



Outpatient Quality Program Systems and Stakeholder Support Team

December 2019 Town Hall Presentation Transcript

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Oniel Delva:

Hello, everyone and welcome. Thank you so much for joining us for today's call. This is the December 2019 Town Hall Event. Thank you for sharing a part of your day with us. We are really excited about today's event. As you know, we like to use this platform to communicate [the] latest news and cover topics that we believe may impact you, the user community. And for today's event, we will spend our time together to provide [the] latest news, announce the upcoming training dates. I know on the last call, we touched a little bit on the January training events. There are a lot of things happening in January. Today, we are going to give you the training dates and, actually, we are excited to announce that the January training sessions are now open for registration, so we will give you the links and provide you with additional information for those, as well as we will provide you with the latest reminder as it pertains to the clinical closures. For today's discussion, I will provide a reminder regarding the availability of the ESRD Quality Incentive Program Final Performance Score Report and Performance Score Certificate, and I will go through the process [for] those who serve as a Facility Point of Contact or Facility Viewer in the ESRD QIP system can follow to access the reports and certificates, and we do have a special guest on from Arbor Research today, who will provide us with just a discussion on how to understand the Payment Year 2020 ESRD QIP Final Performance Score Report.

A couple reminders, of course, for our calls, before we get started. Today's call is being recorded. A recording of today's discussion will be made available via the MyCROWNWeb.org website in the exact same location where you registered to attend today's event within ten business days. Also, we do have a PDF copy of the slides that will be viewed as part of today's discussion, available there as well. We typically like to work whenever possible to upload the slides prior to our meeting, so you can go there, and [it] should be uploaded on to the site. If not, then it will be immediately following today's discussion.

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Also with our events, we do like to provide closed captioning, if needed. It is located in the bottom right-hand side of your screen so that you can see the comments or things that are shared as part of today's call captured in text form.

Couple of reminders for today's discussion, as well. As always, for our calls, we like to stream the audio over your computer speakers to free up a phone line at your facility. Phone numbers are always provided when you register for an event. So, if needed, you have the phone number that you can call in. It's available to you that way and you can send us a message if needed. We can assist with that as well. And as we go on with today's discussion, if you have a question, we do ask that you use the Q&A option that is located on the right-hand side of your screen and please when submitting questions, select "All Panelists" so that everyone who is on as a panelist can view the questions as they come in. If a question comes in that we are not able to provide an immediate response to as part of today's discussion, we do like to say if it is a training-related question regarding how you perform something, I know we are not necessarily speaking on CROWNWeb today, but if it is a training-related question, you can submit it to CRAFT@MyCROWNWeb.org. But, if it's a question regarding ESRD QIP, you do have the ability to use the ESRD QIP Service Now Q&A tool, which we will provide or cover as part of the last slide. Once you access a PDF copy of the slides, the links are live so that you can click on it and it will take you directly to that website.

We do have four as far as today's hosts and presenters. P. Nicole Crenshaw, she is the CMS lead for the ESRD Outreach Communication and Training Team. My name is Oniel Delva, I'm the communications director for the EOCT Team, and then our special guest we have today is Alissa Kapke with Arbor. She is the ESRD QIP support program manager.

Alright. Let's go ahead and jump into our latest news and reminders. As we often cover as part of our Town Hall Event, starting with what I mentioned a moment ago, on the last call, we announced registration for events that will take place in January 2020. As you can see from this slide here, it will be a very busy month. [Laughter] So, we are excited to announce that the registration for the events in January are now open. Really, if you were to go to the MyCROWNWeb.org website on the home page in the bottom right, there's an announcement section that has all of these events listed, as well as we have them listed on individual pages if you were to go to Education [section] and then there's an Events Calendar there. You will be able to go directly to the different dates so that you can register for these training events. Additionally, as mentioned, once you access a PDF copy of the slides, it will have the links, where you will be

