's not like we are doing planning for years upfront and then everything changes. Technology changes, the need changes, the priority changes. So, we have implemented a robust model and approach which is SAFe, which is Scaled Agile Framework. So, what that does is rather than just having one or two teams, we have scaled that up to have multiple teams and they all work as part of a train. A train is basically where we develop software and we release software iteratively. So, again we have two-week iterations in which we develop and we demo the software and then we deploy that into production, or into pre-product environment based on where we are in the process. We have been doing that for the last year and a half now, and the teams have matured very much now. We are at a place where every two weeks we're looking at tangible software that we can demo to you guys. The second part is HCD that I briefly talked about. Again, the goal for CMS is not to just build a system with all the core functionality that we understand or we think it is. You guys are the actual users of the system, so we want to make sure that we are building a system that helps you guys do your job much more efficiently, much faster, quicker, so that at the end, we are all focusing on the real aspect of ESRD, which is focusing on our beneficiaries, on our patients, and the quality of care. Thinking about how we can improve their quality of care, how we can give them a better life. So yeah, these are the two big frameworks that we have been adopted in the last year and a half, SAFe and HCD. Next slide please.

Let's talk a little bit more about SAFe Agile. The Scaled Agile Framework helps businesses address the significant challenges of developing and delivering enterprise-class software and systems in the shortest sustainable lead time. Again, a textbook definition, but honestly, it is true because we have seen the difference ourselves. We have seen where we used to do things “waterfall” where we used to plan for years for upcoming years and things just change. It does not just stay the same, not just in terms of technology, but the priorities as well. From CMS’s perspective, from the user community perspective, things changes, right? So now, what we are doing with this new approach, the SAFe methodology, we are adapting to changes much quicker and faster. We are able to incorporate functionalities and changes through applications much quicker and faster. That, in turn, has helped CMS plus the end-user community like you guys, so that you guys can go in and see the new changes in the functionality much quicker and faster.

Some of the SAFe Agile benefits that I have listed over here is scalable and configurable. SAFe allows each organization to adapt to its own

business needs. SAFe synchronizes alignment, collaboration, cadence, and delivery for multiple Agile teams. SAFe provides potential for improvements to business agility, including productivity, time to market, quality, and employee engagement, and more. SAFe delivers value based on intent. So, again, these are just some of the benefits that we have realized in the last year and a half. Again, most of the people might think this is more like textbook or something, but working in SAFe environment for the last year and a half, we have seen significant improvement in our productivity. Plus, we have heard a lot of good feedback and comments on the various demonstrations that we do with you guys at the end of two weeks. So, we've heard great comments from that. So, it's not just textbook. It is something that we have seen it, how it has changed the way we think about application development. Next slide, please.

Human-centered design. This is something that is very near and dear to all parts of CMS, not just because it is the new buzzword, not just because it's what the market is going towards, the community is going towards, the software development community. It's just something that makes sense. HCD is the process we use to understand the people for whom we are writing policies and creating programs and services for at CMS. So, we are not just utilizing HCD for our system development, not just our EQRS development, but we are actually using it more broadly in terms of how we are writing our policies, what data we are requiring for you guys to submit to us, and all of that. It includes everything, not just our application. In essence, what is HCD? HCD is basically taking users feedback. People that are in the application day in and day out, we want to hear from you guys. We want to take your feedback and we want to build a system that is based on your needs, not just what CMS wants, not just what we think we should have. It should be based on what you guys are using it day in and day out. What do you guys see the pain points are. We want to figure those pain points and we want to resolve those as soon as possible so that again, the end goal of improving the quality of care for our beneficiaries, so that we can all think about that, right? The successful practice of HCD means that we are meeting the mission of CMS which is: "To ensure that the voices and needs of the populations we represent are present as the agency is developing, implementing, and evaluating its programs and policies."

HCD is part of our Information System Group's mission, but it can be applied to any type of work including products, services, and even policy. And like I just mentioned, it is not just part of ISG's mission, ISG's division within CMS, which is responsible for creating applications and maintaining our applications, not just their mission but it's basically an agency wide agenda for us. Right now, we want to make sure that we have

HCD at the forefront of every decision that we make. All right, next slide please.

