Centers for Medicare & Medicaid Services
ESRD QIP System Training
MLN Connects National Provider Call
Moderator: Aryeh Langer
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Contents

Operator: At this time, I would like to welcome everyone to today's MLN Connects® National Provider Call. All lines will remain in a listen-only mode until the question-and-answer session. This call is being recorded and transcribed. If anyone has any objections, you may disconnect at this time.

I will turn the call over to Aryeh Langer. Thank you, you may begin.

Announcements and Introduction

Aryeh Langer: Hello. Thank you Salema. As you heard, my name is Aryeh Langer, and I'm from the Provider Communications Group here at CMS, and I'm your moderator for today's call. I would like to welcome you to this MLN Connects National Provider Call that will train the dialysis community on a new user system, ESRD QIP 1.0, for the End-Stage Renal Disease Quality Incentive Program and related programs. MLN Connects Calls are part of the Medicare Learning Network®.

During this call, subject matter experts will provide information on how CMS will use data to evaluate your performance for the payment year 2016 program. Today's call will also teach users how to participate in the annual preview period and review data in ESRD QIP 1.0, which will provide a portal for dialysis facility staff to access public reporting documents. A question-and-answer session will follow today's presentation.

A few quick announcements. You should've received a link to today's slide presentation in an email earlier today. If you have not already done so, you may view or download the presentation from the following URL, www.cms.gov/npc. Again, that URL is www.cms.gov/npc. Once you're on that page, on the left side of the screen, you can select National Provider Call and Events, and then select the date of today's call from the list below. Second, this call is being recorded and transcribed.

An audio recording and written transcript will be posted to the MLN Connects web page within 2 weeks after today's presentation. Registrants will receive an email when these materials are available.

At this time, I would like to turn the call over to our first presenter. Jody Callahan's a Senior Project Manager with the ESRD QIP project. Jody?

Presentation

Jody Callahan: Thanks Aryeh. This is Jody Callahan. I'm the Senior Project Manager on the ESRD QIP 1.0 project. And just to get things started, I wanted to explain what the ESRD QIP System is the replacement for.

So in previous payment years, you have used the dialysisreport.org site to pull down PDFs of your Preview Performance Score Report, and then your Final Performance Score

Report and Performance Score Certificate. So the system that you're going to see presented today is the replacement for dialysisreport.org. OK?

You'll be accessing the ESRD QIP 1.0 System using the QualityNet.org site. I would recommend that you Google QualityNet.org if you don't already have that added to your favorites in your browser. And then the QIP System sits on something that is referred to as the QualityNet Secure Portal, and so it's one application in a system that has multiple applications in the menu. And so — and the way that you access the QualityNet Secure Portal is with a QIMS account, and you'll be using your QIMS ID and your QIMS password to access to QIP. And we'll have more time for questions about logging in after we go through the slides for you. So I just did want to give you a few items to make note of at the beginning. OK?

So Ahmar Wazir, who was our senior BA on the QIP project, is going to walk through the system slides with you. And then at the end, we're going to take as many questions as time allows. And if we have questions that we're not able to answer today, we will be sure to send you emails with those answers. OK?

So some of you have actually been through this training before, and we welcome you back. And for those of you that this is new, just jot down your questions, and we'll be sure to give you enough time at the end so that we can go through the answers. Thanks. OK, Ahmar.

Logging into the ESRD QIP System

Ahmar Wazir: Hello. Good afternoon folks. Going forward in our presentation, we will refer End-Stage Renal Disease Quality Incentive Program 1.0 System as ESRD QIP System.

Today in our presentation, we will be presenting how facility users can accomplish various tasks within the ESRD QIP System. First, we will talk about how facility users can log into the ESRD QIP System, and we will also present a brief introduction on types of facility user roles within the ESRD QIP System. Secondly, we will talk about how facility users can run and view a report within the ESRD QIP System. Lastly, we will talk about how facility users can submit a formal inquiry or question during the assigned preview period.

Next slide, please. In our next three slides, we will guide you on how to log into the ESRD QIP System. The first step in the process is to navigate to QualityNet.org website. Next, you will click on the Log In button at the top of the screen, next to the QualityNet logo, as displayed in the screenshot.

Next slide, please. Once you click the login, you will have to choose your destination, which is ESRD QIP, and you will select End-Stage Renal Disease Quality Incentive Program in the dropdown list.

Next, you will be presented with a QIMS login page. There you'll accept the message box. Once the user selects I Accept, then an email is sent with a two-factor authentication passcode. The email is sent to the email account associated with the QIMS account. You will then enter the two-factor authentication passcode in the required field, as displayed on your screen.

Next slide, please.

Aryeh Langer: This is slide 6.

Ahmar Wazir: Correct. After entering the authentication passcode and clicking on Submit, you will be directed to the QualityNet Secure Portal homepage. There you will click on the quality program's dropdown. After clicking on the quality program's dropdown, you will select ESRD QIP 1.0.0. At this point, you are successfully logged into the new ESRD QIP System.

ESRD QIP Facility User Roles

Next slide, please. This slide gives you a high-level overview of facility user roles within the ESRD QIP System. The two facility user roles within the ESRD QIP System are Facility Viewer and Facility Point of Contact, or a Facility POC. Facility Viewer has limited functionality within the ESRD QIP System. Facility Viewer can view and — the questions and inquiries submitted by the facility POC, and a Facility Viewer can also run a new report, whereas a Facility POC has an elevated role within the system. Facility POC can run reports within the system. Facility POC can submit formal inquiry and questions. Facility POC can also respond to CMS requests for additional information. And Facility POC can also submit systemic clarification questions.

Next slide, please.

Aryeh Langer: Slide 8.

Running and Viewing Reports in the ESRD QIP System

Ahmar Wazir: For the next nine slides, we'll present to you how a user can run and view reports within the ESRD QIP System. Facility POC and — as well as Facility Viewer, both can run and view reports within the ESRD QIP System.

Next slide, please. To run a report, you will click on My Reports dropdown on the QualityNet Secure Portal homepage. Next, you will select Run Reports from the dropdown selection. This will then direct you to a screen where you will select Run Reports again.

Next slide, please.

Aryeh Langer: Slide 10.

Ahmar Wazir: Next, you will select ESRD QIP System from the Reports Program dropdown to view ESRD QIP reports. Then you will be presented with report categories, as displayed on your screen. Next, you will select the appropriate report category. Now you will select the report that you want to view and click on View Report.

Next slide, please.

Aryeh Langer: Slide 11.

Ahmar Wazir: Now QIP System will provide you a list of reports from the selected categories. By clicking on each report, you can see the description of the report that you have selected.

Next slide, please. Next, you will apply the appropriate filters before you can run a report for your facility. The available filters may include dialysis organization name, network name and number, date, facility name and CCN, payment year, and report format. Most of the reports are available in both Excel and PDF formats.

