Ask Your Network Data Department

Tricia Phulchand, BSN, RN - Regional Data Manager
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Alison Crittenden - NW 5 Data Specialist

Housekeeping

- Please mute your phone

Agenda

- Welcome and Introduction to Data Department Staff

- Answering Your Submitted Questions

- Submitting Additional Questions
    - Click on the Chat box and type questions to "Everyone"

When should I contact the QualityNet Helpdesk and when should I contact my network's data department?

- The Quality Net Helpdesk (866-288-8912)
  - Trouble logging into EQRS
  - Trouble running reports in EQRS
  - If you believe that one patient has two existing records in EQRS and the records need to be merged
- The Network Data Department
  - You have trouble admitting a patient
  - When changes are needed to a submitted 2728 or 2746 form
  - Updating patient page when the patient has already left your clinic
  - In other words…if you have any questions, at all about how, when and why things need to be done in EQRS

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Submitted Questions

CMS 2728

- Do I have to fill in a 2728 every time I admit a patient to the clinic even if the patient had one already?
  - No, a 2728 is only needed for a patient that is:
    - New to ESRD (brand new to dialysis, first time at an outpatient unit)
    - Dialysis after transplant failed (if it has been 3 or more years since the transplant occurred)
    - Restart where a patient either recovered native kidney function or discontinued dialysis and it returning to chronic dialysis after 1 year or more.

- What can be done about a missing 2728 that shows up 8 years later? Will it always count against us?
  - These forms should be submitted and will count against your unit as being late.

CSM 2728 cont'd

- What do you do when a patient leaves to hospice, by choice, before filling out a 2728? They chose to discontinue dialysis.
  - Best practice is to complete the form as soon as possible after the patient is admitted.
  - The form cannot be submitted without the patient signature unless the patient has passed away. Please note that the physician signature is still required.

- What if a patient is hospitalized and cannot sign 2728?
  - As above, the signature is required before submission so it would have to wait until the patient returns to the outpatient setting unless it can be sent to the family for signature.

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Admissions

- What can be done if the patient doesn't have SS#?
  - The patient can be admitted into EQRS without a SSN and a 2728 can also be submitted without a SSN.
  - If you attempt to admit a patient in EQRS without a SSN and receive a "Possible Duplicate outside of your scope…" please contact one of network data department representatives.
- Is there an alert, that will alert you if a patient does not transfer over to ~~crownweb~~ EQRS from Reggie; to make sure things are timely?
  - The different corporate entities do send emails to facilities when a patient fails to batch into EQRS.
  - We encourage our units to run a patient roster report each week to verify current patients admitted in EQRS.
  - If you cannot access a patient in EQRS and the patient is not appearing on the roster report then please contact your Batch leads.

Editing a submitted 2728/2746

- Can I make a change to a submitted 2728/2746 form?
  - Please contact one of your network data department representatives.
  - Edit requests must be made within 2 months from the form's submission date in EQRS unless it directly affects the patient's ESRD Medicare coverage.
  - Only the facility that originally submitted the form may request a change to that form.
  - If the change also needs to be made to the patient's demographics screen and/or the admit treatment information, you must complete the change prior to submitting the edit request.
  - Any changes made to already submitted forms will change the submission date in EQRS which may negatively impact your forms compliance.
  - Networks are limited to what we can change. We are unable to delete submitted forms or make changes to physician names or signature dates. These requests must be made to the Quality Net Helpdesk at 866-288-8912 or by email at qnetsupport-esrd@cms.hhs.gov

Discharges

- How to delete patient if the patient has been discharged?
  - A patient cannot be deleted from EQRS.
  - If a patient has left your facility then please go to the Admissions section of the patient's individual record in EQRS and discharge the patient using the correct discharge reason.
  - If a patient was acute then discharge the patient with a discharge reason of acute.
  - If a patient never actually treated at your clinic then please contact one of your network data department representatives to assist.

- If patient stated will not come to our dialysis unit, shall we discharge him as per patient choice.
  - If a patient is choosing to stop or discontinue dialysis and has verbally stated as such then please discharge the patient as discontinue in EQRS and follow the patient for 30 days. If the patient passes within the 30 days then please complete the 2746.

Vaccinations

- Do Vaccines batch over from our system to NHSN and ~~CrownWeb~~ EQRS?

  - Yes, vaccine information is batched to NHSN and EQRS but it is dependent on your company. FMC, DaVita and DCI definitely do batch that data.

  - Staff vaccination for influenza and Covid are batched to NHSN while patient vaccinations are batched to EQRS.

  - Please reach out to your corporate batch contacts to confirm.

- With Vaccinations, is this information only inputted from the EQRS facilities?

  - Vaccination data is either manually entered or batched into NHSN or EQRS depending on your company.

- Does it pull from any other database like the VIS?

  - No, it is not pulled from VIS.

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Vaccinations cont'd

- When do we submit vaccines?

- Clarification on inputting vaccination on manual entry…

  - Vaccines can be entered at any time.

  - Vaccination data is no longer located in the clinical section of EQRS.

  - It is located in each patient's individual record in EQRS.

  - [Vaccination info](#)

  - [Vaccination FAQs](#)

Batch

- General ~~CROWWeb~~ EQRS errors in Reggie

Please reach out to your corporate batch support teams.

Corporate Batch Contacts for Electronic Data Submitters

- DaVita
  - eqrs@davita.com
  - 2728@davita.com
  - 2746@davita.com
- DaVita Main EQRS page:
https://villageweb.davita.com/Programs/PubliclyReportedData/CROWNWeb/Pages/default.aspx
- DCC
  - crownwebteam@dccdialysis.com
- DCI
  - DCIhelpdesk@dciinc.org
  - geraldine.bojarski@dciinc.org
- FMC
  - General Inquiries - GRCI@fmc-na.com
  - Network 3 - Lamar.Collins@freseniusmedicalcare.com
  - Network 4 - Berma.Findley@freseniusmedicalcare.com
  - Network 5 - Jolivette.Willis@freseniusmedicalcare.com
- USRC
  - usrc-eqrs@usrenalcare.com

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Miscellaneous

- Are there any annual/ quarterly/monthly requirements in communication between ESRD facility and network?
  - Annual
    - CMS 2744
    - Depression Screening
  - Quarterly
    - N/A
  - Monthly
    - Clinical Data Submissions (lab values, hospitalizations, vascular access etc)
  - Daily and/or As Needed
    - Run Facility Roster Report
    - Review EQRS Dashboard
    - Patient Admissions
    - Patient Discharges
    - CMS 2728 submissions
    - CMS 2746 submissions

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What to Expect?

- An email from us by the end of the week
  - Including
    - A copy of this slide set
    - Corporate Batch Contacts
    - Information about signing up for EQRS mailing list
    - EQRS Facility Editor Quick Start Guide
    - Vaccination Information and FAQs

Quality Insights Data Department Staff

- QIRN3 (NJ, PR, USVI) – www.qirn3.org
  - Tricia Phulchand   609-490-0310 x2422
  - Cheryl Brown   609-490-0310 x2420

- QIRN4 (PA, DE) – www.qirn4.org
  - Karen Hricak   610-265-2418 x2810

- QIRN5 (MD, VA, WV, DC) – www.qirn5.org
  - Alison Crittenden   804-320-0004 x2707

Please note that any one of us can help you, regardless of your facility's location…

See you next month!

- Tentatively scheduled for
  - Thursday, January 19th at 2p

https://www.youtube.com/embed/QmGCvyx_at4?rel=0&autoplay=1