



Outpatient Quality Program Systems and Stakeholder Support Team

April 2021 Town Hall

Presentation Transcript

Moderator:

Jane Chaine, MSN, RN, CNN, RD
Director, QI

Speaker(s):

Jane Chaine, MSN, RN, CNN, RD

April 29, 2021

2:00 p.m. Eastern Time

DISCLAIMER: This presentation document was current at the time of publication and/or upload onto the *Quality Reporting Center* and *QualityNet* websites. Medicare policy changes frequently. Any links to Medicare online source documents are for reference use only. In the case that Medicare policy, requirements, or guidance change following the date of posting, this document will not necessarily reflect those changes; this information will remain as an archived copy with no updates performed.

This document was prepared as a service to the public and is not intended to grant rights or impose obligations. Any references or links to statutes, regulations, and/or other policy materials included are provided as summary information. No material contained therein is intended to take the place of either written laws or regulations. In the event of any conflict between the information provided by this document and any information included in any Medicare rules and/or regulations, the rules and regulations shall govern. The specific statutes, regulations, and other interpretive materials should be reviewed independently for a full and accurate statement of their contents.

Outpatient Quality Program Systems and Stakeholder Support Team

Jane Chaine:

Hello, everyone. Thank you for joining today's Town Hall event. I'd like to remind you that this event is being recorded and that the recording and slides will be posted within 10 business days on www.MyCROWNWeb.org under the "Events" page. Thank you so much for your patience and we are now going to get started with this presentation. Next slide, please. Today's presentation is streaming audio through your computer through the Global Meet platform, so you do not need a telephone line to hear today's presentation. However, if you are unable to hear the streaming audio or need to call in, please refer to the event registration confirmation email that you received. Please note: There are a limited number of phone lines available. Next slide, please. If your audio is breaking up, press the "F5" key or click the refresh button as demonstrated on this slide. Next slide, please. If you're hearing an echo, it's likely caused by having multiple browsers open for this event and you are hearing audio being streamed for each of those events. If you hear an echo, look at the top of your browser tabs and make sure you only have one event listed at the top as shown as this slide. Next slide, please. Real-time interaction is encouraged. If you have a question, please send your question to CRAFT@mycrownweb.org and we will try to answer your question as soon as we are able. Next slide, please.

Before I get started, let me introduce myself. I'm Jane Chaine and I will be the virtual host for today. Subject matter experts [are on] to assist with questions. Let's get started. Next slide, please. Today, we will be covering these important topics: ESRD Quality Reporting System (EQRS) announcement, how to admit, discharge, view and edit patients, and how to submit initial 2728 forms in EQRS. Lastly, we will address how to correct common errors in EQRS and FAQs. Next slide, please. There are two important EQRS announcements today. The first is about the EQRS data submission suspension and second is new modification process for the 2728 and 2746 CMS forms. Next slide, please. CMS has sent out multiple documents EQRS data suspension that went into effect on January 29, 2021. This suspension includes clinical data, ICH-CAHPS® attestation, and clinical depression screening, and follow-up plan submission. Until the data suspension is over, users should not submit the data is EQRS. The current data submission suspension remains in place until further direction by CMS. Currently, the September, October, November, and December of 2020, as well as January and February 2021 clinical months are currently suspended until will further notice. Impacted clinical months will be re-opened and allow data reporting once data submission resumes. However, facilities must continue to gather and maintain patients clinical data and continue to provide all necessary data once data reporting resumes. CMS will provide updated information on submission requirements and deadlines in the near future so please stay tuned for that. Next slide, please. To recap, the current data suspension

Outpatient Quality Program Systems and Stakeholder Support Team

applies to clinical data, ICH-CAHPS® attestation, clinical depression screening, and follow-up plans. Facilities are still responsible for following EQRS activities, including maintaining patient admissions and discharges, completing of the CMS form, including 2728 and 2744 forms, and adding updated details on the treatment sections for patients, resolving accretions, and updating facility details. Make certain that you keep up with these tasks. And again, facilities are still responsible for completing the tasks that have been bulleted here on this slide. Next slide, please. The next announcement pertains to the 2728 and 2746 CMS forms. In March, CMS sent out announcement for a new modification for 2728 and 2746 forms. This new modification process is posted on www.MyCROWNWeb.org. As stated in the memo, the new standard for modifying forms became effective March 22, 2021. With this new process, modifications to these forms must be requested within five business days. If requests are made after five business days, the only field that can be updated or modified is the Field 23 on the 2728 form. This field is the “date that regular chronic dialysis began.” After submitting your request, you will receive a notification from the Service Center that the request has been denied or escalated. Updating EQRS to [the] most current information continues to be a requirement even if you're unable to correct the 2728 and 2746 forms. Should you need additional assistance to correct error on these forms, please contact the QualityNet Help Desk. That summarizes the latest announcements from CMS so we're going to jump into the presentation. Next slide, please. Okay.

