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Outpatient Quality Program Systems and Stakeholder Support Team

End-Stage Renal Disease Quality Incentive Program: Payment Year (PY) 2021 Performance Data
Presentation Transcript
Moderator:
Oniel Delva, MS, CTT+
Communications Director, ESRD Outreach, Communication, Training
Speaker(s):
Oniel Delva, MS, CTT+
Delia Houseal, PhD, MPH
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Oniel Delva:	Hello everyone. We'll get started momentarily with today's discussion. Thank you.

Hello everyone and welcome to today's webinar on the End-Stage Renal Disease Quality Incentive Program Payment Year 2021 Preview Period. My name is Oniel Delva. I am the communications director for the ESRD Outreach Communication and Training team. I, along with Dr. Delia Houseal, ESRD QIP Program Lead with the Division of Value, Incentives, and Quality Reporting at the Centers for Medicare & Medicaid Services will serve as your hosts and presenters for today's discussion. For today's session, all attendees' audio connections are muted to help with reducing background sounds. If you should have any questions, you can submit your question using the Q&A feature. This can be done at any point in the presentation. Use the Q&A option display to the right of your screen should you have any questions. Please send questions to "All Panelists."

Let's take a look at today's agenda. In a moment, you'll hear from Delia, who will provide an introduction, discuss the ESRD QIP Payment Year 2021 Performance Measurement, and spend some time to help you understand your Performance Score Report. I will return with the training of the new ESRD QIP User Interface in the ESRD Quality Reporting System, better known as EQRS, and Delia and I will work towards wrapping today's call up with follow-up activities and responsibilities, questions as well as a list of resources.

Here, you'll see a list of acronyms that will be used during today's call. We don't have enough time to go through the list, but you will hear these come up at various points during today's call. At this time, I'd like to turn it over

	to Delia to get us started with the ESRD QIP Payment Year 2021 Performance Measurement. Delia.
Delia Houseal:	Good afternoon, everyone. I would like to welcome everyone to our call today on the ESRD QIP Payment Year 2021 Preview Period. As Oniel mentioned, my name is Dr. Delia Houseal and I am the ESRD Program and Policy Lead. As you've heard from my colleague, today we have a full agenda, so I'll dive right in to make sure we cover everything.

The purpose of this presentation is to equip you with all of the information and tools that you need to be successful during the Preview Period. On this call, we will be providing you with a summary of national rates and performance categories that are used in ESRD QIP. We'll also be discussing the details of Performance Score Reports or PSRs. We'll review measure calculations and Patient List Reports or PLRs, and we'll also describe our process, our updated process on submitting Preview Period inquiries.

The Payment Year 2020 Preview Period is scheduled to begin on July 15 and end August 17, 2020 at 11:59 p.m. for those in the Pacific time zone and August 18 at 2:59 a.m. Eastern time zone. All Preview Performance Score Reports will be made available by July 23 via the QualityNet.org website. We recommend that you confirm your access as soon as possible to avoid any delays accessing your Preview Period report. We also recommend that facilities submit any preview inquiry by August 7, 2020 to receive a response in a timely manner. Dependent on volume and when a question is submitted, some responses may be delivered after the close of the Preview Period. Lastly, if there are any delays in the start of the Preview Period, notifications will be sent out a week in advance. Here, you'll see an overview of the measures and domains that were used to score facility data for Payment Year 2021. Items marked with a star, Standardized Fistula Rate, and the Long-Term Catheter Rate were recently updated. We encourage you to visit the Measures Manual to learn more about the updates. This chart also contains the new domains and applicable measure rates for Payment Year 2021.

For Payment Year 2021, we have four domains. The Clinical Care Domain, which is worth 40 percent of the Total Performance Score. The Care Coordination Domain, which is worth 30 percent of the Total Performance Score. The Safety Domain, which is now worth 15 percent of the Total Performance Score, and the Patient & Family Engagement Domain, which is worth 15 percent of the Total Performance Score. Facilities must be eligible to receive a score on at least one measure in any two domains to receive a Total Performance Score. In the bottom right table, you'll see that the minimum TPS to avoid a payment reduction for Payment Year 2021 is 56. Next slide.

This slide demonstrates directionality of the Payment Year 2021 clinical measures and their effects on the performance standards in relationship to rates. For the Kt/V Dialysis Adequacy measure, the VAT, including the Fistula measure and the ICH CAHPS® measure, a higher percentage rate indicates better care. In the bottom diagram for the VAT-Long-Term Catheter Rate measure, the NHSN Bloodstream Infection measure, the Hypercalcemia measure, the SRR, STrR, and SHR measures a lower percentage rate indicates better care. Next slide.

This diagram shows the sequence in the process of scoring facility performance. First, we collect data from several data sources, such as Medicare reimbursement claims, NHSN, CROWNWeb and the ICH CAHPS®. Then, the estimated performance scores are released along with the payment reduction status in the Preview PSR. Next, the 30-day Preview Period is conducted. After the Preview Period has ended, scores are adjusted if needed and payment reductions are submitted to the MAC. Final results are released in the facility's Final PSR and facility Performance Score Certificates are made available for downloads. Next slide please.

CMS calculates individual measure scores and determines both achievement and improvement scores. To calculate the achievement score, points are awarded by comparing a facility's rate during the calendar year 2019 performance period with the performance of all facilities nationally during the calendar year 2017 comparison period. Achievement is calculated by adding 10 points if the rate is better than or equal to the benchmark, but no points are awarded if the rate is worse. If the rate is between the two, from one to nine points will be added. Next slide please.