All right, little bit more about HCD. EQRS User research uses an HCD approach to collect feedback from end users through various methods. The goal of these research activities are to engage with users to understand their experiences when using the EQRS system. Input provided by the end user is analyzed and reviewed for consideration during system design. Again, like I mentioned, we are using HCD to collect information so that we can work based on the data that we receive and make life much more better for you guys. So again, just a request from CMS's behalf and my behalf as well, please support us in this and how you can support us is by participating in this research. Who can participate? All users, regardless of role are welcome to volunteer. I'm not sure what your exact roles are, maybe you are a facility manager, you're a quality manager, you're a data analyst, you are part of the corporate staff, or you are an IT staff. Regardless of your role, you are more than welcome to join us in this research. The way you can join us is to volunteer and get more information on EQRS System Research, please email the EQRS System Design Team at EQRSUserResearch@cms.hhs.gov. This is how we can hear your words, this is how we would like to know what your pain points are, and this is how we can improve the system and make the system, not just in silo, we can make it all together, and we can make it something that will be useful in the years to come. So, please again, a humble request from CMS to please join us in this research. Volunteer for it. These sessions don't take much time. Probably depends on the topics and your role, we will put you in a category of that user persona and then based on that topic that we are researching, we will reach out to you guys to schedule a session based on your availability and based on what works for you guys. Maybe half an hour, maybe an hour at the most, but typically half an hour. Maybe that's where we can ask you specific questions, how we can improve this, how we can make things better so that we are building a system that is for all of us. All right? With that being said, we can move on to the next slide please.

All right, EQRS roadmap. Oniel mentioned something about *Journey to EQRS*. So, essentially what that is, we are in the process of right now, like I mentioned, to consolidate our three legacy applications, which is CROWNWeb, QIP, and REMIS into EQRS. It's not a consolidation, rather it's more like taking the core functionalities out of these three applications and putting them together as one in EQRS. Of course using SAFe methodology and HCD as well.

So, the roadmap for EQRS, what is the roadmap? The roadmap is a proposed schedule of events and milestones that provides guidance for

planning deliverables. Given that we are agile, but still we need some vision, we need some goals, we need some milestones that we are tracking to, right? These milestones could be short-term. One of the biggest milestones that's coming up is HARP, like Oniel just did a great presentation on that. It is coming live very soon, so that is one of our milestones. Given that we have these small milestones along the way as well so that we are tracking towards the larger goal of releasing EQRS to the community, to you guys. But again, the roadmap does not stop there. It's just the beginning. It's just the start of this journey. Once EQRS goes live, then we will be continuously looking into improvements, how we can make this better. Maybe there are some issues in the system, it could be anything. So, the journey's not going to stop here. The journey's going to continue for each of us.

Milestones are used to track progress towards specific goals such as HARP, as I mentioned, and another future goal is, of course, making EQRS live to the community. There are two types of SAFe milestones that we utilize in EQRS, so there is something called PI (program increment) and then there is fixed-date.

The roadmap is a living document that provides an ongoing view of program, user, and mandated objectives needed to achieve the EQRS vision over time. Like I just mentioned, there are several milestones that we are tracking along the way but our big milestone right now is to make sure we have EQRS going live. So, with that being said, next slide please? All right, so here is our roadmap. I want to take some time with you guys and talk about this. And again, roadmaps are typically high level, so we don't talk about specific granular functionality, but we talk about something called epics or themes. Like a theme is more like HARP. HARP is a theme. Within HARP, we have multiple things going on in the backend and the front end. So, we are not talking about that on this slide, but we are talking about HARP as a whole, as a theme, as an epic. Let's look at this roadmap. Of course there's a disclaimer on the top, dates, and objectives—subject to change—and this is based on our whole agile methodology, where things could change anytime based on the discoveries, based on new priorities, or based on something that we really need to fix. Things could change, but we try to stick to it at the start of the program increment. So, what is a program increment? It's a 12-week period in which we have six iterations, two weeks each. So, at the end of two weeks, we expect software computer functionality to be done. It is demoed to the community, to the stakeholders, to CMS. So, based on these PIs we do short-term plannings. We do plannings every 12 weeks. Of course—subject to change—things could change based on priority, based on recent discoveries, or anything. So these dates could change, but right now, as we stand today, we are sticking to these dates.

Right now, if you look at it, let's look at PI 8 because we have PI 8, PI 9, PI 10, and 11 listed over here. So, PI 8 we have, basically PI 8 ended, but let me just talk about that. We worked on HARP, we worked on EDSM, which is the Electronic Data Submission Modernization. Then we worked on the MedRec Data Collection screens, and then we did some routine O&M. We built the business functionality in AWS. So, what is AWS? That's Amazon Web Services. So, we are taking all of our applications, CROWNWeb, REMIS, and QIP from on-premises servers onto the cloud in Amazon Web, and we are utilizing Amazon Web Services for that. That's where our EQRS system will be or hosted. Then we have PY 2021 for ESRD QIP, the measures and the report development, so that work is still ongoing. And of course, we have the milestones listed down there, you can see there is a HARP launch date, and that's the reason dates and objectives are subject to change. We initially were trying to roll out HARP in January, but we needed to make sure we are giving you guys ample time to do the registration and all that, so we moved that date a month. That's the reason we had that asterisk on top.