Now that we have talked about the announcements, let's turn our attention to the main topics of discussion. We will start off by discussing how to admit a patient in EQRS. This is important because you can only view and only report treatment information for patients who are admitted to your facility in EQRS. You cannot see patient information under facilities that you do not have access to in EQRS. Additionally, if it is a new patient, you want to be sure that patient is added to your facility as soon as possible. Please remember that only chronic patients should be entered EQRS. Please do not admit acute patients to your facility in EQRS. Next slide, please.

EQRS has checks and balances built in to help ensure that the system does not have duplicate patient records. For instance, when admitting a patient, EQRS uses these six key identifiers and uses them to identify if the patient already exists in the system or if it is a new patient record. The system looks at the first and last name, the date of birth, the patient's gender, the Social Security number, and the Medicare Beneficiary Identifier, also known as the MBI number. Next slide, please.

Outpatient Quality Program Systems and Stakeholder Support Team

Once you are logged in to EQRS, the first step of the process of admitting patients to EQRS is to navigate to the menu at top of the screen and click on the word “patients.” Next slide, please.

Next, the system will refresh and provide a sub-menu of items to select. Click on “admit a patient” from the submenu. Next slide, please.

Next, the patient information page will appear. When admitting a patient you want to look at the fields closely and enter all available information you have. As you enter data, the screens may display fields that may not be marked as required to complete, but these fields may be required later on when submitting CMS forms or for reporting clinical data, etc. You will want to collect as much information as you can before attempting to admit the patient to your facility in EQRS. The first fields to enter on the patient information section is the patient's first and last name. Enter the date of birth and the patient's gender. Next, you will enter the Social Security number and the MBI number or the MBI number. Take note of the N/A boxes. If patient does not have a Social Security number or MBI number then you can then select “N/A.” Next slide, please.

Next, you will need to click on the “Admissions” information section that appears directly below the patient information section. Enter the admin date. The admin date is [the] date when [the] patient first dialized at your facility. Select the admin reason and click next to continue. Next slide, please.

After clicking next, EQRS will refresh and gray out the fields that have already been completed and captured in the EQRS system. In this case, the patient information and admission information have been completed, so these fields are grayed out. Notice a message at the top of the message that reads "no patient matches found. New patient record will be created." This is the message that you want to look for and want to see when adding a new patient into EQRS. Additionally on the same admit patient screen, additional sections will now appear including race, ethnicity, tribe, and origin, the contact information section, miscellaneous information section, admission information section, and lastly, the dialysis treatment information section. The admission information that was entered earlier on has been saved in the system and will now appear. Next, you will want to move through each of these sections that appears on your screen and enter as much information as you are able. The next section to complete is ethnicity, race, tribe, and origin. Let's go there. Next slide, please.

After clicking on ethnicity, race, tribe, and origin section, select who provided information about the patient's race and ethnicity. For instance, was it the patient or a family member? Next, select [the] correct ethnicity

Outpatient Quality Program Systems and Stakeholder Support Team

from [the] drop down box and select the race or races that apply. More than one race can be entered. The tribe and country/area of origin fields became enabled based on selections entered in race category. For instance, the tribe field will be enabled if you select American Indian or Alaska Native. And the country/origin field will be enabled if you select native Hawaiian or other Pacific Islander. Next slide, please.

Next section to click on is [the] contact information section. After clicking on this section, enter the patient's mailing address. In this case, it is 123 Patient Lane and then options for city, state, and county will be displayed based on [the] ZIP code entered. Next slide, please.

Further down the page is a section for the patient's physical address. If the physical address is the same as the mailing address, be sure to click the box that reads “physical address same as mailing address,” as you see here on the screen with the red arrow. If the physical and mailing addresses are different, then continue by entering the physical address and enter a phone number and an email address, if possible. Next slide, please.