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able to click and go directly to the pages within the website so that you can register to join us for training. Now, as part of the training events that we are going to hold, we're gonna provide some background information regarding the measures. So, for Medication Reconciliation, ICH CAHPS®, Clinical Depression Screening—for those, we will provide some background information regarding measures and why one would submit information via the CROWNWeb system, and then we will walk through the process, the step-by-step instructions, on how you would complete that particular process within the CROWNWeb system. We'll discuss when you would complete that within CROWNWeb, as well as go over frequently asked questions. For those training events, they are scheduled to be 30 minutes each, giving us an opportunity to hit the key points, and provide you with what you need, and we will go from there. Recordings and such will be made available via the website for those who may miss the sessions. As you can see for the Med Rec training, there will be two provided, the first will be January 9, and then there's an encore part two that will be provided January 23. The January 23 event, I will say, will be the exact same as the January 9 event. So, if you join the January 9, you do not need to join the January 23, and vice versa. We are just making it available twice so that those who may not be able to attend one can attend the other. For ICH CAHPS® and Clinical Depression Screening, as you can see, both of those events will be held January 16. And we will be covering them as part of one session. We just have them listed separately here so that you can see the fact that there are two topics that will be covered on the same call on the 16th. So, it is not two different registrations, it's just the one event covering both topics. The last item you can see referencing HCQIS Access Roles and Profile, that is a new account registration process that will be released in 2020 that we've touched on briefly, it's known as HARP. So, HARP training we will be providing as part of the January 30, 2020 Town Hall. Also, as mentioned at the bottom, dates are subject to change, meaning we may add additional training events, and we'll of course announce that out to the community to let you know the dates for those training events, when they are taking place, and provide you with the registration, and continue to identify ways we can work to support you all.

Here, just want to provide a reminder, as we often do, for clinical closures. For the October 2019 clinical month for all collection type, all submission methods, whether you manually handle the submission of data in CROWNWeb or the information is electronically uploaded on your behalf by your corporate office if you are with Fresenius, DaVita, DCI, or even if you go through the NRA process. Any submission method, all collection types, hemo, PD, as well as vascular access, the clinical closure for the, closure submission date, I should say, for October 2019 as you can see is January 2, 2020, 11:59 p.m. Pacific. November's clinical month or data for

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that month is due by February 3, 2020, by 11:59 p.m. Pacific, and December 2019 clinical data [is] due by March 2, 2020, 11:59 p.m., you guessed it Pacific. Also, I wanted to mention that on the MyCROWNWeb.org website, we do have a PDF document that lists out the 2019 dates, as well as the 2020 dates and as we move forward with 2020 and 2021, we will be creating something similar to make it available via that website, so that you all can print and have, so you know when these dates are. We do cover them as part of the Town Hall Events, but if you want that information where it is right there in front of you, it is on the MyCROWNWeb.org website under Education. There is a link that lists supporting training documents, and once you click training documents, it will take you to a page that has a lot of training documents that we've created, including the clinical closure schedule that's listed on that site.

Now, let's take a moment and jump into just a discussion regarding the ESRD QIP Final Performance Score Reports and Performance Score Certificates for Payment Year 2020 being made available. So, recently an announcement went out, where CMS announced that the release of the Payment Year 2020 ESRD QIP Final Performance Score Reports and Performance Score Certificates that they are now available, and authorized facility staff, which in a moment we will talk about, which really is the person who is serving as the Facility Point of Contact or the Facility Viewer, authorized personnel may log into the ESRD QIP, the ESRD Quality Reporting System, EQRS, which we have touched on a lot on these calls, to download and save these documents really as soon as possible.

Now, here is just a quick breakdown of just the difference between the two: the Final Performance Score Report and Performance Score Certificates, and some of the things called out. As we go on with the discussion, we will hear from Alissa providing information on how to understand the Final Performance Score. But, for the payment year 2020 Final Performance Score report, it documents your facility's performance during 2018 and any payment reduction that CMS will impose on 2020's claims. And the final Performance Score Report reflects any applicable revisions to your facility's Performance Score from those displayed during the preview period that occurred earlier in the year. For the final the Performance Score Certificates, as mentioned, facilities are required to go in and download and print both of these. There's an English and Spanish version that should be downloaded and printed and displayed in the prominent area, prominent patient area, want to emphasize that, within 15 business days of their availability. And it needs to stay up for the, or throughout 2020. So, as mentioned, it was recently announced that it is available if you have not downloaded your PSRs or PSCs. We do encourage you do that as soon as possible. If you are not sure how to

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obtain that, we will provide a high-level overview on you how to do that in a moment and a discussion of how you would understand the information on the PSRs. Just a reminder that as mentioned, of course, as soon as possible, you want to make sure that you download, and print, and obtain a copy of the payment year 2020 final Performance Score Report and Performance Score Certificates. They will be available in EQRS. The process to download and obtain these, they will be available in EQRS until December 31, 2019. So, right around the corner. And CMS encourages facilities to work toward as soon as possible, of course, saving their final Performance Score Reports and certificates for reference, and printing, and making sure that they have it displayed throughout the year. And facilities who fail to obtain a copy of the necessary information prior to December 31st and it is January 1, 2020 or sometime in January, you would need at that point to contact the QualityNet Help Desk for additional copies of the information. You want to make sure that you avoid having to take that extra step of contacting the Help Desk for assistance by obtaining the information as soon as possible, but we wanted to communicate that out to you if you were to miss the December 31st, 2019 deadline as for the date for you to obtain that information via EQRS, you would have to contact the QualityNet Help Desk.

