



# Ask Your Network Data Department

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# 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”

# 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...*

# 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
  - Updating patient page when the patient has already left your clinic
  - When changes are needed to a submitted 2728 or 2746 form
  - In other words...if you have any questions, at all about how, when and why things need to be done in EQRS

# Submitted Questions

# Admission

- Admitting patient as "transfer in" within 5 days not knowing how long patient will treat at your facility
  - Admit the patient but notify the home unit that you will be doing so; If the patient does not stay then contact one of us to remove the admission from EQRS and fix the home facility's discharge
- I have a patient that only does dialysis here once a week but does it at another clinic 3 times a week . Do I put him in ~~Crown W~~ EQRS?
  - You do not need to admit this patient in EQRS as he is only receiving 4 treatments per month

# Admission cont'd

- Other than facility managers, who's admitting patient's to our facilities in ~~CrownWeb~~ EQRS?
  - If you are from a Batch Submitting Organization (BSO) then your central admissions office may be admitting into your Electronic Medical Record (EMR) which can then batch over into EQRS.
- When a patient transferred to your center/the date patient begins at home or the date training ends at facility?
  - Admit the patient as a permanent patient using the Admit Reason Transfer In, as of the first PD training session.



# Admission cont'd

- A patient that is AKI when they first become a patient at the facility, then change to ESRD. Which start date to use?
  - Use the chronic start date
- Are there any tools available to help me track patients?
  - [Caseload form](#)

# Discharge

- Patient lengthy hospitalization
  - If a patient is admitted to the hospital and you are uncertain as to the length of stay you should discharge the patient as transfer sub category hospital in EQRS
- Should we change the reason for system discharges if we later transfer a patient to rehab?
  - Yes

# Batch

- Batching errors in EQRS that we cannot find
- Fresenius batch down loads admissions and discharges they do not want us to manually enter in data
  - There is a concern that manually admitting patients can interrupt/break the batch process
- How long should we wait to enter new patients into EQRS when we notice that they have not auto transmitted into EQRS?
  - You will need to follow up with your Corporate Batch Resource
- How to fix dates that do not match between Reggie and EQRS?
  - If the data is accurate in the EMR (Reggie/eCube) it should batch over and update EQRS

# Batch cont'd

- Our clinic has batch submission, so how can I prevent patients being entered late if they are automatically batched in?
- Vaccination data entry required when batch entry is done?
- I have one recurring patient who continues to come up in my monthly No Clinical Data report.
- How to problem solve when patients are not crossing over. There are time when I can not figure it out. List of items to check
- What could be the problem if a patient does not cross over in ~~crowweb~~ EQRS from Reggie?
- Why doesn't a new ESRD patient automatically flow into ~~CW~~ EQRS?
  - Patient Identifiers

# Corporate Batch Contacts for Electronic Data Submitters

- DaVita
  - [crownweb@davita.com](mailto:crownweb@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-eqrs@usrenalcare.com](mailto:usrc-eqrs@usrenalcare.com)

# Clinical

- Reporting PTH values in ~~Crownweb~~ EQRS
  - PTH values are reported monthly if the lab value is available.
- The PTH results that were just added to clinical screen, when do you expect facilities to start reporting?
  - Facilities can start reporting monthly PTH data in EQRS now. However, the July 2022, clinical month will be the first month to be used for CMS analysis. The July EQRS Clinical Data submission deadline is September 30, 2022.

# Clinical cont'd

- What date are we supposed to enter when using a new AVF, is it first time use of 1:1 needle, or when its successfully using both
  - It is the first date that the AVF is used
  - You can then specify

AV Fistula Only (with 2 Needles)

AV Fistula Combined with an AV Graft

AV Fistula Combined with a Catheter

AV Fistula single needle device

# Depression Screening

- Why are expired patients showing up on clinical depression screening - requiring screening?
  - Since depression screening is done once annually it is dependent on when you complete and document it.



# CMS 2728 and 2746 Form

- Can we get mid month reminders for 2728 and 2746 entries?
  - Utilize the Dashboard in EQRS
- 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.
- Country/area of origin is missing
  - Please go back to the Patient screen, click edit and add the missing information. Then go back to the 2728 screen, go into the saved form and click edit. The information should now populate correctly on the form.

# CMS 2728 and 2746 Forms cont'd

- How do we remove a patient that has a 2728 due from 2013 that died in 2013?
  - If the patient did pass away in 2013 then you should be able to submit the 2728 form as long as the physician signed the form.
- How to remove patient that may have left the US prior to sign 2728?
  - No good news. The patient will need to stay on your dashboard as the form cannot be submitted without the patient signature unless the patient has passed away.
- What to do with patients on my dashboard missing 2728's from years ago? One is expired & I don't know where the other one is.
  - This question was addressed by the previous two questions. If your question was not answered then please reach out to one of our data dept staff members to discuss it after this call.

# CMS 2728 and 2746 Forms cont'd

- Importance of cause of death on 2746? Very difficult to obtain death certificate within allotted 10 day window
- What should you do if you can not get the patient diagnosis when they are deceased?
  - 2746 forms are due within 14 days of the patient's death.
  - If all resources have been exhausted then you may use "Unknown" as the reason for death
- What is the correct way to close a patient that has passed away paperwork?
  - Go into EQRS and add the patient's date of death and cause of death at the bottom of the Patient screen and complete the 2746 within 14 days of the patient's death.

# Editing in EQRS

- How can I edit in EQRS if it doesn't have the edit button available?
  - If a patient has left your facility then you will be unable to make changes to that patient's record.
  - You can contact one of us to assist you.

# 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

# 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
    - PTH FAQs
    - New EQRS Reporting Process for Vaccinations
    - Caseload Form
    - EQRS Facility Editor Quick Start Guide



See you Next Month!!!!