Now navigate to the miscellaneous information section. Click on this section to enter information. Click the drop down menu for Medicare enrollment and select if [the] patient is currently enrolled, if the Medicare application is pending, or if [the] patient is applying. Next, enter the effective date. Select [the] patient's citizenship status and effective date. Enter [the] current employment status. Is this person employed full-time, part-time, or retired? Notice there isn't an asterisk next to this field. This indicates this field is not mandatory, so the system won't prevent you from admitting the patient if you do not enter this information, but it will be needed for CMS-2728 form. As a reminder, some of the fields may not be marked as mandatory now, but will be required later on. Entering as much information you can now will save you time later on. Lastly, enter if the patient is in school and/or the patient's rehabilitation status. Next slide, please.

Now, go to the medical information section and enter the effective date. In this case, the effective date is the date that the patient was admitted to your facility. Next slide, please.

Now go to the admission information section. This section will be pre-populated with admission information and the admin since it was entered early on in admitting process. Next slide, please.

Lastly, navigate to and click on the dialysis treatment information section. Notice here that the treatment start date is grayed out because the EQRS system will pre-populate this field based on [the] admin date entered in

Outpatient Quality Program Systems and Stakeholder Support Team

previous section. Next, enter [the] primary dialysis setting. Is this patient completing his or her treatment at [the] dialysis facility, at home, or at a skilled long-term care facility? In this example, the primary dialysis setting is dialysis facility. At this point, the expected self-care setting and dialysis time period fields are not required. Next slide, please.

Continuing with the dialysis treatment information. Enter the primary type of treatment. Is this a hemodialysis, CAPD, CCPD, or home hemodialysis patient? In this example, hemodialysis has been selected. Next, since hemodialysis is selected, the prescribed number of sessions per treatment and minutes per session per treatment should be entered. Select the attending practitioner, which is usually the nephrologist. If the patient is a home dialysis patient, then the dialysis training type and training start and end date should be entered here. If [the] patient is not a home dialysis patient and is receiving in-center hemodialysis, then the training type and training dates are not applicable and do not need to be completed. Next, once you have completed the dialysis treatment information, click the “Submit” button. Next slide, please.

If everything is entered correctly, EQRS will refresh and display a message at the top of the page that reads “patient admission was successfully submitted.” This is the message you want to see when you admit a patient in EQRS. Alright, let's move to our next section now. Next slide, please.

Our next topic that will be presented is how to submit an initial CMS-2728 form. If you are new to submitting the 2728 form, you need to know there are three different types of CMS-2728 forms. The most common 2728 form is the initial 2728 form, which is what we will be reviewing today. The other 2728 forms are the supplemental 2728 and the re-entitlement 2728. The different types of 2728 forms may be due at different times during the patient’s treatment course. For example, a supplemental 2728 form will be due if patient has received a transplant or trained for self-care dialysis within the first three months of the first date of dialysis and the initial 2728 form has been submitted. The EQRS system knows the requirements and displays correct forms based on entries made. The scope of this presentation, as mentioned before, will review how to submit an initial CMS-2728 form. Next slide, please.

Once logged in to EQRS, the first step to get started on [the] initial 2728 form is to search for the patient. To do this, click on the word “patients” at the blue navigation menu at top of the screen. Next slide, please.

Next, click “Search patients” from the submenu that appears. Next slide, please. To search patients, enter the patient criteria information. The

Outpatient Quality Program Systems and Stakeholder Support Team

easiest way to do this is to enter the patient's first and last name. In this example, the patient is entered in the patient criteria fields under the first and last name. Once the patient criteria displays to the right of your screen, click the "Submit" button to do your search. Next slide, please. The system will then display the patient information. Review the name and information to confirm this is the correct patient. Then click on the EQRS patient ID link on the left side of your screen. Next slide, please. The system will display patient information. Review the information again to ensure that this is the correct patient. Next click the "Form 2728" in menu display that is on the left hand side of the screen. Next slide, please. If the patient was admitted as a new patient and the 2728 form has not been submitted, a blue box will appear just like in this example. The due date for the 2728 form is shown to the left as well as facility's name and patient's admin date. As a reminder, this is a fake patient and this facility is being used for training purposes only. Click on the blue box that reads "Add initial 2728" to access the electronic CMS-2728 form. Next slide, please.

