



MLN Connects[®]

National Provider Call

ESRD QIP 1.0.0 Facility Users Training

Centers for Medicare & Medicaid Services (CMS)

July 08, 2015



Official Information Health Care
Professionals Can Trust

Disclaimer

This presentation was current at the time it was published or uploaded onto the Web. Medicare policy changes frequently so links to the source documents have been provided within the document for your reference.

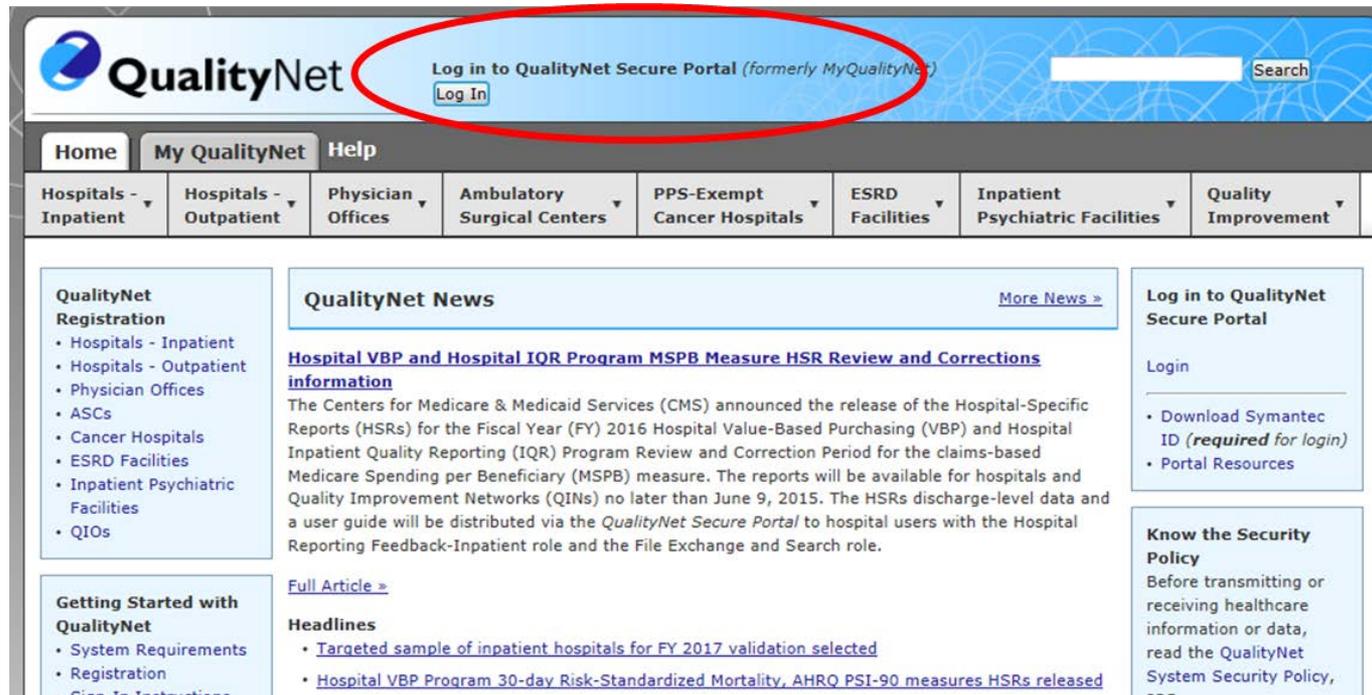
This presentation was prepared as a service to the public and is not intended to grant rights or impose obligations. This presentation may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their contents.

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.