Next, you will click on Run Report. This will trigger a backend process during which all the required data will be gathered and presented to you in a report.

Next slide, please.

Aryeh Langer: Slide 13.

Ahmar Wazir: Now we will talk about how to view an already ran report. This means a report that has already been processed and ran.

Next slide, please. To view a report, you will click on My Reports dropdown on the QualityNet Secure Portal, and then you'll select Search Reports. This will direct you to a screen where you will select Search Reports again. All reports that were submitted will display on your screen. Reports that are ready for viewing or download are marked with a green checkmark in the status column, as you can see on the screen.

Next slide, please. ESRD QIP System at this point allows you to take an appropriate action based on what you may need. Each icon in the action column gives you an option. User has the following options:

- View,
- Download,
- Favorite, or
- Delete.

Clicking on View will open the selected report, and you can view it on your screen. Clicking on Download will download and save your report on your computer. Clicking on Favorite will mark the selected report as a favorite. Clicking on Delete will remove the selected report from the Search Reports screen.

Next slide, please.

Aryeh Langer: Slide 16.

Ahmar Wazir: All the functionalities and tasks presented to you onwards from slide 16 are specific to Facility POC user roles within the ESRD QIP System. In our next five slides, we will define what a formal inquiry is and how a Facility POC can submit a formal inquiry within ESRD QIP System. If a facility believes there is an error in its score calculation, the Facility POC can provide CMS with a specific explanation or evidence of an error by submitting a formal inquiry. A facility can only submit one formal inquiry during the preview period. And again, this can only be done by a Facility POC user role.

The Formal Inquiry

Next slide, please. Now, we will present to you how you can submit a formal inquiry within the ESRD QIP System. The first step in the process is to click on Create Formal Inquiry on the Inquiry dashboard. Next, you will select a facility from the Facility dropdown menu. In the Facility dropdown list, you will only be able to see the list of facilities that you have scope over.

Next slide, please. The next step is to attest that the facility manager has approved the formal inquiry by clicking on the checkbox. At this point, I would like to clarify that the facility manager is not a user role within the ESRD QIP System. It's someone that individual facility would designate. The next step is to enter the subject for the formal inquiry, which is to be submitted by the Facility POC. The character limits for the subject is limited to 140 characters.

Next slide, please. The next step is to enter the actual text or question for the formal inquiry in the Formal Inquiry text field. The character limit for the formal inquiry is limited to 4,000 characters.

Next slide, please. At this point, you have an option to add an attachment to the formal inquiry. This is an optional step in the process. In order to add an attachment, you can click on Add Attachment and then browse to find the file to be attached. The attachment functionality works similarly as to how adding attachments to email works.

Now you'll have three different options at this point that you can take on the formal inquiry. A user can click on Submit or Save as Draft or Cancel. By clicking on Submit, the ESRD QIP System will submit the Inquire to CMS. By clicking on Save as Draft, the ESRD QIP System will save the formal inquiry within the system for further changes to

be made at a later time. By clicking on Cancel, the ESRD QIP System will delete all the changes and delete the formal inquiry and direct the user to the Facility dashboard page.

Next slide, please.

Aryeh Langer: Slide 21.

Ahmar Wazir: In our next four slides, we will cover how a Facility POC can provide additional information regarding a formal inquiry to CMS. CMS may request additional documentation or information for any formal inquiry. The Facility POC must respond to this request within 31 days or the formal inquiry will be automatically set to close. Please keep in mind that a facility can only submit one formal inquiry during the preview period, and it is important to respond to additional information requested within 31 days of the request.

Next slide, please. In order to provide additional requested information to CMS, you will click on the Formal Inquiry ID, which will provide you detailed information about the inquiry. On the Detailed Inquiry page, you will click on the CMS Additional Info Request tab. There you can see the CMS additional information requested.

Next slide, please. Next, you will click on the Request ID in the request table to find out what information CMS has requested. You can answer the response to the information requested in the Additional Information Response text field.

Next slide, please. The character limit for the information — Additional Information Response is limited to 4,000. As you can see on the screen, this is a free text field where a user can enter the additional information requested.

Next slide, please. At this point, you have an option to add an attachment to the additional information response. Again, this is an optional step in the process. In order to add an attachment, you can click on Add Attachment on the screen and then browse to find the file. This functionality is similar to how you will add an attachment to a formal inquiry. Now user has an option to click on Submit, and submit the additional information requested to CMS.

Next slide, please.

Aryeh Langer: Slide 26.

Clarification Questions

Ahmar Wazir: Now we will talk about clarification questions. In our next five slides, we will present what a clarification question is and how to submit a clarification question within the ESRD QIP System. A clarification question is an opportunity for facilities to

add as many questions as necessary to fully understand how their scores were calculated. A Facility POC can submit a clarification question to get more information on calculation or processes involved in the score calculation. Facilities can submit an unlimited number of clarification questions during the preview period.

Next slide, please. Now we will present to you how you can submit a clarification question. In order for you to submit a clarification question, you will click on Create Clarification Question on the Facility Inquiry dashboard.

Next slide, please. Next, you'll select your facility from the Facility dropdown list. In the dropdown list, you will only be able to see the list of facilities that you have scope over. Next, you will enter the subject of the clarification question. The character limit is set to 140 characters.

Next slide, please. Next, you will answer the actual question in the Clarification Question text field. Because the limit is limited to 4,000 characters, at this point, user has an option to add an attachment to the clarification question. As we mention again, this is an optional step in the process, and in order to add an attachment, you can click on Add Attachment on the screen and then browse to find the file. This is the same functionality that we went over for formal inquiry.

Next slide, please.

Aryeh Langer: On slide 30.

Ahmar Wazir: Now, at this point, we have three different options that you can take on the clarification questions. The options are to Submit or Save as Draft or Cancel. By clicking on Submit, the system will submit the question to CMS. By Save as Draft, the system will save the clarification questions before there are changes to be made at a later time. And Cancel will delete all the changes.

Systemic Clarification Questions

Now we will talk about systemic clarification questions. In our next five slides, we'll present what a systemic clarification question is and how you can submit a systemic clarification question. If a facility believes there is system — a systemic error exists in the way their score is calculated, they can submit a systemic clarification question.

For example, a facility may be concerned that a scoring algorithm for one of the measures is improperly configured and that all facility scores will be inaccurate as a result. A Facility POC can submit an unlimited number of systemic clarification questions during the preview period.

Next slide, please. Now we will present to you how you can submit a systemic clarification question within the ESRD QIP System. In order for you to submit a

clarification question, you'll have to click on Create Clarification Question on the Facility Inquiry dashboard.

Next slide, please. Now you will select your facility from the Facility dropdown list. In the dropdown list, you will only be able to see the facilities that you have scope over.