There are multiple steps and sections to complete within the form. All the information you have about the patient should be entered and after all the information is entered, the form will need to be saved and printed for the doctor and patient to both sign. After the signatures are obtained, the dates that the form assigned must be entered into EQRS system before [it] can [be] electronically submitted to CMS. Then, the 2728 form will need to be mailed to [the] local Social Security administrator's office. Most of the fields here are in Section A will be pre-populated with information that was already entered during the admitting process. Next slide, please.

As seen on the screen, the patient's demographic information automatically carries over because this information was entered when [the] patient was added to [the] EQRS system. And data entry begins with Field 10 which asks, "Is the patient applying for ESRD Medicare coverage?" Select "yes" or "no." In this example, "yes" is selected. Next, check off the current medical coverage and be sure to select all that apply. In Field 12, you will want to enter the height in inches or in centimeters and in Field 13, enter the dry weight in pounds or kilograms. In this example, we have inches and pounds. Next slide, please. Continuing to Question 14 which asks the primary cause of renal failure, enter the primary cause of renal failure by either selecting a diagnosis from the drop-down list or by typing ICD-10 code. When typing in an ICD-10 code, be sure to enter the code without any decimal points. Next, Question 15 asks for employment status, including six months prior to dialysis, as well as current status. In this example, the employment status information carried over from previous information entered and displayed that the patient is fully employed. Question 16 asks for comorbid conditions to be

Outpatient Quality Program Systems and Stakeholder Support Team

entered. It's important to know this is the only place in EQRS where comorbid conditions are documented, so it's very important that this information is complete and accurate. Next slide, please. Continuing on to Question 17, where it asks about patient prior to ESRD therapy. Here, the system has built-in conditionally required fields, where certain fields will become active based on selections made. Looking at Question A, did the patient receive? Based on the selection, if “yes” is indicated, then the corresponding field next to it will become active. And a selection of either six months, 12 to 6 months, or greater than 12 months will need to be made. The next question asks, “Was the patient under the care of a nephrologist?” Again, similar to before, select “yes” or “no,” or “unknown.” Based on the selection, the field to the right will become active. The next question, Question C asks, “Was the patient under the care of dietician?” Make the correct selection. The last question in the section asks, “What access was used on the first outpatient dialysis?” Review these options and make the selection. Again, the conditionally required selection option applies here based on selections entered. Next slide, please.

Question 18 addresses laboratory values. Indicated by this red asterisk, 18b is only mandatory field. If other lab information [is] available, it is important to enter it because this will be the only opportunity to document these lab values on the 2728 form in EQRS. Question 18b: patient’s serum creatinine must have a value with the date of the lab results. With the exception of the lipid profile, all lab values on this form must [be] within 45 days prior to the most recent ESRD episode. Next slide, please.

Going in order, the next section on the 2728 form is Section B and titled, “complete for all ESRD patients in dialysis treatment.” Click on the down arrow in this section to begin entering data. Next slide, please. In Section B, some of the data has carried over from the details that were entered from the EQRS admission process. In this section, data entry begins with Field 23 and asks the date of when regular chronic dialysis began. If a patient began treatment at a hospital before coming to the facility, then indicate that date here. However, many times Field 23 will be the same as Field 24 if your outpatient dialysis facility is where they first received dialysis treatment is where the patient first received their first chronic dialysis treatment. The next field, Field 25 asks, has the patient been informed of kidney transplant options? Enter “yes” or “no.” If “no,” Field 26 must become enabled and [you] must select why [the] patient was not informed about transplant options. Next slide, please.

Moving along to Section C. Section C is to be completed for [the] kidney transplant section. This section will be skipped for now since this form is being completed for a new dialysis patient. If the patient has received a

Outpatient Quality Program Systems and Stakeholder Support Team

kidney transplant at any point, this section must be completed. Next slide, please.

Section D is to be completed for all ESRD self-dialysis training patients. This would include your home dialysis patients. This does not apply to the example being presented today, but should be completed for all patients undergoing dialysis training, whether it be peritoneal dialysis or home hemodialysis. Next slide, please.

Now moving down the form is Section E, physician identification. The patient's attending physician should already be selected. The form has not been signed by the doctor yet, so Field 49 is blank for now. Once all sections are completed, the form will need to be saved and printed for the doctor and patient's signatures. Next slide, please.

Section F is last section on the form and it is the section where the patient signs. Like the physician's signature, we can't complete Field 54 because the patient has not yet signed the form. Lastly, this section also includes the selection for the GFR calculation method. Select the calculation method from drop-down box if it is known and click "Save." Next slide, please.