To calculate improvement scores, CMS awards points comparing the facility's rate during the performance period to its performance during the earlier comparison period. Improvement is calculated by adding 10 points if the rate is better than or equal to the benchmark, whereas a facility is awarded no points if it is at or below the improvement threshold. If the improvement rate is below a facility's previous year benchmark but better than their improvement threshold from one to nine points will be added. Because this is a complex topic, if you're interested in diving into our scoring calculations a little bit more, we encourage you to visit our website on qualitynet.org or to view the Technical Specifications and Measures Manual available on CMS.gov. Next slide.

When CMS has calculated the scores and details covered on the previous slide, we share them with facilities via a number of different Preview Period reports. In this section, I will provide an overview of the Performance Score Report, Patient List Report, as well as Performance

Summary Score Report. We'll take a look at a sample PSR and sample PLR that are populated with mock data. Next slide.

First, let's talk about the Preview PSR. The PSR contains your individual measure scores. These are results and scores that are based on data submitted for each eligible Payment Year 2021 measure. The PSR provides an explanation of how your measure scores were weighted and how they translate into your Total Performance Score. It also shows the associated estimated payment reduction if applicable. You can find additional information about the PSR in the Guide to the Payment Year 2021 Performance Score Report which will be available via QualityNet.org. Next slide.

Next, let's take some time to review a sample PSR. Please remember that this is a sample with mock data. When viewing the PSR you'll see that this is a multi-page document. The first page is representing the Clinical Care Domain. On the left, most columns you can see the individual measures in the Clinical Care Measures measure topic section. As you can review this, you will see the improvement and performance period numerator and denominator. You'll see the achievement and improvement scores, as well as the measure ratings within that subdomain. The subsequent pages follow a similar format and include details related to each domain. The last page of the Preview PSR provides a summary of the domains and their measures. Furthermore, the bottom of the screen displays details related to the minimum Total Performance Score for the associated Payment Year, the facilities TPS, as well as any applicable payment reduction. This section also shows any ECE or Extraordinary Circumstances Exceptions if your facility had an applicable ECE. Let's return to the slide presentation to look at the next slide.

In addition to the Preview PSR, authorized users are able to access available Patient List Reports, which is a list of patients who are included in each of the measure calculations and Performance Score Summary Report. As mentioned, reports and the ability to perform certain tasks within the ESRD QIP User Interface are based on a user's role. We will cover that further during the ESRD QIP User Interface training portion of today's webinar. Next slide.

Now, let's talk about the Patient List Report, better known as the PLR. As noted a moment ago, the PLR contains a list of patients who were included in each of the measure calculations. We'll take a look at a sample PLR in a moment, but the purpose of the PLR is to help provide you with a better understanding of which data were used in the measure calculation, and to help provide a means for you to confirm that the data used in the measure calculations are correct. Below, looking at our sample PLR, as the note

below indicates, if the data in the report appear incorrect, submit an inquiry with specific patient information for clarification, and if it is confirmed that the data are incorrect, and it is not due to an error by the facility, submit a request to make a change. Let's take a look at the sample PLR. Just a reminder that this is mock data. Unlike the PSR, this is a spreadsheet. It separates the data into tabs that can be accessed by clicking on the options listed below. The first tab provides you with an overview of the report parameters, providing you with an opportunity to ensure that you have the correct report by reviewing the facility payment year and measurement period displayed. As you navigate through each sub-domain, you will see that the reports include details such as the patient MBI, CROWNWeb ID, QIP ID, first and last name, as well as MBI history and measurement period. You can see if that patient was included in the denominator for a specific month and if it was included in the numerator as well as additional details. Let's return to the slide deck to discuss the PSSR.

At a high level, the PSSR contains the performance values of each facility for the given Payment Year. It is a summarized view of Total Performance Score and measure scores for all selected facilities and can be used to view results for multiple facilities. As mentioned before, only certain users have the ability to access certain reports in the ESRD QIP User Interface. We will touch on that more in a moment. I will now turn it over to Oniel Delva with the ESRD Outreach Communication and Training Team, who will provide us with today's ESRD QIP User Interface training. I will return later with follow-up activities and responsibilities. Oniel.

Oniel Delva: Thank you. Hello everyone, and welcome to today's ESRD QIP User Interface training. As you may know, starting with Payment Year 2021 users are now able to view ESRD QIP scores and submit inquiries via the ESRD Quality Reporting System, known as EQRS. This is a drastic change from previous years. For this training, we'll take some time to go over how to access the ESRD QIP UI, understand ESRD QIP roles and functionality, view scores and feedback, view and download reports, and submit, save, and reply to inquiries. We'll end today's training by showing how to request further assistance. This training will cover the tasks that will be performed by facility-level and corporate-level ESRD QIP UI users. Please note that the data shown as part of today's training are fictitious. No real patient or facility information will be shown. Lastly, it is important to know that CMS continues to review the ESRD QIP UI's design and performance, and periodically applies updates to enhance system performance and the user experience. With that said, the screenshots and steps covered as part of today's training are subject to change. Let's get started with today's training.

