



End-Stage Renal Disease
Network Program

Transplant Center EQRS Data Submission and Compliance Training

IPRO ESRD Network Program

AGENDA

- ESRD program data submission requirements
- What is EQRS?
- Forms
- Patient Roster Verification
- 2744 data submission
- RedCap For Data Submission
- Customer Support Portal

Overview

- Centers for Medicare and Medicaid Services (CMS) is charged with the effective administration of Medicare benefits to eligible patients with ESRD. CMS standardized the collection, storage, and reporting of program administration data submitted by ESRD providers by establishing a system called EQRS.
- ESRD Networks are CMS funded organizations responsible for improving the quality of care delivered to patients with end-stage renal disease (ESRD).
- The IPRO ESRD Network Program consists of 4 Networks across 13 states supporting 52 transplant centers

What Is EQRS?

- The CMS ESRD Program Administration system is the ESRD Quality Reporting System or EQRS
- The EQRS system is used to collect and centralize data to
 - Determine beneficiary coverage for ESRD patients
 - Monitor data reporting submission and accuracy
- Kidney transplant data from transplant facilities helps the renal community receive more complete and accurate data about transplant patients

Transplant Data Submission For Patients

- EQRS provides facilities with a means of reporting their patient and facility data directly to CMS in real-time.
- Under [Transplant Center conditions for coverage](#), transplant centers should furnish data and information for ESRD Program Administration
 - Search for a patient
 - Admit patient (Functionality does not work in EQRS at this time – Use Redcap)
 - Add 2728 (Medical Evidence) form
 - Add death event (Functionality does not work in EQRS at this time - Use Redcap)
 - Add 2746 (death) form

Logging Into EQRS With Authentication



The screenshot displays the EQRS (End Stage Renal Disease Quality Reporting System) login interface. On the left, a dark blue sidebar contains the EQRS logo and a brief description of the program. The main content area is white and features an 'SMS' authentication option selected in a dropdown menu. Below this, the phone number '(+1 XXX-XXX-4264)' is shown, followed by 'Send code' and 'Enter Code' input fields. A prominent blue 'Verify' button is centered below the input fields, and a 'Sign Out' link is positioned at the bottom of the authentication section. A 'Sign up' button is visible in the top right corner of the page header.

EQRS

End Stage Renal Disease Quality Reporting System

The End Stage Renal Disease Quality Reporting System (EQRS) program aims to improve healthcare outcomes for ESRD Patients by providing Dialysis Providers with a National Patient Registry & Quality Improvement Tool that utilizes current best practices to ensure the quality of care for Patients by supporting meaningful measures, reducing burden, while maintaining data accessibility & accuracy for public reporting of quality information in accordance with policy.

SMS Authentication

(+1 XXX-XXX-4264)

[Send code](#)

Verify

[Sign Out](#)

[Sign up](#)

How Do I get to EQRS?

The screenshot displays the EQRS web application interface. At the top, a dark blue header contains the 'EQRS' logo on the left, navigation links for 'Dashboard', 'Facilities', 'Patients', and 'Reports' in the center, and a yellow 'Change organization' button with a dropdown arrow on the right. Below the header is a light blue sidebar with a 'MANAGE ACCESS' section. The sidebar menu includes 'My access' (highlighted with a blue bar), 'Request access', 'Pending requests', 'Pending approvals', and 'Manage user list'. The main content area features a 'My access' heading, a descriptive sentence, and two white boxes with blue borders. The first box is labeled 'EQRS' and has a 'View access' link below it. The second box is labeled 'QIP' and also has a 'View access' link below it.

EQRS Dashboard Facilities ▼ Patients ▼ Reports Change organization ▼

MANAGE ACCESS

- My access
- Request access
- Pending requests
- Pending approvals
- Manage user list

My access

Click each application to view your approved roles and the organizations you have access to.

EQRS

[View access](#)

QIP

[View access](#)

Facility Dashboard

Enter your CCN number and then hit enter

The screenshot shows the EQRS Facility Dashboard. The top navigation bar is dark blue with the EQRS logo on the left and navigation links for Dashboard, Facilities, Patients, and Reports. On the right of the navigation bar, there is a 'Change organization' dropdown menu, a user profile icon, and a search box labeled 'Enter CCN or NPI'. Below the navigation bar, the main content area is divided into two columns. The left column contains an 'Overview' section with three summary cards: 'Form 2728' (0 New, 0 Due, 1 Past due), 'Form 2746' (0 Due, 0 Past due), and 'Accretions'. The right column features a yellow warning banner with a black exclamation mark icon, stating 'Add a backup facility to your facility' and providing instructions to navigate to the 'Backup facility section'. Below the banner, the section is titled 'Facility Dashboard Overview' and 'Upcoming Reminders', which includes two bullet points: '06/30/2021 - Clinical Data submission deadline for the April 2021 clinical period.' and '08/02/2021 - Clinical Data submission deadline for the May 2021 clinical period.'

