ESRD QIP 1.0.0
Facility Users Training

Centers for Medicare & Medicaid Services (CMS)
July 08, 2015
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Agenda

• General
  – Log In
  – Facility Roles

• Facility Point of Contact (POC) and Facility Viewer
  – Run a Report
  – View a Report
  – View a Submitted Formal Inquiry or Clarification Question

• Facility POC
  – Submit Formal Inquiry
  – Provide Additional Requested Information
  – Submit Clarification Question
  – Submit Systemic Clarification Question
Log In


2. Click Log In at the top of the screen, next to the QualityNet logo.
3. In the Choose Your QualityNet Destination box, select **End-Stage Renal Disease Incentive Program**.
4. In the QualityNet Identity Management System (QIMS) Login screen, type your user identifier (ID) and password.
5. Click **I Accept**.
6. Check your email for the 2-factor authentication passcode.
# ESRD QIP 1.0.0 Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
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| Facility Viewer    | • Limited role in ESRD QIP 1.0.0  
                       • View data Facility POC submitted  
                       • Run reports |
| Facility POC       | • Elevated role in ESRD QIP 1.0.0  
                       • Run reports  
                       • Submit formal inquiries, clarification questions, and systemic clarification questions  
                       • Respond to CMS requests for additional information |
Run a Report

All users (Facility POCs and Facility Viewers) can run reports (such as the Preview - Performance Score Report (PSR)) for their facility at any time.
Run a Report (continued)

1. In the main menu, expand **My Reports**.

2. Click **Run Reports**.

3. In the I’d Like To... area of the screen, click **Run Report(s)**.
4. Expand the **Report Program** drop-down list and select **ESRD QIP**.
5. Expand the **Report Category** drop-down list and select **Scores/PSR and PSC**.

6. Click **VIEW REPORTS** to run the report. The following reports are available:
   - Patient List Report - Preview
   - Performance Score Report - Preview
Run a Report (continued)

7. Click the name of any report to view the details page for that report.
8. Specify the **Dialysis Organization, Network, State, Facility, Payment Year, and Report Format** from the selections on the Reports Parameters screen.

9. Click **Run Report** to submit the report.

The report is submitted for processing and will be available in the Search Report(s) tab.
View a Processed Report

All users (Facility POCs and Facility Viewers) can view reports that have completed processing in the Search Report(s) tab.

1. In the main menu, expand **My Reports**.

2. Click **Search Reports**.
3. In the I’d Like To… area of the page, click **Search Report(s)**. The Search Report(s) tab displays. All reports that have been submitted display. Reports that are ready for viewing or download are marked with a green check mark in the Status column.
4. For completed reports, click an icon to perform the associated task.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>View</td>
<td>Open and view the selected report.</td>
</tr>
<tr>
<td>🔄</td>
<td>Download</td>
<td>Download and save the selected report.</td>
</tr>
<tr>
<td>⭐</td>
<td>Favorite</td>
<td>Mark the selected report as a favorite.</td>
</tr>
<tr>
<td>⚪</td>
<td>Delete</td>
<td>Remove the selected report from the Search Reports screen.</td>
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Formal Inquiry

If a facility believes that its score calculation contains an error, the Facility POC can submit a formal inquiry.

- Provide CMS with a specific explanation.
- Present evidence of an error.

A facility may submit only one formal inquiry during the Preview Period.
Submit Formal Inquiry

1. Click Create Formal Inquiry.

2. Expand the Facility box and select a facility.
3. If you have approval to submit the formal inquiry, check the **My Facility Manager has approved this Formal Inquiry** check box.

4. In the **Subject** text box, type the subject of the formal inquiry; the subject cannot exceed 140 characters.
5. In the **Formal Inquiry** text box, type the details of the formal inquiry; the formal inquiry cannot exceed 4,000 characters.
6. If necessary, click **Add Attachment** to add one or more attachments to the formal inquiry.

7. To save the formal inquiry as a draft to submit later, click the **Save as Draft** button. To submit the formal inquiry to CMS, click the **Submit** button.

**NOTE**: Limit the file size of any attachments to < 10 megabytes (MB). Files can be broken up into a few small files (each < 10MB) or a compressed file; otherwise, contact the QualityNet Help Desk for instructions regarding larger files.
Additional Requested Information

CMS may request additional documentation or information for a formal inquiry. The Facility POC must respond to this request within 31 days.
Provide Additional Requested Information

1. Click the Inquiry ID.
   The formal inquiry opens.
2. Click the **CMS Additional Info Request** tab.

![CMS Additional Info Request Tab](image)

3. Click the **Request ID**.

The text of the request from CMS displays.

![Request Table](image)
4. Provide the requested information in the **Additional Information Response** text box.
Provide Additional Requested Information (continued)

5. If necessary, click **Add Attachment** to add one or more attachments to the response.

6. Click **Submit** and then confirm to send the additional requested information to CMS.

   The status of the request reverts to Open, and again awaits CMS response.
Clarification Question

- Facilities have the opportunity to ask as many clarification questions as necessary to fully understand how their scores were calculated.
- A Facility POC can submit a clarification question to get more information on methodology, calculations, or processes.
- Facilities can submit an unlimited number of clarification questions.

**NOTE:** CMS may reclassify clarification questions as formal inquiries, and vice versa.
Submit Clarification Question

1. Click **Create Clarification Question**.
2. Expand the Facility box and select a facility.

3. In the Subject text box, type the subject of the clarification question.
Submit Clarification Question (continued)

4. In the **Clarification Question** text box, type the text for the clarification question.

5. If necessary, click **Add Attachment** to add one or more attachments to the systemic clarification question.

6. To save the clarification question as a draft to submit later, click **Save as Draft**.

7. To submit the clarification question to CMS, click **Submit**.
If a facility believes that a systemic error exists in the way the system calculates scores, the Facility POC 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.
Submit Systemic Clarification Question

1. Click **Create Clarification Question**.
Submit Systemic Clarification Question (continued)

2. Expand the **Facility** box and select a facility.
3. Select the **Systemic Clarification** check box.

4. In the **Subject** text box, type the subject of the systemic clarification question.
Submit Systemic Clarification Question (continued)

5. In the **Clarification Question** text box, type the text for the systemic clarification question.

6. If necessary, click **Add Attachment** to add one or more attachments to the systemic clarification question.

7. To save the systemic clarification as a draft to submit later, click **Save as Draft**.

8. To submit the systemic clarification to CMS, click **Submit**.
Question & Answer Session
Evaluate Your Experience

• Please help us continue to improve the MLN Connects® National Provider Call Program by providing your feedback about today’s call.

• To complete the evaluation, visit http://npc.blhtech.com and select the title for today’s call.
Thank You


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