After clicking the save button, the EQRS system will automatically refresh and display a message that the 2728 form was successfully saved. Next, print the form to have the doctor and patient sign. Next slide, please.

After the form has been printed and signed by both the doctor and the patient, the form can now be completed in EQRS. Once signed into EQRS, the patient's record will need to be pulled up. To do this, click on "Patients" in [the] blue navigation menu at top of your screen that you see in this presentation. Next slide, please.

Next, click "search patients" in submenu. Next slide, please. Same as before. Search for the patient by using the patient's first and last name. Here, we enter "patient" and click [the] "Submit" button. Next slide, please. Again, same as before in earlier section, review the name and information to confirm that this is the correct patient. Then click on the EQRS patient ID link that is on the left of your screen to bring up the patient's record. Next slide, please. Once the patient record is displayed, click the "Form 2728" in [the] menu display that is on left hand side of the screen. Next slide, please. The system will refresh and under the existing 2728 forms column on the left side of the screen, there is now an initial dialysis link. Click on this link to add to the form. Before I continue to the next slide, notice the status column to the right of the initial dialysis link. This column displays status of the 2728 form and here the form is saved,

Outpatient Quality Program Systems and Stakeholder Support Team

status is not yet completed. Next slide, please. After clicking on the initial dialysis link, the screen will refresh and open up to the 2728 form. Click “Edit” in upper right-hand side of the screen to enable the fields on the page. Next slide, please. Once the screen refreshes and 2728 form is open for edits, scroll down to Section E. The signature section of the form. Next slide, please. Here in Section E, under Field 49, enter the date that the doctor signed the form and enter any remarks the doctor may have written on the form. Next slide, please. Next scroll to Field 54 to enter the date that the patient signed the form. Enter any additional data gathered to complete the 2728 form, then click the “Submit” button. Next slide. After the form is submitted, the message at the top of the screen will display that the form was successfully submitted. This is the message you want to see when you submit this form. Alright. Moving on to the next section. Next slide, please.

The next topic that will be covered is how to view and edit patients in EQRS. EQRS should have the most up-to-date and relevant information. If a patient moves out of the area or other demographic changes, the patient record in EQRS will need to be updated. Next slide, please. Once logged in to EQRS, the first step to view and edit [the] patient's record is to find the patient. You want to click “Patients” on top of the blue navigation screen. Now, click “Search patients” in [the] submenu that displays. Next slide, please. Same as before in earlier sections: enter the search criteria. Again, a quick way do this is to enter the patient's first and last name, then click the “Submit” button to view the search results. Next slide, please. Same as before in earlier sections, review the name and information to confirm that this is the correct patient, then click on [the] “EQRS patient ID” link that is on the left of your screen to bring up the patient record. Next slide, please. Once system refreshes and admission information displays, click the “Edit” button at the top to make all needed edits. Next slide, please. After clicking the “Edit” button, the patient information fields are now available for edits and changes to be made to the patient's name and Social Security number, etc. Next slide, please. Remember to click on any of the necessary sections to display the hidden fields. Make any needed updates and click the “Submit” button at the bottom of the page to process the changes. Next slide, please. Once the updated record has been submitted and if there's no data entry error, EQRS will refresh and display a message at the top of the screen that reads “Successfully Edited Patient.” This is the message you want to see displayed on your screen. Moving along to the next section, next slide, please.

Our next section is discharging patients. As a reminder, the facility needs to discharge a patient if dialysis is discontinued for any reason or the patient has transferred to another facility. Next slide, please. To get the

Outpatient Quality Program Systems and Stakeholder Support Team

discharge process started, first find the patient's record. Again, same as earlier sections, click on the word "Patients" located in [the] blue navigation menu at top of your screen. Next slide, please. Next, click "Patients" in the submenu. Next slide, please. Same as before, enter the patient criteria to conduct your search. Again, a quick way to do this is to enter the patient's first and last name. Then click the "Submit" button to view your search results. Next slide, please. Be sure to review the name and information, confirm that it is the correct patient, then click on "EQRS patient ID" link on the left of your screen to bring up the patient's record. Next slide, please. Once the EQRS system refreshes and generates the patient's record, verify that you have selected the correct patient. Then navigate to the left-hand side of the screen and click on "Admissions" link. Clicking on the "Admissions" link will pull up the patient's admit and discharge record. Next slide, please. Next, the system will automatically generate the patient's admit date. Find the admit date on left-hand side of the screen. Click on the date to proceed to the next screen. Next slide, please. After clicking the admit date, EQRS will refresh and the "Edit" button will appear toward the top right-hand side of the screen. Click on this "Edit" button. Next slide, please. Once the "Edit" button is clicked, EQRS enables its admission information fields to be edited. Find fields for discharge date and discharge reason on right side of the screen. Enter the discharge date and the discharge reason, and select "Discontinue." Next click on [the] "Submit" button to process this discharge. Next slide, please. EQRS will refresh and display a message that reads "Admission Record Update Successful." This is what you want to see. Additionally, the screen will display the patient's discharge date and reason for discharge. Confirm that the discharge information is correct before moving to another screen. That wraps it up for discharging patients. Going to move on to the next section, next slide, please.

