MLN Connects®

National Provider Call

ESRD QIP 1.0.0
Facility Users Training

Centers for Medicare & Medicaid Services (CMS)

July 08, 2015

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Medicare Learning Network®
Official Information Health Care Professionals Can Trust

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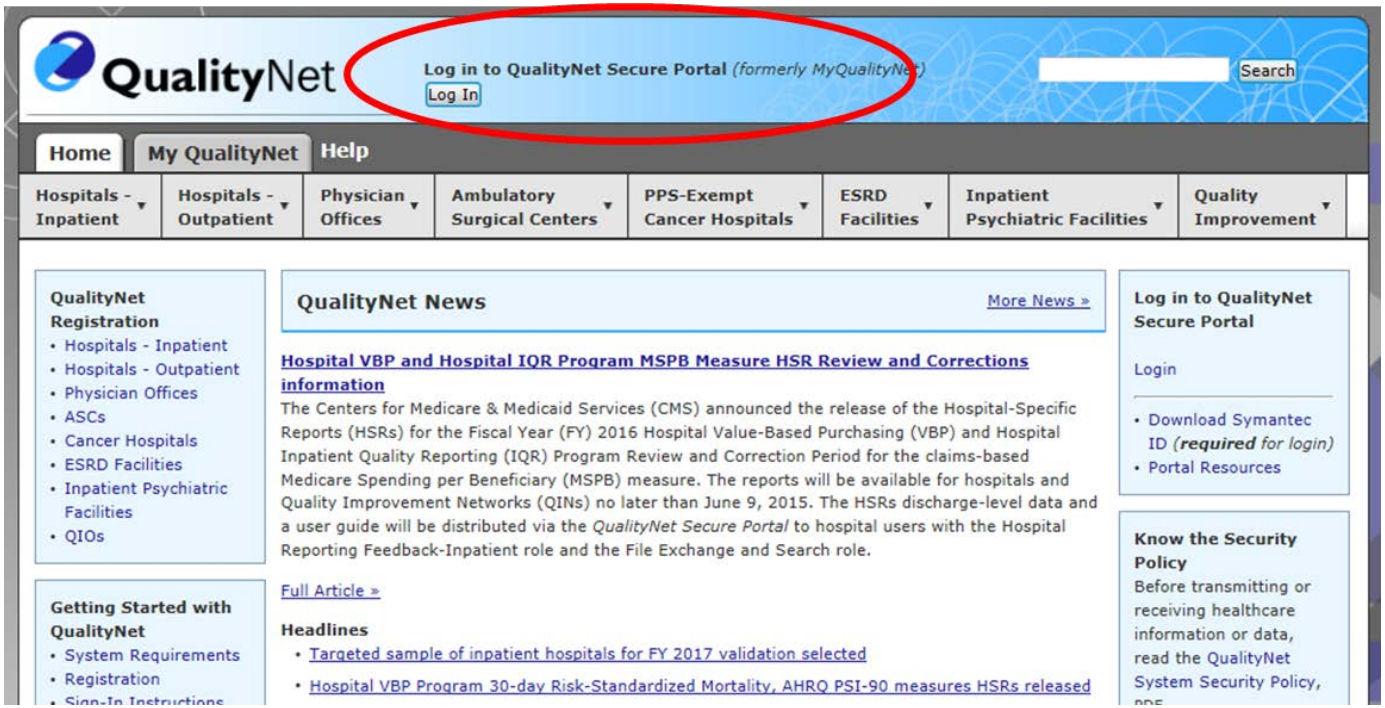
Agenda

- **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

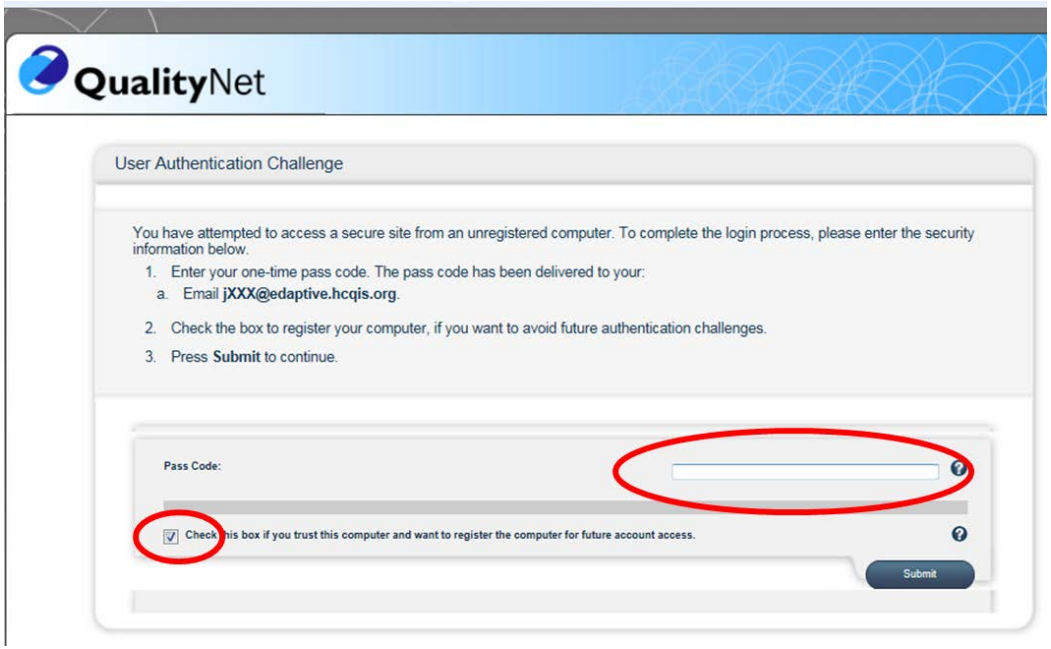
Log In

1. Navigate to QualityNet at https://www.QualityNet.org.
2. Click **Log In** at the top of the screen, next to the QualityNet logo.