EQRS Dashboard Facilities Patients Reports Change organization

Enter CCN or NPI

Overview

Form 2728

New	Due	Past due
0	0	1

Form 2746

Due	Past due
0	0

Accretions

Add a backup facility to your facility
Please add a backup for your facility by navigating to the [Backup facility section](#).

Facility Dashboard Overview

Upcoming Reminders

- 06/30/2021 - Clinical Data submission deadline for the April 2021 clinical period.
- 08/02/2021 - Clinical Data submission deadline for the May 2021 clinical period.

FORMS - CMS-2728 Form

- Facility Dashboard focuses on Supplemental, Re-entitlement, and Initial 2728 forms
- 2728 forms are required for newly diagnosed ESRD patients , transplanted within 3 months of dialysis and for re-entitlement
- Managing 2728 forms screen
 - Distinguishes between Missing vs. Saved status
 - Dual hyperlinks allow navigation to Patient Attribute Screen or directly to the patient's Manage 2728 Forms Screen

Form 2728 Records

2728 Type 2728 Status 2728 Form State Search

✓ All Available v Past Due v All Available

EQRS Patient ID	Patient Name	Due Date	Type	Status	Form State	Navigation
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FORMS - CMS-2746 Form

- Death notification form needs to be submitted when a transplant patient dies
- Submit within 14 days of date of death
- Transplant facilities are responsible for patient's death form until 3 years of transplant. This is tied to entitlement

Patient Roster Verification

- “Patient Roster verification” should be conducted in EQRS from 1st to 5th of each month – compliance is monitored by the Network.
- Run the report in EQRS monthly and verify all patients are entered in to the system.



The screenshot shows the EQRS Reports page. The top navigation bar is dark blue with the EQRS logo on the left and menu items: Dashboard, Facilities (with a dropdown arrow), Patients (with a dropdown arrow), and Reports (highlighted with a red box). Below the navigation bar, the page title is "Welcome to EQRS Reports". On the left side, there is a sidebar with a "Reports" section containing a "My Reports" link. The main content area features two report options: "Patient Events Report" with a description "This report identifies all patient events in EQRS." and "Patient Roster Report" with a description "The Patient Roster Report allows users to run and print a report which includes all patients present at the selected facility(ies) within the user scope as of a specific date."

Run Patient Roster Report in EQRS

- Run the Patient Roster Report for the start of the year through the end of the prior month. This should be done by the 5th monthly
 - Example: It is July 2nd, you will want to run the report for June 30th
 - Select the Network you are in and Search for your facility by name or CCN.
- Sort Order: Select Patient Name or Admit date to align with your systems display

Patient Roster Report

Criteria Selection

The Patient Roster Report will report a list of the patients admitted to the selected facility(ies), as of the date specified.

Patient Roster as of:

Month Day Year

12 31 2020

*Network Selection

Network

*Search Facility Name, Facility CCN or Dialysis Organization

Enter your CCN and select your facility below

1234567890, ABC Facility, 123456, 1111111111

*Sort Order

Patient Name

EQRS Patient ID

Admit Date

Treatment Setting

Treatment Type

Specify the order for your report in the Sort Order list

*Export As:

Excel

Cancel Generate Report

- Export As: Excel and Click Generate Report
- Click My Reports on the left hand side of the screen, you will see Report is Pending
- Wait a minute or two to refresh the screen and download the completed report

My Reports Screen

My Reports

 Help

Below is a list of queued reports available for download in the type/size column. Please select a report to download.

