



Outpatient Quality Program Systems and Stakeholder Support Team

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Presentation Transcript

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Oniel Delva:

Hello, everyone, once again, and welcome to today's event. Thank you so much for joining us for today's session. This is the CMS-2744 Annual Facility Survey Training training. During this event, we will focus on the process you can follow to complete the 2020 CMS 2744-form in the ESRD Quality Reporting System, better known as EQRS. CMS is planning to release the 2744 form in the EQRS application on Friday, January 29, and today's training will focus on the steps that you'll follow to access and complete this form in EQRS for survey year 2020. I'll provide you with an overview of the agenda and the things that we'll follow, but before we get started, here are a few housekeeping items. Today's training is being recorded and a copy of the recording will be made available in the same location where you registered to attend today's event on the MyCROWNWeb website, by 5 p.m. Eastern tomorrow, Friday, January 29. A copy of the slides that will be used to support today's call is currently available next to the event description on the event's screen on the MyCROWNWeb.org website. And to support the community's needs, we established two webinar connections for today's session. With that said, we will have a few polling questions that will display during today's event. You can participate if the feature is displayed and enabled on your end. If not, then it's okay. You're not being graded, of course, when we do the pop quizzes—just as a way to interact with us and it helps with reiterating points that we will cover today. So, with that said, the pop quizzes, once they pop up, if you can participate, great. If not, it's okay as well. If you are having audio challenges, since I see that we are reaching the capacity for the first connection that we established, please know that we do have the second audio connection available as well, with that information being shared in an e-mail that went out a few days ago, so that you can get the training needed for how you will complete the CMS-2744 form in the EQRS application. For today, all attendee's audio connections are muted, to help with reducing background sounds. If connected to the webinar, please use the Q&A option displayed on the right-hand side of your screen, should you have any questions. Remember to submit questions to "All Panelists." And also, some questions may come up during today's event that might require research and assistance to be provided. If we are unable to answer your question today, please work with and follow the instructions provided by your ESRD Network data department to assist you with completing the 2744 form. And additionally, you can always reach out to us via the CRAFT@mycrownweb.org email address, should you need training assistance. So, I wanted to mention that. We do want to hear from you if you have questions based on anything that's covered.

My name is Oniel Delva and I'm with the ESRD Outreach, Communication, and Training team and I will serve as your trainer for today's CMS-2744 Annual Facility Survey training event. And, as we go

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on, um, with today's event, you will see a couple of examples of the 2744 form, as well as other information. Just know that whatever is displayed today, it's fictitious patient and facility information. So, no real information will be shown that is specific to a facility out there in the environment or system. Here, you can see a quick breakdown of the topics we will cover today. We will start off with some background information and I will briefly highlight the purpose of the CMS-2744 form. I will highlight the phases that the form must go through in order for it to be considered finalized. We will spend the majority of our time today focusing on how you'll complete the form in EQRS. And to help with that, I will talk about how you must start the completion process at your facility. You must generate the form, and you'll generate it, and have the ability to save the form. Then, next I'll talk about, um, the process that you follow to edit an existing form in the application, should you need to make any updates, to ensure that your counts are accurate. And I'll talk about how you submit your CMS-2744 form for survey year 2020 in EQRS. And then, we'll talk a little bit as well about the process that transplant facilities can follow. The CMS-2744 forms are required and completed for both dialysis facilities and transplant centers, so towards the end, we'll just talk about how representatives at transplant centers using EQRS can work to complete the forms for their centers. Then, I'll provide a summary of each item as we go on today at the end of each section. We have a summary that has a step-by-step instructions that you can access at any time.