Next, I'm going to touch briefly on accessing your Payment Year 2020 ESRD QIP Performance Score Reports and certificates. If you have done this in the past, then you are familiar with the process. As mentioned, this would be done in the EQRS system and it is housed away from CROWNWeb, which we are not necessarily covering today. So, today is not a CROWNWeb call. We are focusing on the other side of the house. But for the ESRD QIP system, there are roles within that system as well. Here you could see a breakdown of the two roles. Facility Point of Contact and the Facility Viewer. For the Facility Point of Contact, this is a user designated as the contact for a facility. A single user may also be the Facility Point of Contact for multiple facilities. Want to mention that. But each facility has a Facility Point of Contact. As far as the functions, I'm not going to go through each one of these because the functions or the things that this individual would complete or can cover, both the bullet points listed here, including things that this individual can do during the preview period. So, during the preview period where Facility Point of Contact can submit formal inquiries, clarifications, questions, some of these bullet points cover the tasks that a Facility Point of Contact can do at that time. But for today's discussion, we are focusing on that person's ability to run the Performance Score Reports and print Performance Score Certificates. So, the Facility Point of Contact has the ability to do that as well. For the facility viewer, we could see looking at the bottom half of the slide, this is for all non-POC users at each facility. As the note indicates, the facility must have at least one individual with this role. But a facility

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may have unlimited number of Facility Viewers. And again, as mentioned for today's discussion, we are just primarily focusing on this person's ability to run PSRs, and view PSCs, and so on. But they have additional roles and things they can do during the preview period. They could view information as in this application. Now, I just have a high-level discussion before we jump into how to understand the information on the report. Logging in or logging into the ESRD QIP system. To log in, one would go to QualityNet.org and in the upper right, click on the "Log into secure portal" button. And now, this isn't step by step. We are actually skipping a few steps, given the fact we only have a short time during today's discussion. So, couple of screens steps we will display, where one would choose QualityNet destination. There's a drop-down [menu] with a long list the user would indicate which application they are attempting to access and in this case, it is the ESRD Quality Reporting System, so, EQRS. Make the selection and the individual would click "Let's Go." And from there, the next screens that would display would ask the user, whether it is a person who is that person serving as the Facility Point of Contact or the Facility Viewer in that application that they're attempting to access. They would provide their log in credentials. Select the multifactor authentication device type, and enter the security code, and log in. This is high level as to how one would log into that application. As mentioned, I didn't give step-by-step instructions on how to access the system. But, there is a training video that is available on the MyCROWNWeb.org website under Education that gives the step-by-step instructions on what a user would do to access the information. And as mentioned, if you have done this before, then if you have done this before, then the steps are similar. Currently, the steps are similar. So, you are familiar as to the steps that you would have to follow to access the information. Alright.

Next, just running a report. So, in this instance we are pretending that we have already followed the process. We are now logged in and in this case, we are going to say "I'm a Facility Point of Contact," and "I'm attempting to run a report and to view my Performance Score Certificate." After I log in, here, it shows I would navigate to where it says my report and click "Run report." Once the screen refreshes and it is displaying some of the additional screens, I now have the ability to select here, where it says "Start report." I can select, I would like to well, what is it exactly, Oniel, you would like today? In this case, I would like to run a report. So, I click "Run report" and I apologize if the screenshots are not that clear, if you are not able to see them that well. But, once you access the printout, you will be able to see the information a little bit better. But, here, the report category, it indicates Payment Year 2020 with the program as ESRD QIP. Next, it displays a list where it is asking to select the report. Here, I can indicate I am attempting to access my Performance Score Report final. Select the facility and indicate the payment year of 2020 as mentioned

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and, also, I can indicate the report format. In this case, we have it selected as PDF. And from there, we can run. Here, we are showing after what to search for report and when searching for a report and once you have generated the report and it is stored here, here, you can see you have the ability to download and access the report once the status column is indicated. You can see to the left that green check mark basically letting us know it is ready to download and it's done processing. Here, you can see there are a couple [of] icons letting you know what they represent. So, the magnifying glass, the action is view, where you can open and view the selected report. You have the arrow pointing down, giving you the chance to download and save the report. The star is favorite, or mark it as favorite report, and then the red circle with the line in the middle, indicating you have the ability to delete or to remove the report. So, that is just a high-level discussion on how you would run and access the different roles that you would have in order to access the information in the system.

