



# Ask Your Network Data Department

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# Housekeeping

- Please mute your phone



# Agenda

- Welcome and Introduction to Data Department Staff
- Reviewing Data Quality Goals for the coming year
- Discussing who to contact for EQRS questions
- Answering Your Submitted Questions
- Submitting Additional Questions
  - Click on the Chat box and type questions to “Everyone”

# Improve the Data Quality of the Patient Registry in ESRD Quality Reporting System (EQRS)

# Goals

- Initial CMS-2728 forms submitted within 45 days
- Cleanup of older 2728 forms
- CMS-2746 forms submitted within 14 days of the date of death
- Ensure data accuracy in EQRS

# Facility Participation Expectation

- Required to participate in Network led technical assistance activities
- Low performing facilities may be asked to provide plans of correction
- High performing facilities may be invited to share best practices

# 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

# Submitted Questions- *related to CMS forms*



# What is the EQRS Dashboard?

## Overview

Form 2728		
New	Due	Past due
0	0	0
Form 2746		
Due	Past due	
0	0	
Accretions		
Unresolved		
0		
System Discharges		
2023	2022	
0	0	
Form 2744 Status		
2022		
Finalized		
Clinical Data		
Due in May	Due in June	
0	52	

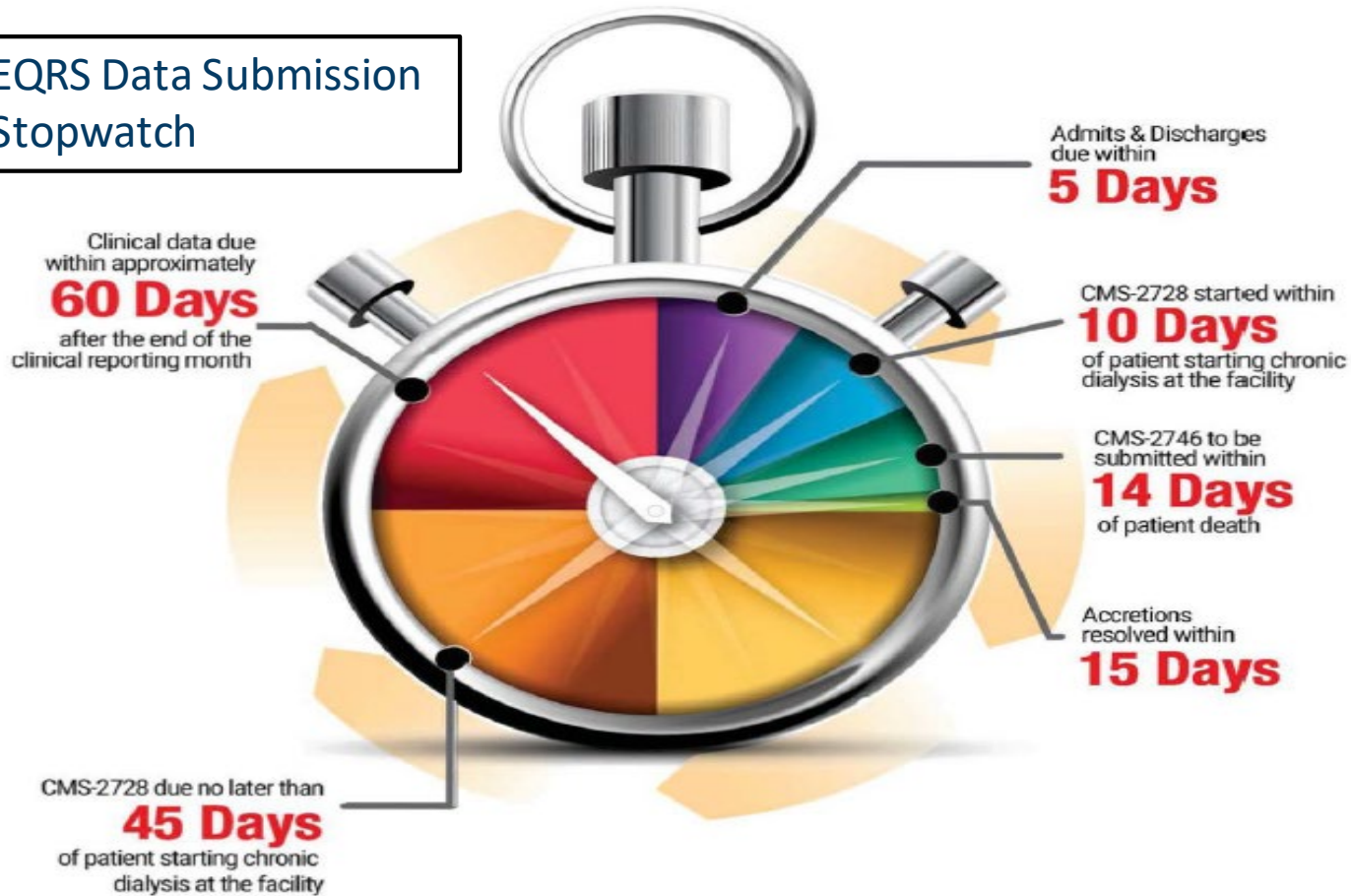
## Facility Dashboard Overview

### Upcoming Reminders

- **06/01/2023 2:59 am EDT** - Clinical Data submission deadline for the March 2023 clinical period.
- **07/01/2023 2:59 am EDT** - Clinical Data submission deadline for the April 2023 clinical period.
- **08/01/2023 2:59 am EDT** - Clinical Data submission deadline for the May 2023 clinical period.

