



## End-Stage Renal Disease (ESRD) Quality Reporting System (EQRS) ESRD Outreach, Communication, and Training (EOCT)

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### EQRS September Town Hall Questions and Answers

#### Speaker

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**This Q&A summary was modified to reflect the most up-to-date information pertaining to EQRS features and functions. As of the posting date, this document will not be updated any further. This document was modified for grammar. It answers provider questions submitted during the event. Subject-matter experts developed the responses during and after the event.**

# End-Stage Renal Disease (ESRD) Quality Reporting System (EQRS)

## ESRD Outreach, Communication, and Training (EOCT)

### General Webinar Questions

**Question 1:** How can I obtain event materials (slides, recording and transcript) from the November 17, 2022, Town Hall event?

The November Town Hall event materials are available on the Events page on the MyCROWNWeb website: <https://mycrownweb.org/events/>.

### Healthcare Quality Information System (HCQIS) Access Role and Profile (HARP) Account and Access Related Questions

**Question 2:** I need access to the ESRD Quality Incentive Program (QIP) module. How do I know who my Security Official (SO) is?

When you submit a request for access, your request is routed to your SO automatically. You do not need to specify a name in the system. For further assistance with requesting access to the ESRD QIP User Interface (UI), please contact the Centers for Clinical Standards & Quality (CCSQ) Service Center. The CCSQ Service Center is open Monday–Friday 8 a.m. to 8 p.m. ET and can be reached via phone at (866) 288-8912, email at [qnet-support-esrd@CMS.hhs.gov](mailto:qnet-support-esrd@CMS.hhs.gov), or by going to CCSQ Support Central.

### Final Rule Related Questions

**Question 3:** When should facilities expect the Payment Year (PY) 2023 Final Performance Score Reports (PSRs) and Performance Score Certificates (PSCs) to be published?

We do not have a specific date, but we expect that it will be no later than the end of February 2023. That date is subject to change.

### Preview Period and Inquiry Related Questions

**Question 4:** Our facility did not receive a score on the National Healthcare Safety Network (NHSN) Bloodstream Infection (BSI) measure for QIP. This was not one of the suppressed measures - do you know why this could be?

Please submit an inquiry to the ESRD QIP UI prior to the end of the preview period (December 14th) so we can review and provide you a detailed response.

**Question 5:** We have areas on our score card that says no score. How can we meet the 83 score goal if we are not scored in several sections?

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The measure weights for measures with N/A scores are redistributed to the remaining eligible measures. If you have questions regarding your facility's Total Performance Score (TPS) you may submit an inquiry.

**Question 6: Who at the facility should submit inquiries? Can Facility Editors perform this task?**

ESRD QIP roles are separate from EQRS roles. You must have an ESRD QIP role of Facility Point of Contact to submit inquiries. Facility Viewer roles in ESRD QIP can view previously submitted inquiries, but not submit new ones.

To request an ESRD QIP role, log in to EQRS with your HARP account at <https://eqrs.cms.gov/globalapp/>. Check the applications that are listed on the My Access screen in EQRS under “QIP.” If you do not see the QIP access box then you will need to Request Access to QIP and request access to the Facility Point of Contact role.

**Question 7: Who do we contact if we do not see any information in the Scores and Feedback section?**

If you have a question about your scores, please open an inquiry. However, if you feel that this is a technical issue within the EQRS QIP module, please open a ticket with the CCSQ help desk. The CCSQ Service Center is open Monday-Friday 8 a.m. to 8 p.m. Eastern Time and can be reached via phone at (866) 288-8912, email at [qnetsupport-esrd@hcqis.org](mailto:qnetsupport-esrd@hcqis.org), or by going to [CCSQ Support Center](#).

**Question 8: What is the Improvement Period and the Performance Period for the reports that we see?**

The Improvement Period is Calendar Year (CY) 2019 data, which is the last full year of data that CMS has for all measures. The Performance Period is the data your facility submitted during CY 2021.

**Question 9: Will we receive an email from the ESRD QIP system when there is an answer or reply to our inquiry?**

You should receive an email when this occurs. However, due to the risk of spam filters or other potential filters blocking these emails, you should regularly log into the EQRS QIP UI to check the status of your inquiries.