



MLN Connects®

National Provider Call Transcript



**Centers for Medicare & Medicaid Services
ESRD QIP: Access PY 2016 Performance Score Report and Certificates
MLN Connects National Provider Call
Moderator: Aryeh Langer
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Contents

Announcements and Introduction 2

Presentation 2

 ESRD QIP Overview 3

 ESRD QIP Legislative Drivers 4

 Scoring Facility Performance 5

Keypad Polling 8

Presentation Continued 8

 Accessing the ESRD QIP System 8

 Upcoming Program Activities..... 11

 Resources 12

Question-and-Answer Session 13

Additional Information 21

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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.

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

Announcements and Introduction

Aryeh Langer: Thank you very much. And as you just heard, my name is Aryeh Langer from the Provider Communications Group here at CMS, and I am your moderator for today's call. I would like to welcome you all to this MNL Connects National Provider Call on the End-Stage Renal Disease Quality Incentive Program, or ESRD QIP. Today's topic will be access to payment year 2016 Performance Score Report and Certificates.

MLN Connects Calls are part of the Medicare Learning Network®. Today's MLN Connects National Provider Call will discuss how to access a final payment year 2016 Performance Score Report and Performance Score Certificates. A question-and-answer session follows today's presentation.

A few quick announcements. You should have 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, as in National Provider Call. At the left side of the webpage, click on National Provider Calls and Events. Then on the following page, select the date of today's call from the list, and the presentation can be found under Call Materials.

Second, this call is being recorded and transcribed. An audio recording and written transcript will be posted to the MLN Connects Call website. Registrants will receive an email when these materials become available.

Finally, CMS will be hosting another ESRD QIP call on Tuesday, January 19th, 2016, regarding the Payment Year 2019 Final Rule. We encourage you to register for that call as well.

At this time, I would like to turn the call over to our first — to our presenter. Tamyra Garcia is the ESRD QIP program lead and policy lead in the Division of Value, Incentives, and Quality Reporting here at CMS.

Presentation

Tamyra Garcia: Thank you so much for your introduction, Aryeh, and good afternoon everyone. I hope all is well on this cloudy Wednesday afternoon.

Today the ESRD QIP team will provide an overview of how to access your facility's reporting documents for payment year 2016, specifically your Performance Score Certificates and your Performance Score Reports.

Now we'll be presenting a great deal of detail over the next 60 minutes. And what we want to do is, we truly seek to provide you all with a good understanding of what requirements are associated with not only accessing those reports but some additional activities that program engages in in general. We will go over a prepared presentation with you and then open up discussion for questions.

Many of you will want additional information on items that we will not look to cover today. So I invite you to review the online resources identified on slide 35, at the end of this presentation, and questions that remain can always be sent to our mailbox. I'm going to repeat that once more, Aryeh shared it as well, ESRDQIP@cms.hhs.gov.

Now let's get to it.

ESRD QIP Overview

Payment reductions for payment year 2019 will begin next month and the — payment year 2016, I apologize. And the payment year evaluated, 2016, there was a fairly wide spectrum of facility performance. But, I think what we want to do is really inform you all of how the ESRD QIP and those scores fit into CMS's overall goal of improving quality. And to answer this question, we're going to give you all a quick overview before going into the payment year 2016 comment. We always think it a good idea to reinforce the foundation of the program in our presentations before going into details.

Slide 6 summaries how CMS uses value-based purchasing programs to incentivize better care across health-care settings. Beneficiaries expect cost-effective quality care, and VBP is an avenue to assist us in achieving this goal. VBP promotes CMS's triple-part aim of better health care for individuals, better care for populations and communities, and lower costs through improvement.

The ESRD QIP was CMS's first pay-for-performance program, as opposed to traditional fee-for-service reimbursement. Rather than paying dialysis facilities based on how many services they provide, Medicare now pays dialysis facilities based on how well those services help keep patients safe and healthy.