# Can you create a flyer with the timeline for entering data into the system?

## EQRS Data Submission Stopwatch



# CMS 2728

- After completing a 2728 that has been saved the steps for changing the employment status
  - Go into the patient's record in EQRS
  - Click edit in the top right hand corner
  - Go the Miscellaneous section and update the patient's employment status
  - Scroll to the bottom of the page and click submit
  - Go back to 2728 tab and reopen the saved 2728 form
  - Click edit and the change should be visible on the 2728
- Can we extend 2728 submission dates?
  - No, this is a CMS established deadline that cannot be changed

# CMS 2728 cont'd

- How do you get 2728's with "unresolvable" issues off the EQRS Dashboard?
- Will there ever be a way to get rid of overdue 2728s due to no signature but patient is out of country?
- There is an overdue 2728 on my dashboard from 2016, will it drop off?
  - There isn't a way to get these forms off of the dashboard
- If patient is not applying for Medicare benefits does the 2728 still need to be sent to SSA ?
  - No

# CMS 2728 cont'd

- What about patients who refuse to sign the 2728?
  - Consult your Social Worker to explain the benefits of signing the 2728 form including information about transplant wait time and ESRD Medicare entitlement
- What actions do we take when a patient refuses to sign 2728 or is unable to d/t death, hospitalized, lost to follow up or left country?
  - See above response
  - Death
    - If a patient passes away prior to signing the 2728 form it can still be submitted as long as the physician has signed the form. (Please ensure that the patient's 2746 has been completed and the death date and cause of death have been submitted on the Patient screen in the patient's record in EQRS)
  - Hospitalization
    - If a patient's family member is unable to sign the form then you will need to wait until the patient returns to the dialysis unit to obtain his/her signature
  - LTFU or left the country
    - If a patient has left your facility and you are unaware of his/her location then this form can never be submitted

# 2728 cont'd

- If the doctor or patient cannot sign the 2728 can I just enter a date and submit the form?
  - No, you must have both the doctor and patient sign the 2728 form. Then go into EQRS enter the dates of signatures and submit the form.
- If a patient starts dialysis in the hospital what should be the first date of chronic dialysis?
  - The first date is the date that the nephrologist deemed the patient chronic.

# CMS 2728 cont'd

- Supplemental 2728
  - A supplemental 2728 form is required within the first 90 days of dialysis if:
    - A patient receives a kidney transplant
    - A new ICHD patient switches to home dialysis in less than 3 months
- How long do we have to start a 2728 after patient starts?
  - A 2728 form should be started within 10 days of a New Chronic Patient's admission to your facility

# CMS 2746

- What information do I need to complete 2746 form?
  - Place of death
  - Date of death
  - Cause of death including primary and secondary causes
  - Discontinuation information if applicable
  - Transplant status if applicable
  - Hospice status if applicable
  - Name of the physician
  - Name of person completing the 2746 form



# CMS 2746

- How many facilities struggle to obtain death certificates in the time afforded?
  - It is not necessary to obtain a state-issued death certificate
- The 2746 is always a hold up b/c the Nephrologist doesn't ever seem to know the cause of death for the patient. What do we do?
- What can we do if we do not get the cause of death before the 14 day window to submit the 2746?
  - If you have exhausted all resources then please enter 99 (Unknown) as the cause of death and submit the form on-time.

# CMS 2746 cont'd

- If a patient stops dialysis, but is doing fine without it, how long do we have to keep track of them for 2746?
  - 30 days
- When patient goes on hospice, are you still responsible to put in the 2746 even if you don't have the details?
  - Yes

# 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](mailto:qnetsupport-esrd@cms.hhs.gov)

# Submitted Questions- *unrelated to CMS forms*

# CCN

- What is a 6 digit CMS number?
  - CMS Certification Number (CCN)
  - This number is assigned to your facility by CMS once the facility has been inspected and approved for outpatient dialysis

# Admissions

- How to handle a readmit after they stop treatment or post-transplant failure?
  - A patient that has chosen to stop treatment
    - Can be readmitted as a restart
  - Post-transplant
    - If the transplant has failed, then admit the patient as dialysis after transplant failed
    - If the patient only needs backup treatment post transplant then admit as Dialysis in Support of Transplant
- What to do when a patient come for only one visit and leave the country?
  - Admit the patient as New ESRD and complete the 2728 the same day, having the patient sign and having the doctor sign afterward
- If a patient started at another outpatient dialysis facility and they did not complete a 2728, can that patient be refused?
  - No

# Discharges

- If a patient is going out of the country for 2 months what would their discharge be?
  - Use discharge reason of “Other”
- What should we do if a patient lost to follow up in 30 days? Can we discharge the patient in ~~crowweb~~ EQRS?
  - You can discharge a patient as LTFU after contacting your ESRD Network’s Patient Services Department to discuss process

# Batch

- EQRS Error Reporting
- How do you do ~~crowdweb~~ EQRS errors?
- Reggie alerts with EQRS

*Please reach out to your corporate batch support teams if you have received an error report from them.*



# Corporate Batch Contacts for Electronic Data Submitters

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

# 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

# These Calls

- Is Network Data Department Group Call required on a monthly basis?
  - No, but we will continue to hold calls unless interest wains
  - We will be alternating days and times of each meeting

# 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



# Quality Insights Data Department Staff

- QIRN3 (NJ, PR, USVI) – [www.qirn3.org](http://www.qirn3.org)
  - Tricia Phulchand 609-490-0310 x2422
  - Cheryl Brown 609-490-0310 x2420
- QIRN4 (PA, DE) – [www.qirn4.org](http://www.qirn4.org)
  - Karen Hricak 610-265-2418 x2810
- QIRN5 (MD, VA, WV, DC) – [www.qirn5.org](http://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...*