



# Ask Your Network Data Department

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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](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](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 - [GRCl@fmc-na.com](mailto:GRCl@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)

# 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



# See you Next Month!!!!