Next, you will select the Systemic Clarification checkbox. This will ensure that the clarification question will be submitted as a systemic clarification question. This is the only notable difference between — on how to submit a regular clarification question and how to submit a systemic clarification question. Next, you will answer the subject of the clarification question. The character limit is limited to 140 characters.

Next slide, please. Next, you will enter the actual question in the Clarification Question text field. The character limit is limited to 4,000 characters. At this point, you have an option to add an attachment to the systemic clarification question. Again, this is an optional step in the process. In order to add an attachment, you can click on Add Attachment on the screen and the browse to find the file.

Next slide, please. All right. So all right, let me just go over the slide 34 one more time. So at this point user has three options: One is to submit, the second is to save as draft, and the third is to cancel. By clicking on Submit, it will perform the same functionality that we went over before, where ESRD QIP System will submit the question to CMS. Save as Draft will save that question for further changes to be made at a later time. And by clicking on Cancel, it will delete all the changes and delete the systemic clarification question and direct the user to the Facility dashboard.

All right, next slide, please.

All right, this concludes our presentation. I'll hand it over back to Jody.

Submitting Attachments

Jody Callahan: OK, so there's one item that I'd like to just talk — speak about for a few minutes, and that's attachment. So there's a size limitation in this system on the attachments. So if CMS asks you for an attach – that they need additional information and they're asking you to attach a file, please try to compress that file below 10 megabytes. If it's over 10 MB, you'll need to reach out. If you're not able to either divide the file into two files and submit two small files, if there's really no workaround on that, you'll need to reach out for the help desk, the QualityNet Help Desk, and they'll walk you through the process of uploading a large file.

So that — if you had a large file that CMS was requesting, it actually is done outside of the ESRD QIP System, OK? And I guess we'll just go right to questions.

Keypad Polling

Aryeh Langer: Thank you very much Jody and Ahmar. Right now, we're going to pause a few moments to complete keypad polling before we start our Q&A session. Salema, we're ready to begin the keypad polling, please.

Operator: CMS appreciates that you minimize the Government's teleconference expense by listening to these calls together using one phone line. At this time, please use your telephone keypad and enter the number of participants that are currently listening in. If you are the only person in the room, enter 1. If there are between eight — two and eight of you listening in, enter the corresponding number. If there are nine or more of you in the room, enter 9.

Once again, if you are the only person in the room, enter 1. If there are between two and eight of you listening in, enter the corresponding number. If there are nine or more of you in the room, enter 9.

Please hold while we complete the polling. Please continue to hold while we complete the polling. Please continue to hold while we complete the polling.

Thank you for your participation. I'd now like to return the call back over to Aryeh Langer.

Question-and-Answer Session

Aryeh Langer: Thank you very much. Our subject matter experts will now take your questions. But before we begin, I'd like to remind everyone that this call is being recorded and transcribed. Please state your name and the name of your organization once your line is opened. In an effort to get as many participants as possible, we ask that you limit your question to just one.

Salema, we're ready to take our first question, please.

Operator: To ask a question, press star followed by the number 1 on your touchtone phone. To remove you self from the queue, please press the pound key. Remember to pick up your handset before asking your question to assure clarity. Please note your line will remain open during the time you are asking your question, so anything that you say or any background noise will be heard in the conference. Please hold while we compile the Q&A roster.

The first question comes from the line of Nancy Bouchard.

Nancy Bouchard: Hi, this is Nancy Bouchard at Corva Clinic. I was calling to see if the POC is the same as the SO, or if I have to go ahead and put somebody in as the POC?

Jody Callahan: OK Nancy, this is Jody. So the security officer is actually a person who has signatory authority or approval at the facility for QIMS accounts. So that's a separate — that's separate than the POC in the ESRD QIP 1.0 System, and also not equal to what you had in previous years that was called the master account holder in the Dialysis Reports.Org system.

So there'll need to be a POC and this — one for each facility, and it's limited to one. So it would normally be somebody who is perhaps responsible for compliance data or perhaps even a nursing director, possibly, or it's really an organizational decision. But there does need to be a POC that's set up in the system, and you're going to need to – if you don't already have a QIMS account, you'll need to apply for a QIMS account and also complete the ESRD Application Access Form. And if you — if this is a new QIMS account, you'll also need to use the link on QualityNet.org to access the security training. And at the end of that training, you'll need to print out your certificate, and be sure to sign it. And then that goes in the packet that gets sent over to the QualityNet Help Desk.

So there's really detailed instructions on setting up QIMS accounts, and you can find those on QualityNet.org. And if you toggle over to the ESRD facilities link from QualityNet.org, you'll find tons of information about QIMS on the left side of the screen.

Nancy Bouchard: May I ask one more question?

Jody Callahan: Sure.

Nancy Bouchard: If they already have the QIMS account, do I just need to — how do you make them the POC basically?

Jody Callahan: OK, so if they already have a QIMS account, then you would just complete the ESRD Application Access Form, and you would put in the CCN number if it's for a single facility. And just be sure that you follow the instructions. There's a section in the instructions portion of the document for the ESRD QIP System, and then that gets mailed to the help desk.

Nancy Bouchard: OK, great. Thank you.

Jody Callahan: OK. Sure, thanks.

Operator: The next question comes from Harriett Watters. Harriett, your line is open.

Harriett Watters: OK, yes, Ma'am. Hi, this is Harriett Watters from Fresenius. So I'm trying to clarify this. If I have my QIMS account and I'm the security official, I still need to apply to be the POC?

Jody Callahan: Yes, if you're going to function as the Point of Contract for your facility, then you would need to apply for a POC. Now there's some roles in CROWNWeb that were grandfathered into the QIP System. So let me walk you through those. So suppose, Harriett, that you were the CROWNWeb Facility Administrator, OK?

Harriett Watters: OK.

Jody Callahan: All CROWNWeb facility administrators have been mapped over into the ESRD QIP 1.0 System, but they've been mapped over as the Facility Viewer.

Harriett Watters: OK.

Jody Callahan: OK? So they would have access to the PSR and the PSC, OK?

Harriett Watters: OK.

Jody Callahan: So it's limited read-only access. So what we didn't do any mapping to is that Point of Contact because we felt like —CMS, when we conferred with them, we felt like that position is an important position in the QIP program, and that there needed to be decisions made at the facility and/or corporate levels about who the Point of Contact would be. And that's why we didn't make that automated, OK?

And then, also, if there's anyone from network who's on the call, network users from CROWNWeb? Any existing network users from CROWNWeb, no matter what your role is at the network level, you've been grandfathered into the QIP System, so you don't need to do anything, OK? So if you know that you have an active network-level access in the CROWNWeb, after the 13th, you should be able to log into the QIP System.

That answered your question, Harriett?