Very quickly, before we jump into our discussion on how to understand the Performance Score Report, we just have two questions displayed asking you, have you downloaded your Payment Year 2020 ESRD QIP Final Performance Score Report? Yes or no? And, have you downloaded your Payment Year 2020 ESRD QIP Performance Score Certificate? So, the polling is displayed to the right, giving you the ability to make a selection and please click the "Submit" button. If you are on a mobile device, you may not see the poll questions to the right of your screen. It is okay. It is just a way to allow you to incorporate your voice as part of today's discussion. You are not being graded or anything on this. Do you still need to download your Performance Score Report or certificate? We'll close the polling out and review the results with everyone quickly and then we will just turn it over to Alissa, who will assist us on how to understand the Performance Score Report. I see of the 307 folks we have connected on the call, we have from about 131 submitted their polling feedback. Please, at this time, if you are still selecting, or please make your selection. Click the "Submit" button. We will allow a moment for you to share your thoughts. Thank you. Alright. We are going to close the polling out. I see we have nine in progress. Make your selection and click the "Submit" button. We're going to close it out in 3, 2. When I start counting down, I see the number of people in progress, increase versus decrease. Here we go. I'm going to close it out in three, two, one. We will close this out and share the results real quick. It seems about close. It is processing right now. So, in the interest of time, I will just go ahead and read what I have in front of me right now. The first question, "Yes or no, have you downloaded your Payment Year 2020 ESRD QIP Final Performance Score Report?" Of those who replied, it shows that 92 of the 176 who replied indicated, "Yes, I have already downloaded by Performance Score Report," and it shows 77 still said, "No, I haven't

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downloaded as of yet.” Please work towards doing that as soon as possible. And, the second question is about similar. This one pertains to the Performance Score Certificate, “Yes or no, have you downloaded?” 90 of those replying indicated “yes,” and 76 indicated “no.” So, thank you so much for sharing your feedback. This part of our question displayed a moment ago. Give me a moment. Let me close this out.

Let's jump right into the next portion of today's call. In a moment, I will turn it over to Alissa Kapke. She is with Arbor Research, who will assist us with an understanding of the Payment Year 2020 ESRD QIP Final Performance Score Report. And, I am not going to go over this list, but Alissa has a lot of acronyms and things. When we work in this world of acronyms, we tend to have these and we know what they mean. But, we included this list, so once you access the PDF copy of the slide, you can refer back to know what the various acronyms represent. Alissa is the program manager for the Measure & Instrument Development and Support (MIDS) ESRD QIP support project. She leads a team of analysts, which validates final ESRD QIP performance scores and payment reductions and provides help desk support during the ESRD QIP Score Preview Period. She and her team provide analytic support to inform CMS policy decisions. And, she has been working as a support contractor for CMS in the ESRD QIP project, or on the project since 2011. With that, Alissa, I will turn it over to you to assist us with the second half of today's call. Alissa.

Alissa Kapke:

Thank you, Oniel. Next slide, please. Today, I will give a brief overview of the preview period inquiries that CMS received for Payment Year 2020 and go over contents of the final PSR. At the conclusion of the Payment Year 2020 Preview Period, CMS received 129 clarification questions, 22 systemic clarification questions and over 1,000 formal inquiries. On average, the questions were answered in 12 days and formal inquiries in 32 days. Some questions and inquiries took longer to respond to and these included questions requiring investigation by the CDC and the NHN measures or questions requiring policy decisions by CMS. Next slide, please.

So, here we provide a breakdown of the number of questions by each measure type included in the Payment Year 2020 QIP scores. We received over 600 inquiries related to the Kt/V measure and the Hypercalcemia measure, and 485 inquiries regarding the Serum Phosphorous measure. We had 162 questions related to the UFR recording measure, 166 related to the fistula measure, and fewer than 50 questions of the remaining measures. Next slide, please. The majority of the questions we received during the Preview Period for Kt/V, Hypercalcemia, and—were related to patient eligibility for the denominator and/or the numerator. We also received several questions regarding the UFR measure and how scores

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were determined for this measure. For the standardized measures, which includes the standardized readmission ratio measure, or SRR, the standardized hospitalization ratio, or SHR, and standardized transfusion ratio, which is STRR, most questions related to patient eligibility for the numerator and also clarification on how facility attribution periods were determined. Other questions requested information regarding the data used to calculate a measure. For UFR-facility questions, what data elements were required in CROWNWeb in order to receive credit for successfully reporting for a patient month. There were also questions about the NHSN dialysis event reporting measure, the exclusion of data reported during the ECE month, attestations for the ICH CAHPS® measures, and request for clarification on why the QIP system reported missing data for specific patients or facilities. Next slide, please.