Let's start our training by providing an overview of the steps that a user must follow to access the ESRD QIP User Interface. Starting with Payment Year 2021, CMS implemented a change to improve the way that users are able to view reports and submit inquiries in support of the ESRD QIP by adding ESRD QIP roles and functionality to the ESRD Quality Reporting System. What does that mean exactly and how does it benefit you? Migrating ESRD QIP roles and functionality to EQRS helps to support CMS's efforts to consolidate the roles and functionality of its ESRD QIP, CROWNWeb, and Renal Management Information System applications into one environment. That means, instead of needing multiple user IDs and being required to use multiple web addresses to access these different ESRD systems, you can now use one user ID and only need to go to one web address to log in. This rollout of the ESRD QIP UI into EQRS is the first significant change to the ESRD QIP procedures since the inception of the program. It helps with improving the overall user experience and reduces burden because it presents not only a streamlined approach to how users access the environment, but also improves the way users view scores, access reports, and submit inquiries. We'll talk more about scores, reports and inquiries in a moment. The first step to accessing the ESRD QIP User Interface and complete tasks within EQRS really is, you guessed it, you need to complete the Healthcare Quality Information System Account Roles and Profile, better known as HARP account registration process. Now, if you've already completed the HARP account registration process and have already taken the steps to establish a HARP account, you do not need to complete the HARP account registration process again. You only need one HARP account to access multiple CMS applications, and only need one account to access the interfaces within EQRS. If you still need step-by-step instructions regarding how to establish a HARP account, please visit www.mycrownweb.org to access the training page for details. After establishing the HARP account, we now move to the next step to accessing the ESRD QIP User Interface. You must request an ESRD QIP role. Now, as the note indicates below, to support users needs, CMS automatically migrated roles maintained in the previous ESRD QIP system into EQRS. Users can check their access and submit new access requests by going to https://EQRS.CMS.gov/globalapp/. After logging into EQRS, users can navigate to the My Access screen to review their roles and applications, check for QIP, submit a request if you need access to the ESRD QIP User Interface, but it is not listed.

To submit a request, click "Request Access" in the navigation menu. Next, when requesting access to the ESRD QIP User Interface, you must indicate the organization category. Please know that it is very important that you make a selection that applies to your level of access. An incorrect submission may result in the request being rejected and will delay your

ability to access the desired interfaces within EQRS. In this scenario, we are requesting a facility level role. Next, we need to select the application or interface we need access to in EQRS, so we are going to select QIP and click the "Continue" button.

The next steps in the process is to search for your organization and select the desired role. The role selections are specific to the organization category we indicated a couple steps ago. That is why it is important that you make the correct selection.

After indicating the role, you can click the "Add" button to be presented with the ability to submit the request to your facility Security Official for approval. You can access complete instructions by going to the Training page on www.mycrownweb.org.

As noted before, roles and the ability to complete tasks within the ESRD QIP User Interface vary based on a user's level of access. For this training, we'll focus on the facility- and corporate-level roles and what these individuals can do as it relates to the three screens within the ESRD QIP User Interface.

Let's start with a Facility Point of Contact. A facility must have at least one POC and an individual can serve as a POC for multiple facilities. Additionally, a facility may have multiple Facility POCs. This is a change from the previous ESRD QIP system that allowed only one POC per facility. Facility POCs have the ability to view scores, view and submit inquiries, as well as view and download Patient List Reports, Performance Score Reports, and Performance Score Certificates when available for facilities within their purview. Keeping our focus on facility-level users, a facility may have multiple Facility Viewers. These individuals can view scores, view submitted inquiries, as well as view and download PSRs and PSCs.

Looking at corporate-level roles, corporate-level users can view and access materials for all facilities owned by an organization. An organization may have multiple Corporate POCs. These individuals can view scores, view and submit organization- and facility-specific inquiries, which we'll discuss further in a moment, as well as view and download all reports. This is an enhancement to the tasks corporate-level roles could perform in the previous ESRD QIP system. For Corporate Viewers, as you can see, this is not available with the initial rollout of the ESRD QIP User Interface, but an organization may have multiple Corporate Viewers. These individuals can view scores, view submitted inquiries, as well as view and download PSRs, and PSSR reports and PSCs when available. This slide provides an important note, as mentioned before, CMS is

continuing to update EQRS and the ESRD QIP UI, so this step may or may not be required. EQRS users with access to multiple interfaces such as CROWNWeb and QIP may need to click the orange "Change Organization" button displayed in the upper right-hand side of the screen to toggle between applications if QIP Scores is not displayed as a menu option in the blue navigation menu at the top of the screen. Now, in order to access the ESRD QIP UI after completing the account registration process and after requesting access in EQRS, you will simply need to click the "QIP Scores" link in the navigation menu once you have logged into EQRS.

You now have the ability to navigate to any desired screens within the ESRD QIP UI. It lands on the "Scores and Feedback" screen by default, but you can also go to "Preview Period Inquiries" and "View/Download Reports." Something that is important to note is that you will not see data that directly supports your facility's Payment Year 2021 Total Performance Scores until the start of the Payment Year 2021 Preview Period. Mock or fictitious data in the environment prior to the start of Payment Year 2021 Preview Period was designed to support users' ability to access and navigate through the pages in the ESRD QIP UI. Facility-specific data that supports Payment Year 2021 will display at the start of the Payment Year 2021 Preview Period.

We'll start off with how to view data and complete tasks as a Facility POC and then highlight the differences in how to complete the same item as a Corporate POC.