The screenshot displays the QualityNet website interface. At the top left is the QualityNet logo. To its right, the text "Log in to QualityNet Secure Portal (formerly MyQualityNet)" is visible, with a "Log In" button directly below it. This button is circled in red. Further right is a search bar with the word "Search" next to it. Below the header is a navigation menu with tabs for "Home", "My QualityNet", and "Help". Underneath are several dropdown menus for different facility types: "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement". The main content area is divided into three columns. The left column contains "QualityNet Registration" with a list of facility types and "Getting Started with QualityNet" with links to system requirements, registration, and sign-in instructions. The middle column features "QualityNet News" with a "More News >" link, a news item titled "Hospital VBP and Hospital IQR Program MSPB Measure HSR Review and Corrections information" with a "Full Article >" link, and a "Headlines" section with two bullet points. The right column has a "Log in to QualityNet Secure Portal" section with a "Login" field and links to "Download Symantec ID (required for login)" and "Portal Resources", and a "Know the Security Policy" section with introductory text.

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.

QualityNet

User Authentication Challenge

You have attempted to access a secure site from an unregistered computer. To complete the login process, please enter the security information below.

1. Enter your one-time pass code. The pass code has been delivered to your:
 - a. Email jXXX@edaptive.hcqis.org.
2. Check the box to register your computer, if you want to avoid future authentication challenges.
3. Press **Submit** to continue.

Pass Code:

Check this box if you trust this computer and want to register the computer for future account access.

Submit

Select ESRD QIP 1.0.0

The screenshot shows the CMS QualityNet Secure Portal interface. At the top, there is a navigation bar with the following items: Home, Quality Programs (circled in red), My Data, My Scores, My Reports, My Tools, and Help. Below the navigation bar, the main content area is titled 'Welcome' and contains a paragraph about the QualityNet Secure Portal, a photo of three healthcare workers (two women and one man) looking at a computer monitor, and a sidebar on the right. The sidebar contains three sections: 'QualityNet News' with a list of news items, 'Announcements from QualityNet Team' with a list of announcements, and 'QualityNet Events' with a paragraph of text. At the bottom of the page, there is a footer with the CMS QualityNet logo, a 'Home' button, and contact information for the Centers for Medicare & Medicaid Services.

Secure File Transfer User Profile Log Out

CMS.gov QualityNet

Home - Quality Programs - My Data - My Scores - My Reports - My Tools - Help -

Home

Welcome

QualityNet Secure Portal Provided by Center for Clinical Standards and Quality (CCSQ), Centers for Medicare and Medicaid Systems. Providers, vendors supporting providers, support contractors, and other participating in CCSQ Quality Reporting Programs can access data exchange and submission tools, measures tools, scoring support tools, and reporting services in this portal.



QualityNet News

- Hospital VBP and Hospital IQR Program MSPB Measure HSR Review and Corrections information
- Targeted sample of inpatient hospitals for FY 2017 validation selected
- Hospital VBP Program 30-day Risk-Standardized Mortality, AHRQ PSI-90 measures HSRs released

More News.....

Announcements from QualityNet Team

- Secure Portal may be intermittently unavailable June 18-20
- Maintenance downtime scheduled for June 11
- Maintenance downtime scheduled for April 17-20

More Announcements.....

QualityNet Events

The QualityNet Event Center provides a schedule of upcoming (live) training sessions, as well as trainings hosted by QICs for healthcare providers in their respective states. Also listed are details, including date, time, duration of the event, and panelists/moderators. To view the schedule, visit [QualityNet Event Center](#)

Home CMS.gov QualityNet

A federal government website managed by the Centers for Medicare & Medicaid Services
7500 Security Boulevard, Baltimore, MD 21244

ESRD QIP 1.0.0 Roles

Role	Responsibilities
Facility Viewer	<ul style="list-style-type: none">• Limited role in ESRD QIP 1.0.0• View data Facility POC submitted• Run reports
Facility POC	<ul style="list-style-type: none">• 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.

Select Program, Category and Report

The available reports are grouped by program and category combination. If you have access to a single program, your program is pre-selected, and if the category related to the selected program has a single value, then it too will be pre-selected. Choose a program, then category, and then click on VIEW REPORTS to view your report choices. Select the report you wish to run from the table below by clicking on its name.