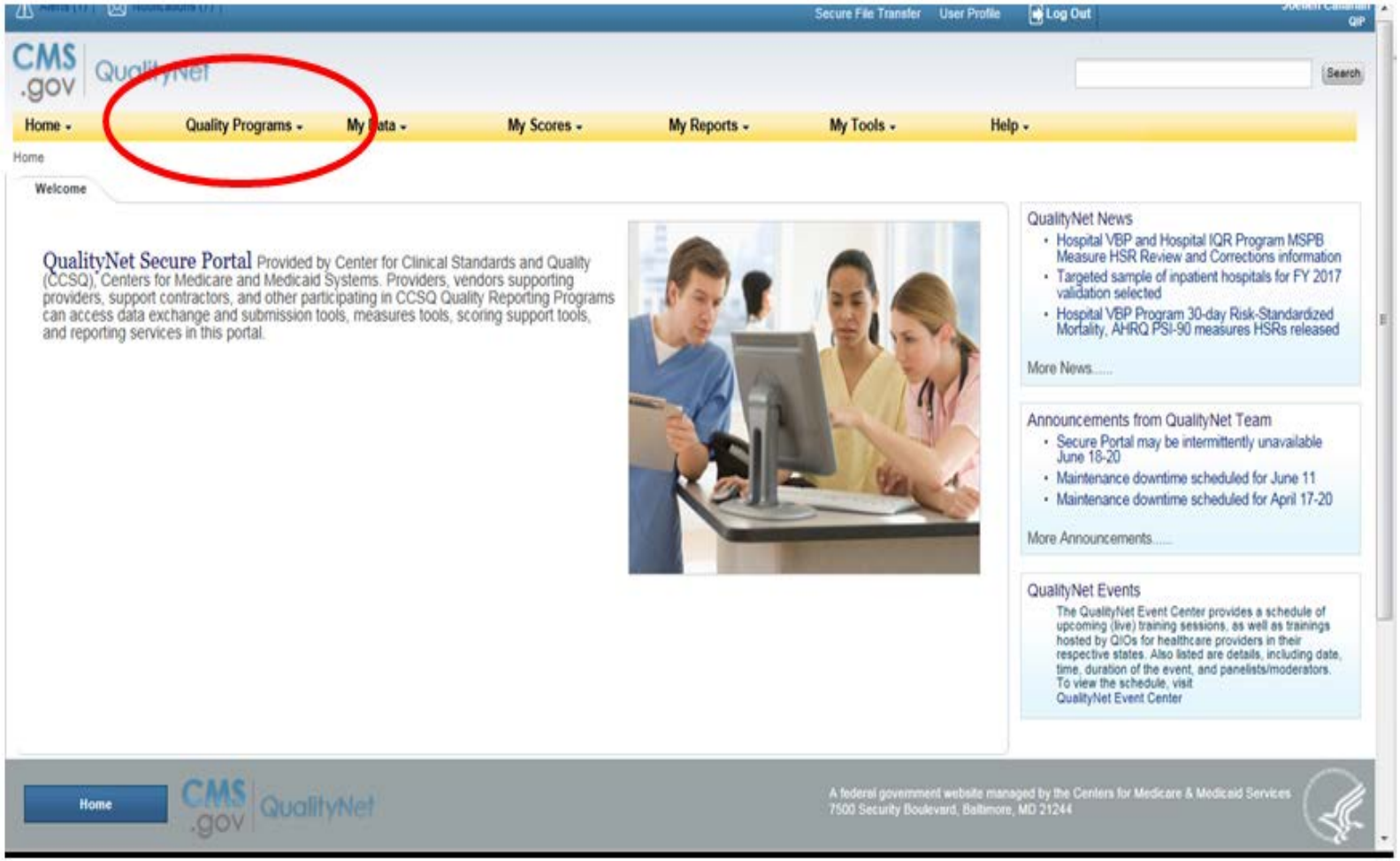


Log In (continued)

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.



Select ESRD QIP 1.0.0

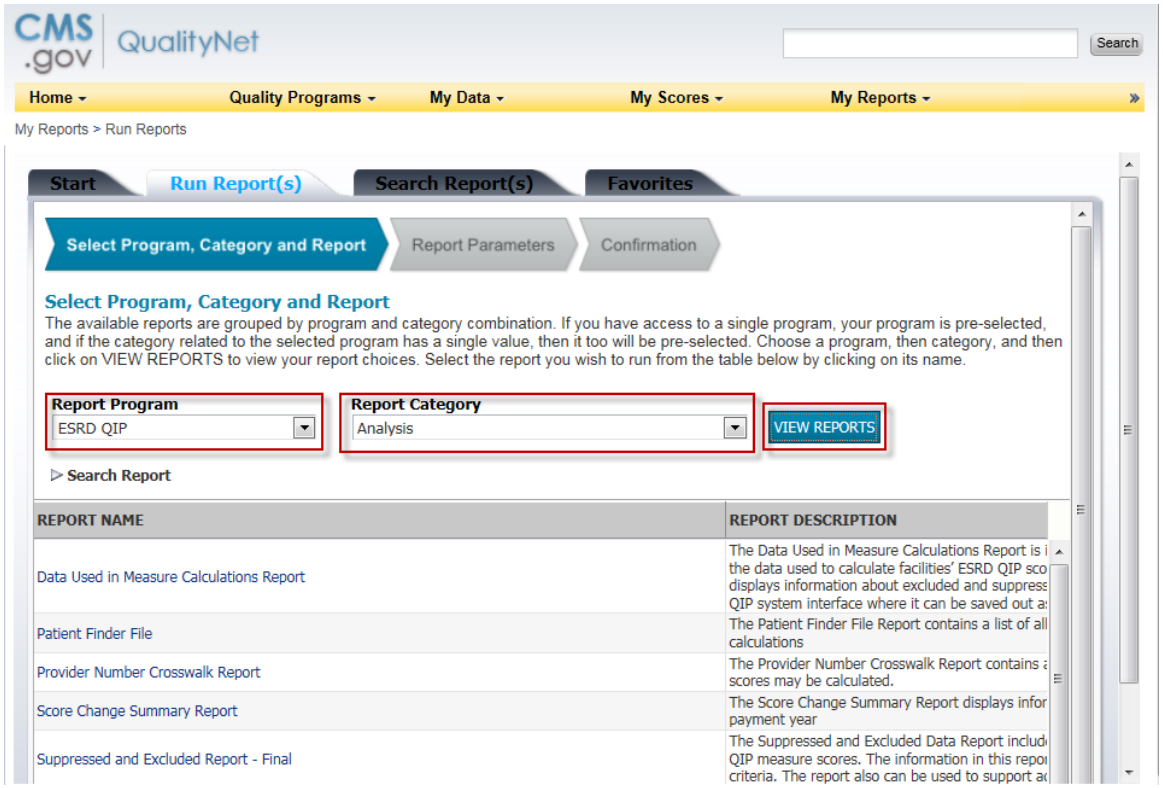


ESRD QIP 1.0.0 Roles

Role	Responsibilities
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

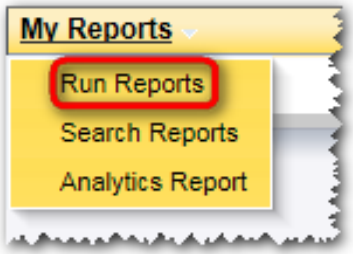
All users (Facility POCs and Facility Viewers) can run reports (such as the Preview - Performance Score Report (PSR)) for their facility at any time.