Next we will briefly cover the contents that are presented in your final PSR for payment year 2020. It has the same information as the preview PSR, but if your facility received a score change, the numbers in this final PSR will reflect these changes. On this screen, we have the first page of the final PSR and it shows the measure scores for all the measures in the clinical care sub domain. You will see some rows highlighted in blue, which shows the measures' scores that were used to calculate the total performance score. You will see catheter and fistula measures are not highlighted; they are the rows in white below. So, these were combined to calculate the vascular access topic score. So, this facility was not eligible for the vascular access topic score and therefore, the PSR shows a dash for the measure score and all other cells related to the calculation of this measure score also display a dash. The PSR also shows the national achievement threshold and benchmark values for each measure. These values were used to determine a facility's achievement and improvement score and are established in the final rule for payment year 2020. So, even if a measure a facility isn't scored for a measure, we still display the achievement threshold and benchmarks. Next slide, please.

Here, we have the second page of the PSR, which displays the scores for the family engagement and care coordination sub domain, which includes the ICH CAHPS® measure and the SRR measure—stability was not eligible for the ICH CAHPS® measures, dashes are displayed in measure score boxes, and in the improvement and achievement rate boxes. Additionally, you will see this facility was not eligible for the SRR measures in the improvement period, therefore, dashes are displayed in the improvement period cell. You also see several cells have N/As and this is because a facility wasn't eligible for the individual ICH CAHPS® measures, so we display an N/A when we can't show the numerator and denominator. Next slide, please.

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Page three of the PSR displays scores for the safety domain, which includes the NHSN bloodstream infection clinical measure and the NHSN dialysis event reporting measure. This facility was not eligible for these two measures. Therefore, dashes are displayed for the measured score. Next slide, please.

Page four of the PSR displays all of the reporting measure scores, which are all in the reporting domain. And table five, we show the results for measures that are scored according to the number of successfully reported months. And this includes the anemia management, ultrafiltration rate or UFR reporting measures. This facility was eligible for the anemia management, but not the UFR reporting measure. So, you see dashes for UFR and you see values reported for the other two measures. Table six, we display the reporting measures that are scored according to the number of reported eligible patients, which include the Clinical Depression, NHSN Influenza Vaccination, and Pain Assessment reporting measure. The Pain Assessment measure required reporting in two time periods and therefore are displayed in each time period. These results are combined to determine the measure score displayed in the blue box above Period One and Period Two boxes. Next slide, please.

The last page of the PSR provides a summary of your facility's individual measure scores in addition to the state and national average scores for each measure. Additionally, at the bottom of the page, the minimum TPS is displayed and that is the minimum value needed to avoid a payment reduction. If a facility received an ECE, the months excluded from the calculations are listed. This facility did not receive an ECE, so we see N/A on this PSR. Facilities that were granted an ECE, received [it] for the entire performance period. So, for the entirety of calendar year 2018, [it] received no score for the TPS and no payment reduction. If the facility received a reduction in their Total Performance Score due to noncompliance with the CMS feasibility or validation study, the points deducted are displayed. Finally, if your facility received a payment reduction, the percent reduction is displayed in the last row, Total Performance Score. The footnotes on the bottom of the last page are links to the PSR Measures Manual and a guide to the PSR are provided and we encourage you to review these documents. Next slide, please.

Other reports that are now available for download are the final Performance Score Summary Report, or PSSR, and the final Patient List Report, or PLR. The final PSSR provides a summary of measure scores for each facility. The final PLR provides a list of all patients included in the calculation summary for each measure. Next slide, please.

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Here, we provide references for a few resources available to you now. We have the guide to the PSR, which is available as a resource, which includes additional detail on the content of the PSR and we have the Facility User Quick Start Guide, which is available as a resource to help you with accessing the system and running reports. Next slide, please. And I will turn it back to you, Oniel.