Let's get started with today's training. First, we're going to start with some brief background information regarding the purpose of the 2744 form. At the start of each calendar year, Medicare-certified dialysis facilities and transplants centers are required to complete the CMS-2744 Annual Facility Survey. The 2744 Annual Facility Survey has been in place for many years now, actually. Historically, it was a paper form filled, that was filled out by facilities and ESRD Networks, to now an electronic form that is completed primarily based on data that is entered by facilities in EQRS throughout the year. And the 2744 form is the only Office of Management and Budget survey, of all facilities that provide dialysis census and dialysis patient movement information. This survey provides a final count of all patients and treatments provided by a dialysis facility or transplant center during the prior calendar year. I say "prior calendar year" because we are in 2021 right now, but you will be completing this for the 2020 survey period. It also includes important information regarding facility and patient demographics, such as Medicare coverage, vocational rehab, and facility staff counts. The 2744 captures facility treatment and staffing data for the survey year, which as mentioned, will cover from January 1, 2020 to December 31, 2020. Now continuing, just to wrap up the overview of what exactly is the 2744 form

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and the purpose, the information on the form, that information is used to assist or to help assessing and evaluating the local, regional, and national levels of medical and social impact of ESRD care. It's also used to help CMS researchers and others with analyzing trends. Now, here on screen we're going to provide some brief information, as we're going to cover this on today's call. If you do not know, there are two different CMS-2744 forms. As we go on, we will talk more about each section. There is a CMS-2744(A) form, which is filled out by dialysis facilities and there's a CMS-2744(B) form, which is filled out by transplant centers. And the sections on the 2744(A) form include facility information, now the form pulls details, such as the facility address, contact information, and number of dialysis stations, and such from the facility's tab, in the system. It's important that you ensure that the information in the facility section within the EQRS application is accurate and up to date. Also, it has the beginning patient count. This is the total number of patients dialyzing at the facility and home patients being followed by the facility at the start of the survey period, which we said in this case is January 2020. It includes the additions, in this section, it covers the number of outpatient and home dialysis patients accepted at the facility during the survey period: Were they new to ESRD? Was it a re-start? Did they transfer to your facility from another facility? So, the addition that occurred during the survey year is included there. Losses, this section covers any losses to your facility of both outpatient and home patients that occurred during the survey period. The end of [the] patient count section has the total as of December 31, 2020. It includes the number of patients receiving care at the start of the survey period, plus the additions, minus the losses. At the end, what is the end count there? Um, continuing with looking at a different sections in the end, and again, we will talk more about these as we go on with today's event, but the Medicare status. This includes the count related to your patient's eligibility status at the end of the survey period. It includes counts that show the total number of patients, who during the survey period, were indicated as currently enrolled in Medicare, patients with pending status, as well as non-Medicare patients. There's a voc rehab, where it's looking at patients who are ages 18 to 54, and how many of them are receiving both rehab services, how many of them were employed, and how many were in school, so on and so on. All this information is included there. The last portion, you can see at the bottom looking at the 2744(A), covers staffing. This is a count of full-time, part-time staff, at the facility for specific roles. Not everyone. It's for specific roles at the unit, and again, we'll talk more about that. That's where your manual data entry for the 2744 will occur, at the bottom half of the form, starting with treatments provided at the facility for that survey year, as well as staffing information. And again, we will talk about that in a moment.

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Just looking at the screen for a little bit, for the 2744(B), that has a shorter list, of course. It includes the number of transplant patients, the Medicare status, you know, what were these patients' eligibility during the survey period, how many transplant procedures were performed at the facility during the survey period, whether it was performed from a living donor, living unrelated, and so on. And then, the number of current patients at the transplant facility wait-list count, and this is the count of the number of current patients at the facility, or at the center, and number of non-dialysis patients who are waiting transplant. Now, as we go on with today's session, we wanted to mention that we will be primarily focusing on the 2744(A) form for dialysis facilities, but we do have a little bit towards the end to talk about the transplant facilities as well. Then, I'll mention this a couple of times, but before we move on to the next slide, there are step-by-step instructions. Actually, I'm a little bit early, the next slide leads into what I'm going to say. The next couple of slides we have include screenshots of the links to take you directly to instructions for the 2744(A) and 2744(B) forms. We will be covering a lot during today's event and hopefully, not going too fast with, you know, the content that will be covered. But, if you later on, you want clarity as to what exactly is needed as it pertains to a specific field, field definitions, you can access a copy of today's recording, or I should say, access a copy of today's slides, via the MyCROWNweb.org website and the links are live. You can click on the links and [they] will take you directly to the instructions. Now, this is the instructions for 2744(A), dialysis facilities, and here is the link for 2744(B) for transplant centers.