We are in PI 9 as we stand today. So, today is January 30. We are in PI 9 and some of the biggest items in PI 9: we are working on EDSM, we have Axway Replacement. This is the managed file transfer how we can securely transfer files. We have routine O&M going on for the existing applications. We are still building the functionality in AWS and this is the EQRS functionality, and we are still doing the Payment Year 2021 measures and the report development. Then, we have PI 10 and PI 11. So, technically it's more like the same kind of work in PI 10 and 11. But again, we have not committed to that work, so things could change. There will be more additions to it. All right, so we can move to the next slide please.

This is a little more past off our roadmap. This gets a little bit more granular in terms of you and I just talking epics or themes over here. We are actually talking about features and functionality. I'm going to spend some time on PI 9, and PI 10, and 11. Again, this is not committed. PI 10 and 11 features are not committed, they could change. But PI 9, we have committed to these features so I will quickly go over each of them, over the list, and then we will move on. So, we are doing the EDSM Full Implementation. Again, this is the Electronic Data Submission Modernization. This is how we get data from the batch submitters within the ESRD system. Then, we are going to be doing some Data Dictionary updates, Axway Replacements, GFE to CFE, and then we have a list of the business functionalities that we are building in EQRS utilizing the Amazon Web Services, AWS. So, we have Patient Merge functionalities, we have IDR claims, we have Common Working File, we have the migration of the legacy data, clinical data, alerts, accretions, CMS forms

2744/2746/2728. Then, we have some of the REMIS functionalities such as: Sync/Refresh; and then we have the Reporting, the Data Repository; and then we have the NGMC, which is next generation measures calculator. We are developing a new measures calculator for ESRD QIP for this Payment Year utilizing new technology, faster speed, much faster implementation of changes. Within the NGMC, we are doing development of Payment Year 2021 measures and you guys will be seeing a brand new Payment Year 2021 UI for ESRD QIP. It wouldn't be the old UI that you guys have been using for several years. It will be completely new embedded in EQRS, posted on the cloud, and much faster, and much scalable. Then we will be doing some reports for ESRD QIP Payment Year 2021. So, this is just a high level of PI 9 that the team has committed to and teams are actively working on developing all of this work. There's a lot of work the team is doing and it's very fast pace. Of course, we are open to suggestions, we are open to change utilizing the SAFe approach. There's a lot happening in upcoming PI 10 and PI 11. Of course, there is a lot happening in the upcoming several months and we encourage you guys to be a part of it. And how can you be a part of it? Is by giving us feedback, being part of those user researches, the HCD sessions so we can hear your voice. Next slide please.

That's all I had! I believe we will be taking questions within the Q&A. Oniel, if you have any questions for me, please, of course, I am here. I'll be glad to answer any questions that you receive.

Oniel Delva: Thank you so much, Ahmar. Thank you for your presentation. Of course, we know that the information you covered was somewhat technical, but we like to ensure the community is fully aware of everything that's taking place. We appreciate you sharing that with us. Of course, we've received a lot of HARP-related questions, which we knew that we would receive since today is the very first time on any event or any call that we've really been able to provide in-depth HARP training. If you submitted your question via chat or Q&A, we are reviewing those. We received a lot of questions so, we apologize if we haven't gotten to your question as of yet. A lot of questions are the same. In a moment, I'm going to cover some of the questions that we have received and hopefully that response that we provide helps to provide some direction to something that you may have sent. We have about two questions for you Ahmar, which I'll get to in a moment. The first one that we are seeing a lot is what date do we need to or what do we need to do in order to complete this HARP set up. Can I register now or can I complete the process now? The HARP system itself is available, but what CMS is doing in order to support the onboarding of the migration from EIDM to HARP and to not overburden the system and to ensure the quality of the helpdesk and that the information gets communicated out. At this time, a phased in approach is being followed where during Phase 1, the Networks will receive communication regarding

when they should provide information to facilities to go ahead and start the registration onboarding process. As mentioned a little bit earlier in one of the questions we got regarding from a current EIDM account holder, what exactly do I need to do? Well, to really support the migration and to support this area, CMS, as mentioned a little earlier, has migrated automatically all existing accounts. If you are a security official in EIDM, if you are just a regular user, the username that you use to access your account using EIDM, the last password that was used—all of those will be migrated over, so that once HARP is fully released, currently planned for the end of February, there's really not a whole lot that you as an existing EIDM account holder will need to do. You do not need to go through the process of registering for a new account all over. You would just complete the steps we covered earlier which is to complete your two factor authentication as well as select an answer to a Challenge Question. In the case for the future you need to access your account, let's say you forget your password, or you want to change and add another two-factor authentication device. Whatever it might be, that helps you with that area. I believe I have covered a few of the questions, you know, if you are an existing user have the roles been migrated. We receive that a lot. Another one's so, as an End User, do I have to request my role and my SO, would I have to do it all over again? I think I covered that a moment ago, no, you do not have to do it all over again if you are a current user of the EIDM system. It will be migrated over for you.

