Ask Your Network
Data Department

Tricia Phulchand, BSN, RN - Regional Data Manager
Cheryl Brown - NW 3 Data Specialist
Karen Hricak - NW 4 Data Specialist
Alison Crittenden - NW 5 Data Specialist
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](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
  – When changes are needed to a submitted 2728 or 2746 form
  – 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
  – 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 Access

• Is there a limit on how many clinics you can have access to?
  – No

• How many people should have access to EQRS?
  – A minimum of 3 per facility (including 2 Security Officials)

• EQRS user roles
  – There are four different user roles
    • Facility Viewer
      – Can only view information in EQRS; unable to edit data
    • Facility Administrator
      – Can only view information in EQRS; unable to edit data
    • Facility Editor
      – Can view and edit facility, patient, CMS forms and clinical data in EQRS
    • Security Official
      – Can approve or reject additional SO and other facility user role requests
      – There must be one security official approved for a new facility before any other users can request roles in EQRS
Admissions

• Is there any way we can get alerts when new patients start for data due dates?
  – Unfortunately, No

• Are there any tools available to help me track patients?
  – Caseload form
Discharge

• If patient d/c date is back dated due to out of clinic 30 days, does it count against us if patient is not d/c'd until month’s end?
  – Technically, you should be discharging patients within 5 days of leaving your facility. If you are uncertain, however, due to a patient hospitalization you can discharge the patient immediately and later remove the transfer from the patient’s record if the patient returns in less than 30 days
Batch

- How long does it take to batch load in patient transfers or admissions?
Corporate Batch Contacts for Electronic Data Submitters

- **DaVita**
  - crownweb@davita.com
  - 2728@davita.com
  - 2746@davita.com

- **DaVita Main EQRS page:**
  [https://villageweb.davita.com/Programs/PubliclyReportedData/CROWNWeb/Pages/default.aspx](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
CMS 2728

• My AA usually has issues with finding patients in EQRS when a patient does not have a 2728. How should she go about finding that?
  – In order to see a patient in EQRS, the patient must be admitted or have previously been admitted to your facility

• Can they fix error in 2728 and 2746 when incorrect information is keyed incorrectly

• 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.
CMS 2728 cont’d

• How do you complete a 2728 for a deceased patient?
  – A 2728 must be completed for all chronic ESRD patients
  – Complete all needed information and have the physician sign the form
  – If the patient did not sign the form before passing away then this will be the ONLY time you can submit a 2728 without the patient signature. You will need to enter the patient’s date of death and cause of death on the patient screen prior to submitting the 2728
CMS 2728 cont’d

• We have a patient that was admitted in different facility & they never submitted the 2728 form.
• If 2728 was not done at clinic from past people why do they fall on current ones to try and find the information out?
  – Please contact the Network office for assistance if unable to obtain the 2728 form from the previous clinic
  – The only information that you may need to provide is obtaining the patient’s signature if the patient transferred before signing the form
CMS 2728 cont’d

• A patient should have been started Acute instead of Chronic. I tried to delete her in CrownWeb EQRS but it will not let me.

• I have doubts with a patient who is AKI and in CW EQRS asks me to complete 2728
  – A patient cannot be deleted once entered into EQRS
  – The patient should not have be admitted to EQRS if he/she is Acute
  – If the admission did take place then discharge the patient as Acute
CMS 2728 cont’d

• Can a 2728 be printed in EQRS if the patient has transferred to your clinic?
  – Yes, please click on the Form 2728 on the left side of the screen in the patient’s record.
  – Then click on the submitted form you should see a print icon on the top right corner
CMS 2746

• 2746 guidelines
  – Should be submitted within 14 days of the patient’s date of death
  – FAQs for 2746
Editing in EQRS

• **How does the patient Medicare eligibility status get changed?**
  – Go into the Patient History by clicking on in the patient’s record and then select Medicare
  – Please make sure that the information is also correct in your internal electronic medical records system

• **How to change someone’s employment?**
  – Changes to employment can be made directly on the “patient” screen in EQRS unless the patient was discharged from your facility.
  – If you no longer have the ability to edit the information then contact your Network Data Department
Editing in EQRS cont’d

• I need assistance with adding new physicians to my clinic
  – New physicians can be added in EQRS in the personnel section
  – You will need the physician’s National Provider Identifier (NPI) (this is NOT your facility’s NPI but the doctor’s personal one)
  – Instructions for adding personnel can be found in the EQRS Quick Start Guide

• Adding and editing data
  – Instructions for adding and editing data in EQRS can be found in the EQRS Quick Start Guide
Vaccination

• Covid vaccination documentation: How long do we have to track?
  – As of right now there is no end date in place for COVID 19 vaccination

• New upcoming vaccinations entry- Will it be batched like other data?
  – Yes
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
    • EQRS Facility Editor Quick Start Guide
    • Caseload Form
Any Questions
See you Next Month!!!!