When completing the form via the EQRS application, the system helps to save time by automatically pulling data from 4 screens to pre-populate the majority of the form. The various sections on the 2744 form in the EQRS data is pulled from the following screens. Remember this because it will come up later as part of our first pop quiz that we have. The four screens include Facility Details, which includes the facility's contact information and additional information. The Patient screen, which includes the Medicare enrollment in voc rehab and death information. It pulls information from the Admission screen, which includes information about the admits and discharges, as well as the Treatment screens, which help to provide data regarding the patient's modality and care setting. Those are the four screens where the majority of the data that gets populated, will get pulled from via the various screens within EQRS. Of course, data cleanup is important to make sure the information on those screens are accurate, since it will get pulled and automatically populated onto the form for you, from those different areas.

Um, continuing, the CMS-2744 process is initiated by the facility. The form must be generated by the facility first, and once that's done, it is in

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what is known as a Draft Status in EQRS. And after reviewing the information and providing the necessary treatment and staffing information, the form would move to the Submitted For Acceptance status, or you would click “Submit For Review,” where it goes to the ESRD Network for review. After reviewing the form, the network would reject the form if corrections are needed, or accept the form if it's ready to move to the final stage, which is Finalize. Now, the majority of the forms we are leaning toward and going to, at the facility level make sure that our information is correct, so that they are accepted. But, these steps highlight the different phases within the application. And now, when you're completing the form, if you've completed this form in the CMS system for a while, you may remember the 2744 report that was in the previous CROWNWeb system. These reports are not available during the 2744 roll-out. However, users are encouraged to use the “Patient Events” and “Patient Roster Reports” on the Reports screens, to assist them with getting an idea of the patients currently admitted to their facilities, and additional information, should you need assistance with reviewing count and/or resolving errors that may display. You you can find these reports before submitting them for acceptance, should you need assistance with reviewing patient treatment information. Also, please remember to follow the guidance provided by your ESRD Network data department, for direction on when to complete your form and how to work with them to assist you with finalizing your forms. And each ESRD Network set a local submission deadline to assist you with completing your form, so please continue to follow your ESRD Network's timeline and guidance, to help you with finalizing this form in the EQRS application.

Now, for this slide, I'm not going to spend too much time, as it basically just reiterates the points I shared a moment ago, where looking at the bottom, the process starts at the facility level, where you need to generate the form. And from there, you submit for review. The Network will then review your form and accept it if everything is good to go on the form and work toward finalizing it. If the form is rejected, if there's resolvable errors, your Network with work with you to discuss the reason why the form was rejected. Please continue to follow your local ESRD Network's submission deadline to help ensure that all forms are received within a timely manner.

Alright. Now that we've given you the background information, let's now jump into how you'll initiate the process of completing the form, focusing first on how you generate the form and how you'll save it, if you need to go back into the form and, you know, to edit the form, prior to submitting it for acceptance in the steps you follow there as well. Looking here, when completing the 2744 in EQRS, you can complete the 2744 form for all facilities within your scope. So, if you have access to multiple facilities,