Oniel Delva:

Thank you so much, Alissa. We appreciate your willingness and Arbor's willingness to support us on today's call, of course, to provide this time for us, not just go over how to do something in the system or download and obtain the information, but to get you on to share how one can understand the information that is displayed. Now, we do have some time left for today's call for questions and we are going to pause. I do see a couple of questions that came in via chat and I know Matt is on, who has been assisting with monitoring chat, as well as Q&A. So, if you haven't submitted a question as of yet, based on the information covered as part of today's call, feel free to submit one. A question came in regarding, "Will we be covering this again as part of another call for those staff members who may not have been able to join for today's discussion?" And, today's call is recorded. We are recording currently and we will be making the recording available via the MyCROWNWeb.org website within 10 business days. I will try to work a little bit quicker than that to get it up. But, in the exact same location where you registered to attend today's event, you will be able to access the recording. And, anyone who needs this information will be able to access it at that time, so that they are in the loop, in the know, as you all are on today's call. Matt, I will turn it over to you to see if there are some questions we have received via chat that we may be able to assist with today.

Matt McDonough:

Thanks, Oniel. Can you hear me okay? Can you hear me?

Oniel Delva:

Yes, I'm sorry.

Matt McDonough:

No worries. We have some questions here and some I think apply to CROWNWeb and some apply to the QIP system. I'm going to ask them to the best of my knowledge. And people on the line, if you have submitted these questions and you have asked the question and we don't address it to your liking or to the system that you were referring to, please submit another comment to us. The first question we got is related to CROWNWeb data, but it is tied into QIP and it is, "How soon into 2020 does the monthly patient list for 2020 start being seen so facilities can watch their activities and make corrections?" As always, if I misspeak, Oniel, jump in and correct me. CROWNWeb, in general, has the patient's information as soon as you—they're admitted to your facility—and as soon as you do that, you are able to make clinical corrections. Now, this may be an instance where this is a large dialysis organization that batches in patient information. And, you may need to wait for that patient's information for that month to be batched in by your corporate organization. However, CROWNWeb does allow you, once it is in there,

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to immediately go in and start making those changes. I hope that that is the answer that, that, I answered your question sufficiently there. Another one, and the question came in and Oniel, I will let you touch on this one. In terms of, “Are we still sending out data maintenance notices so that personnel isn't trying to get in and enter data on those days when the system might not be available?”

Oniel Delva:

That is a good question and thank you to the submitter for that question. We are currently working with the application development organization since there are so many different applications. There's CROWNWeb, EQRS. So, on the QualityNet.org website, there are “system down times” that are listed there but it might not be directly applying or directly applied to CROWNWeb, and system maintenance, and so on. I say that to say we are working with the ADO team to identify system maintenance or scheduled updates or whatever may be taking place for the system you use, CROWNWeb, EQRS, so if we are able to obtain that information prior to a Town Hall discussion, we will share that with you all on the call as we have in the past. If we are not able to obtain that prior to a Town Hall discussion, then we will work towards providing that to you maybe through some sort of email blast, or we are working right now how to identify working towards continue sharing that information with you, once it's made available to us. Stay tuned regarding the announcement for system maintenance for EQRS and CROWNWeb. Matt.

Matt McDonough:

Thank you, Oniel. I'm going through and looking through the submitted questions as well. If a question has been answered, I will go ahead and verbally address it here. Thank you to those who are in the Q&A and answering questions. This question came in and said, “the NHSN portion—it said “x” number of 12 chances were submitted and that facility believes that they submitted all 12 months. How do they check that?” For any question like that, where there may be a question as to whether the data was reported or how it was interpreted, you want to email those questions and the questions that are specific to your facility's QIP score to the QIP mailbox. That email address is ESRDQIP@CMS.hhs.gov.

Oniel Delva:

Sorry to jump in and correct you. But there was a change as to how questions would be submitted to the ESRD QIP team. You would use the Service Now tool which is on the last slide of today's discussion. Let me go ahead, and here, where it says ESRD QIP questions, you would use the Service Now Q&A tool. It is a website you would go to. Once you access a PDF copy of the slides, you will be able to directly link to that. Sorry, Matt, for jumping in and correcting you, but that's the process that will be followed for questions related to ESRD QIP.

Matt McDonough:

Thank you and I'm certainly not offended that you did that. We want to make sure we give the correct information out to everybody. Thank you for jumping in. Oniel. This one is for you, “Where or when is the registration for the MedRec information going to be available?”