Report Program
ESRD QIP

Report Category
Analysis

VIEW REPORTS

Search Report

REPORT NAME	REPORT DESCRIPTION
Data Used in Measure Calculations Report	The Data Used in Measure Calculations Report is the data used to calculate facilities' ESRD QIP score. The report displays information about excluded and suppressed QIP system interface where it can be saved out as a file.
Patient Finder File	The Patient Finder File Report contains a list of all patients in the facility.
Provider Number Crosswalk Report	The Provider Number Crosswalk Report contains a list of all providers in the facility and their scores may be calculated.
Score Change Summary Report	The Score Change Summary Report displays information about score changes for a specific payment year.
Suppressed and Excluded Report - Final	The Suppressed and Excluded Data Report includes information about suppressed and excluded QIP measure scores. The information in this report can be used to support accreditation activities. The report also can be used to support accreditation activities.

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**.

Select Program, Category and Report
The available reports are grouped by program and category combination. If you have access to a single program, your program is pre-selected, and if the category related to the selected program has a single value, then it too will be pre-selected. Choose a program, then category, and then click on VIEW REPORTS to view your report choices. Select the report you wish to run from the table below by clicking on its name.

Report Program ESRD QIP	Report Category Analysis	VIEW REPORTS
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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)

- Click the name of any report to view the details page for that report.

REPORT NAME	REPORT DESCRIPTION
Data Used in Measure Calculations Report	The Data Used in Measure Calculations Report is the data used to calculate facilities' ESRD QIP scores. It displays information about excluded and suppressed QIP system interface where it can be saved out as a file.
Patient Finder File	The Patient Finder File Report contains a list of all calculations.
Provider Number Crosswalk Report	The Provider Number Crosswalk Report contains a list of providers whose scores may be calculated.
Score Change Summary Report	The Score Change Summary Report displays information for each payment year.
Suppressed and Excluded Report - Final	The Suppressed and Excluded Data Report includes information about QIP measure scores. The information in this report is used to support the QIP system.

CMS.gov QualityNet

Home - Quality Programs - My Data - My Scores - My Reports - My Tools - Help

My Reports > Search Reports

Search Reports

Select to search saved reports. This selection will disable the Show Reports dropdown filter.

Search for reports you have run. Search Saved Reports

Search Report Name: [] Requested Date: 11/29/2014 - 05/28/2015 Show Reports: ALL [RESET] [SEARCH] [REFRESH REPORT STATUS]

STATUS	DATE REQUESTED	REPORT NAME	LAST DOWNLOADED	SIZE (MB)	ACTION
✓	05/27/2015 14:42:06	Score Change Summary Report		0.0571	[] [] [] [] []
✓	05/27/2015 14:40:19	Provider Number Crosswalk Report		0.4124	[] [] [] [] []
✓	05/27/2015 14:40:08	Patient List Report - Final	05/27/2015 14:53:00	0.0064	[] [] [] [] []
✓	05/22/2015 08:06:11	Score Change Summary Report	05/22/2015 08:25:34	0.0124	[] [] [] [] []
✓	05/11/2015 12:46:09	Patient List Report - Preview	05/11/2015 12:46:46	0.0181	[] [] [] [] []
✓	05/07/2015 09:30:07	Unmatched Data Report	05/07/2015 12:43:50	0.0203	[] [] [] [] []

Run a Report (continued)

- Specify the **Dialysis Organization, Network, State, Facility, Payment Year, and Report Format** from the selections on the Reports Parameters screen.
- Click **Run Report** to submit the report.

