

End-Stage Renal Disease Quality Incentive Program (ESRD QIP)

Payment Year (PY) 2024 ESRD QIP User Interface (UI) Quick Start Guide

July 6, 2023

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Introduction

This Quick Start Guide provides the information necessary for Facility Viewers, Facility Points of Contact (POCs), and Corporate POCs to use the End-Stage Renal Disease Quality Incentive Program (ESRD QIP) UI in the ESRD Quality Reporting System (EQRS).

Background

The Centers for Medicare & Medicaid Services (CMS) established the ESRD QIP as part of Section 153(c) of The Medicare Improvements for Patients and Providers Act (MIPPA) of 2008. This legislation directs the Secretary of the Department of Health and Human Services (HHS) to establish quality incentives for facilities furnishing renal dialysis services. The law outlines certain requirements regarding the selection of measures and scoring, the identification of performance standards and performance periods, and the opportunity for facility review of scores and public reporting.

CMS administers the ESRD QIP to promote high-quality services by outpatient dialysis facilities treating patients with ESRD. The first of its kind in Medicare, this program changes the way CMS pays for the treatment of ESRD patients by linking a portion of payment directly to facilities' performance on quality care measures.

The ESRD QIP reduces payments to renal dialysis facilities that do not meet or exceed certain performance standards on applicable measures. This reduction applies to all payments for services performed by the facility receiving the reduction during the applicable payment year (PY).

The ESRD QIP scores facilities on their performance according to the measures established for the relevant PY. For clinical measures, CMS applies two scoring methods: achievement (comparing facility performance to a set of values derived from all facilities nationally) and improvement (comparing facility performance to the facility's individual performance during the prior year). For reporting measures, CMS assigns points based on whether a facility submitted the required data during the performance period. For clinical measures, CMS assigns points based on how well a facility meets clinical performance goals during the performance period.

For more information, access the ESRD QIP Technical Measures Specifications, and supporting documents via the CMS.gov website: https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/ESRDQIP/061_TechnicalSpecifications.

Register for a New HARP Account

Note: Only one Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP) account is needed to access EQRS. Users do not need to apply for a separate HARP account to access EQRS and the ESRD QIP UI.

1. Open your internet browser and go to <https://harp.cms.gov/register/profile-info>. The *Profile Information* screen displays.
2. Enter your Profile Information. The following fields are required:
 - a. First Name
 - b. Last Name
 - c. Date of Birth
 - d. Email Address
 - e. Home Address
 - f. City
 - g. State
 - h. ZIP Code
 - i. Social Security Number (SSN)
3. Click **Next**. By registering for HARP, you agree to the terms and conditions. The *Account Information* screen displays.
4. Enter a valid User ID, Password, and complete the Challenge Question fields.
5. Click **Next**. The *Remote Proofing* screen displays.
6. Answer the Remote Proofing questions.
7. Click **I'm not a robot** and click **Next**. The *Confirmation* screen displays.

Note: Access HARP training materials via <https://mycrownweb.org/harp-training/> for further details.

Request an ESRD QIP UI Role

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>. The *Sign into EQRS* screen displays.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter your security code in the **Enter Code field** and click **Verify**. The *Manage Access* screen displays.
6. Review the My Access section to verify that *QIP* is listed as an approved application. If QIP is listed, then review your access details by clicking on **View access** to review your approved roles and the organizations you have access to in the ESRD QIP UI. If QIP is not listed under My Access, proceed to the next step.
7. Click **Request access** under Manage Access. The *Organization Category* screen displays.
8. Select the **organization category** you want access. The screen refreshes and displays a list of applications.
9. Select **QIP** and click the **Continue** button. The *Organization Role* screen displays.
10. Search for your **organization**, select the desired **role**, and click **Add**. The screen refreshes and displays the *Review selected roles* section.
11. Review the selected role and click **Submit request**. A *Submit role request* dialogue box displays.
12. Click **Yes, continue**. The system refreshes and displays a message confirming that your role request has been successfully submitted.

Note: An organization's Security Official reviews and approves role requests.

Access the ESRD QIP UI

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>. The *Sign into EQRS* screen displays.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send Code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.

Note: If the QIP Scores is **not** displayed in the blue navigation menu at the top of the screen, click on the Change **organization** in the upper-right corner. Select the QIP application from the drop-down menu.

Change Organizations

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **Change organization** in the blue navigation menu at the top of the screen. A list of your current facility or facilities and an option to select an application displays.
7. Click the **QIP** application from the drop-down. Select your organization, if needed. The system refreshes and displays QIP Scores in the navigation menu at the top of the screen.