Run a Report (continued)

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

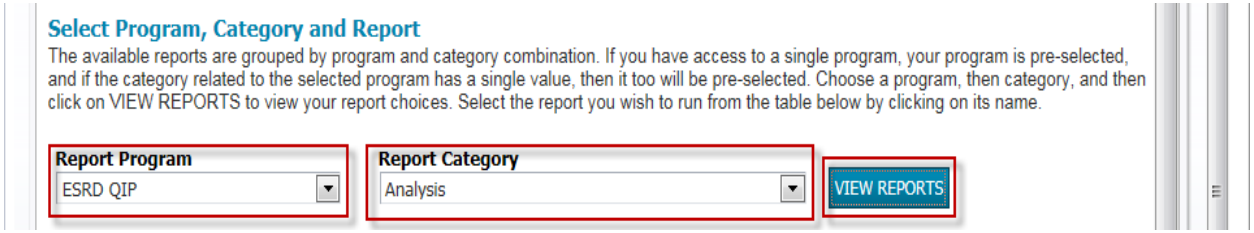
2. Click **Run Reports**.



3. In the I'd Like To… area of the screen, click **Run Report(s).**

Run a Report (continued)

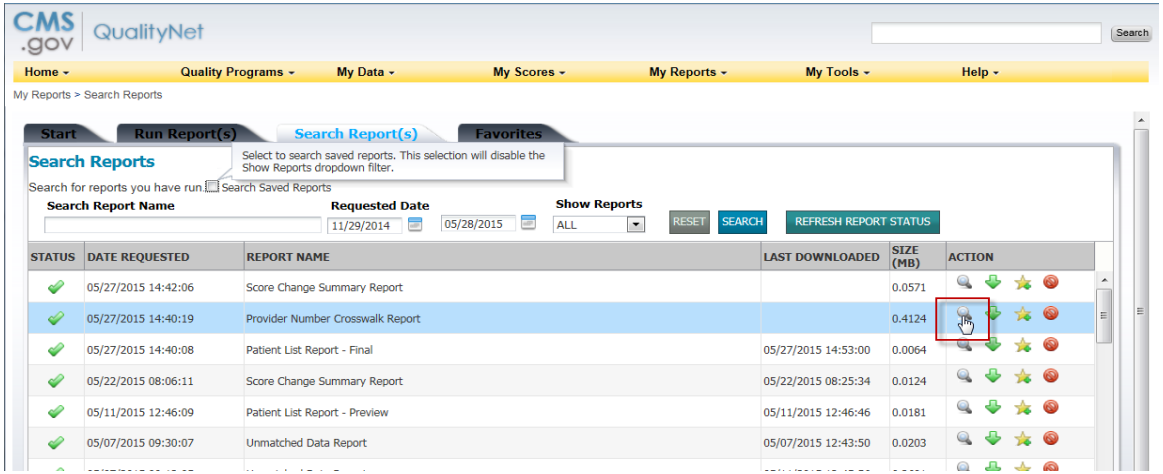
4. Expand the **Report Program** drop-down list and select **ESRD QIP**.
5. Expand the **Report Category** drop-down list and select **Scores/PSR and PSC**.



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.

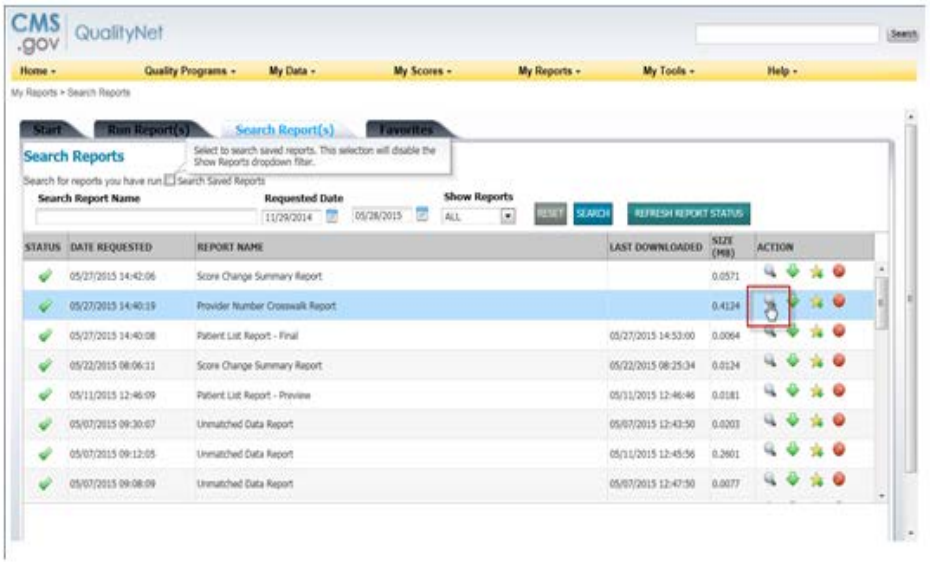


Run a Report (continued)