Is the request for access with Experian, is it immediate or does it take some time? The Experian component of this is to support the Remote Identity Proofing. That is the process that helps with expediting the registration. Manual proofing is available as an option, but Remote Identity Proofing is what would help with expediting your account set up. Will there be another HARP training? Yes, there will be additional HARP trainings provided on the 13th and on the 19th of February and we are capturing all the questions and things that were submitted today as well to do additional research if there is something that we're not able to provide an immediate response to, to support with providing a response as part of one of the additional trainings.

You keep talking about migration, when will this be done? The migration has already occurred as far as your existing account. The EIDM account whenever you had set it up, the migration is basically 98 percent complete where now during the first log in to HARP, where you go and click login, from there you would enter your existing EIDM User ID, your existing password, and the system would refresh, similar to the information we shared earlier, asking to set up the two-factor authentication and to set up your security questions.

We have shared via the Q&A the links to the recording and materials that were covered for the HARP training. It's available on the MyCROWNWeb.org website. We will send that out once again and, of course, announce it to the community, but it is available, so that you can access to play the recording again or down the line if you need additional information.

I see just a couple more, we have about four minutes remaining for today's call. If I forgot my password, do I have the option to change my password or do I register as a new account holder? If you forgot your EIDM account password, then, of course, you would follow through on that side with making sure that you use that tool to change your password because it automatically pulls the username and password and information that you have on the EIDM side. That's what is used to automatically support your login to HARP. So, if you forgot your EIDM account password or information, use that side of course to get everything set up so that it is current to support your login to HARP.

All right, just a couple more minutes and additional questions. I work with two facilities, do I have to submit a request for each clinic? You only need one HARP account, so you don't have to submit a request to have multiple HARP accounts for different facilities. That's one of the benefits of this approach where you have the one account that actually is used to support access to multiple CMS applications. Now in the EQRS application after you have created your one HARP account, in EQRS if you need access to different roles for various organizations within EQRS, then you would submit a request within that application for the different roles that you need and the facilities that you need access to. If, let's say, you need to report CROWNWeb data using that tool.

Ahmar, let me just see, I'm going to scroll down and just ask a question for you real quick and then we will work towards wrapping up today's discussion. Again, thank you for the questions that we have received. You can continue to send the questions in to us, and we will be pulling the questions submitted as part of today's event, review them, as well as plan to provide additional information so that, of course, you all are fully aware. There are currently HARP materials that are out there in addition to the training that’s provided today. There is an FAQ page on QualityNet.org and if you access a PDF copy of today's presentation or if you go on our website MyCROWNWeb.org and access the training and materials available there, it includes the link so you can get additional information to support your understanding of this process and what one would need to do.

So Ahmar, last question, we have about a minute remaining, question for you. During your presentation you shared, the question is: Will the change interfere with the data exporting from EMR to CROWNWeb? Will that affect anything based on what you covered today? Will there be any changes to the electronic data submitting or submission process?

Ahmar Wazir: No. You guys will be still be using the same process. Even when EDSM goes live, that is more like for the batch users, the batch submitters. The change will be coming for them and we are actively working with them for a smooth transition, but for the SUI users that submit data via the CROWNWeb interface, there is no change until EQRS goes live, because yes, when EQRS goes live, then the CROWNWeb system as we know today won't be in existence. That is when you guys will be using EQRS instead of CROWNWeb.

Oniel Delva: Thank you so much, Ahmar. I see that we are at time, so let's work towards wrapping up the call. Thank you everyone once again for joining us for today's discussion. We really appreciate you being on and we know that a lot of information was covered and that this was the first time HARP was referenced, there will be additional mention of HARP and additional direction to be provided regarding the onboarding process and when to complete your migration from EIDM to HARP and registering for accounts and so on.

So, for the February Town Hall Event we will be covering the CMS-2744 Annual Facility Survey and providing an overview of how to use the various reports within the system to understand and resolve errors that may display when completing the 2744 and to provide additional information related to that.

If you have additional or training related questions, please feel free to use the Help Me form as well as the MyCROWNWeb.org website. If you have technical questions, the QualityNet Help Desk is available to support. For ESRD QIP-related questions, the ESRD QIP ServiceNow Q&A tool is available. Thank you so much for joining us and we hope to see you in a future event.