Harriett Watters: Yes, ma'am. Thanks.

Jody Callahan: OK, thanks.

Operator: Your next question comes from Lindsey Clemente.

Lindsey Clemente: Hi, this is Lindsey from American Renal Associates. My question is in regards to when the POC submits either a comment or a formal inquiry. When we get a response back from CMS, and they either respond back with an answer or respond back requesting information, how are we going to know that they have responded? Are we going to get an email or do we have to keep logging into the ESRD QIP System to check and see if there's a response?

Jody Callahan: Lindsey, for this year in the QIP 1.0 System, you're going to have to check back in the system. We've put an enhancement request in for future versions of the QIP System. We don't know exactly when it would be put in where there would be a notification, so you're going to have to check back. And I would suggest that, perhaps, you can keep some sort of spreadsheet for — on the side, outside of the system, where you can manage the clarification questions.

And if you have — I know that you haven't, you're going to be the POC for a number of facilities. So if you have the same question for a number of facilities, you might want to think about making that a systemic clarification question, and then you can just enter the question one time.

Lindsey Clemente: OK.

Jody Callahan: Click the Systemic box and that will be …

Lindsey Clemente: Right.

Joy Callahan: … the flag for CMS to know that they should look at all of the ARA facilities.

Lindsey Clemente: All right, thanks.

Joy Callahan: Sure.

Operator: Your next question comes from the line of Julie Williams.

Aryeh Langer: Hello? You may be on mute.

Operator: Julie, your line is open.

Julie Williams: I'm sorry, I got you, I got you, sorry. Yes, there's been a lot of miscommunications that has been, you know, ever since this first rolled out, as far as like how we were supposed to get access to this system coming from a lot of different people, including the QualityNet Help Desk. So my question is, if I'm sitting here today, and I have to start with my brand new application access form, my QIMS account form, doing my secure training, forwarding that to the QualityNet Help Desk. Is this going to be done in time for me to comment on this next set of reports that's getting ready to drop, because we basically just got this clarified this week, that what we were told previously was wrong, and we — a lot of us are having to start all over?

Jody Callahan: So Julie, this is just about ESRD Quality Incentive Program, OK? And I know that at the same time there are some deliverables for maybe Dialysis Facility Compare. So this is separate. This is just about the preview period for payment year 2016 for ESRD QIP. And if you don't have a QIMS account and you're going to be

the Point of Contact for your facility, then I would suggest that you — it took me — I did a QIMS account from scratch also because I didn't have access to anything, and I was able to complete the QIMS account, fill out the ESRD Application Access Form, and do the security training, and I think it took me about an hour and 20 minutes. Because I — the security training was really the time-consumer that …. Filling out the forms took about 10, 15 minutes. OK? And then I had to have it notarized. The QIMS application, I believe, has to be notarized. And then I just dropped it all in overnight, and identity management actually had some questions for me the next day.

Julie Williams: OK.

Jody Callahan: OK?

Julie Williams: OK.

Jody Callahan: Julie, if you have any problems or questions, followup questions, my email address is at the end of the — no? OK, all right. Julie, if you — what facility are you in?

Julie Williams: Branson Dialysis.

Jody Callahan: Branson Dialysis?

Julie Williams: Right.

Jody Callahan: OK.

Julie Williams: But I'm the Point of Contact for five small, independent facilities.

Jody Callahan: OK.

Julie Williams: So …

Jody Callahan: OK. And what's your last name again?

Julie Williams: Julie Williams.

Jody Callahan: OK, all right. How about if I take an action, I'll be in touch with you?

Julie Williams: All right, I appreciate that.

Jody Callahan: OK, thanks.

Julie Williams: And I have one more quick question.

Jody Callahan: Sure.

Julie Williams: Will you guys — if people start posting the systemic questions, I will find that interesting to see. I mean, is that something we'll have access to see if other providers post a systemic question, because that might answer a question I have about my information?

Jody Callahan: That's a good idea. Let me go back to the program with that.

Julie Williams: OK, all right. That's all. Thank you.

Jody Callahan: Thanks.

Operator: Your next question comes from the line of Linda — your next question comes from the line of Linda Giddeon.

Linda Giddeon: Yes hi, I just wanted to — I know we've talk about the security officer being the same person as a POC. I just wanted to make sure I understood that right, that they can be the same person?

Aryeh Langer: Could you repeat your question, please?

Linda Giddeon: Security officer can be the same person as the POC?

Jody Callahan: Yes, that could be the same person. Do we have Loris Maxon or Melanie Strain on the line? OK. Linda, I would like to verify that with them, but I'm 99.99 percent sure that it can be the same person.

Linda Giddeon: OK, and when I did my security testing, it was when this program first started, so it's been over a year. So I have to apply —I have to apply for the POC and do the security testing?

Jody Callahan: Yes. And so — and you can put both of those certificate – those printouts in the same envelope and send it off. That will just speed things up.

Linda Giddeon: What do you mean both printouts?

Jody Callahan: Well, your Security Certificate, you'll need to print it and the ESRD Application Access Form is a hard copy that you're going to send over to the QualityNet Help Desk.

Linda Giddeon: Oh, OK.

Jody Callahan: OK?

Linda Giddeon: OK.

Aryeh Langer: Thank you.

Linda Giddeon: Thank you.

Operator: Your next question comes from the line of Christine Tingling-Wade. Christine, your line is open.

Christine Tingling-Wade: Hello?

Aryeh Langer: Hello.

Christine Tingling-Wade: Hi, I'm calling from St. Barnabas Dialysis, and I just had a quick question. Once you hit that Submit button, does that mean you're totally locked up, you can't go back and change anything?

Ahmar Wazir: Yes, Christine. So once you click on Submit, the inquiry or the question is submitted to CMS, and then you only have read-only access to the inquiry or the question within the system.

Christine Tingling-Wade: OK. So there is – you – basically you're locked up. I mean if you made a boo-boo and you want to change that, it's gone?

Ahmar Wazir: So, see right, so if you have submitted a formal inquiry by mistake …

Christine Tingling-Wade: Um-hum.

Ahmar Wazir: So what you can do is —you can submit a clarification question referencing…

Christine Tingling-Wade: OK.

Ahmar Wazir: … the formal inquiry and let them know I made a mistake.

Christine Tingling-Wade: And tell them disregard?

Ahmar: Yes.

Christine Tingling-Wade: OK, thank you.

Ahmar Wazir: Sure, thank you.

Christine Tingling-Wade: Thank you.

[16]

Jody Callahan: So you're not limited to the number of clarification questions that you submit.

Christine Tingling-Wade: Um-hum, OK.

Jody Callahan: OK? So if you have — if you're working on a clarification question and you think of something else, you can enter another one.

Christine Tingling-Wade: OK.

