

Date: 11/11/2020

You are receiving this information about EQRS because you have been identified as a key contact for your facility. Please share this information with people in your facility who used CROWNWeb and are now using its replacement, End Stage Renal Disease Quality Reporting System (EQRS).

Updates

There are no updates at this time.

Alerts

The alerts below are known issues that have been reported.

Alert: As indicated in an email to Facility Data Contacts yesterday, there is a known issue with 2746s in EQRS. This is a system-wide issue. EQRS is pulling incorrect information regarding the facility associated with a 2746 as well as modality. While this issue does not occur with every patient, it is being widely reported and CMS is working with the developer to implement an emergency fix. For now, I recommend holding any 2746s. If you submitted a 2746 in EQRS, please check it. If it needs to be fixed, you will have to contact the QualityNet Help Desk for assistance with this issue. Their number is 866.288.8912.

This also can impact the EQRS dashboard, and incorrectly assign a 2746 to your facility. Please hold any 2746 until we determine that the fix has been implemented. We will communicate with you when you should resume submitting 2746s.

Alert: When completing a 2728 in EQRS, the nephrologists available in the training section D (Field 43) are different than those available in the dropdown for section E (Physician Identification) field 45. It looks like field 45 may be pulling out of scope nephrologists. Please watch closely and report this issue to the QualityNet Help Desk if you have a problem with the physician list for field 45. Their number is 866.288.8912

Alert: 2728 Primary Renal Diagnosis does not appear on older forms (on the screen and PDF).

Alert: When admitting a patient to EQRS, the system will not allow the admission without the Patient's Self Reporting of Race and Ethnicity. When trying to admit a patient with this not filled in or with it pre-populated with "Converted from Legacy" it results in the errors "Self reporting of race and ethnicity is invalid" and "Country/area of origin is invalid". These fields are grayed out and cannot be updated at the Network level. Please watch closely and report this issue to the QualityNet Help Desk if it occurs.

Resources

Resource	Description	Link
QualityNet Help Desk	<p>Report system issues to the QualityNet Help Desk. This creates tickets in the system so that the issue can be addressed. It is important to report the issues you experience because one way of assessing the importance of an issue is the number of calls/tickets about it. Ask for a ticket number.</p> <p><u>Hours of Operation</u> 7 a.m. - 7 p.m. CT Monday - Friday For ESRD support, e-mail: qnetsupport-esrd@hcqis.org Phone: (866) 288-8912* TRS: 711 Fax: (888) 329-7377 *For more information on available menu options when calling the QualityNet Help Desk, reference the QualityNet Phone Tree- Opens in new browser tab.</p>	ESRD QNHD Support through Email
MyCrownweb Website	The EOCT website houses official information about EQRS.	Mycrownweb.org
ESRD Systems Data Management Guidelines	Over 20,000 authorized ESRD System users from more than 8,000 renal dialysis facilities and select	https://mycrownweb.org/wp-content/uploads/2020/10/ESRD-Systems-Data-Management-Guidelines_2020_v4.pdf

renal transplantation centers use the ESRD System.

To help ensure that all data reported via ESRD Systems accurately reflect the quality of patient care, it is vital that all system users understand and follow standardized processes when completing specific tasks. This document describes standardized data management processes created, reviewed, and approved by CMS.

System users should reference these guidelines when overseeing data entry and reporting efforts.

EQRS New User Training Slides

Slide deck from EOCT training event for EQRS: New User Training presented 10/29/2020.

https://mycrownweb.org/wp-content/uploads/2020/10/EQRS_New_User_Training_Slides.pdf

On November 9, 2020, Centers for Medicare & Medicaid Services (CMS) will incorporate the roles and functionality of its legacy CROWNWeb system into the End-Stage Renal Disease (ESRD) Quality Reporting System (EQRS). This rollout will introduce new steps users must follow to submit

facilities' administrative and patients' treatment-related data directly to CMS.

EQRS Quick Start Guide

Official EQRS Facility Editor Quick Start Guide. Step by step instructions on how to perform tasks in EQRS.

https://mycrownweb.org/wp-content/uploads/2020/10/EQRS-Facility-Editor-Quick-Start-Guide_2020.pdf

- 2728
- Facility Personnel
- Admitting patients
- Completing 2746
- Discharge patients
- Edit patients
- Edit facility information
- Edit facility personnel records
- Resolve an accretion record
- Viewing facility, patient information

Frequently Asked Questions

Number	Question	Answer
1	I'm getting more near match patients when I try to admit someone.	Be sure to enter both the patient's SSN and MBI. This will significantly improve your results when admitting a patient.
2	Do I need to verify the PART?	No. The PART verification screen is not a feature in the EQRS application. While PART verification is no longer required each month, please be sure to keep accurate records of patients in EQRS. Failing to properly record admits and discharges may deprive a patient of benefits to which they are lawfully

entitled. Additionally, errors in patient modality and status could adversely impact QIP scores and other performance metrics. Please reconcile your facility roster periodically.

To reconcile your facility roster, use the EQRS Patient Roster Report. Set the “As of” date for the EQRS Patient Roster Report to the same date that your EMR system uses to generate a roster.

3. Where can I enter the Clinical Depression Screening results? I do not see it on my dashboard.

You can get information on the Clinical Depression Screening and Follow-Up under the Patients Menu (Choose Clinical Depression)

For additional information about the reporting measure go to: <https://www.cms.gov/files/document/py-2022-final-technical-specifications-20191101>

4. I do not see the CROWNWeb link in the top right corner. How do I access and enter data now?

Information about patients, including clinical data, is now stored in EQRS under the patient tab.

5. I used the missing forms report to verify I have entered all of the forms for my facility. Where did the reports we had before go?

Additional reports will be made available in future release of EQRS. For now, please use the Facility Dashboard to see missing forms.