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you can complete it during, you know, one or the same log in session, but you must complete the form for one facility at a time. So, if you have access to multiple facilities, you would click the orange “Change Organization” option in the upper right-hand of the screen to switch between facilities. For the next couple of slides, hopefully, I won’t go too fast, it really just includes the step-by-step instructions as mentioned before, and screenshots to give you the visual. Its to how to complete this in the application once it’s available to you. Starting first with how to access the form after logging in, at the top of the screen, you navigate to the “Facilities” option in the drop-down menu and click on the “Form 2744” in the link. Next, you’ll be taken to the “manage form” screen and the system will ask you what are you wanting: are you wanting to search for a missing form? Or search for an existing form that may have been started already? So, to start the process, you want to make sure that “2020” is selected in the Survey Year field and then you’ll select "missing" in the survey status option or field. And, you’ll review to make sure that you have the correct facility selected under the “search” section there. And then, you’ll click the “Search” button to get the process started. On this slide here, we are looking at, um, the fact that the system is refreshed. Now, displaying towards the bottom, the Facility Result section displays the facility you just indicated, as well as to the right, in the “Actions” column you’ll see the "Add" button. So, you’ll click the "Add" button in order to get the process started to complete the 2744 within the application. Next, you’ll notice the form, when you access it for the first time, there are zeros listed for the fields because it has not gone out as of yet to pull the data from the various screens we talked about. So, to get it going, you need to click the "Generate" button that will display at the top of the screen, so that the system will show it was successfully generated. I apologize if you can't see it well in the screenshot that we have included here, but it includes the counts now. Because remember, the system goes out and there are the four screens for the application: Facility Details, Patient, Admissions, and Treatment screens, to now pre-populate the form for you to save time.

We are now going to look at the sections closer starting with Fields 1 through 3, which indicates “Patient receiving care beginning of survey period.” So, looking at some of these fields, Field 1 includes the number of patients as of January 1st of the survey year, which in this case, we indicated the survey period begins in January 2020, and that includes the permanent patient population. Then Field 2 includes the number of home patients, followed by your facility as of January 1st of the survey period. And then Field 3, is the total of counts from of both Fields 1 and 2.

Continuing further with the sections, the next section includes the number of additions that occurred between January 1, 2020 and December 31,

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2020. As you can see from this screenshot, the form is looking at the total number of admissions that occurred at the facility during the survey period. The fields are separated by in-center and home patients to show the additions that were first time admits, number of restarts, number of patients that transferred in, as well as the number of patients to return to dialysis after a transplant. So, all that information is included in this section here, looking at the additions that occurred during the survey period.

Continuing with the next section, it takes a look at the count for the total number of losses that occurred within the survey period. Similar to the previous section, this is now broken down by in-center and home patients, total number of discharges that occur due to patient's death, recover kidney function, received transplant, transfer to another dialysis facility, or if the patient discontinued dialysis, or patients that were discharged due to loss of follow up—all of that is included here. Remember, as I mentioned, you know, it's looking at data that's been entered in EQRS throughout the year, so we want to make sure that the information is correct on those various screens because that's where it's pulling it and populating that information here on this screen.

Continuing with looking at the next screen, it's important to know that the top portion of the form is looking at the total number of patients who treated at the facility during the survey period, while at the bottom, the bottom is looking at the total number of treatments ... I'm sorry, let me rephrase that and state it correctly. I don't want you to say, "What is Oniel talking about?" So, the top portion of the form is looking at the total number of patients who treated at the facility during the survey period. And at the bottom of the form, we'll discuss this further when we get there, is looking at the total number of treatments that were provided by your facility, um, during that year. So, the top is the number of patients we saw, the bottom is the total number of treatment provided. And we will talk more about that as we go on with training. And of course, remember, you can always access a copy of the instructions that breaks down exactly what is called for, required as part of these fields as you're completing the form within the application. So, if we are looking at the screenshot here, with that what I said a moment ago, Fields 14 through 26, is the count for the total number of patients who received care at the end of the survey period. So, you know, Fields 14 and 15, could not be greater than Field 37 or 38 because it's the total number of treatments provided vs. the top portion looking at the total number of patients treated at the facility. I'll continue with our next slide.

Here, we are looking at the "Patient eligibility status end of the survey period." As mentioned earlier, the system pulls data from different screens

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and here, this is getting pulled from the Patient screen, where its looking at the total number of patients indicated as currently enrolled in Medicare or patients that were indicated as status as pending, as well as non-Medicare patients. The next couple of sections, this is looking at “Hemodialysis Patients Dialyzing More than 4 Times Per Week.” This is is pulling information from the Treatment screen, when the patient was admitted and as you are updating the records for patients, it's looking at any patient that was noted as more than 4 times per week. It's pulling the data from the Treatment screen. The Vocational Rehab screen is pulling information from the Patient screen as well, where it asks for patients who are currently receiving both rehab services, or patients full-time or part-time employed, as well as the count for patients noted at the facility, based on the date of birth and additional information that were entered as well, patients age[s] 18 through 64.