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

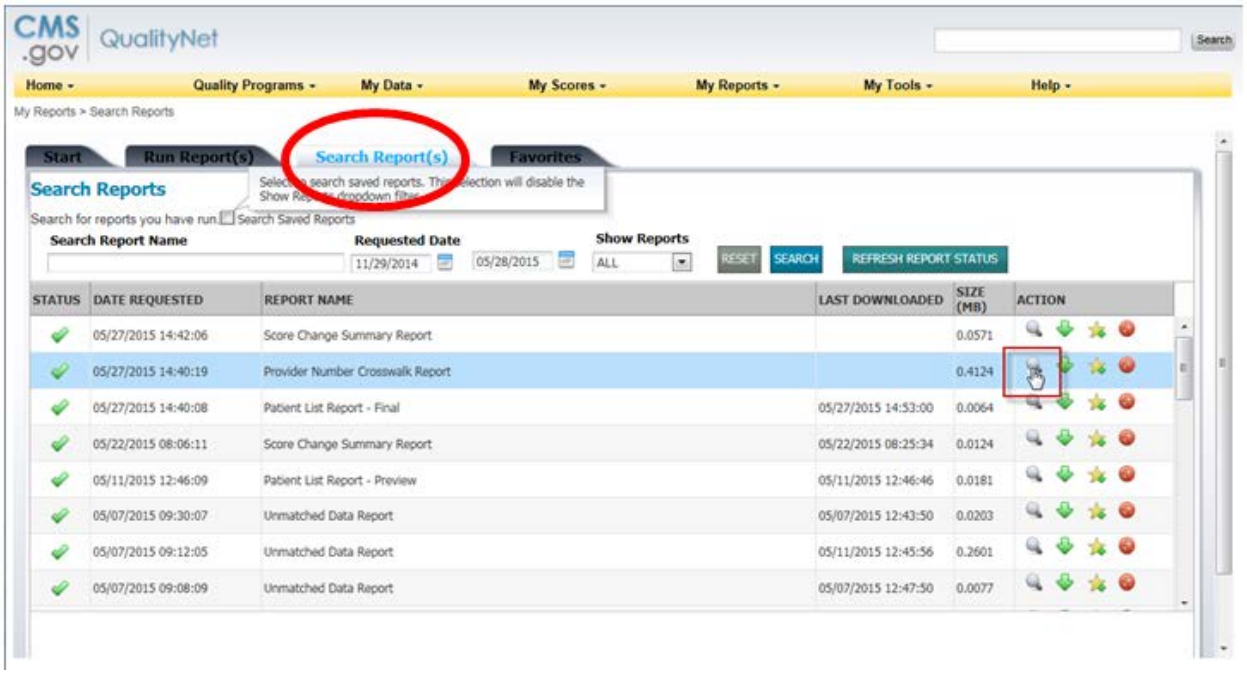
All users (Facility POCs and Facility Viewers) can view reports that have completed processing in the Search Report(s) tab.

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

2. Click **Search Reports**.

View a Processed Report (continued)

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.



View a Processed Report (continued)

4. For completed reports, click an icon to perform the associated task.

Icon	Action	Description
	View	Open and view the selected report.
	Download	Download and save the selected report.
	Favorite	Mark the selected report as a favorite.
	Delete	Remove the selected report from the Search Reports screen.

Formal Inquiry

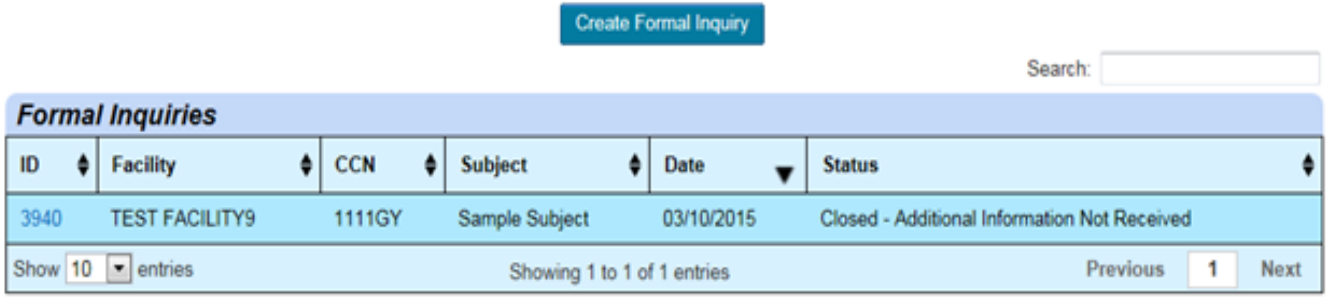
If a facility believes that its score calculation contains an error, the Facility POC can submit a formal inquiry.

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

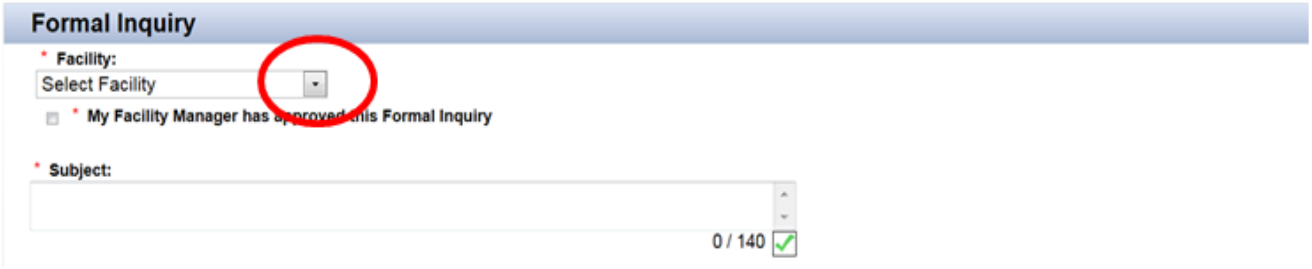
A facility may submit only one formal inquiry during the Preview Period.

Submit Formal Inquiry

1. Click **Create Formal Inquiry**.



2. Expand the **Facility** box and select a facility.



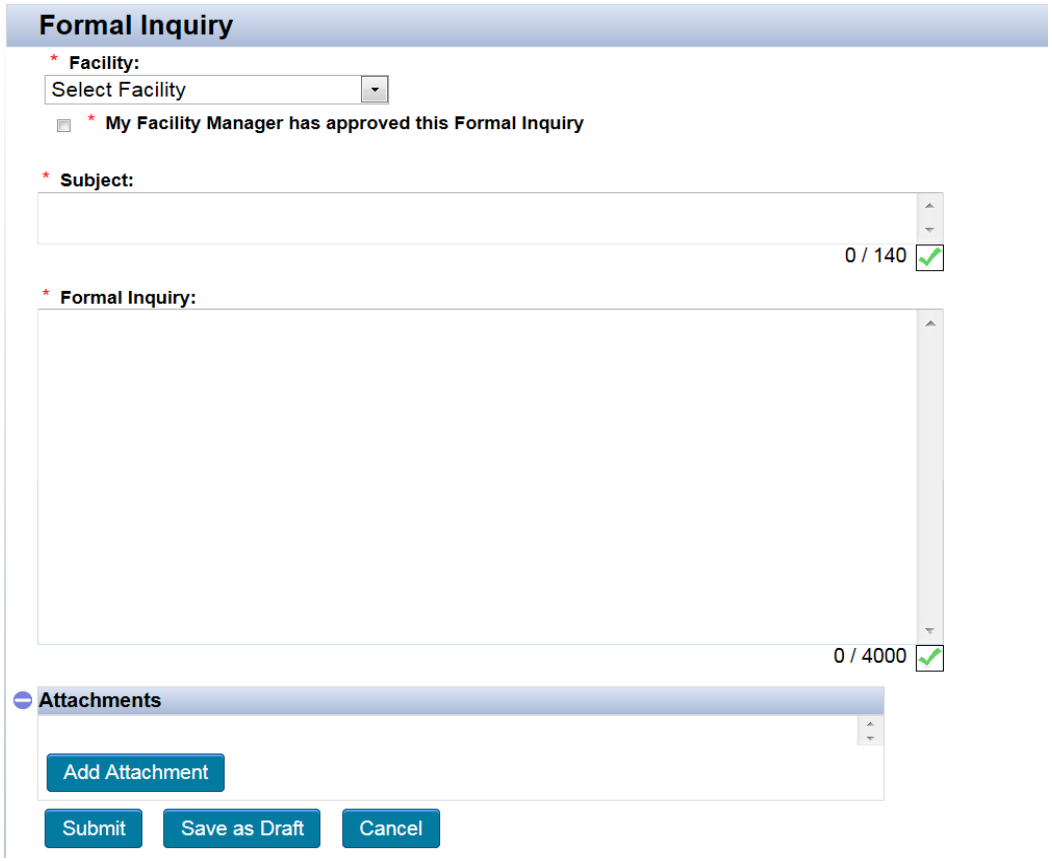
Submit Formal Inquiry (continued)