Next we're to switch gears and this is the last portion of this presentation. Here, we're going to address common FAQs and correct common errors in EQRS. Next slide, please. The first FAQ that will be reviewed focuses on submission of an initial 2728 form. The FAQ reads, "A new patient dialyzed at a different outpatient facility for their first two treatments then transferred to my facility. Which facility is responsible for completing and submitting the 2728 form?" The answer is the first outpatient dialysis facility. EQRS requires [the] first outpatient facility that provided treatment to an ESRD patient complete the CMS-2728 form. For additional questions or assistance working with the other facility to get the CMS form submitted, contact your local ESRD Network, and we have a link on how to find your ESRD Network in these slides. Next slide, please.

Another common question asked by facility staff pertains to an error message when completing the 2728 form. This issue is related to how the

Outpatient Quality Program Systems and Stakeholder Support Team

ICD-10 codes are entered into EQRS. This question reads, “When attempting to complete the CMS-2728 form, I get an error message that says only ICD-10 codes shall be entered when completing the 2728 form. Can you assist me with resolving this error message?” The answer: Many people accidentally enter ICD-10 codes with decimal points. When entering the ICD-10 codes, be sure to leave off any decimal points. If you do have decimal points, the system will give you error message. If you continue to get an error message, work with your organization to be sure that the correct code is entered on the form. Next slide, please.

Here is another common question pertaining to a CMS form. The question reads, “I can't complete the 2746 form because the patient expired over 90 days ago. What should I do?” The answer to this: As a reminder, the 2746 is a death notification form and must be completed within 90 days. Keep in mind that EQRS does not permit access to a patient's record if the patient has been discharged for over 90 days. In this instance, the facility would need to contact their local ESRD Network to get assistance in completing the form. Again, you can use the link in the previous slide to find your ESRD Network. Next slide, please.

The last question that will be covered in the presentation is related to admitting a patient in EQRS. This question asks, “When attempting to admit a patient to my facility, I received a possible duplicate patient error message. Can you assist me with admitting this patient?” The answer: When considering this question, it is important to know that EQRS identifiers will determine if the patient has already been admitted in EQRS. These patient identifiers include first and last name, the patient's date of birth, gender, Social Security number, and MBI number. Closely review the patient's data for accuracy and contact your ESRD Network to review the record, if it is needed. Please note, if the patient admit and discharges are managed by the corporate office of your organization, contact them to correct the data in your internal system, if needed. Next slide, please.

Jane Chaine:

Alright. That summarizes how to admit, discharge, view, and edit patients in EQRS and how to submit an initial 2728 form. Before we end this session, I want everyone to know how to submit questions you may have pertaining to this training or to the EQRS system to the CRAFT mailbox. If you have any questions, be sure to submit your question to CRAFT@mycrownweb.org. Again, that mailbox is CRAFT@mycrownweb.org. I also want to remind everyone to please complete the post-event survey that will pop up on your screen momentarily. This last slide has a list of resources you can use pertaining to topics presented today. And with that, this Town Hall is now concluded. I want to thank you for joining this event and I want to remind everyone

Outpatient Quality Program Systems and Stakeholder Support Team

that the recording for this presentation will be posted in 10 business days under the Events page. You can also download today's slides from the event page on www.MyCROWNWeb.org. Again, you can download these slides that were presented today from the Events page on www.MyCROWNWeb.org. And again, if you have any questions, please submit your questions to the CRAFT mailbox: CRAFT@mycrownweb.org. And one last reminder, please complete the post-event survey. It will take about two minutes and will appear on your screen momentarily. It will help improve future Town Hall events. Thank you so much for your time and thank you for attending and have a great rest of your day. Last slide, please. Thank you.