Before getting into the steps, here is an overview of the Scores and Feedback screen. It provides users with a quick access to a synopsis of scores and summaries related to a facility or facilities within a user's purview. What that means is the screen allows users to search for their facility. It actually automatically displays a list of facilities if a user has access to less than 10 facilities, but a user can select or search for his or her facility and navigate through the details to get a quick glance at the TPS and summary of the measures that contribute to a TPS. A complete drill down of the measures and factors contributing to a Total Performance Score is available via the Performance Score Report, which is accessible via the View/Download Reports screen.

Continuing with some brief background information and as you'll see from the screenshots in a moment, users with purview over multiple facilities can view scores and feedback data on this screen for one facility at a time. This isn't to say that the other facilities' information will not be accessible, just that the system can only display results for one facility at a time on this screen. Users can select their facilities from a list or complete a

search. All users with an ESRD QIP role can access the Scores and Feedback screen.

Let's now take a look at the steps to access this screen. Log in to EQRS with your HARP account. Next, click "QIP Scores" in the blue navigation menu. After clicking "QIP Scores," you are automatically taken to the Scores and Feedback screen.

As mentioned a moment ago, if you are a facility-level user with access to a small number of facilities in the ESRD QIP UI, those facilities are automatically displayed in the facilities list on the Scores and Feedback screen. However, users with access to multiple facilities, as well as corporate-level users, can use the Filter Facilities option to search for facilities. If using this option, enter facility details and or select a Network or State and click "Apply Filter."

Here, this screenshot helps to reiterate some of the points we covered a moment ago. The Scores and Feedback screen displays a list of facilities in a facility level users purview, if the user has access to less than 10 units in the ESRD QIP UI, and automatically displays the search option we looked at a moment ago if that user has access to 10 or more. The Scores and Feedback screen displays details for one facility at a time, but users can view details regarding all of their facilities by clicking the radio button next to each facility.

After selecting your facility, scroll down to the "Runs" section to review the details, helping to ensure that you have selected the right facility and that you are accessing data related to the Preview Period. Next, scroll down to the Score Details section for an overview of the Total Performance Score, any reduction percentage, as well as additional details regarding the facility to, again, help ensure that you have the correct facility and that you are viewing data related to the Payment Year 2021 Preview Period.

Looking further at the Score Details area, you will find a summary of the measures and scores contributing to your facility's Total Performance Score. For Payment Year 2021, there are 12 measures that could contribute to a facility's TPS. This section shows the score in the measurement type. Looking at the difference for Corporate POCs, the steps to access the Scores and Feedback screen are the same for all users. Corporate POCs are able to view the same synopsis-like overview of the score details for a facility similar to a Facility POC. The only difference is the filter facility section is automatically expanded, requiring an entry in order to display options in the facilities section. To summarize the details covered in this section, the Scores and Feedback screen in the ESRD QIP

UI provides a synopsis of the facility's Total Performance Score and the measures and factors contributing to the facility's TPS. To access this screen you first need to log into EQRS, click QIP Scores, and then select your facility. Lastly, all users with an ESRD QIP role can access this screen.

Let's now delve into the View/Download Reports section. This screen provides users with the ability to view and download PSRs, PLRs, PSSRs and PSCs. Remember what we noted earlier, that certain reports are available based on roles and availability. The ESRD QIP UI will display reports beginning with Payment Year 2021 and users who need access to reports prior to Payment Year 2021 can contact the QualityNet Help Desk for assistance. All users with an ESRD QIP role can access the View/Download Reports screen, but reports are viewable based on roles and availability.

Here, we provide a reminder of the reports that can be accessed by Corporate POCs and the upcoming Corporate Viewers. Corporate POCs can access PLRs, PSRs, PSSRs, and PSCs when available. Remember, this is an enhancement to the reports and details corporate-level users were able to access in the previous ESRD QIP system. Corporate Viewers is a future role and these individuals will be able to view and download PSRs, PSSRs, and PSCs.

We don't have enough time to go over the full description of each report, but this and the next slide provide an overview of each report. The Performance Score Report includes details such as facility information, achievement and improvement scores, Total Performance Scores, and more. The Patient List Report lists all the patients whose data are used to calculate a facility's ESRD QIP measure rates and all of the details associated with these patients.

The Performance Score Summary Report contains the performance values of each facility for the indicated payment year. The Performance Score Certificate includes data such as a facility's achievement and improvement scores for each clinical measure, earned performance scores, Total Performance Scores, and more.

Let's look at how to view and download reports as a Facility POC, followed by any differences for Corporate POCs. First, log in to EQRS, click "QIP Scores" in the blue navigation menu and click "View/Download Reports." Remember, if you have access to multiple facilities in the ESRD QIP UI, you may need to use the search option. If so, enter the search criteria, indicate the Payment Year, which in this case

is 2021 and click "Apply Filter." We'll cover the search fields for Corporate POCs in a moment.

Now, navigate to the "Select Available Reports" section. Remember, as noted before, CMS is continuing to apply updates to the ESRD QIP UI to improve the user experience, so the screens you view may look slightly different from the screens shown here. Here, you'll see a list of available reports for the Payment Year indicated. Select the hyperlink next to the desired report to download an individual report, as shown in the first screenshot, or if the system presents you with this option, click the check box next to the desired report and then click "Download selected files," to be presented with a ZIP file that includes the selected report in their individual formats, whether PDF or a spreadsheet.