Jody Callahan: It's just the limitation is on that formal inquiry. And then, when we were talking about the systemic question — clarification question, those are really not going to be the normal clarification questions because they're really going to be more tied to the logic of the computation of the measure. So I think, in the history of the ESRD QIP, there's actually only ever been one of them.

Christine Tingling-Wade: OK. Do we — is there anywhere the system that you guys are going to allow commonly asked questions? Like you could go into like a little data, and where you guys create some type of common asked questions that we don't have to submit nothing, we could just look there, and if it's there, we don't need to do anything? We could get our answers right there.

Jody Callahan: So on QualityNet.org — there are going to be some resources that are loaded out on the QualityNet.org. And we're targeting close of business on Monday for the update …

Christine Tingling-Wade: OK.

Jody Callahan: … with our ultimate goal to be at the start of the preview period.

Christine Tingling-Wade: OK.

Jody Callahan: So — but the frequently asked questions, there's actually going to be a document out there that has …

Christine Tingling-Wade: OK.

Jody Callahan: … questions about the program — less about the system and more about the program, and that'll be out next week. And then what we can also do is create an addendum to that, perhaps.

Christine Tingling-Wade: OK.

Jody Callahan: And just keep like a tally of questions …

Christine Tingling-Wade: Yes, that would work.

Jody Callahan: … that you could go to. That's another great idea. Thank you.

Christine Tingling-Wade: OK, thanks guys.

Jody Callahan: Thanks.

Ahmar Wazir: Thanks.

Operator: And the next question comes from the line of April Leber. April, your line is open.

Donna Schofield: Hello, this is Donna Schofield from Benton DaVita Dialysis. My question is, if you are a master account holder already, do you also transfer over as a viewer?

Jody Callahan: No, there's no correlation between the master account holder and previous payment years …

Donna Schofield: OK.

Jody Callahan: … and the new QIP System.

Donna Schofield: OK. So if you already had a QIMS account and you were in as the security official for a facility, does that transfer you over as a viewer?

Jody Callahan: No, what transfers you over is if you're the CROWNWeb facility admin.

Donna Schofield: OK.

Jody Callahan: OK?

Donna Schofield: That's the only way that you'll be transferred over as a viewer?

Jody Callahan: Right.

Donna Schofield: OK.

Jody Callahan: So if you want viewer access, go ahead and fill your ESRD Application Access Form out.

Donna Schofield: OK.

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Jody Callahan: And send that over to the help desk.

Donna Schofield: All right. Thank you.

Jody Callahan: OK.

Donna Schofield: Thanks.

Operator: Your next question is from Adrienne Adkins.

Adrienne Adkins: Hi, Jody, this is Adrienne Adkins from Fresenius. I have a question about — when you're logging in into the system, on the slides it says that you select the quality programs, is there any other — and you have to select ESRD QIP 1.0.0 from there — is there anything else listed under that section when you're choosing under quality programs?

Jody Callahan: So Adrienne, we are going to provide you with some updated slides, and it has each one of the steps that goes through. There were just some updates to the QualityNet Secure Portal. And so we've got new live links that have the correct verbiage on them. So let me just walk you through how you do the login.

You're going to go to [QualityNet.org,](QualityNet.org) and it's at the top of the page — and there is a blue margin at the top of the page, there's a section — you could actually go there now and see — Log in to Quality Net Secure Portal, and then a little tiny Log In button.

Adrienne Adkins: Right.

Jody Callahan: All right? Once you hit that, you're going to get a dropdown that says, "Choose your QualityNet destination." And in that, there's a list of applications that sit under that. And the top one is End-Stage Renal Disease Quality Incentive Program. Just click that, OK? And then you're going to get the QIMS login. OK? So you would put your QIMS username and password in. OK?

And it seems like a lot of steps, but honestly, after you do it a couple of a times, it's really pretty smooth. Then, you're going to get another box, like a modal box that pops up on your screen, and it's a box that you have to click I Accept in order to complete the two-factor authentication.

Adrienne Adkins: Right.

Jody Callahan: OK? Then …

Adrienne Adkins: Yes, then I got that far, cause then …

Jody Callahan: Right.

Adrienne Adkins: Because then you get to the slide that said "Quality programs that was circled," and then the person who did the slide presentation said you had to select under that dropdown ESRD QIP 1.0.0. And then, there — it goes right into running the report. I just wondered if there was any other selection under there?

Jody Callahan: Right. So you can't pick the wrong things for ESRD QIP, OK? You'll be good. You'll be good.

Adrienne Adkins: OK. That is basically the answer. Then there isn't it anything else that you could choose to get you in a different pathway?

Jody Callahan: Right. So no fear. So — but when you just …

Adrienne Adkins: And then …

Jody Callahan: … when you get that two-factor authentication, just — it's going to send you an email that's going to have a seven-digit passcode in it.

Adrienne Adkins: Um-hum.

Jody Callahan: And so, you'll have to enter the passcode on the two-factor authentication screen. And also, when you get to that screen, you might want to write down the note for yourself — for everybody who's on the line, on the left box, there's a little tiny — obviously it was a 20-year-old who wrote the code for this — teeny, tiny little checkbox that says "Check this if you trust this computer." And I have not tried it without checking that box, but I would suggest that if you're at work, you should check that box, and then you'll be into the QualityNet Secure Portal.

And when you're in the QualityNet Secure Portal, you're really only going to be concerned with two dropdown menus — one is the quality program, and you'll see Hospital Quality Reporting, Physicians Quality Reporting, End-Stage Renal Disease Quality Incentive Program, and then the final dropdown on that is the Quality Improvement Organization.

So you pick ESRD, and it will get you into — if you are a POC, it will get you to your inquiries, clarification questions section of the QIP System. And the other dropdown that you're going to be concerned with is the My Report because this program that — the system that we put in place is really a reporting system. And so, I would say about 80 percent of the work is going to be done in the reporting module. So you'll just run report and search for report.

For those of you who are going to be POCs for multiple facilities, I would suggest that you save your reports off to a directory where you can rename the report with —

starting with the name of the facility. I think from an organ — or ending with the name of the facility. I think from an organizational point of view for yourselves and the work that you'll have during the preview period, that will be a great help for you.

So when you run PSRs for multiple facilities, you can actually download those onto your network, and then you can do a rename on them. OK? And I think that will keep things. It would be easier for you rather than trying to go back in when you do the search report —the report. The Performance Score Reports all look the same when you're looking at the table. So I think the best thing you can do for this preview period, since this is a new system, would be to save those down onto your network drive or your hard drive. OK?