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.

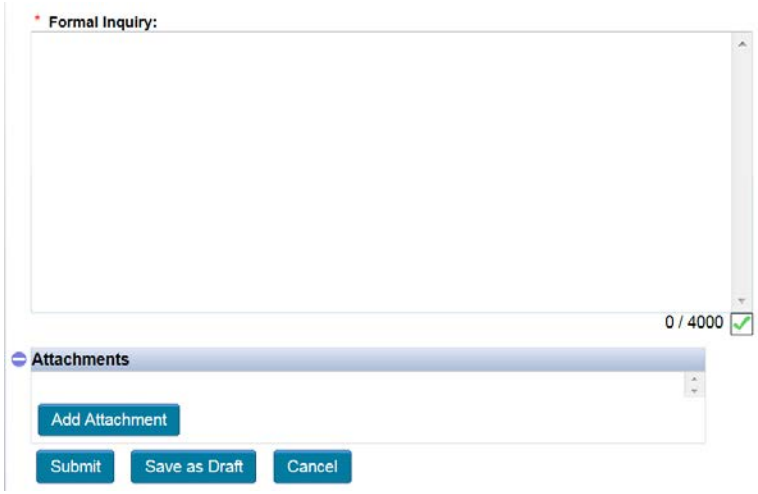
Submit Formal Inquiry (continued)

5. In the **Formal Inquiry** text box, type the details of the formal inquiry; the formal inquiry cannot exceed 4,000 characters.



Submit Formal Inquiry (continued)

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.

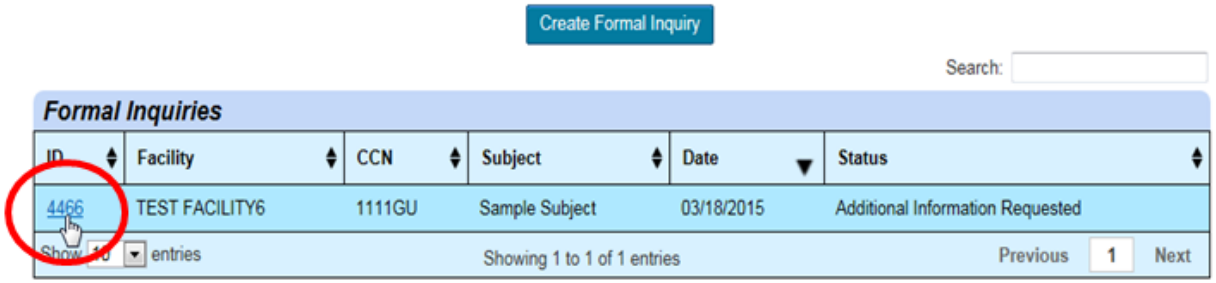
Additional Requested Information

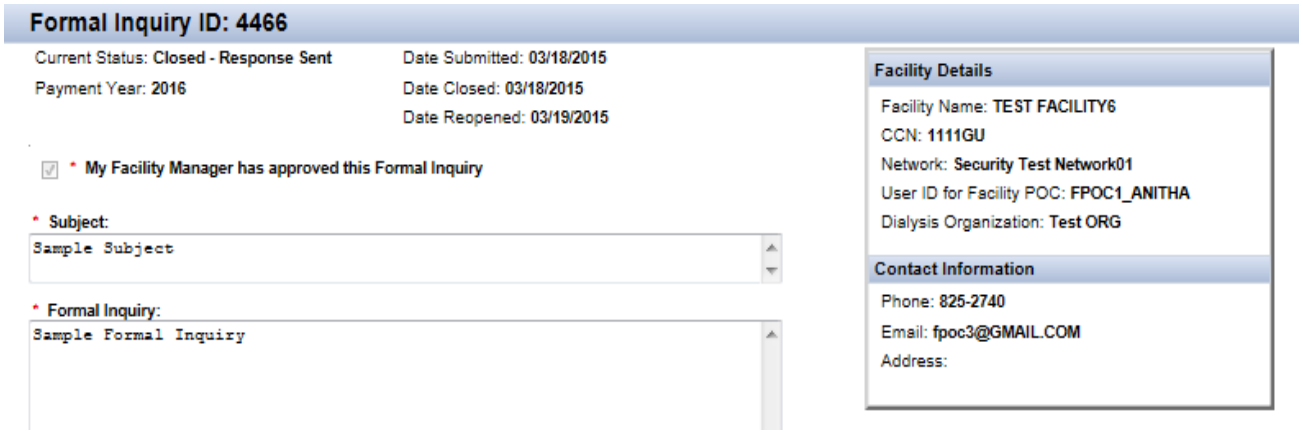
CMS may request additional documentation or information for a formal inquiry. The Facility POC must respond to this request within 31 days.

Provide Additional Requested Information

1. Click the **Inquiry ID**.

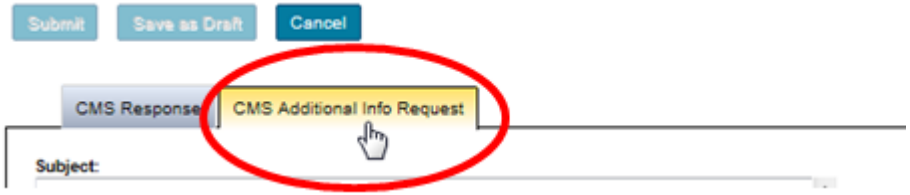
   The formal inquiry opens.