Downloaded reports will display at the bottom of your Internet browser. You can click on the report and follow the on-screen instructions to open or save the file. After downloading your report, closely review it for accuracy. Here, you will see a sample PSR. Review your reports for accuracy and to get a good understanding of the measures contributing to your facility's Total Performance Score.

When looking at corporate-level users, they follow similar steps as other users to access the View/Download Reports screen. The "Select your facility and payment year" section is automatically expanded, requiring the user to search for facilities. Furthermore, corporate-level users can conduct a single-facility-level search or select "This is an organizational-level search" to display data for multiple facilities.

Here, you'll see two search options for Corporate POCs. The image to the left shows a single-facility search. Here, the "Select your facility and payment year" section asks the user to indicate the facility and Payment Year. A list of facilities is provided based on the entry. The image to the right shows a Corporate POC performing an organizational-level search. The user checks the "This is an organizational-level search" checkbox at the top and the system displays additional fields in the "Select your facility and Payment Year" section. It now asks for the Network, State, Report type in addition to the Payment Year.

To recap the View/Download Reports section, the View/Download Reports screen can be accessed by all users with an ESRD QIP role, but reports display based on roles and availability. To access reports, log in to EQRS, click the "QIP Scores" link in the blue navigation menu, and click the "View/Download Reports" link on the left-hand side of the screen. Next, select your facility and the desired report to initiate the download process.

Let's now discuss how to submit, save, and reply to inquiries in the ESRD QIP UI as a Facility POC and Corporate POC. Let's go over some background information and tips regarding when to submit inquiries. The Preview Period inquiry screen in the ESRD QIP user interface, provides users with the ability to gain more information about their facility's QIP scores, as well as a chance to attempt to change their QIP score if they believe the score is incorrect. With Payment Year 2021, CMS implemented a change to the inquiry process. Now, there's only one inquiry type and POCs can submit and reply to as many inquiries as necessary. We'll cover that further in a moment. Additionally, the ESRD QIP UI presents POCs with the ability to draft and save inquiries, but please note that the information entered in a saved inquiry is only viewable by the person who saved that information. It is still stored on that individual's end. Additionally, saved inquiries are not considered submitted inquiries, so please remember to come back and submit any saved inquiry.

Inquiries are submitted by Facility and Corporate POCs, but other ESRD QIP UI users have the ability to view submitted inquiries to help provide additional support, if needed. Here is a quick breakdown of a few roles. Facility-level users, which include the Facility POC and Viewers, can view submitted inquiries within their purview or scope. Corporate-level users can view inquiries submitted for all facilities within an organization. That means they can view inquiries that were submitted at the corporate- or organizational-level as well as inquiries submitted by facilities owned by the organization. Network-level users can view inquiries for all facilities within their Network service area. Just a reminder, POCs can submit and reply to as many inquiries as necessary, and one key point if you don't remember anything else that I've said, please remember that POCs must check on the status of a submitted inquiry in the ESRD QIP UI until it is closed.

We'll get a visual overview of this in a moment but inquiries are submitted via an email-like form in the ESRD QIP UI. It includes: a "From" field, which is automatically populated from the email address associated with the user's account, a "CC" field to allow the user to inform another person of the inquiry submission, a "Subject" line that has a limit of 50 characters, a "Message" section that will accept entries up to 25,000 characters, and a "File attachment" option that supports up to 10 megabytes per message. All inquiries must be submitted and responded to within the ESRD QIP UI. Furthermore, the ability to submit new inquiries will be disabled once the Preview Period ends. The system will allow you to reply to an existing inquiry if you need to reply to a CMS question. However, you will not be able to click the "Create a new inquiry" button

once the Preview Period ends. Please log in early and often during the Preview Period to submit and reply to inquiries.

Now, let's talk about when to submit inquiries. Of course, situations may be unique and we are unable to cover all scenarios, but here are a few examples: submit an inquiry if your facility does not understand why certain values were included in the measure calculation, wants to better understand specifics regarding the measure calculation, sees errors in facility information on the PSR. Additionally, submit an inquiry: if your organization believes that there is an organizational-level issue or error that is impacting multiple facilities, has sufficient information that a measure was calculated incorrectly, or has sufficient evidence that the data used in the calculations were inappropriate.

Lastly, before jumping into the steps, we've touched on this a couple times, but remember to complete your research and submit inquiries as soon as possible once the Preview Period starts. This will allow enough time for any necessary communication to take place as you check on the status in the ESRD QIP UI. When submitting inquiries, include as much information as possible. Include the CCNs of the facilities that you believe to be impacted. This is important. Including the CCN helps CMS with pinpointing the facilities you are referencing in your submission. Include evidence of the issue or error that you are reporting and if you are questioning the use of specific data, include an indication of which records and why you are questioning the data used. You can include attachments to further support your inquiry. Also, please direct questions regarding the National Healthcare Safety Network, better known as NHSN, to the NHSN Help Desk.

To start the process of submitting an inquiry, log into EQRS to access the QIP Scores screen. Click the "Preview Period Inquiries" link on the left hand side of the screen. While on the inquiry screen, you are presented with a countdown clock that may look similar to this. This serves as a reminder to help ensure that you submit all new inquiries prior to the end of the Preview Period. The "Filter inquiries" option displays allowing users to fine-tune their search if attempting to locate an inquiry. The inquiries page also shows a list of previously submitted inquiries. Looking at this example, you will see a system-generated Inquiry ID in the first column. It includes the facility name and CCN, the information entered in the subject line, the date created and updated, as well as the status. The latest message is displayed at the top.