So, filling all of that from the Patient screen in the application. Here, this begins the data entry on the CMS-2744 form in the EQRS system. The top half, everything I went over, was pulled from the various screens we highlighted, but now at the bottom, it's asking for the treatments provided. So, number of treatments provided by the facility. Here as you can see, it indicates in-center dialysis treatment. We included a screenshot of the note from the instructions to call out that Field 37 and Field 38 that reflect all outpatient treatment given to ESRD patients, including self-care trained treatment, and those provided in the survey year. So, for Field 37, enter the number of self- or staff-assisted treatments, training, and treatment performed by self in-center during the survey period. And for Field 38, for “other,” we enter the number of all other types of treatment provided in-center, and provide additional information there. And of course, as always, do not include acute patient treatments as part of this information.

For this next section here, we’re going to look at it briefly, it's breaking down the staffing. So the actual data entry on the 2744 screen within the application begins with what I just covered moment ago, which is the in-center treatment section and also staff. At the end of the survey period, which in this case is December 31, 2020, it calls out specific staff members at the facility, so not everyone. It's asking for RN, LPN, LVN, PCT, APN, dietitians, and social workers. So, first it's full-time/part-time staff at the facility, as it relates to those positions and any open full-time and, as well as part-time for those positions called out. Now, towards the bottom of the form, once you're done, you click the “Save” button. Then, the system would refresh and display additional options. Here, for this screenshot, we wanted to show, of course, going back to what I mentioned a little bit earlier, that if you have used the system for a while, you know the form historically, and you know that the 2744 reports that were available in CROWNWeb aren't available with the initial roll-out of 2744

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in the EQRS application. But again, I want to provide that additional reminder, based on an error or something that's displayed, there are the two reports in the system that you can use to try to get an idea as to the patients that are still at your facility. There's different information that's included as part of those reports that can help you [in] identifying the types of treatments that are provided for patients, and just use what's available to assist you as much as possible with identifying and to resolve errors that may display, and to work toward resolving errors prior to submitting for review. And of course, as mentioned earlier, follow the guidelines and guidance given to you by your ESRD Network to assist with finalizing the forms in the application.

So, once you click the "Save" button, the system will give you the message that it was successfully saved. Now, at this point, if you are ready to submit for review, that option is displayed at the bottom, where you can click "Submit for review," and then you can just move on to the next phase without needing to do anything extra. But, if you need, you know, additional time to review or work toward resolving an error or two that might display at the bottom, in a moment we'll talk about steps you follow to search for and check on the status of an open 2744 form. Before we jump into that, we do like to interact with you whenever possible and we do have our first pop quiz.

Let me go ahead and open the polling. Now, as mentioned earlier, we do have two connections set up for today's event. We have that so we can open up additional lines. So, if you can participate in today's polling, great. It should be displayed to the right. If you're not able to or don't see the option displayed, it's okay as well. We just wanted to give a chance for you to interact with us a little bit. But, here is asking and it's a select-all-that-applies question. Um, it's asking, "The CMS-2744 pulls data from the following screen(s). Select all [if] this applies. Is it Dashboard, Facility Details, Manage Clinical, Admissions, Action List, Treatments, Patient." Alright? So, I know, I touched on these a few times during today's event. What screens are used within the application to help with pre-populating data on 2744 form? Alright. To help with time, we're going to give you about 30 more seconds. Again, if you're not able to, it's okay, you're not getting graded. This just gives you a chance to interact with us a little bit. We are about to close the polling in 3 ... we have about 90 in progress. Click the "Submit" button and choose ... 2. Click the "Submit" button in 1. Alright. Perfect. Let me go ahead and close this out. And I do see a lot of you participated, so thank you so much. I truly appreciate you being engaged and interacting with us. Let me go over the response or correct answer for these four, of course which we touched on a little bit. The screens that the system uses are the Facility Details, Admissions, Treatments, and Patient screens, so those four are used to help with pre-

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populating or populating the form in the application. So, thank you so much if you were able to participate. And let's go ahead and continue with our discussion.