ESRD QIP also uses the Government's purchasing power through Medicare to incentivize improvements and treatment of patients with ESRD. These incentives drive care throughout the health-care sector, not just to Medicare patients.

On slide 7, the ESRD QIP — we see the ESRD QIP in the context of the three — of the six National Quality Strategy domains — safety, patient and family engagement, and treatment and prevention of chronic disease.

ESRD QIP Legislative Drivers

The next few slides will provide an overview of the legislative aspects of the program. We'll share some information about the legislative nature of the ESRD QIP generally before delving into the reporting documents themselves.

Slide 9 introduces the Medicare Improvements for Patients and Providers Act, or MIPPA, which amended the Social Security Act to mandate the creation of the ESRD QIP. The ESRD QIP is truly intended to promote patient health by encouraging renal dialysis facilities to deliver high-quality patient care. MIPPA provides the mechanism for establishing standards of care, and it authorizes payment reductions for facilities failing to meet those standards.

Continuing on slide 10, we see that MIPPA gives CMS the authority to establish standards by which ESRD facilities will be evaluated. The ESRD QIP is required to include measures of anemia management and dialysis adequacy. In addition, the Secretary may also specify program measures that cause other important aspects of ESRD care, such as patient satisfaction, iron management, bone mineral metabolism, and vascular access.

The ESRD QIP also establishes the way individual measures are used to create an overall score. CMS imposes a payment reduction of up to 2 percent if the facility's score does not meet a total performance score, which is calculated using national performance standards. Information about the facility's performance in the ESRD QIP is contained in the facility's Performance Score Report, what we also use — refer to as the PSR.

Public reporting of results is the key component of the ESRD QIP program because it allows beneficiaries to select facilities based on the quality of care provided, and it provides a mechanism by which facilities may judge their performance compared to the performance of others.

The Performance Score Certificate, or PSC, is a prime vehicle for communicating facilities' performance under the ESRD QIP to patients. Facilities are required to display this document in a public place each year.

Dialysis Facility Compare, or DFC, also provides information about facility performance to the public. In addition, CMS releases detailed facility performance information in a large spreadsheet and posts it on the Web.

With the structure of the program in mind, we now would like to turn to how it evolves from year to year through the process of rulemaking, again, to give you all a bit of background and context in what we're presenting this afternoon.

Slide 11 describes the ESRD QIP legislation to rulemaking process. By issuing a proposed rule, CMS sets out the clinical and reporting measures as well as the scoring mechanisms that it would like to include in any given payment year. The public then has

a 60-day opportunity to comment on those proposals spelled out in the proposed rule and suggest approaches it would like to see in the program. In this way, facilities and the general public have a great opportunity to influence and shape the rule governing each payment year.

These comments received by CMS are taken very seriously and have led to important changes. For example, we've implemented measures and changed how they were proposed in a proposed rule to final rulemaking based on comments that we received from the public, and those measures were most definitely stronger when implemented in the final rule or in future years due to the input received.

With that being said, it's very important that stakeholders participate in the comment period and share their thoughts on how the program could best serve the needs of patients.

Scoring Facility Performance

Moving on to slide 12, we'd like to help you all to understand how CMS gathers and uses facility information to calculate performance rates and scores for ESRD QIP measures.

Many facilities and other stakeholders often wonder what the reason is for the delay between the performance period and where the facility data comes from and the impact that that has on payment. The main reason for this is the reliance on Medicare reimbursement claims for much of the data that we need. As we move to other data sources, like CROWNWeb, for example, we will not be as dependent on claims data. And we hope to reduce this interim between performance and the resulting payment impact.

That said, as you all well know, the preview period is most definitely a statutory requirement, so facilities will always have an opportunity to review and formally inquire about their scores before they are finalized.

And with that overview, I would like to begin our discussion of the reporting documents CMS will put out shortly for payment year 2016, specifically the Performance Score Report and the Performance Score Certificate.