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

STATUS	DATE REQUESTED	REPORT NAME	LAST DOWNLOADED	SIZE (MB)	ACTION
✓	05/27/2015 14:42:06	Score Change Summary Report		0.0571	
✓	05/27/2015 14:40:19	Provider Number Crosswalk Report		0.4124	
✓	05/27/2015 14:40:08	Patient List Report - Final	05/27/2015 14:53:00	0.0064	
✓	05/22/2015 08:06:11	Score Change Summary Report	05/22/2015 08:25:34	0.0124	
✓	05/11/2015 12:46:09	Patient List Report - Preview	05/11/2015 12:46:46	0.0181	
✓	05/07/2015 09:30:07	Unmatched Data Report	05/07/2015 12:43:50	0.0203	
✓	05/07/2015 09:12:05	Unmatched Data Report	05/11/2015 12:45:56	0.2601	
✓	05/07/2015 09:08:09	Unmatched Data Report	05/07/2015 12:47:50	0.0077	

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.

The screenshot shows the CMS.gov QualityNet interface. The 'Search Report(s)' tab is highlighted with a red circle. Below the tabs, there are search filters for 'Search Report Name', 'Requested Date', and 'Show Reports'. A table of reports is displayed with the following data:

STATUS	DATE REQUESTED	REPORT NAME	LAST DOWNLOADED	SIZE (MB)	ACTION
✓	05/27/2015 14:42:06	Score Change Summary Report		0.0571	[Icons]
✓	05/27/2015 14:40:19	Provider Number Crosswalk Report		0.4124	[Icons]
✓	05/27/2015 14:40:08	Patient List Report - Final	05/27/2015 14:53:00	0.0064	[Icons]
✓	05/22/2015 08:06:11	Score Change Summary Report	05/22/2015 08:25:34	0.0124	[Icons]
✓	05/11/2015 12:46:09	Patient List Report - Preview	05/11/2015 12:46:46	0.0181	[Icons]
✓	05/07/2015 09:30:07	Unmatched Data Report	05/07/2015 12:43:50	0.0203	[Icons]
✓	05/07/2015 09:12:05	Unmatched Data Report	05/11/2015 12:45:56	0.2601	[Icons]
✓	05/07/2015 09:08:09	Unmatched Data Report	05/07/2015 12:47:50	0.0077	[Icons]

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**.

[Create Formal Inquiry](#)

Search:

Formal Inquiries						
ID	Facility	CCN	Subject	Date	Status	
3940	TEST FACILITY9	1111GY	Sample Subject	03/10/2015	Closed - Additional Information Not Received	

Show entries Showing 1 to 1 of 1 entries Previous Next

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

Formal Inquiry

* Facility: 

* My Facility Manager has approved this Formal Inquiry

* Subject:

0 / 140 

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.



The screenshot shows a web form titled "Formal Inquiry". It contains the following fields:

- Facility:** A dropdown menu with the text "Select Facility".
- My Facility Manager has approved this Formal Inquiry**: A checkbox that is checked, highlighted with a red circle.
- Subject:** A text input field with a character count "0 / 140" and a green checkmark icon.

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.

Formal Inquiry

* **Facility:**
Select Facility

* My Facility Manager has approved this Formal Inquiry

* **Subject:**
 0 / 140

* **Formal Inquiry:**
 0 / 4000

Attachments

Add Attachment

Submit Save as Draft Cancel

Submit Formal Inquiry (continued)

6. If necessary, click **Add Attachment** to add one or more attachments to the formal inquiry.



The screenshot shows a web form titled "Formal Inquiry:". It features a large, empty text input field. Below the text field, on the right side, is a character count "0 / 4000" and a green checkmark icon. Below the text field is a section titled "Attachments" with a blue "Add Attachment" button. At the bottom of the form are three buttons: "Submit", "Save as Draft", and "Cancel".

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.