Here, it is, um, just a summary of everything that I've mentioned a moment ago, really. Just giving you a chance after today's event if you would like, you can just go directly to this slide here, and print it out, and have it available at your facility in order for you to generate and save the form. Make sure you have the right organization selected. Click "Facilities." From there, form 2744. Make sure that the survey year is 2020. Survey status, missing. And then, you search for your facility. And then from there, you click the "Add" button. Click the "Generate" button that we talked about a moment ago and the majority of the fields at the top will be pre-populated for you, with data entry beginning at the treatment and staffing information toward [the] bottom of the form, and then you click the "Save" button for it to display the "Submit for review" option, or give you a chance to go through and make any necessary corrections before attempting to submit for acceptance.

Now, we are going to jump into how you edit an existing 2744 form. The steps for these are basically the same to get to the form so, I'll go through the next couple of slides quickly to help get us to the main section, the main point for our discussion and focus for this area. So here, when we're searching for an existing 2744, instead of clicking "Missing" as we did earlier, well, we already started one and there's one already existing in the system. So, we indicate the survey year as 2020, and instead of "Missing," we indicate "Existing." Also, we have the option where it shows "Form Status," where we can click if you want to drill further to indicate that, "Okay, I want to see if it's in draft status or submitted." Just a different option, if you leave it blank, it will display everything that's related to your facility that's currently existing. Alright. And after you click the "Search" [button], it now displays at the bottom in the "Action" section. Earlier, remember, it had the "Add" option to begin the process of initiating or to complete the form, and now it has "View" in order to see what was there. Now, in this case, remember, we already started the process, we saved the form, and let's say in this example, we needed to go back and make an update to the form. So, then I went back, I made whatever necessary updates in the different screens, and now I need to, um, basically re-generate the form so that it can go out and pull the updated information that I just indicated on the various screens within the application, so that it's reflected correctly. So, now I need to click "Edit" that's in the upper right-hand side of the screen, in order to enable the ... provide me with the option to re-generate the form, so it can pull data that will pre-populate the first half of the form, as we mentioned earlier. Data entry on this screen here begins with Field 37 and any corrections needed for the top half of

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the form is done via the Facilities, Patients, Admissions or Treatment screens for the individual or necessary patients. You click the “Generate” button at the top to go ahead and pull the updated information, and then we click “Save” again so that the system will store what we have just entered. So, that's how you search for and edit an existing form. To help with time, I'm going to skip over this brief summary, since I just mentioned it a moment ago: the steps you follow in order for you to access the form. So,, we can jump into the process that you follow to submit the form for acceptance.

Now, looking at that process that you would follow to submit the form for acceptance, we like to start at the beginning, which is search for your form of course, if needed. In this case it's an existing form, so, of course, it's got something to search, but you might not need to indicate “Existing,” because like I shared earlier, when you access the form the first time, and generated it, and you clicked the "Save" button, if everything was set, you know, good-to-go, and you don't have errors to be resolved or everything that you're checking lines up, right then and there you would have been presented with a "Submit for review" option, and you would click the button, and go to the next phase. But, if you didn't do that and need to look into this a little bit further, once you click “Save,” it's stored, so you have to go back and search for an existing form for your facility, again, indicating 2020 as the survey year. And same as before, we see at the bottom of the screen, it now displays the option for us to view the existing form. Um, and once we make the necessary corrections, let's say for if we were basically ready to send it off for review, at the bottom of the screen, the only option that would display for us is “Submit for review” option. Once you click that, it's going to ask "Are you sure you want to send this for review?" And you say "yes,” and I'm ready for this to go to the next phase of review process. And then the system would refresh and let you know it's been successfully submitted to your in-scope Network.