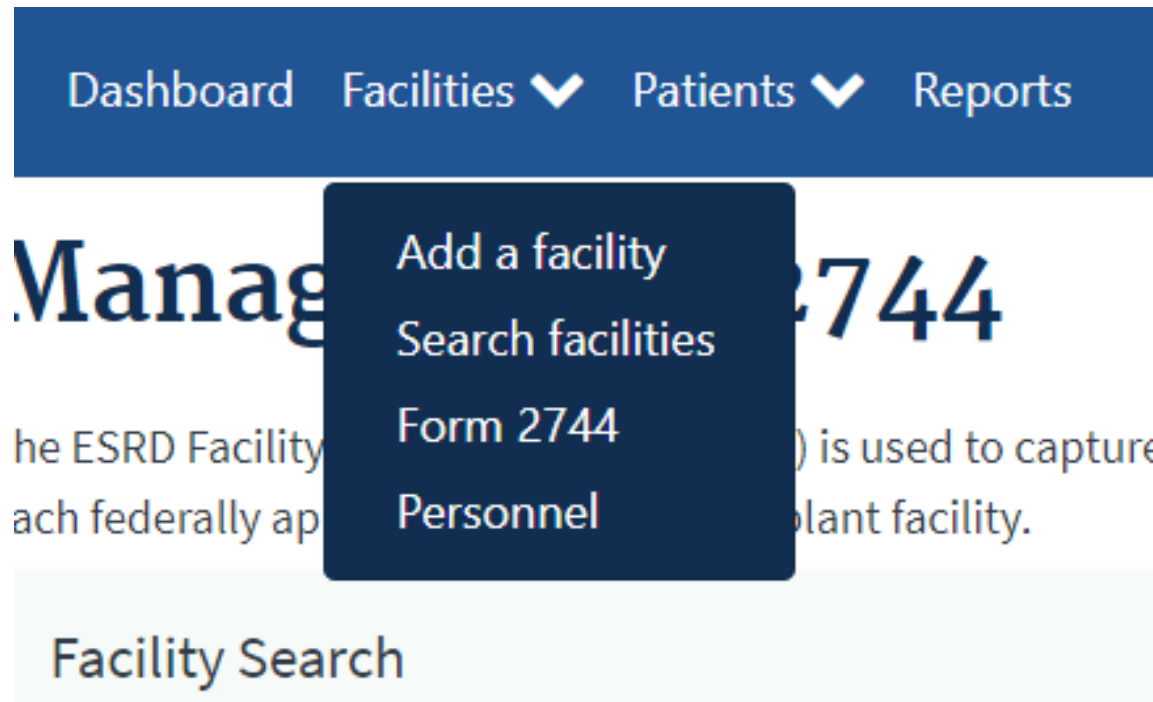
- Verify all patients are in EQRS
- If patient is not in EQRS, enter them in RedCap
- Verify primary type of treatment (Living related, unrelated or deceased)
- Confirm treatment start date
- Verify race and ethnicity

Form 2744

- The Form 2744 is an annual requirement from CMS to track
 - Number of transplants performed
 - The Medicare status of these patients
 - The transplant wait list count
- Transplant centers are usually instructed to start working on these forms in February
 - Transplant centers will receive guidance from the Network when to start these forms

Form 2744 Tab – Annual Activity

- Click Form 2744 under facilities
- Enter search criteria (*Survey Year) to find if a form is already present. If no form appears, click on “Add New 2744” tab.



Form 2744 Generation

- Click on the Generate tab then save. This will populate fields 42 to 50 on the 2744 for that year
- Fields 51 and 52 are manually entered
- There are two reports that can be run to support the data on the 2744 form
- The Patient Roster Report
- Patient Events Report
- Generate and submit the form after entering wait list information. **Submit form without errors**

Submit Data Timely

- Submit of data in EQRS should occur daily
 - Patient Admission Event or Death Event via REDCap as they occur
 - CMS-2728 in EQRS within 10 calendar days of patient beginning dialysis at facility no later than 45 days
 - CMS-2746 in EQRS within 14 calendar days of death
- Review the Facility Dashboard
- Frequent and consistent data clean-up activities ensure that your facility will be in compliance with CMS data reporting expectations

Compliance Report From The Network

- The Network will monitor compliance and will provide facilities with a monthly compliance report to indicate forms that are missing, due, and past due.
 - Missing \ due \ overdue 2728 forms
 - Missing \ due \ overdue 2746 forms
 - Admissions in 5 days rate
- Facilities should understand and act on compliance reports sent by the Network and improve processes if compliance is not met
- Facilities that are not meeting the CMS Data Management Guidelines will be asked to develop a performance improvement plan and will be provided technical assistance until the goals are met.

REDCap – Research Electronic Data Capture

- REDCap is a secure web application for data capture approved by department of Health and Human Services
- Collects kidney transplant admission and death event information as transplant centers cannot admit patients in EQRS (Please note new [RedCap link to submit data](#))
- Data will be entered by the ESRD Network within 2 business days of receipt
- Once information is entered in EQRS you will be able to enter the 2728 or 2746 form

QualityNet Help Desk

Dedicated help desk personnel to assist with EQRS issues such as:

- Dashboard Errors
- Patient Merges
- Changes to Submitted Forms
- Printing challenges