View Scores and Feedback as a Facility POC or Facility Viewer

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.
7. Click the **radio button** next to the desired facility in the *Facilities* section.
NOTE: Users can only view data for facilities within their purview. The radio button is automatically selected for users with purview over one facility. Users with purview over 10 or more facilities must use the *Filter Facilities* field to search for specific facilities.
8. Review the facility details in the *Runs* section.
9. Review the Total Performance Score (TPS), reduction percentage, facility details, and Measure Summary in the *Score Details* section.

View Scores and Feedback as a Corporate POC

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.
7. Enter or select a search criterion in the *Filter Facilities* section and click **Apply Filter**.
8. Click the **radio button** next to the desired facility in the *Facilities* section.
9. Review the facility details in the *Runs* section.
10. Review the TPS, reduction percentage, facility details, and Measure Summary in the *Score Details* section.

View and Download Reports as a Facility POC or Facility Viewer

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu. The *Scores and Feedback* screen displays.
7. Click **View/Download Reports**.
8. Click the hyperlink in the **Select available reports** section to download the desired report. The downloaded report displays at the bottom of the screen.
9. Click on the downloaded report or desired action to **Open** or **Save** the file.

View and Download Reports as a Corporate POC

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.
7. Click **View/Download Reports**.
8. Select your **facility** and **payment year**.
 - a. Single-Facility Search:
 - i. Enter **Facility Name**, **CMS Certification Number (CCN)**, or **Dialysis Organization**.
 - ii. Select the desired **facility**.
 - iii. Select **Payment Year**.
 - iv. Select **Period**.
 - v. Select **Report**, if desired.
 - vi. Click **Apply Filter**.
 - b. Organizational-Level Search:
 - i. Click the **This is an organizational-level search** checkbox.
 - ii. Select **Payment Year**.
 - iii. Select **Period**.
 - iv. Select **Network**, **State**, and/or **Report Type**.
 - v. Click **Apply Filter**.
9. Click the hyperlink in the **Select available reports** section to download the desired report. The downloaded report displays at the bottom of the screen.
10. Click on the downloaded report or desired action to **Open** or **Save** the file.

Save/Submit an Inquiry as a Facility POC

Inquiries can be submitted to CMS in the EQRS user interface (UI) each year during the annual preview period. The preview period is open for approximately 30 days and allows facilities to view their ESRD QIP preview period scores and reports via EQRS in the ESRD QIP UI. During this 30-day timeframe, Facility POCs can submit inquiries to CMS about their preview scores via the ESRD QIP UI in EQRS. CMS will evaluate all inquiries and make any necessary adjustments to facility scores. POCs may continue to receive responses to their inquiries via the ESRD QIP UI in EQRS after the close of the preview period. Additional information about the ESRD QIP preview period is available on the ESRD QIP section of the QualityNet website:

<https://qualitynet.cms.gov/esrd/esrdqip/reports>. **The PY 2024 ESRD QIP Preview Period will open on Monday, July 17, 2023, and close on Thursday, August 17, 2023, at 11:59 p.m. Pacific Time (PT).**

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>. The *Sign into EQRS* screen displays.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.
7. Click **Preview Period Inquiries**.
8. Click **Create new inquiry**.
9. Select a **facility**.
Note: Facility POCs can only submit inquiries for facilities within their purview.
10. Review the **From** field.
Note: The **From** field is automatically pre-populated with the user's information and cannot be changed.
11. Enter an **email address** in the CC line to inform an individual of the inquiry, if needed.
Note: Optional field.
12. Enter a **Subject**.
Note: Optional field but recommended. Up to 50-character limit.
13. Enter **Message**.
Note: Up to 25,000-character limit.
14. Click **Upload an attachment**, if needed.

Note: Optional.

15. Click **Save as Draft** if you need to come back and make changes or click **Send Inquiry** if you are ready to submit.

Save/Submit an Inquiry as a Corporate POC

Inquiries can be submitted to CMS in the EQRS user interface (UI) each year during the annual preview period. The preview period is open for approximately 30 days and allows facilities to view their ESRD QIP preview period scores and reports via EQRS in the ESRD QIP UI. During this 30-day timeframe, Corporate POCs can submit inquiries to CMS about their facility's preview scores via the ESRD QIP UI in EQRS. CMS will evaluate all inquiries and make any necessary adjustments to facility scores. POCs may continue to receive responses to their inquiries via the ESRD QIP UI in EQRS after the close of the preview period. Additional information about the ESRD QIP preview period is available on the ESRD QIP section of the QualityNet website:

<https://qualitynet.cms.gov/esrd/esrdqip/reports>. **The PY 2024 ESRD QIP Preview Period will open on Monday, July 17, 2023, and close on Thursday, August 17, 2023, at 11:59 p.m. PT.**

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>. The *Sign into EQRS* screen displays.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.
7. Click **Preview Period Inquiries**.
8. Click **Create new inquiry**.