And then, if there's anyone on from a network — the network — the network users will have a slightly different set of reports. One is, they'll be able to see the Performance Score Reports and run those preview and final for all of the facilities in their network and also Performance Score Certificates. Additionally, the network can run a report called the Performance Score Report/Performance Score Certificate Access Report. And that way, the networks will know who has or has not accessed their preview PSR. And then, there is also a summary report that the network-level users are able to run, and it's called the Performance Score Summary Report. And it gives, in a table view, all of the details of the items that are compiled, the TPS for — your total performance score, for each facility but it's in a summary sort of format.

OK? And I know that lots of the facilities are independent facilities and look to the networks for support, so please know that the networks will have this Performance Score Summary Report so that they can help you through the preview period.

Aryeh Langer: All right. Thank you. Can we take our next question, please?

Operator: Your next question comes from the line of Lyla Waters.

Lyla Waters: Hello, I am wondering. I have gone into — logged into the ESRD QIP 1.0.0 System. And when I go to Run Reports, it says no program categories were found or configured for the user. I'm wondering if that is because I've not been identified as a Facility Viewer or POC yet, or is it just because the system is not live?

Jody Callahan: Because we're not in the preview period. So you have a CROWNWeb user account?

Lyla Waters: I do, yes.

Jody Callahan: OK. And are you the facility admin?

Lyla Waters: No, I am not. But I believe my Security Officer has submitted the ESRD Application Access Form on my behalf already, and so I'm just wondering how I know if I actually have access.

Jody Callahan: OK. Well, if you were able to get into the Run Report section, then you have access. That's the QualityNet Secure Portal. So …

Ahmar Wazir: The database.

Jody Callahan: … there's – but the preview period hasn't started, so all of the reports are locked down.

Lyla Waters: OK.

Jody Callahan: OK.

Lyla Waters: Thank you.

Operator: As a reminder, if you would like to ask an audio question, simply press star and then the number 1. Again, to ask a question, please press star 1.

The next question comes from the line Nancy King.

Laura Nancy: Hi, this is Laura Nancy from QMS Quantitative Medical Systems. And currently CMS is collecting data for payment year 2017 with 2015 data. And I was curious to know if users are able to see where they're at with their performance scores, or are they able to run reports in the new QIM System to see any data? Or is it only for the payment year 2016?

Ahmar Wazir: So currently, the preview period is for PY 2016, payment year 2016. So the only data reports you can see will be from payment year 2016. And prior to the preview period for payment year 2017, you will be able to see data and reports for that.

Laura Nancy: Oh, and they won't be able to see any kind of previous years, is that correct?

Ahmar Wazir: So once you — so the original plan is, once we go into future payment years, you'll be able to filter your reports based on the payment years prior. So then you are selecting a report for PY 2017, you may be able to select a report for PY 2016 just to reference what it was. But right now, it's still under consideration, it's not finalized.

Laura Nancy: All right, thank you.

Ahmar Wazir: Thank you.

Operator: Your next question comes from the line of Samar Quimbayo.

Samar Quimbayo: Yes, I have a question regarding the Dialysis Facility Report. Is that going to transfer to this website for the QualityNet? Hello?

Aryeh Langer: Sorry, just conferring here in the room.

Samar Quimbayo: Yes, can you hear me?

Jody Callahan: OK. So, dialysisreports.org is the site that we're the replacement for. So ESRD QIP 1.0 is the replacement for dialysisreports.org. But Dialysis Compare and Dialysis Facility Compare is still up. So it's …

Samar Quimbayo: OK.

Jody Callahan: … it's different, it's separate than the QIP.

Samar Quimbayo: OK, so it's still going to be separate. It's not going to be combined with the …

Jody Callahan: No, no.

Samara Canvello: OK, OK.

Jody Callahan: So like your— Dialysis Facility Compare,…

Samar Quimbayo: Um-hum.

Jody Callahan: …it's still going to be up and running. That hasn't been folded into the QIP.

Samar Quimbayo: OK, right. Thank you.

Jody Callahan: OK.

Operator: Your next question comes from the line of Elise Necklason. Elise, your line is open.

Elise Necklason: Thank you. This is Lise Necklason from Campbell County Health. My question, if we wanted to verify if there was any question about verifying our POC or to change our POC, would we call QualityNet to address the process to do that?

Jody Callahan: Yes. If you can reach out to the QualityNet Help Desk, they'll be able to help you with that. But I would ask that you would wait until either Friday afternoon or Monday morning to do the verification.

Elise Necklason: OK.

Jody Callahan: OK?

Elise Necklason: That will work. OK, thank you.

Jody Callahan: Thanks.

Operator: Your next question comes from Adrienne Adkins.

Adrienne Adkins: Hi Jody, it's Adrienne again. I was just trying to find out two things. And I think you might have said it, but I missed it. Are previous year's Performance Score Reports and Performance Score Certificates located on ESRD QIP 1.0? And when you're running the report for the first time and you're logging into the beginning and you run your report, do you then have to go to View a Processed Report in order to get that report?

Ahmar Wazir: Yes, so for PY 2016, ESRD QIP System, you won't be able to see any prior year payment Performance Score Reports. So you won't be able to see you payment year 2015 Performance Score Reports in the ESRD QIP System for this year. But if you're — as we are moving forward, then there's a possibility that you may be able to see reports on PY 2016.

And what was your second part of the question again? Sorry.

Adrienne Adkins: When you're running — OK. As I went through the slides, and you're logging in to get your Performance Score Report, you follow the steps that say Run the Report. But then, once you have selected the report and download – or run the Performance Score Report, do you then have to go to the next section, which is View a Processed Report, in order to see that report?

Ahmar Wazir: Yes. So first, you will select the report. So what happens is that the system is collecting all the data that is required to be populated in that report. And then, the second step is to click on My Reports again. And then you click on Search Reports. And then, you'll be able to see all the reports that are already processed with a green checkmark box on the left side of the report. So this will indicate that your report is ready to view at this point. And then you have four options. You can either view, you can delete, you can mark as favorite. So then you have these options at that point.

Adrienne Adkins: OK, great. Thank you, that's what I needed clarified because actually it's sort of a two—step process to get your report. You have to run it and then select it and view it or whatever you want to do from there.

Ahmar Wazir: Yes.

Jody Callahan: Right.

Adrienne Adkins: OK.

Jody Callahan: And then, one of the things that we wanted to talk to all of you about is that when you're in the Run Report section, the processor that runs your report is a shared service. And so, if you're going to be dashing off to a meeting, I would definitely plan ahead for running the reports and wouldn't wait until the last minute on that. Because if you just happen to hit the Run button on you PSR or whatever report you need for your meeting, you could be doing that when someone from hospital quality reporting is pulling down some giant-sized file, and you would end up being kind of stuck in the queue, right?

So I think for this year, since this is the first time that we've been using this new QIP System on the QualityNet Secure Portal, I think planning ahead. If we can all be as organized as possible, and then, the help desk will be there for you. I mean they're all teed up to help. And we even have a help desk for the help desk this year for the launch of the QIP 1.0. And we have a command center set up so that they can get answers quickly, so that they can help you. So — I mean the whole goal of this is that everyone has a successful preview period.