To start the process, click "Create new inquiry." The ESRD QIP UI now displays an email-like form. Select the facility for which you are submitting the inquiry, if needed. Review the From field—remember this

field is pre-populated and cannot be changed. The CC field is optional, but provides you with the ability to notify another person that you are submitting an inquiry. The subject line may not be marked as mandatory, but it is recommended. Also, of course remember to type your message. The message field supports up to 25,000 characters. When creating an inquiry, the ESRD QIP UI provides you with the ability to upload an attachment to provide additional information that may be necessary to support your inquiry.

After typing your message and including all of the necessary documents to support your inquiry, click the "Send inquiry" button at the bottom of the screen. The system will refresh and presents a "Your inquiry was sent successfully" message. Please remember to continue to check on the status of your inquiry via the ESRD QIP UI. The ESRD QIP UI presents you with the ability to click "Save as draft." You would follow the same steps to create the inquiry and type the message. However, instead of clicking the "Send" button you would click "Save as draft."

Once an inquiry has been submitted, you now have the ability to reply to the inquiry to provide additional information and/or to reply to a CMS comment. To initiate this, you will need to search for the previously submitted inquiry. After accessing the Preview Period Inquiry screen, enter the necessary search criteria and click the "Apply filter" button or you can scroll down to the bottom to the previously submitted inquiry section if information is already displayed in that area. Click the "Inquiry ID" to be taken to the message for a complete view of the thread history. The system shows when the inquiry was originally created and a history of all comments or replies associated with that inquiry. The latest reply is listed at the top and you are presented with the ability to type and send a reply message. All POCs with scope over that facility can view and reply to submitted inquiries. However, it is recommended that the person who initiated the inquiry replies whenever possible to help with reducing any confusion related to the comments.

Once a reply is sent, the system refreshes and presents you with the message that it was successfully processed. Please remember that POCs must continue to check on the status of a submitted inquiry until it is flagged as closed in the ESRD QIP User Interface.

Now let's focus on corporate-level users. Similar to the other sections within the ESRD QIP UI, the steps to access the preview inquiry screen are the same for all users. The Filter inquiries section is automatically expanded for these users, providing the ability to search for previously submitted inquiries. Corporate POCs can click to create a new inquiry or search for an existing inquiry.

This screenshot shows the subtle differences in the previously submitted inquiry section when comparing facility-level POCs and Corporate POCs. The information displayed in this section are the same, but two of the columns have different headers. Additionally, as mentioned, corporate users can submit and view inquiries for both the organization and facility levels. Similar to the Facility POCs, Corporate POCs can start the inquiry process by clicking "Create new inquiry."

The ESRD QIP UI provides Corporate POCs with the ability to indicate if they are submitting a facility-level inquiry or if they believe that this inquiry is organization-wide. As a Corporate POC, if you are submitting an inquiry for a facility, leave the "This is an organizational-level inquiry" checkbox unchecked and use the "Facility selection" search option to indicate the facility. You would follow the same steps as a Facility POC to indicate who the message is from, the subject, the message, as well as include any necessary attachments.

If a corporate POC believes that the question applies organization-wide, he or she can select the "This is an organizational-level inquiry" checkbox. The Facility selection option disappears and the inquiry is submitted for the organization versus a specific facility.

Just a couple final points regarding Corporate POCs as it relates to inquiries. The steps to save, as well as attach files, are the same as what we covered in the Facility POC section. Additionally, the steps to search for and reply to inquiries are the same as Facility POCs. The only difference is that Corporate POCs can select facility-level inquiries and organizational-level inquiries, which uses the organization name instead of the facility name.

To summarize the Preview Period inquiry process in the ESRD QIP UI, there is now one inquiry type and POCs may submit and reply to as many inquiries as necessary during the Preview Period. To submit an inquiry, log into EQRS, click "QIP Scores" in the blue navigation menu, navigate to the Preview Period Inquiry screen and click "Create new inquiry." You must have a role of Facility POC or Corporate POC to submit inquiries. Previously submitted inquiries are viewable in the ESRD QIP UI. Lastly, remember to submit new inquiries before the end of the Preview Period. The ability to submit new inquiries will be disabled once the Preview Period ends.

I know I covered a lot during today's training. You will be able to access a copy of today's slides, recording, and additional materials to support your needs via the QualityNet.org and myCROWNWeb.org websites. Let's look at some of those additional resources.

Materials supporting the ESRD QIP Preview Period are available via the ESRD QIP page on the QualityNet.org website. A Guide to the Payment Year 2021 ESRD QIP Performance Score Report and Payment Year 2021 ESRD QIP Quick Start Guide will be available via the QualityNet.org website as well.

Should you have any questions after this event, you can use the ServiceNow Q&A Tool for general ESRD QIP questions, keeping in mind that the ESRD QIP UI must be used to submit formal Preview Period inquiries. Contact the QualityNet service desk if you have EQRS system-related questions and contact the ESRD Outreach Communication and Training Team via CRAFT@MyCROWNWeb.org for training-related questions. At this time, I'd like to turn it over to Delia for follow-up activities and responsibilities. I'll come back to help with questions and provide additional links for resources. Delia.