Note: Corporate POCs can submit inquiries for all facilities owned by an organization within their purview.

9. Determine if this is a facility-level or organizational-level inquiry.
 - a. Facility-Level Inquiry:
 - i. Enter **Facility Name, CCN, or Dialysis Organization**.
 - ii. Select the desired **facility**.
 - b. Organizational-Level Inquiry:
 - i. Click the **This is an Organizational-level inquiry** checkbox.

10. Review the **From** field.

Note: The **From** field is automatically pre-populated with the user's information and cannot be changed.

11. Enter an **email address** in the CC line to inform an individual of the inquiry, if needed.

Note: Optional field.

12. Enter a **Subject**.

Note: Optional field but recommended. Up to 50-character limit.

13. Enter **Message**.

Note: Up to 25,000-character limit.

14. Click **Upload an attachment**, if needed.

Note: Optional field.

15. Click **Save as Draft** if you need to come back and make changes or click **Send Inquiry** if you are ready to submit.

Reply to a Message as a Facility or Corporate Point of Contact (POC)

POCs have approximately 30-days during the annual preview period to submit inquiries to CMS and reply to messages from CMS via the ESRD QIP UI in EQRS, regarding questions about their facility's ESRD QIP preview period scores. CMS will evaluate all inquiries and make any necessary adjustments to facility scores. POCs may continue to receive responses to their inquiries via the ESRD QIP UI in EQRS after the close of the preview period. Additional information about the ESRD QIP preview period is available on the ESRD QIP section of the QualityNet website: <https://qualitynet.cms.gov/esrd/esrdqip/reports>. **The PY 2024 ESRD QIP Preview Period will open on Monday, July 17, 2023, and close on Thursday, August 17, 2023, at 11:59 p.m. PT.**

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3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.
7. Click **Preview Period Inquiries**.
8. Enter any of the following **search criterion** under the *Filter Inquiries* section:
 - a. Facility Name, CCN, or Dialysis Organization
 - b. Inquiry ID
 - c. Inquiry Subject
 - d. Inquiry Status
 - e. Inquiry Submitted/Updated Date Range
9. Click **Apply Filter**.
10. Navigate to the *View Inquiries* section.
11. Click the **Inquiry ID** link to view message details.
12. Click **Reply to this Message**.
13. Enter **Message**.

Note: Up to 25,000-character limit.
14. Click **Upload an attachment**, if needed.

Note: Optional field.

15. Click **Save as Draft** if you need to come back and make changes or click **Send Message** if you are ready to submit.

View Previously Submitted Inquiries as a Facility or Corporate POC

1. Open your internet browser and go to <https://eqrs.cms.gov/globalapp/>. The *Sign into EQRS* screen displays.
2. Enter your HARP **Username** and **Password**.
3. Click the **Agree to our Terms and Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
4. Click **Send code** or make the appropriate selections to receive a one-time security code.
5. Enter the **security code** and click **Verify**. The *Manage Access* screen displays.
6. Click **QIP Scores** in the navigation menu at the top of the screen. The *Scores and Feedback* screen displays.
7. Click **Preview Period Inquiries**.
8. Enter any of the following **search criterion** under the *Filter Inquiries* section:
 - a. Facility Name, CCN, or Dialysis Organization
 - b. Inquiry ID
 - c. Inquiry Subject
 - d. Inquiry Status
 - e. Inquiry Submitted Date Range
9. Click **Apply Filter**.
10. Navigate to the *View Inquiries* section.
11. Click the **Inquiry ID** link to view message details.

Acronyms

Acronym	Description
CCN	Centers for Medicare & Medicaid Services Certification Number
CMS	Centers for Medicare & Medicaid Services
EQRS	End-Stage Renal Disease Quality Reporting System
ESRD	End-Stage Renal Disease
ESRD QIP	End-Stage Renal Disease Quality Incentive Program
HARP	Healthcare Quality Information System Access Roles and Profile
HCQIS	Healthcare Quality Information System
HHS	Department of Health and Human Services
MIPPA	Medicare Improvements for Patients and Providers Act
POC	Point of Contact
PT	Pacific Time
PY	Payment Year
TPS	Total Performance Score
UI	User Interface