



Ask Your Network Data Department

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Alison Crittenden - NW 5 Data Specialist



Quality
Insights



Housekeeping

- Please mute your phone



Agenda

- Housekeeping
- Welcome and Introduction to Data Department Staff
- Answering Your Submitted Questions
- Submitting Additional Questions
 - Click on the Chat box and type questions to “Everyone”

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...*

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

EQRS- in general

- Why can't a duplicate record be deleted easier in the patient admission window if a 2728 has not been generated or added?
 - Unfortunately, duplicate records cannot be deleted. The records must be merged in EQRS
- Entering and/or editing date in EQRS
 - It is dependent on the date and the reason
 - Please contact one of us to assist you (you will also need to make sure that these dates are accurate in your internal electronic medical record)
- Are there any tools available to help me track patients?
 - [Caseload form](#)

EQRS- in general

- How many people must have access to enter data?
 - As many as you would like; there is no limit to the number of EQRS users
 - We would recommend a minimum of two users

Admissions

- Why EQRS is automatically discharging patients that are currently at a rehab facility?
 - CMS-certified facilities are required to admit patients within 5 business days of admission.
 - If the length of stay is unknown these rehab facilities have been advised to admit patients in order to meet the current data quality goals.
 - In our networks we have advised them to communicate this to the patients' home dialysis units.

CMS 2728

- What to do if a patient does not sign a 2728 because they never returned to the clinic or passed away?
 - If the patient has not returned due to leaving the country then the form must remain in saved status.
 - If the patient has transferred to another unit then please send the form to the other unit for signature.
 - The form can be submitted if the patient has passed away. This is the only time that form can be submitted without a patient's signature.
 - **Under no circumstances should you EVER enter a patient signature date in EQRS if the patient has not signed the form as it is considered FRAUDULENT.**

CMS 2728 cont'd

- Do we need to routinely ask for 2728 form if the patient is transferring from another State?
 - No. Log in to EQRS and print a copy of the form.
- Unable to submit 2728 due to employment & origin
 - Please go to the Patient screen in EQRS and enter the information.
 - If the patient has transferred from your unit then please contact one of us to assist you.

CMS 2728 cont'd

- Am I able to edit a 2728 or a 2746?
 - Yes, but there is a 5-day window (from the date the form was submitted) to make form corrections unless the information that needs to be updated directly affects ESRD Medicare coverage.
 - Please note that physician information cannot be changed.

Batch

- Why does clinical data not cross over for some patients and need to be manually put in?
 - Often times there are discrepancies in the patient information that cause errors in batching.
- How can a patient show back up in the system if he/she was taken out a year ago?
 - If a change is made in your internal electronic medical record it can sometimes trigger a batch event.
- I am having CW alerts saying the patient's VR status is incorrect? Everything appears fine in EQRS.
- How long does it take to batch over information?
- Still uncertain if all vaccinations are now being batched or am I suppose to continue to add them manually.

Please reach out to your corporate batch support teams.

Corporate Batch Contacts for Electronic Data Submitters

- DaVita
 - egrs@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@dcinc.org
 - geraldine.bojarski@dcinc.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-egrs@usrenalcare.com

Miscellaneous

- For CM's working the floor can three days per week or more can they be excused from projects
 - Unfortunately, No.
 - Under the Conditions for Coverage (CfC 42 CFR § 494.180(i):
 - Specifically, the regulation states
 - Standard: Relationship with the ESRD network. *The governing body receives and acts upon recommendations from the ESRD network. The dialysis facility must cooperate with the ESRD network designated for its geographic area, in fulfilling the terms of the Network's current statement of work. **Each facility must participate in ESRD network activities and pursue network goals.*** (published April 15, 2008, effective October 14, 2008)

Miscellaneous cont'd

- 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

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
 - Caseload Form



See you on:

Thursday, November 17th at 10am