In this next section, we'll identify various reporting documents as well as the purpose each is intended to meet. We'd like to start off with giving you some information on release date and posting requirements, as seen on slide 14. CMS plans to release the payment year 2016 Final Performance Score Reports and Performance Score Certificates on Wednesday, December 30th, via the ESRD QIP system.

That release date starts the clock for when the facility must post the Performance Score Certificates in order to align with what's required in the rule. Remember, facilities have

This document has been edited for spelling and punctuation errors.

15 business days from the date of release, December 30th, to post those documents. And this is in business days, meaning that it excludes weekends and Federal holidays.

So, if the documents are released via the QualityNet.org Secure Portal on December 30th as planned, facilities are required to post their Performance Score Certificates in both English and Spanish no later than January 22nd, 2016.

On slide 15, we've provided a sample of the title page for the Performance Score Report. Make sure you're looking at the correct report by checking the payment year and the date of the document. You'll note that the date here reflects the projected release date of December 30th, 2015.

The PSR provides a lot of information about the facility and its performance on each measure. It will also provide explanatory text and a glossary describing commonly used terms and high-level measures calculation information for each and every measure.

We would also like you to take a look at the guide for the payment year 2016 PSR as well, which you'll find on the qualitynet.org website. This guide is a great resource because it provides information on technical specifications for the measures, exclusions, etc. It is useful to help users understand the Performance Score Report at a more in-depth way. We definitely suggest that you all access that document if you'd like to really, truly understand what's in your Performance Score Report.

When you download your facility's Performance Score Report, you'll get your facility-specific performance rates, scores, weights, the total performance score, and the payment reduction information.

In continuing on to slide 16, the Performance Score Report starts with a summary chart that reflects how the facility scored on each measure, how each measure combines to form the total performance score, and whether a payment reduction will be applied. It is similar to the one that you received last year, and, hopefully, we've been able to improve it based on some of the feedback we received. And there were a few lessons learned there, so I'm thinking that it may be more useful to you all this year.

The chart shown here is for a hypothetical facility that earned a total performance score of 87. It's provided only to demonstrate how the summary chart functions and to give you all a good example of that. Again, this is just an example. So we'd like you to please take a look at page 2 of your own final PSR for a larger representation of this summary table, and it will be populated with your facility's information.

Now we'll move on to discuss another important reporting document for payment year 2016, the Performance Score Certificate, which, again, must be posted by January 22nd, 2016.

As mentioned in our overview, MIPPA requires that each facility display the PSC throughout the year in a prominent location in the facility. The PSC summarizes information about the facility's performance as part of the ESRD QIP. It also shares important information with the facility's patients about how well the facility meets the ESRD QIP standards of quality. It's provided in both English and Spanish, and each facility must display both versions.

CMS suggests that all members of the facility staff be able to answer any patient questions about the facility performance during payment year 2016, as captured in the Performance Score Certificate. Therefore, staff should be familiar with the ESRD QIP, the measures applicable to payment year 2016, and facility scores. Also, because the document is available in both English and Spanish, we're hoping that if a patient has question in Spanish, there will be someone there to answer those so that they can understand, as well.

The final PSR guide — PSR and PSR guide, mentioned earlier, may be a helpful resource to educate staff on the PSR and the PSC. In addition, [the ESRD QIP](#) section of cms.gov has a lot of great general information and content specific to payment year 2016 in its program detail fact sheet and the final rule presentation, found on the educational resources sections.

In the next slide, slide 18, we will see what the PSC actually looks like, although it may be a bit hard to read based on the size. You'll see that it's very similar to what we used last year. In taking a look at slide 18, you'll see a sample of what the two-page document would look like. It describes the same fictitious facility that we used in example for the PSR summary table in slide 16. Be sure to post both pages throughout the year, and make sure that staff, again, are familiar with the document and can answer any patient questions about it in English or Spanish.

Next, we're moving to slide 19, which introduces the third reporting document that CMS publishes, the Performance Score Summary Report. This report covers each of the 5,000 plus facilities eligible for the ESRD QIP, which as you can imagine, includes quite a lot of data. That content is integrated in the DFC database, where an update is coming in late January of 2016. We will also post this information in [the ESRD QIP](#) section of cms.gov.