1-866-288-8912

Email: qnetsupport-esrd@hcqis.org



QualityNet Help Desk

7 a.m. - 7 p.m. CT

Monday - Friday

E-mail: qnetsupport@hcqis.org

For ESRD support, e-mail: qnetsupport-esrd@hcqis.org

Phone: (866) 288-8912*

TTY: (877) 715-6222

Fax: (888) 329-7377

IPRO ESRD Network Program Customer Support Portal

- The Network uses Freshdesk as a platform for resolving and tracking requests for data assistance from facilities
 - Updating patient demographics
 - Discharging a patient
 - 2728/2746 questions
- This tool also allows the Network to maintain an Online Portal and Knowledge Base for facilities to utilize
- Facilities can review articles related to different support topics and, if they are unable to find an answer to their question, submit a request for data assistance directly from the website

A Peek At The Portal

IPRO End-Stage Renal Disease Network Program

Home **Solutions**

🔍 Enter your search term here... [+ New Support Ticket](#) [🔍 Check Ticket Status](#)

Knowledge base

Security of Data Systems

Data Systems Security (4)

- 📖 Do Not Send Patient Information Via...
- 📖 EQRS Users PHI PII Training
- 📖 Resources
- 📖 Security Breaches are Reported to C...

EQRS

EQRS Frequently Asked Questions (2)

- 📖 EQRS Frequently Asked Questions
- 📖 EQRS "How Can We Help You Today"

EQRS General (13)

- 📖 EQRS Data Management Guidelines
- 📖 Data Systems Information
- 📖 EQRS Facility Task List and Data Sup...
- 📖 Provider Schedule For Data Submissi...
- 📖 CMS EQRS Training Materials

Transplant Centers (5)

- 📖 CMS Conditions for Coverage for Tra...
- 📖 EQRS Relevance to Transplant Centers
- 📖 EQRS Activities for Transplant Centers
- 📖 Troubleshooting 2746 Form Submiss...
- 📖 Facility Survey Instructions

Submit a Network Support Request Via the Customer Support Portal

- Facilities can also submit a ticket in Freshdesk through the customer support: <http://help.esrd.ipro.org/support/>

The screenshot shows the 'Submit a ticket' form on the End-Stage Renal Disease Network Program support portal. The page has a dark purple header with the IPRO logo and 'End-Stage Renal Disease Network Program' text. On the right of the header are 'Welcome', 'LOGIN', and 'SIGN UP' buttons. Below the header is a navigation bar with 'Home' and 'Solutions' links. The main content area contains the 'Submit a ticket' form with the following fields and options:

- I acknowledge that I have not included any patient PHI/PII (e.g. Name, SSN, DOB, etc.). Only use CROWNWeb Patient UPI to identify a patient. I have also not included any attachments including PHI/PII. *
- Name *
- Phone Number (with no spaces or dashes) *
- Best time of the day to call back
- Email Address * (placeholder: Email)
- Job Title Type (dropdown menu with '...' and a downward arrow)
- Facility Name

Schedule an appointment

- Schedule an appointment with the data staff for an issue that takes longer time
 - One on one trainings for EQRS or Redcap
 - New employee training
 - 2744 review
- Link to Schedule and appointment is [IPRO ESRD Network Program Request for Appointment](#)

The screenshot shows the IPRO ESRD Network Program appointment scheduling interface. On the left, the IPRO logo and program name are displayed. Below that, the text 'IPRO Data Staff' and 'Schedule an Appointment' is shown, along with a clock icon and '30 min' indicating the appointment duration. The main area is titled 'Select a Date & Time' and features a calendar for July 2021. The date 'Wednesday, July 14' is selected. To the right of the calendar, there are time slots for 9:00am, 9:30am, 10:00am, 10:30am, 11:00am, and 11:30am. A 'Confirm' button is visible next to the 9:00am slot. A 'Powered by Calendly' logo is in the top right corner. At the bottom, the time zone is set to 'Eastern Time - US & Canada (2:31pm)'.

For Fastest Service....

- Review Solutions in the Knowledge base
- Submit a support request through the portal
- Schedule an appointment at the convenience of you and data staff for an issue that takes longer time
- Be proactive and submit your data, don't wait until deadline approaches

Personnel Update

- Facility contacts information is currently being collected via REDCap
- If you have not completed this survey for 2021, please do so now
- For future changes in personnel, please submit a ticket through the ESRD Network Customer Support Portal <http://help.esrd.ipro.org/support/tickets/new>

EQRS Resources & Help Summary

- My EQRS: <http://mycrownweb.org/>
- QualityNet Help Desk: 1-866-288-8912 - qnetsupport-esrd@hcqis.org
- IPRO ESRD Program - <http://help.esrd.ipro.org/support/home>

Thank You

IPRO ESRD Network Program



Better healthcare,
realized.

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