Delia Houseal: Thank you Oniel. In this section, we will be covering all of the key follow-up activities and responsibilities that you will need to know about for this Preview Period. Next slide.

Following the close of the Preview Period, CMS will review any outstanding inquiries and finalize the Payment Year 2021 Total Performance Score results for every eligible facility. As I mentioned, those results will be available to facilities in the final Performance Score Reports and also the Performance Score Certificate in December. Facility performance will also be made publicly available on Dialysis Facility Compare and CMS.gov. Again, those payment year 2021 payment reductions, if applicable, will begin on January 1, 2021.

Once the Performance Score Certificates are made available in mid-December, facilities must download, print, and post both English and Spanish versions in a prominent location in their facility. The certificates must be posted within the first 15 business days of the year and remain posted throughout the duration of the year. Each certificate contains individual measure scores in the Total Performance Score and the national performance score for comparison. Please note that the certificate does not contain information detailing how the scores were calculated. That information is contained in the Performance Score Report. CMS encourages facility staff to review the certificate and facility performance in order to answer any questions that patients may have. Next slide.

Now, I will recap some of the key responsibilities and activities to ensure a smooth Preview Period. As a reminder, the Payment Year 2021 Preview Period is scheduled to begin on July 15, 2020. Any delays in the scheduled start date will be communicated to facilities. We also encourage facility Point of Contacts to establish HARP accounts, if necessary, and update

	your EQRS role to access the ESRD QIP User Interface. As Oniel mentioned, several ESRD QIP systems trainings are available on myCROWNWeb.org. We encourage facility staff to review and/or attend one of these trainings. All inquiries must be submitted before the end of the Preview Period scheduled end date. Once the Preview Period ends, facilities must download, print, and post the Performance Score Certificates within 15 days of their availability. Lastly, we recommend that you educate your staff about the ESRD QIP so that they can answer patient questions about the publicly posted certificate.
Oniel Delva:	At this time, let's pause to assist with any Preview-Period-related questions we've received during today's event. Questions not answered during the webinar will be answered and posted with other webinar materials on the QualityNet ESRD QIP resources page. An announcement will be provided once materials are available.

All right, thank you everyone. Once again, just we truly appreciate you being on and just sharing a part of your day with us. We've received a lot of good questions that were submitted via the chat, as well as the Q&A option for today's webinar. In a moment, we'll tackle some of the questions that we can. We do have about 14 minutes or so remaining for today's discussion. So, and as mentioned earlier, the materials for today's discussion will be made available as part of the QualityNet.org website, as well as myCROWNWeb.org website, where an announcement will go out to provide you with information to, again, continue to support you and your needs. Now, let's go ahead and jump to the questions. Delia, I'll go ahead and unmute your line and see if you can help with some of the program-related questions that we've received. Now, we do want to start off with just giving some clarity and Delia, if you can assist us with just some information clarity regarding when the start of the Payment Year 2021 Preview Period will take place. Now, we did mention that the call today was pre-recorded, so of course, the information that's shared, we want to make sure that you have the most up-to-date info, so I'm going to pause and Delia if you can just help a little bit with just some clarity regarding the start of the Payment Year 2021 Preview Period. Delia.

| **Delia Houseal:** | Yes, thank you Oniel and again thanks to everyone for joining our call today. Our Preview Period for this year will begin on July 29 and not July 15. As Oniel mentioned, the date July 15 was added when we previously recorded this call. It has since been updated to the July 29, 2020 and it is scheduled to end on August 31, 2020 at 11:59 p.m. Pacific Time and September 1, 2020 at 2:59 a.m. Eastern Time. We'll make sure that we put that time in the chat box for all of you and also make sure that any communications will include that updated time. |
| **Oniel Delva:** | Thank you so much Delia, and thank you for sharing that because I know that that's a question that we saw a few times submitted via chat, and again, as mentioned, we want to make sure that you all have the most up- |

	to-date and correct information to support your needs. Delia, we'll go ahead and keep the focus and just since you're on, I do have another question that came in a little earlier if you can share: What should I do if I notice that what I believe to be incorrect data on the Performance Score Report?
Delia Houseal:	Yes, thank you, and a great question. If you review your PSR or your PLR and you notice an issue, we encourage you to submit an inquiry via the ESRD QIP UI.
Oniel Delva:	All right, perfect. Thank you for that, for sharing. Now, I'll go ahead and assist with some of the additional questions that I know that we received. Of course, we knew that with today's call given the majority of the discussion covered the new user interface, a lot of the questions that we receive pertain to the user interface and how folks can navigate and access the information necessary. Now, I did see a question that came in a little earlier where someone asked regarding roles, asking: Do I need to request a role as a corporate-level or facility-level user? As well as another one that's kind of connected, where it pertained to access, someone indicated that they're not able to submit a request for access. Well, as far as what role you should serve in, of course, you would determine that at the facility-level to work with your corporate office, as well as the facility-level to identify, do you need to serve as a POC in order to view and submit inquiries for your facility, or do you simply need to serve as a viewer as well as what level. So, for something like that, we do ask that you please work with your facility to identify your level of access, as well as if you are submitting and need assistance with submitting a role request. That is, once you create your HARP account, we covered a little earlier and we do have detailed HARP training available on the myCROWNWeb.org website. Once you've completed that, you can then log in to EQRS with that account ID and then, in order to from there select that, you would need access to the ESRD QIP User Interface. You can go out to the myCROWNWeb.org website and click on the "Training" tab to be able to access the HARP training materials if you still need to establish an account.
	Also, a question came in earlier: Do I need a separate user ID to access the ESRD QIP UI? No, when we covered the HARP component of today's discussion, we shared that only one user ID is needed, of course, in order to access CMS applications, as well as the different user interfaces within EQRS, so you don't need multiple accounts for that.
	The next question: Does the current Total Performance Score in data in the ESRD QIP UI represent my facility's Payment Year 2021 ESRD QIP scores? No, we shared a little earlier as part of the training, that prior to the start of Payment Year 2021, CMS had worked knowing that this is a completely new process, new interface, and so on. CMS worked to