Now, one of the things you want to do while you're managing this in the application is you want to stay on top of the status. Earlier we talked about the different phases it follows. It goes from “Draft” to “Submit for review,” and from there, it's either accepted by the Network, or if there are corrections/resolvable errors, it'll be rejected. We walk you toward getting the form to the Finalized status. It's your responsibility at the facility level to make sure you're up to date or on top of “what is my form's current status as of this moment.” So, create a schedule that you check periodically as you're logging in, during this 2744 completion period, where you go in and check on the status as it changes from one to the next. So, to do that, when you get to the 2744 screen within the application, instead of going through the manage process, you can simply click on the “Status change updates” option that's on the left-hand side of the screen to

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see as these go through the various phases. Here, we have for this screenshot on this slide, once you access it [it] provides this additional information. Reiterating a lot of the information that we've already discussed during this call, regarding the various statuses, you'll see here on this screen the different sections, indicating "submitted for review." In this case, the form is currently listed there because it was submitted for review and if it's accepted, if the ESRD Network accepted the form to be the version that will now move on to the Finalized status. Or, we see down here, if the form is rejected, it would be listed there, giving us the ability to say, "Wait a minute, what's wrong with the form? Let me go back to make sure I make the necessary corrections to get it going." Here, the form has been approved, accepted by your ESRD Network. And the last option toward the bottom, if needed, and the case gets re-opened, CMS did not accept the Finalized version from the Network and has the "Return to facility for further review." Our goal is working toward getting the form finalized set and good to go during this 2744 period.

So, this is our last polling. We do have another pop quiz for you. Again, giving you a chance to interact with us slightly. I will say that based on those who can provide a response, the majority of you got it correct: "Who do you contact if you need assistance with finalizing your CMS-2744 form?" In other words, who you going to call? Who are you going to work with? Are you going to work with the EOCT? [The] ESRD Network? Or CMS? If you need assistance with finalizing your form, who would you work with? Again, I mentioned it a couple of times that you want to follow this group's guidance that they may have given as it related to completing the form at this time. I'm going to close the polling out in a few minutes. We do have a few more slides and about 12 minutes remaining for today's call, and we will be able to cover next the process for transplant facilities. It's going to be relatively short, since the process they would follow, basically, is the same, to access the form and application. The only thing is the questions are just a little bit different. Alright. I'm going to close the polling out, giving you a chance to respond in 3, 2 ... Click "Submit" after you made your selection. And, 1. Alright. Trying to close this out. Based on the 634 or so that were able to participate, the majority got it right. The correct is answer, in this case, is the ESRD Network. Remember, this form is performed by the facilities and the Network as it relates to completing the form in the application, and you will want to follow the local deadline that the Network may have set, and they will be communicating with you. Thank you for those of you who participated and this is just a summary once again on how you submit the form for acceptance, or for review in the application. You can access it and have it available at any time at your facility. Alright.

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Now, looking at the last section that we cover as we work toward today's discussion and maybe having time for questions before we end. For the 2744(B), this is completed for transplant centers. Now, we do know that not all transplant center representatives have access to the EQRS application or are submitting data via the application. But if you do, this is the process that you would follow, of course, working with your ESRD Network and such to make sure whatever is needed to support your efforts. But, the process to access the form as I mentioned a moment ago, is exactly the same as the facility-level or dialysis-facility-level user would use. You can change organization if needed and go to the form 2744—the process is the same thing. Same as before, in order for it to go out and pull information for the transplant facility, you have to click the "Generate" buttons. So, you click the "Generate" button. Once you do that, the system goes out, it does its thing, and now populates the form for you, based on the information that is indicated for these different categories. Just to look at them and break them down a bit, it's looking at ... so looking at Field 43, patient who received transplant at this facility. Based on what we have, you know, for our test environment and playing around with it, it's only one patient. Eligibility status of patient transplanted at this facility during the survey period. Then we can see it breaks it down there, currently enrolled in Medicare, pending, non-Medicare listed there as well. The next section looks at transplant procedures performed at the facility. Indicating living-related donor, living-unrelated, and then Field 51. And the data entry at the facility or center level begins with Field 52, where it's "patient awaiting transplant," dialysis or non-dialysis. So, then you see again, we plugged in numbers to show you the data reporting. So, that is, once you—same steps. After entering the data, you click the same button so that information is stored in the application, and immediately, if it's ready to go, it shows the status as "Draft," but if it's ready and you can take it to the next phase of the review process, so that the form can be accepted by your ESRD Network representative.