[Create Formal Inquiry](#)

Search:

Formal Inquiries						
ID	Facility	CCN	Subject	Date	Status	
4466	TEST FACILITY6	1111GU	Sample Subject	03/18/2015	Additional Information Requested	

Show 10 entries Showing 1 to 1 of 1 entries Previous **1** Next

Formal Inquiry ID: 4466

Current Status: Closed - Response Sent Date Submitted: 03/18/2015
Payment Year: 2016 Date Closed: 03/18/2015
Date Reopened: 03/19/2015

* My Facility Manager has approved this Formal Inquiry

* Subject:
Sample Subject

* Formal Inquiry:
Sample Formal Inquiry

Facility Details

Facility Name: TEST FACILITY6
CCN: 1111GU
Network: Security Test Network01
User ID for Facility POC: FPOC1_ANITHA
Dialysis Organization: Test ORG

Contact Information

Phone: 825-2740
Email: fpoc3@GMAIL.COM
Address:

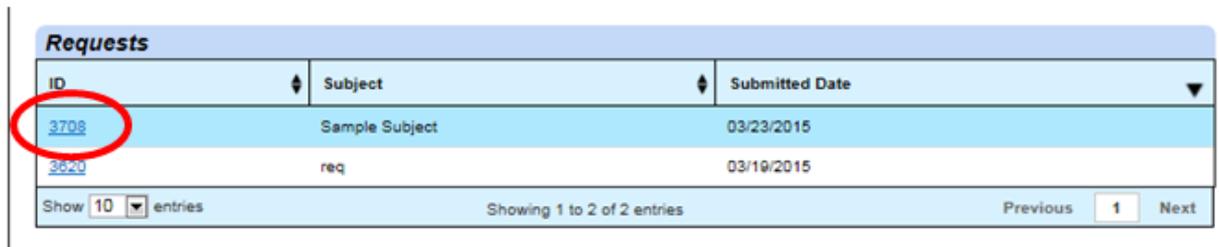
Provide Additional Requested Information (continued)

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



3. Click the **Request ID**.

The text of the request from CMS displays.



A screenshot of a table titled 'Requests'. The table has three columns: 'ID', 'Subject', and 'Submitted Date'. The first row is highlighted in light blue and circled in red. The second row is also visible. Below the table, there is a pagination control showing 'Showing 1 to 2 of 2 entries' and 'Previous 1 Next'.

ID	Subject	Submitted Date
3708	Sample Subject	03/23/2015
3620	req	03/19/2015

Show entries Showing 1 to 2 of 2 entries Previous Next

Provide Additional Requested Information (continued)

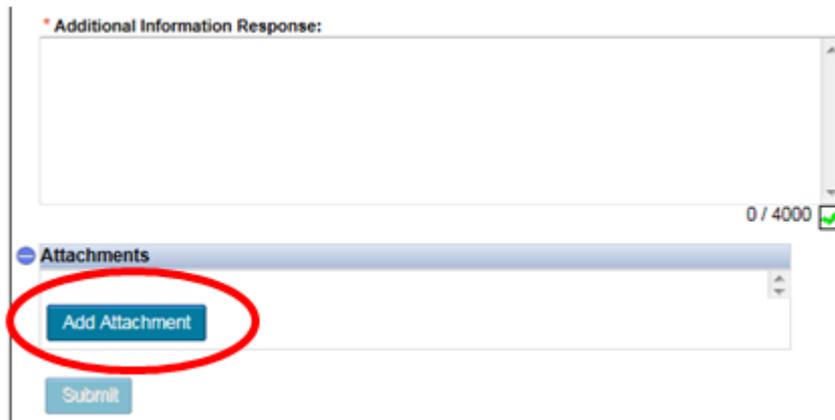
4. Provide the requested information in the **Additional Information Response** text box.

The screenshot shows a web interface with two tabs: 'CMS Response' and 'CMS Additional Info Request'. The 'CMS Additional Info Request' tab is selected and highlighted in yellow. Below the tabs, there are three text input fields:

- Subject:** A text box containing 'Sample Subject'.
- Requested Additional Information:** A larger text box containing 'Sample Additional Information Request'.
- * Additional Information Response:** An empty text box.