provide the community with early access to the UI, the user interface within EQRS, to give you an opportunity to just navigate through, click around, and just to see some of the information that's there and to give you an idea of what to expect once the Preview Period starts. So no, what you see now or if you're able to see it currently, it's mock data, fictitious data. Tt is not your Payment Year 2021 information. So once Payment Year 2021 starts, at that time, information that is specific to your facility will then be displayed.

Another question a moment ago or a little earlier came in regarding the organizational-level inquiry, where someone asks: "Is the organizational-level inquiry replacing the systematic clarification questions that were in the previous ESRD QIP UI?" The answer to that is yes. The organizational-level inquiry option is, as we touched on as part of today's call and you'll hear often as well, historically there were the three type of question types we can say, the two-clarification and systemic-clarification questions, as well as the formal inquiry, but now with the new environment it is all in one, where it's just one inquiry type, but you can select if you are a corporate-level user, you can select that this is the organizational-level inquiry if it falls within that where you think it's organization-wide. Okay these are great questions.

Again if we're not able to get to your question as mentioned we are capturing all questions that are submitted via the chat as well as Q&A to put together an FAQ document that would be made available to the community. An announcement will go out once that information is available, again, to help ensure that you have everything that you need to fully understand what you need to do, and such as it pertains to the environment, and we did share that there is a guide to PSR, as well as a Quick Start Guide that will be available via the QualityNet.org website and we will let you know where you can access the information as well.

Okay, what should I include with an inquiry? Well, for something like that, of course, you want to include as much information as possible when submitting an inquiry to help and support the information that you are questioning. So, please remember that the system does give you the ability to include and upload attachments, as well as you have up to 25,000 characters or spaces for you to type in your message, and as we shared before, please make sure once the Preview Period starts, to go in and review the data, research, discuss as a team. Discuss it as a team to identify, okay, do I need to submit an inquiry or do we need to submit an inquiry regarding this, and if it's determined yes, please work towards submitting a new inquiry as soon as possible to help ensure that the questions received by CMS, and if there is back and forth communication that needs to take place, that will allow adequate time for you to log in the

UI. Go to the inquiry section, again, we talked about earlier, maybe creating an internal process where you will know, okay, once a week or every time I log in to EQRS, if you are the POC let's say, I'm gonna go in and go to the inquiry section because I know that I submitted an inquiry and I just want to check on the status. So, you can log in, go there, review the status, and again, like we said, continue to stay on top of it until it's marked as closed, where you'll know at that time, okay, you provided enough evidence or CMS or some sort of communication has taken place. The system keeps a detailed history of all the emails and communication back and forth or when I say email, I just want to clarify, the communication within the ESRD QIP UI. Just want to say that, so it's clearly stated, but the system does keep a detailed history of all communication and back and forth that may have taken place as it relates to a submitted inquiry in the UI, so please check on the status and continue to stay on top of that until it is marked as closed.

Alright. I do see we have just a few more minutes remaining. Let me see if we have time for just maybe one or two more questions real quick. Did you say that the facility can now have multiple POCs? Yes, with the old system there was one POC per facility, but now with the new UI we are excited to say that at the facility- or corporate-level, like we touched on, you do have the ability to have multiple, more than one POCs. Of course, you want to make sure that it's … the roles are assigned as needed, but at least you have the ability to have more than one individual reviewing the inquiries and to help with providing a response within a timely manner.

Then the last question we have time for: Am I limited to the number of inquiries I can send for one item? No, we touched on that a few times as well, which is you can send as many inquiries as you need and reply to that particular item as many times as necessary to help ensure that you share the information that's needed to support why you may potentially believe that this is a inquiry that needs to be reviewed by CMS, as well as just adequate time for just the back and forth communication to take place.

We have about two minutes remaining. We just have a couple slides as we work towards wrapping up today's discussion and shared a little bit earlier, of course, materials from today's event will be shared with the community. An announcement will be made available or shared to let you know once that's provided. Also, as mentioned earlier, today's call was pre-recorded, so information regarding the start of the Preview Period was shared as part of today's call as far as the updated information, but we'll also share that with the community as well so that you have [it]. Here, you see a list of resources that will link you directly to additional real information related to ESRD QIP, HARP, Dialysis Facility Compare, and more, so you'll be able to access that once you obtain a copy of the slides and we just wanted

to say everyone thank you once again. Thank you for sharing a part of your day with us. We truly appreciate you being on as part of today's discussion. This will conclude today's call. A post-event evaluation will pop up. We do ask that you please take some time just to complete it. We do review those. It helps us with identifying topics for future calls as well, so thank you everyone for joining us. Enjoy the rest of your day and we hope to see you on a future call. Thank you.