And just a reminder, the preview period for this year is going to run from 7/15 through 8/17. So it's 5 p.m. eastern on 8/17. Then that's the cutoff for the preview period for payment year 2016. So, just for those of you who are on the West Coast, just wanted to let you know that it has been extended because the 15th of August falls on a Saturday, so they've extended it to Monday, but it does end at 5 p.m. eastern.

Aryeh Langer: Do we have any more questions?

Operator: Your next question comes from the line of Jennifer Holcomb.

Jennifer Holcomb: Hello, thank you for taking my call. I — my question is a clarification. If I am the Facility Point of Contact — I just want to be clear, will I have access as all the viewer access as well, or do I need to do those two things separately?

Aryeh Langer: Give us one moment, please.

Jody Callahan: Jennifer, if you are a POC for a facility, there's no need to ask for the viewer access because the POC is everything that the viewer can do plus more. OK? So the Facility Viewer can just go in and run Performance Score Report, preview and final, and the Performance Score Certificate. And you can view the inquiries for clarification questions for that facility. But the POC can do all of that viewing, and you can submit new clarification questions and/or the formal inquiry.

Jennifer Holcomb: All right. Thank you.

Jody Callahan: OK? And also there is a report that the Facility POC can run that's not available for the Facility Viewer, and that's the Patient List Report. So for payment year 2016, that report is going to contain first name, last name, and HICN by measure for each facility.

So if you're facility, you know, ABC 123, and you have 25 patients for — that are included in your QIP calculations, then you'll have the first name, last name, and the HICN by measure for each one of those patients.

Operator: Your next question comes from the line of Charlene Podach.

Charlene Podach: Good afternoon. Yes, I just had a question, because unfortunately, I was in a patient's care conference and I missed the first 40 minutes of this call. So I was just wondering if there is somewhere I can go to — if there are some slides that will walk me through how to fill out the application process to get the access to the current portal 'cause I understand this is replacing the previous one. Is that correct?

Jody Callahan: Right, this is the replacement for dialysisreport.org.

Charlene Podach: OK.

Jody Callahan: So there are a few additional training sessions. If you …

Charlene Podach: They're going to run this again?

Jody Callahan: Right.

Charlene Podach: OK.

Jody Callahan: So there'll be another one on the NRAA is hosting. One more — two more training session, and the NCC is also hosting one more training session. So if you reach out to your network, they'll be able to give you that information if you don't have the latest CROWN memo.

Charlene Podach: OK.

Jody Callahan: OK?

Charlene Podach: OK, I'll get ahold of them.

Jody Callahan: Sure.

Charlene Podach: Thank you.

Jody Callahan: Thank you.

Aryeh Langer: There'll also be an audio recording and written transcript of today's call on the CMS website. I can give you that URL since you were not on at the time.

Charlene Podach: OK.

Aryeh Langer: It's www.cms.gov/npc.

Charlene Podach: OK.

Aryeh Langer: So if you go onto the website there, you'll be able to see the list of calls that we have, and then just use today's date, and you'll see the information that you need. It takes about 10 to 14 days to get the information posted, but it will be available then.

Charlene Podach: OK, all right. I appreciate it. Thank you.

Aryeh Langer: Thank you.

Jody Callahan: One other thing we wanted to let you know. There will be training slides out on QualityNet.org next week. So we're targeting between close of business on Monday and start the business on Wednesday for posting the documents. So if you need the slides, they'll be out there. There's also going to be a quick start guide for payment year 2016 and there's a user manual for the QIP 1.0 System. And so you might want to either pull those down locally or print them out. Sometimes it's helpful to have something like that when you're using a system first time.

Charlene Podach: OK, all right. Thank you.

Jody Callahan: Sure.

Operator: And the next question comes from the line of Ramona Chapman. Ramona, your line is open.

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Ramona Chapman: Thank you, yes. I submitted my application for my POC and I have not received anything from the, you know — what was it CROWNWeb, saying what my user ID, and I was just kind of concerned because I submitted like 2 weeks ago both the application.

Jody Callahan: Ramona, the help desk has your application, and so they are doing onboarding now.

Ramona Chapman: OK.

Jody Callahan: So right. And the target is start the business on Monday — is that the system should be live, although the scores and anything related to the scores is locked down until the start of the preview period.

Ramona Chapman: OK, great.

Jody Callahan: OK?

Ramona Chapman: Thank you.

Jody Callahan: Yes.

Operator: Your next question comes from the line of Mini Mammen.

Mini Mammen: Hi, good afternoon. And I — most of the time today I had a bunch of questions already answered, but I just wanted to confirm this. The SO — the previous SO, that is the security official, is automatically became the Facility Viewer now? And I need to just get the POC, a Facility POC access, too? And then once I get it and the report, I need to put it the, you know, I need to put the POC doctor, the submit, right? The inquiries I can submit through that? Correct? That's the same officer what we think?

Aryeh Langer: Can you hold 1 second for us, please?

Ahmar Wazir: Hi Mini.

Mini Mammen: Yes, hi.

Ahmar Wazir: So I think — just correct me if I understood your question right, so you said a Security Officer will be grandfathered as a Facility Viewer. Is that correct?

Mini Mammen: Yes, I believe that's what I took the notes that said that some of it's already being transferred as to the, you know, the viewer or Facility POC, right? But they need to get the access as a POC, correct?

Ahmar Wazir: No. So any CROWNWeb facility admin. will be grandfathered as a Facility Viewer in ESRD QIP System, not your Security Officer.

Mini Mammen: OK.

Ahmar Wazir: And in order to get the Facility POC, you'll have to contact the help desk, and they will assign you the role of a Facility POC so you can submit your inquiries and questions.

Mini Mammen: OK.

Jody Callahan: Great, thanks. And you have to — if the person who's going to be the Facility POC already has a QIMS account, …

Mini Mammen: Um-hum.

Jody Callahan: Then they only need to fill out the ESRD Application Access Form. So if you reach out to the QualityNet Help Desk, they will send you that form.

Mini Mammen: OK, sure.

Jody Callahan: OK. So I want to go over just — something that just came across my desk. And you normally would have to have — the ESRD Application Access Form must be signed by QIMS end-user manager and security official at the facility where the account to be utilized exists whenever these approvers are available, OK? With these three exceptions, OK? If the applicant is the only QIMS security official and there is no EUM at the facility, OK? If the applicant is the only QIM security official and there is an active EUM at the facility, then it would — so for the first one, if you're – say you, Mini, you wanted to be the POC and you were the security official at your facility.

Mini Mammen: Um-hum.