Provide Additional Requested Information (continued)

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



The screenshot displays a web form interface. At the top, there is a text area labeled "Additional Information Response:" with a character count of "0 / 4000" and a green checkmark icon. Below this is a section titled "Attachments" with a minus sign icon. Inside the "Attachments" section, a blue button labeled "Add Attachment" is circled in red. Below the "Attachments" section is a light blue button labeled "Submit".

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**.

Create Clarification Question

Search:

<i>Clarification Questions</i>						
ID	Facility	CCN	Subject	Date	Status	Inquiry Type
4461	TEST FACILITY9	1111GY	Sample Subject	03/18/2015	Open	Systemic Clarification Question
3935	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Closed - Response Sent	Clarification Question
3930	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Draft	Clarification Question
3929	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Draft	Clarification Question
3928	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Draft	Clarification Question
3927	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Draft	Clarification Question
3924	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Open	Clarification Question

Show entries Showing 1 to 7 of 7 entries Previous Next

Submit Clarification Question (continued)

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

Clarification Question

* Facility:
Select Facility 

Systemic Clarification

* Subject:

0 / 140 

* Clarification Question:

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

Clarification Question

* Facility:
Select Facility 

Systemic Clarification

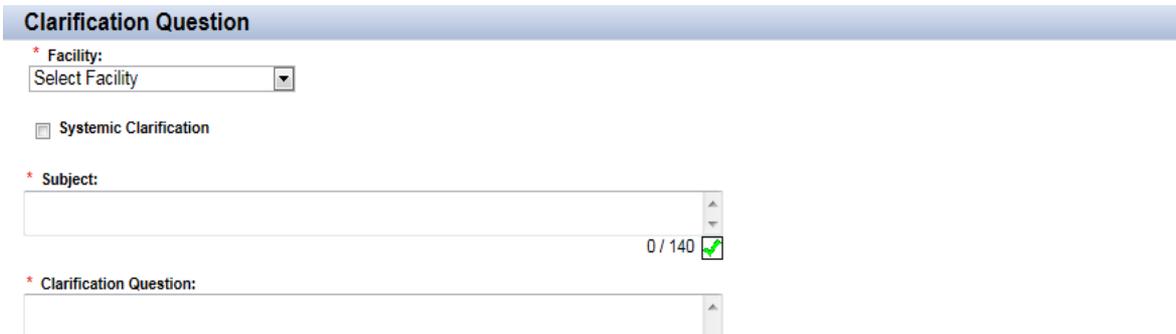
* Subject:

0 / 140 

* Clarification Question:

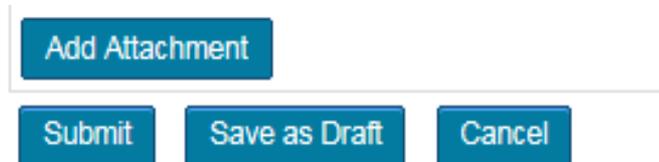
Submit Clarification Question (continued)

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



The screenshot shows a form titled "Clarification Question" with a light blue header. Below the header, there is a required field for "Facility" with a dropdown menu showing "Select Facility". A checkbox labeled "Systemic Clarification" is present. Below that is a required field for "Subject" with a text input area and a character count "0 / 140" with a green checkmark. At the bottom is a required field for "Clarification Question" with a text input area.

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**.



The screenshot shows four buttons arranged horizontally. The top button is "Add Attachment" in a teal box. Below it are three buttons: "Submit", "Save as Draft", and "Cancel", all in teal boxes.

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**.