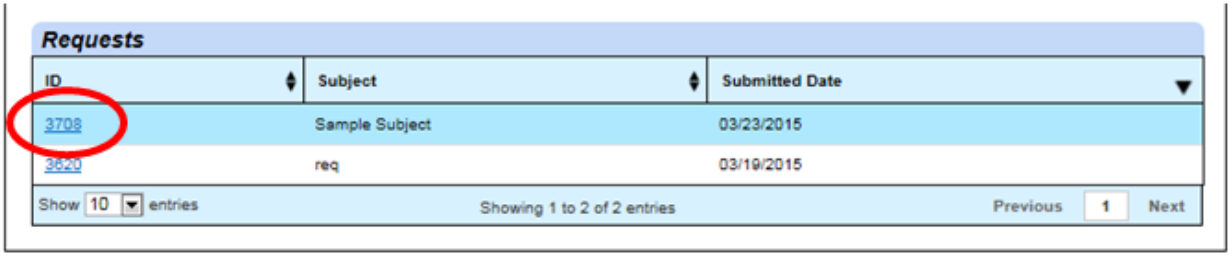
Provide Additional Requested Information (continued)

2. Click the **CMS Additional Info Request** tab.



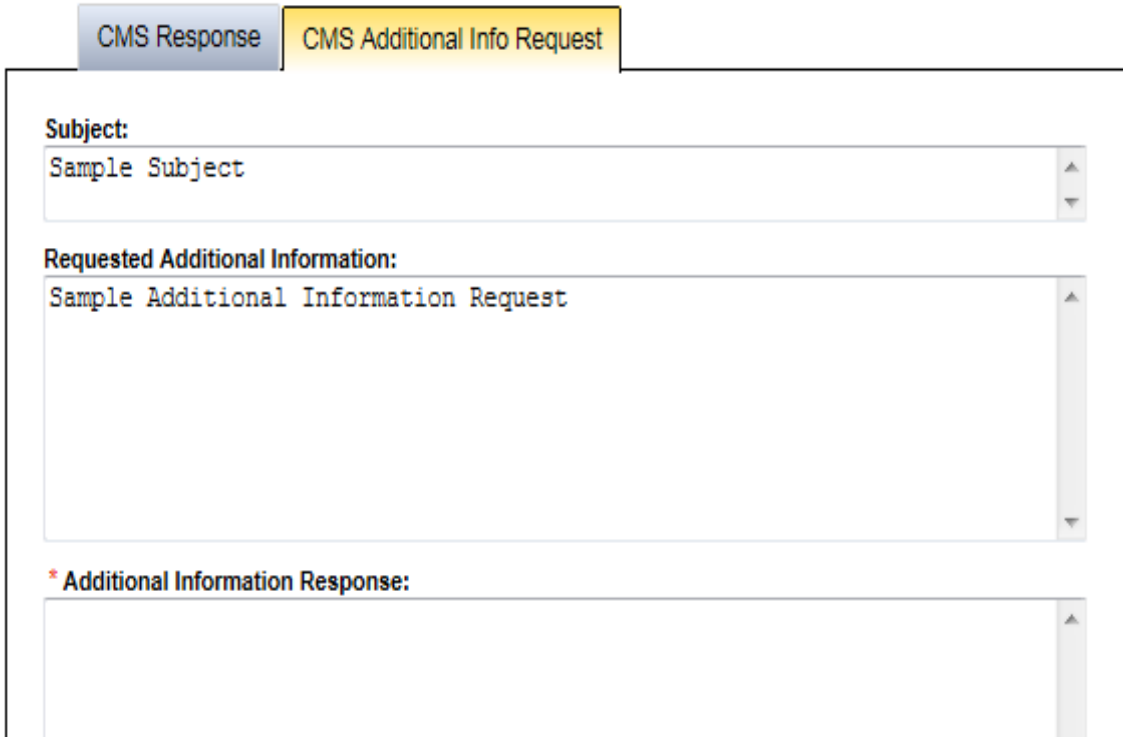
3. Click the **Request ID**.

   The text of the request from CMS displays.



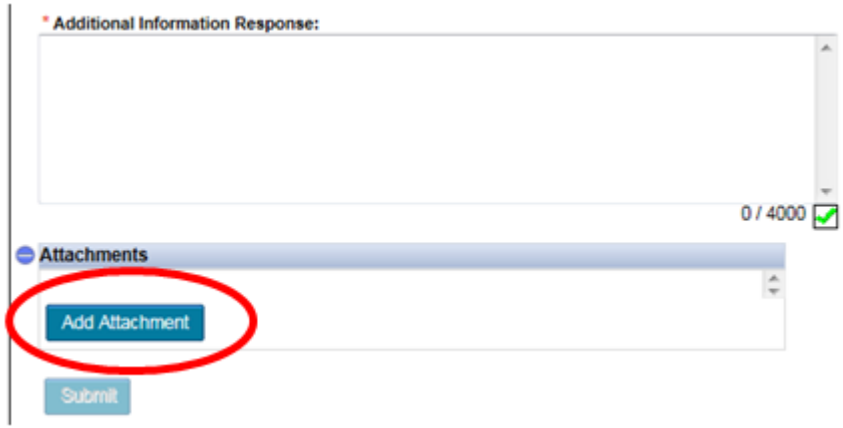
Provide Additional Requested Information (continued)

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.