We have about eight minutes remaining and we covered the materials related to the event, so, hopefully, you're able to obtain and get a clear understanding of the usage of the 2744 form. And of course, we spent the majority of our time with the overview of how you would follow, access and complete the form within the application. Now, as far as our questions, I did see a few come in regarding the submission deadlines for the form in the application. Well, the submission deadline for this of course, we talked about each ESRD Network has set a local deadline, in order to assist you with submitting the form, getting it entered within a timely manner. Please continue to work closely with your data management department or the information management department, to assist you with knowing when you should start with the completion of this form. CMS is planning to make this available on Friday, January 29th and

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you will work with your ESRD Network to discuss the local submission deadline that they have set, and how they will work with you to ensure that your form reaches that finalized status in the EQRS application.

Question came in earlier, where can I get a copy of today's slides? You can go out to the exact same location where you registered to attend today's event. We already have available now a PDF copy of the slides that we use, where you can access it, print it, but it's 66 slides, so I don't know if you want to print it, but you may want to save it to your computer for future reference. You can just go to the summary that we included at the end of each section and maybe just print that to help you with understanding what to do. We are also going to provide a copy in today's recording in the exact same location where you registered for today's event on the MyCROWNWeb.org website, where if there's someone at your facility who missed the session and needs the information, they can go out and access it as well.

I also wanted to point out something important for the completion of the form, since we did mention that, you know, a lot of it is included based on the Treatment screen, Admission screen, Discharge, and so on, knowing that a lot of you may be affiliated with large dialysis organizations, where the admits and discharges and treatment information is typically reported in EQRS application by your corporate office. To complete and finalize the form, the facilities and ESRD Networks are working together, but if there's something where, you're like, wait a minute, we should have this number of patients vs. what is currently displayed, and if you need additional assistance, you might need to work with your corporate office as well to make sure the information is correct, before you work toward submitting it for acceptance. Just wanted to mention that.

Who is responsible for the form? It's completed for and by all facilities, at the facility level, for dialysis facility and transplant centers. Um, so it starts at the facility level in order for it to be in the system, and work toward getting it Finalized, working with the ESRD Network. Um, okay, additional questions.

“What sections did you state would be pre-populated?” Yeah, the sections are the first, the top half of the form. So, really, there are—I want to say 42 questions for—is it 40 questions? I can't remember. I believe it's 41 for the 2744(A) form. But, questions 1 through 36 are pre-populated for you, based on the data displayed or available or entered, I should say, that's been entered throughout the year. In this case, for the 2020 survey period on the Admissions, Treatments, Patient and Facility screen, so the majority of the form is completed for you. Just want to make sure that the

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treatment information and staffing toward the bottom is what you are focused on.

I see questions about how can I access the copy of materials? If you go to the “Events” tab on the MyCROWNWeb.org website, after going there, click “Event” at the top. And then from there, you should see January 2021 Town Hall listed and you'll see a PDF copy of the link for the materials. After you've gone there, you can click on and open/scroll through materials to take you to the two slides that we included that has the direct link for the field definition and step-by-step instructions as to what should be included in each field within the application. Go out and access that information to assist you. Alright.

Also, should you have questions or need assistance following today's call, you can use the MyCROWNWeb.org website and our team as a resource. You can always work with, if it's system-related challenges, with the QualityNet Help Desk for assistance. We do know the majority will be by facilities, but if you need the additional assistance, know that resources are available to you and for you.

Also, when we end today's event, a post-event evaluation will display, giving you the ability to share your thoughts. We do look at these and any feedback that you provide assists with putting together future topics for our Town Halls and Training events. So, thank you so much for joining us for today's discussion, and we hope to see you on a future Town Hall or training event. Enjoy the rest of your day. See you on a future call. Thank you.