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- Oniel Delva:** Yes, medication reconciliation MedRec training registration is open now on the MyCROWNWeb.org website. If you go to the website, in the bottom right-hand corner, there's a section. Let me give you the exact title of what it reads. I was trying to multitask to send out the link, but we got into Q&A. The Event announcement section is on the bottom right-hand side of the website. There, you will see listed the registration opportunity for ICH CAHPS® and registration opportunity for MedRec. We will be providing two training events. One on the ninth of January and one on the 23rd. Also, once you access a PDF copy of the slides, today's discussion, you will be able to click the dates for whichever one, and I will say, the next newsletter that is going to go out, which should go out either at the end of this month or start of next month, also will be announcing the dates, giving you the option to register for MedRec, ICH CAHPS®, all the training sessions we will hold in January. Again, for MedRec, I want to provide the reminder you don't have to attend both events. There will be 2, one on the ninth, one on the 23rd. It will be the exact same information covered on both, just giving those who could not attend one, the opportunity to attend the other. Matt.
- Matt McDonough:** Thanks, Oniel. And this one is not as much a question, but it was posted by somebody and I feel like it would benefit a lot of folks on the call. If you need help with your Performance Score certificate or report, they have the government reporting team, they ask that you reach out to [them] if you are having individual problems at your facility. Just throwing it out there. I know I'm jumping back and forth between QIP and CROWNWeb, but where can folks find the Quick Start Guide and any supporting educational resources for the Performance Score Report?
- Oniel Delva:** For these, the two item documents listed or shown here, they are available, I don't want to keep saying access a PDF copy of the slide, you can get the links. But, if you access a PDF copy of the slide, you can get these links that will serve as the Quick Start Guide to assist you with this. Let me try to grab the link and I can send it out via chat or Q&A right now as you go on to another question, Matt. I don't know if the next question might be for me. If not, I can send that out to everyone so they will have it as well.
- Matt McDonough:** I will make the next one not for you. I will share something answered by one of our subject matter experts in the Q&A. This is a great question. "If a facility happened to be ineligible for reporting measure, for example, ICH CAHPS®, that facility didn't have to report that because they didn't qualify. Those would obviously be points they can't get at all. So, shouldn't their minimum score be reduced?" That is the question. If a facility is ineligible for a measure, that measure's weight is redistributed to the other measures. Total Performance Score for all facilities is on a 100 point scale, regardless of how many measures a facility is eligible for. I hope that that question and that answer clarifies how that particular situation would be handled there. Another question that came in through

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our Q&A, “Is the Certificate that is available is the one that must be posted in the patient area, yes?” And the answer was, the Performance Score Certificate, the PSC that is currently available for download should be posted in a visible area within the facility, a place where patients can easily see it. Not behind the counter. Where patients are easily able to quickly see the PSC, if patients so desire. Thank you for that question and to our SME for providing the answer. I see other questions coming in and we are trying to see if there are any other ones that we can get to. We did have a question from an attendee on how to enter the flu vaccination information and our subject matter experts responded that is reported through the NHSN system, which is run by the CDC. If you have any questions on how to use NHSN, they have a help desk and that email address nhsn.cdc.gov. They can assist you with getting access to the system if you don't have it, restoring access as well as any questions related to that system that you may have. I'm scrolling through and I apologize. We are making sure that we don't miss any here. Oniel, I don't know if you see anything that you might want to bring up here. I feel like we are getting through the Q&A here.

Oniel Delva:

I just wanted to mention that via chat I sent a message to all that has the direct links where one can access these two documents, the Payment Year 2020 ESRD QIP resources. If you open your chat, you will see a message that just came from EOTC to all that has the link that will take you directly here. And once you get the PDF copy, these links will be live as well for you to be able to go directly to that page.

Matt McDonough:

Thank you, Oniel. One of the things we did want to note is that after the Preview Period ends, there are not going to be any changes that can be made. So, these questions and inquiries and what not need to be done in that time frame. If you have questions like some of the ones we have talked about here today, be sure that you do [submit them] fairly quickly before the Preview Period is over. Go ahead and submit those questions so that they can be addressed. Let me go ahead and see ...

Oniel Delva:

Matt, it is Oniel. I see two questions. I will jump in.

Matt McDonough: Sure.