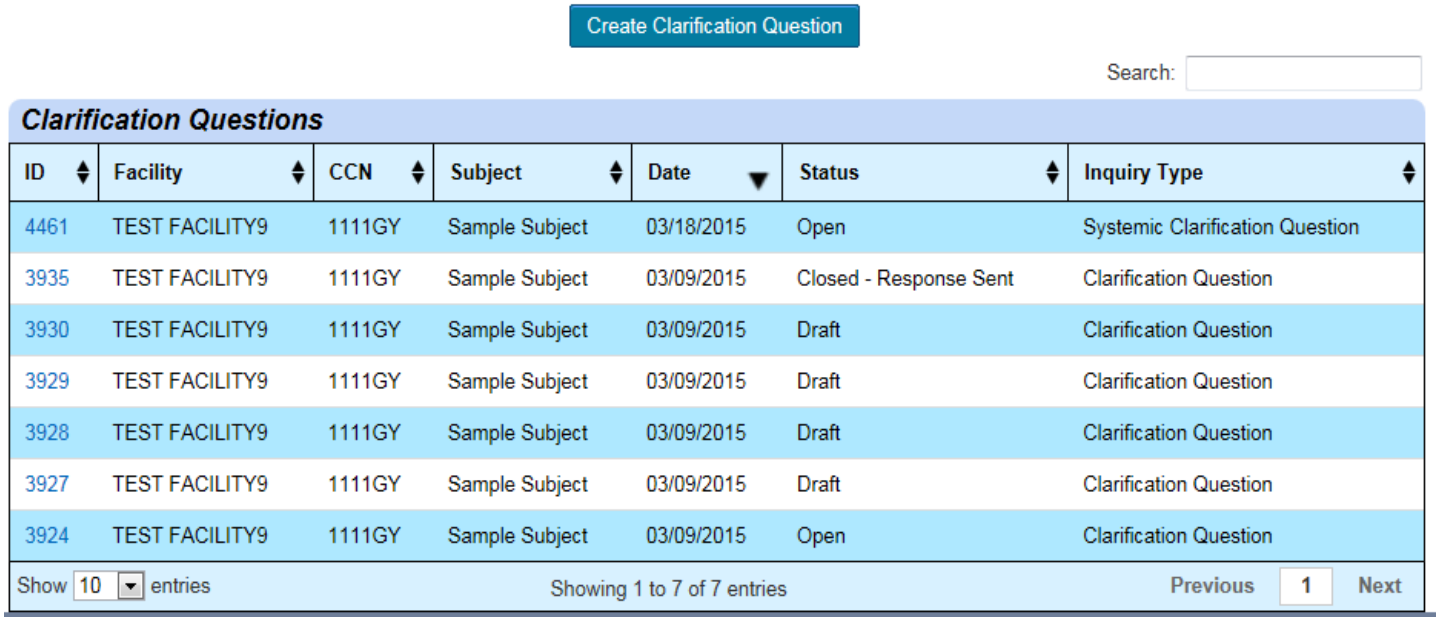
Clarification Question

- 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

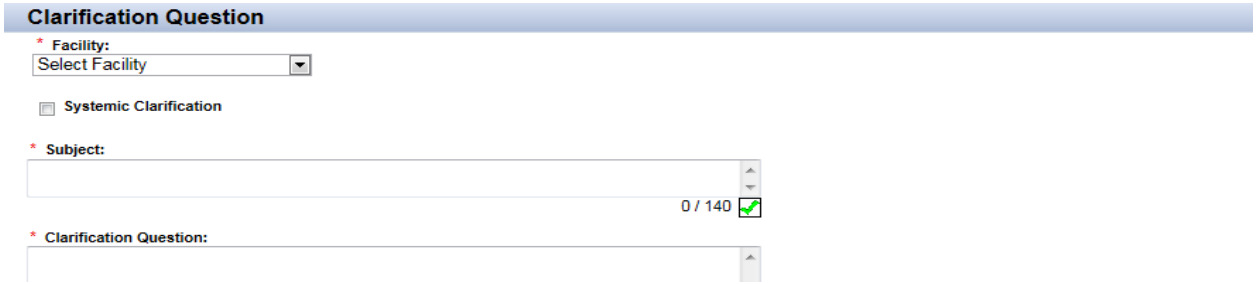
1. Click **Create Clarification Question**.



Submit Clarification Question (continued)

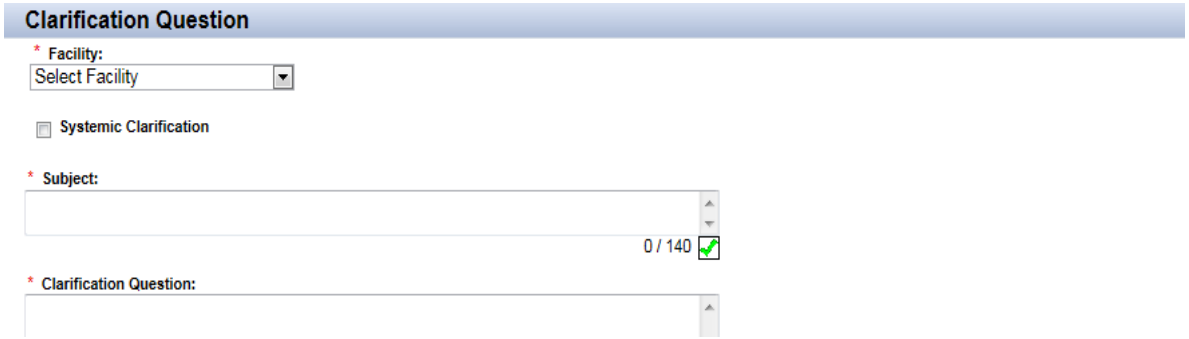
2. Expand the **Facility** box and select a facility.

3. In the **Subject** text box, type the subject of the clarification question.

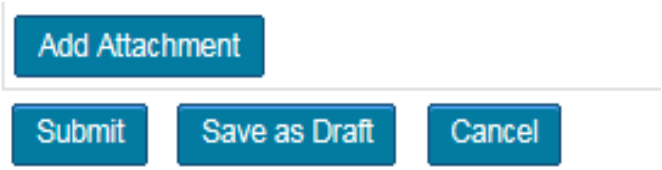


Submit Clarification Question (continued)

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**.