[Create Clarification Question](#)

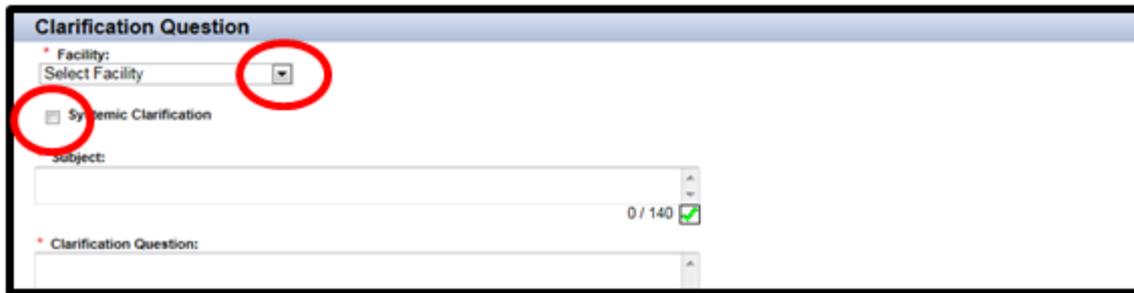
Search:

Clarification Questions						
ID	Facility	CCN	Subject	Date	Status	Inquiry Type
4461	TEST FACILITY9	1111GY	Sample Subject	03/18/2015	Open	Systemic Clarification Question
3935	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Closed - Response Sent	Clarification Question
3930	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Draft	Clarification Question
3929	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Draft	Clarification Question
3928	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Draft	Clarification Question
3927	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Draft	Clarification Question
3924	TEST FACILITY9	1111GY	Sample Subject	03/09/2015	Open	Clarification Question

Show entries Showing 1 to 7 of 7 entries Previous Next

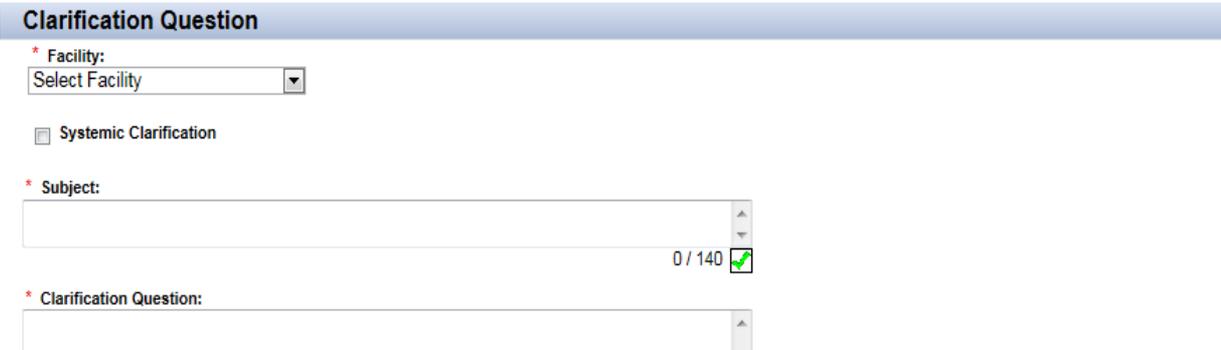
Submit Systemic Clarification Question (continued)

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



The screenshot shows a form titled "Clarification Question". It contains a dropdown menu for "Facility" with the text "Select Facility" and a downward arrow. Below it is a checkbox labeled "Systemic Clarification". A "Subject:" text box is visible below the checkbox, with a character count "0 / 140" and a green checkmark icon. At the bottom, there is a "Clarification Question:" text box. Two red circles are drawn around the "Facility" dropdown and the "Systemic Clarification" checkbox.

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



The screenshot shows the same "Clarification Question" form. The "Systemic Clarification" checkbox is now checked. The "Subject:" text box is empty, with a character count "0 / 140" and a green checkmark icon. The "Facility" dropdown and "Clarification Question:" text box are also visible.

Submit Systemic Clarification Question (continued)

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

Clarification Question

* Facility:
Select Facility

Systemic Clarification

* Subject:
0 / 140 ✓

* 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**.

Add Attachment

Submit Save as Draft Cancel

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>.
- For more information about the Medicare Learning Network[®], please visit <http://cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNGenInfo/index.html>.

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