Oniel Delva:

I see additional questions coming in. Someone asked, “Where can I post CROWNWeb questions?” If it is a CROWNWeb training-related question, really, we like to utilize this platform, as well as give you the ability to use CRAFT@mycrownweb.org or there's a Help form on the MyCROWNWeb.org website. If it is a training-related question, that is the process you would currently follow in order to submit questions either to us during these Town Hall events, really, giving you an opportunity to communicate with us or you would use the additional email option of CRAFT or using that Help form on the website. If it is an ESRD QIP-related question, as we mentioned, there's the Service Now tool that you would use to submit questions that way. As mentioned, once you get a PDF copy of today's slides, the link will be available to you. It will take

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you directly to that page so you could submit questions regarding ESRD QIP. And the next question is, "Will a PDF copy of the slides . . .," yeah, I guess I answered that. "Will a PDF copy of the slides will available?" Yes, currently, they should up there now. It is in the exact same location where you registered to join today's event. You will be able to access the recording as well as a PDF copy of today's slides. We have about eight minutes or so remaining. I want to see if we have maybe just a couple more questions we might be able to cover as part of our discussion as we work towards wrapping up and to provide reminders regarding next month's events and some things you all helpful information to assist you. Matt, I will turn it over to you see if we have any additional questions we might be able to assist with as part of today's discussion.

Matt McDonough: A question did come in and I think it is probably the last one we have today is the Performance Score Report. "Is that available at the same website as the PSC?"

Oniel Delva: The Performance Score Report, yes. I believe this one . . .

Matt McDonough: And I believe that was just answered, Oniel. Thank you. I appreciate that. I will read her response because I am not sure if everyone can see that. The PSSR for all facilities is available for download and there's a website that is or web link that is provided. Let me go ahead as we are talking here, I will paste that into the chat for everyone to see. That will be the link to the PSSR and you should see that in your chat window. If you don't have it open, make sure in your panels on the right or wherever they might be, the chat box. Click on that, and open up that chat window to see the links that Oniel provided earlier, and the one that I just provided as well. But, that link is the one that I just posted courtesy of our SME on the line where you could find your PSSR. And I believe, I believe that will wrap up questions for today.

Oniel Delva: Thank you to everyone on who had an opportunity to submit questions. We appreciate you all joining us for these Town Hall discussions. We hold them monthly on the last Thursday of each month unless there's a holiday or something that is impacting our ability to hold the calls on the last Thursday. Of course, we communicate that out to you ahead time. But, we are always excited to see when once we come up with a topic that will be discovered as part of a call, we look at the registration numbers, we look at the attendance numbers. And once we end the session in a moment, there's a post-event evaluation that will display. We look at those and thank you in advance for any feedback you will be able to provide. The feedback that you give really helps us to develop our content. The feedback that you provide helps us to determine what direction we want to follow for future calls, topics we want to discuss. If it is something that we, EOCT can cover or today, we bought an outside source on. Thank you once again, Arbor, helping us and providing you all with information that hopefully you find helpful as you work to enter data in CROWNWeb and work to download and obtain the necessary certificates and information. And

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again, just want to provide that reminder going back to what we said earlier that the Performance Score Payment Year 2020 Performance Score Report and Performance Score Certificates are available. Please go out and make sure that you download and obtain the information and print them out, the certificate out and have it displayed in a prominent patient area at your facility as soon as possible. Thank you, again. Want to mention that.

Please join us next month for the January 2020—can't believe it is 2020 already—the January 2020 Town Hall Event. You see the title is very long. The short title is the HARP training. We talked earlier about HARP being the account registration system that will be used to replace the current system that is used, the EIDM account creation system. So, HARP is coming. We will be providing HARP training on the 30th of January and if additional HARP training dates or whatever it might be is available, we will announce that as well. In addition to that, we will have another representative or speaker on to support our discussion. We will have a representative from CMS on to cover the journey to the ESRD Quality Reporting System, EQRS. We touched on EQRS a lot on our calls. The representative will provide us a status update and a look at 2020 and some of the areas of focus as CMS, the developers, and the team, in general, work towards supporting you all in making sure necessary information is available to you to support data reporting needs. Registration link for the Town Hall is available again, as you can see here, once you get the PDF copy of the slides. But, it is also live right now on the MyCROWNWeb.org website, where you can go out to register for that event. This last reminder, if you have system, I'm sorry, if you have training-related questions, use the Help Me form or send an email to MyCROWNWeb.org. You can use the MyCROWNWeb.org website as your complete training and communication resource. If you have system-related help that you need for CROWNWeb, you can contact the QualityNet Help Desk and you see the link and phone numbers provided here, and [for] the ESRD QIP questions, utilize the QIP Service Now Q&A tool. Thank you, everyone once again. Truly appreciate you spending part of your day with us. Once we end the event, the post-event evaluation will display. Thank you in advance for filling that out for us. Happy holidays, everyone and we look forward to seeing you on a future Town Hall Event in 2020. Thank you, everyone, enjoy the rest of your day, and this will conclude today's call.