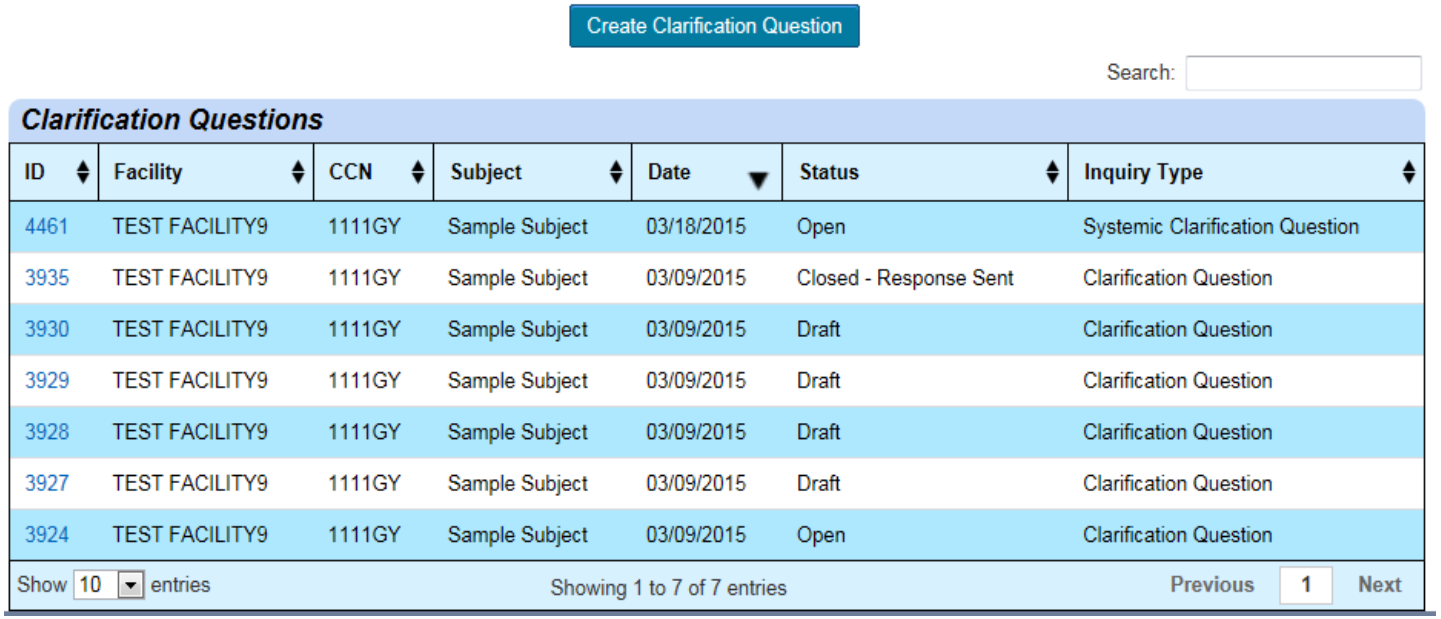


Systemic Clarification Question

- 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.

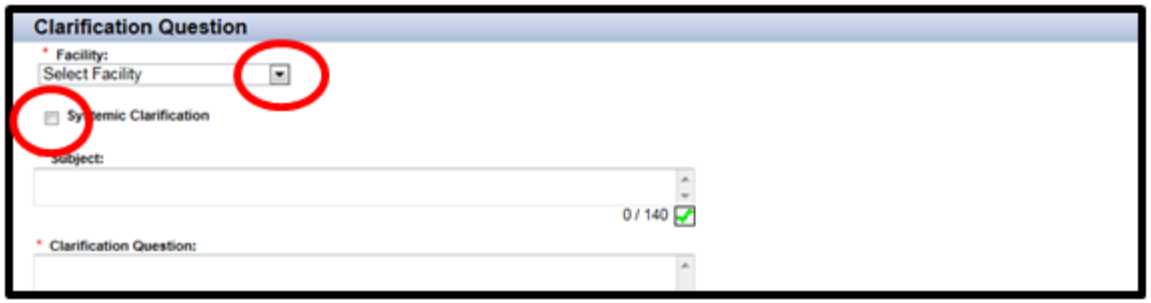
Submit Systemic Clarification Question

1. Click **Create Clarification Question**.

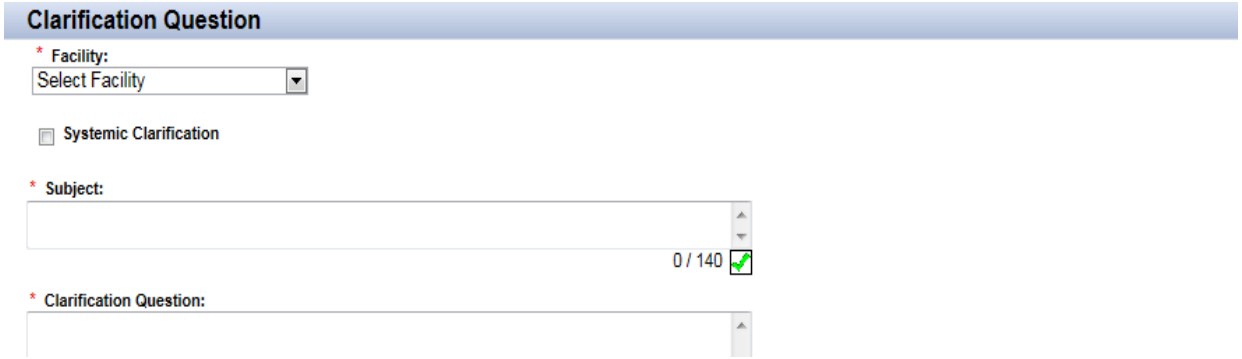


Submit Systemic Clarification Question (continued)

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

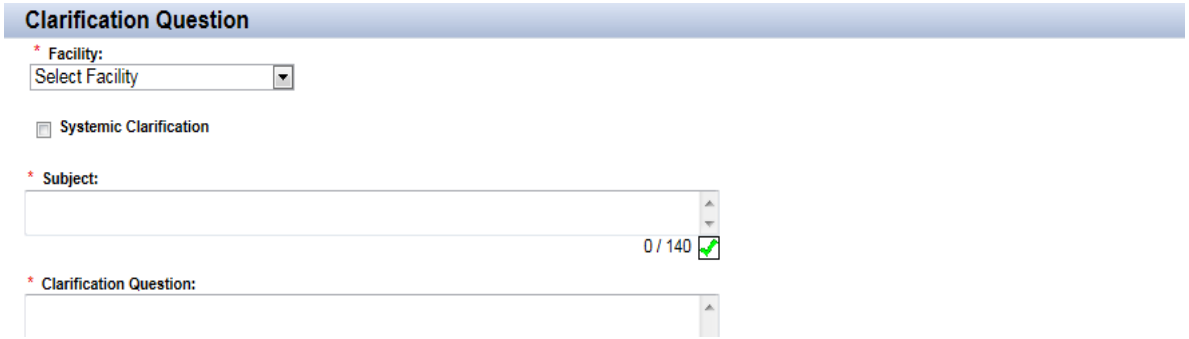


4. In the **Subject** text box, type the subject of the systemic clarification question.

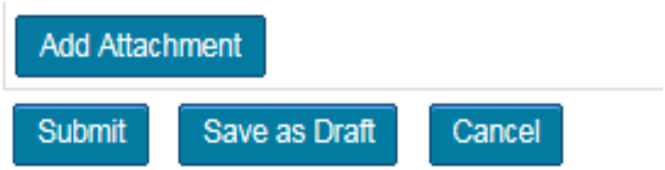


Submit Systemic Clarification Question (continued)

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

- For more information about the MLN Connects® National Provider Call Program, please visit http://cms.gov/Outreach-and-Education/Outreach/NPC/index.html.

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