Jody Callahan: OK, and you didn't have an end-user manager at your facility, you can send in the ESRD Application Access Form without signatures.

Mini Mammen: OK.

Jody Callahan: OK? If you were the security official for your facility and there is an EUM at your facility, then just have the EUM sign it. OK?

Mini Mammen: OK.

Jody Callahan: All right. And if you are the EUM at your facility but you are not the security official, then get your security official to sign it.

Mini Mammen: All right. OK, I am the security official, so I just have to apply.

Jody Callahan: OK. So if — do you have an EUM at your facility?

Mini Mammen: Yes.

Jody Callahan: End-user manager?

Mini Mammen: Yes.

Jody Callahan: OK, so you have to get them to sign.

Mini Mammen: OK.

Jody Callahan: OK, perfect. Thank you.

Mini Mammen: Thank you.

Operator: Your next question comes from the line of Adrienne Adkins.

Adrienne Adkins: Hi Jody. I was just trying to figure out if we could possibly get a sample of the PDF file or Excel file for the report — the Performance Score Summary Report?

Jody Callahan: So Adrienne, I — that's on my list of questions to the program, and I've been able to get through about 80 percent; so that one's still outstanding. I'm asking that we can send you the fields that are included. But I did want to clarify one thing, on the Performance Summary Report, you're going to see — whoever runs that report, you're going to see the scoring and measure calculation for each facility, and you'll also see information for facilities that have a total performance score and those that don't have a score.

So if there's a no score, you'll also see the data that goes into that no score, but there computed infor — it's computed information for measure. So you're not going to see the numerators and denominators. So I don't know, Adrienne, if you and I talked about that earlier, about the numerators and denominators, but it's already been computed so that they are not included in that report.

Adrienne Adkins: OK, yes, our — one of our analysts is on the line right now. So she's also listening to what you're saying, and we're just trying to make sure that, hopefully, we can get a, you know, if possible — I know you have the question outstanding, but if we can get, you know, a sample file that will help us with our, you know, our analysis processes.

Jody Callahan: Sure, OK. Yes, it's on my list. I promise I'll get back you on that.

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Adrienne Adkins: I know Jody. Yes.

Operator: And so, the next question is from Linda Giddeon.

Linda Giddeon: Yes, I would like to know exactly where I go to find out who has been appointed to our clinic as the end-user manager and those sorts of thing.

Jody Callahan: For information about who your end-user manager and Security Official are, you need to reach out to that QualityNet Help Desk and they have an inventory of all of those end-user managers.

Linda Giddeon: OK. So there's nowhere I can pull it up?

Jody Callahan: I don't think so.

Linda Gideon: OK, thank you.

Jody Callahan: Um-hum.

Operator: Your next question comes from Noah Espinoza.

Noah Espinoza: Good afternoon. This is Noah Espinoza from the Northwest Kidney Centers. I had a question regarding the submission of a systemic clarification question. Would we need to include all the facilities that we feel would be impacted, or is it OK to submit the systemic clarification question through one facility?

Ahmar Wazir: Yes Noah, so— so we would definitely recommend that you add an attachment with probably all the CCNs that you think are affected so that will speed up the process at CMS sites.

Noah Espinoza: OK, so maybe just like PDF of all the facilities?

Ahmar Wazir: Yes, you can either do an Excel with the facility name and CCN, "Hey, these are the list of facilities that we think will be affected by the systemic errors." So I think we would definitely recommend.

Noah Espinoza: OK.

Ahmar Wazir: And any kind of — our system accepts PDF, Excels, Zip files; so you can do any kind of attachment.

Noah Espinoza: That sounds good. Thank you so much.

Ahmar Wazir: Sure thing.

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Jody Callahan: And then Noah, also just to clarify, in case someone else on the call is asking the same question. So you really only have to submit one clarification question for that. And it's really — the reason that we have the flag is for ease of use for you so that if you had — suppose you had 2,000 facilities, you don't have to go in and do 2,000 clarification questions.

Noah Espinoza: OK.

Jody Callahan: You just do one, click the flag, and that gives the CMS an indicator that they need to look at this on a broader scale.

Noah Espinoza: OK, thank you so much.

Jody Callahan: OK, thanks.

Operator: Your next question comes from Felicia Lambert.

Felicia Lambert: Hello, I just need clarification because I have no access to anything. So I want to find out, for the QIMS account form, you had mentioned it earlier, but do we — we have to get it notarized, is that correct?

Jody Callahan: Yes, you do have to have your QIMS application notarized. So if you go out to QualityNet.org, you can just go from Google and go to that, and then across the top are the various programs, and there's — about the third from the right in that band is ESRD facilities, just click right on that link, and when it opens up on the left side of the screen, there's two blue boxes, one is for CROWNWeb and one is for QIMS.

If you click on there, you're going to get – there's a use guide, there's frequently asked questions about QIMS, there's the QIMS application, and there's actually the link. So when you do your application for QIMS, it's online, and then when you get to the end, you print it out.

Felicia Lambert: Got it.

Jody Callahan: OK.

Felicia Lambert: And I have that – so – and the other question, just to make sure, for the EAAF, does that need to get notarized?

Jody Callahan: No.

Felicia Lambert: OK, that's great. Thank you.

Jody Callahan: Right, sure.

Operator: And the final question comes from the line of Harriett Watters.

Harriett Watters: Yes, ma'am, I also had another question now. When we take the Cyber Awareness Challenge Exam again, which one do we take, because there are three different types on there, you have the Department of Defense, the Federal employees, and the intelligence community?

Jody Callahan: It's the Federal employees.

Harriett Watters: OK, thank you, ma'am.

Jody Callahan: Right.

Operator: And there are no further questions.

Additional Information

Aryeh Langer: Well thank you very much. Jody and Ahmar, obviously, you did a great job of answering everyone's questions, and everybody will be ready to use this new system.

I just want to remind everybody that there's another MLN Connects National Provider call tomorrow on a separate topic, but also on the ESRD QIP — it's Reviewing Your Facility's Payment Year 2016 Performance Data. That call will be held at 2 p.m., and the same way you registered for this call, you can register for that call. Registration will be open until, I believe, 12 p.m. tomorrow.

On slide 35 of today's presentation, you'll find information and a URL to evaluate your experience with today's call. Evaluations are anonymous, confidential, and voluntary. We hope you'll take a few moments to evaluate your MLN Connects Call experience today. As a reminder, an audio recording and written transcript of today's call will be posted to the MLN Connects Call website that I mentioned before, www.cms.gov/npc. And we will release an announcement in the MLN Connects Provider eNews when that information is available.

Again, my name is Aryeh Langer. I like to thank our presenters here in the room and also thank you all for participating in today's MLN Connects Call. Have a great day everybody.

Operator: This concludes today's call. Presenters, please hold.

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