With that being said, I'd like to turn the presentation back over to Aryeh for an important announcement before we continue with a look at the ESRD QIP system and facility — that facility points of contact will use to access the facility's PSR and PSC.

Aryeh?

Keypad Polling

Aryeh Langer: Thank you. At this time, we'll allow Tamyra to catch her breath for a moment and pause for a few seconds to complete keypad polling.

Operator: CMS appreciate that you minimize the Government 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 two and eight of you listening, 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. Please continue to hold while we complete the polling.

Thank you for your participation, I would now like to turn the call back over to Aryeh Langer.

Presentation Continued

Aryeh Langer: Thank you very much for participating in the keypad polling. And we will go ahead, and I'll turn the call back over to Tamyra for the next part of our presentation.

Tamyra Garcia: Thank you so much.

Accessing the ESRD QIP System

And with the completion of the polling, we will move into discussing how those who have access to the ESRD QIP system might acquire the important reporting documents that we just discussed.

We're going to take a minute to walk through a few screenshot to really jog your memory. And we definitely want to note that these images date from our preview period that we had this past summer, where we provided you all with information on how to access your Preview Score Reports. So you will actually look to follow the same steps to access your final reports. And, you know, they will be, as stated previously, available on December 30th, a little later this month.

So moving on to slide 21, in order to access the system, we are going to start at the [QualityNet website](#) and click on one of the two login links. So there is one at the top and there is also one on the right-hand channel, which we circled on slide 21.

I also wanted to share, for those who do not currently have an account with QualityNet, if you are unable to get into the ESRD QIP system, please contact the QualityNet Help Desk after the December 30th date, following the release of the documents on the

ESRD QIP system, for guidance on how to access these important reporting documents for your facility.

Now, for those with an account, moving to slide 22, the QualityNet Secure Portal, which hosts the Web-based applications for several reporting programs, has — and includes the end-stage renal disease piece. So, what you're going to want to do when you go to this page is select the End-Stage Renal Disease Quality Incentive Program.

If you have any questions about establishing account or accessing the system, again, please go to the QualityNet Help Desk for that information, the QIMS registration link's on qualitynet.org.

The Quality and Identity Management System, also known as QIMS, is the subsystem that handles all logins, user IDs, accounts, and the like for the ESRD QIP system. Approved users will access the site with their ESRD QIP QIMS ID and password to access the final PSRs and PSCs.

As demonstrated on slide 24, once you log in, you'll be prompted to accept the privacy disclaimer. You'll then also be prompted to do something that's not illustrated on the slides, a second factor authentication, which helps to ensure that you're all who you say you are when you log in, given the sensitivity of some of the data within the ESRD QIP system. Then you will receive an email with the seven- digit number. After you receive this seven-digit number, you'll be prompted to enter that code into a screen after you accept this privacy disclaimer, as demonstrated on slide 24.

So now that you've logged in using your QIMS account, and this two-tiered authentication system, starting on slide 25, there are two tasks that you'll be doing within the ESRD QIP system.

One is requesting a final PSR as an illustration of how to acquire a document from the system. And on the second task, we're going to walk you through how to download that PSR. So the first is requesting the final PSR, the second task is downloading the PSR. From there, it's quite easy to print the document.

Across the top is the standard menu that will appear in all QualityNet Secure Portal applications, across the top of slide 25.

In order to access your PSR, you're going to want to use the My Reports dropdown menu, which is a third option from the right. Then select the Run Report(s) option on that menu. Please note that this is ever so slightly different than prior years, and that you're actually going to be logging in and asking the system to generate your Performance Score Report before you download it. In prior years, the document preexisted and you were simply going into the system to download it.

Please remember, we implore you to save your downloaded report for reference through the year.

Now, upon selecting the Run Report(s) option, you will see the screen where you're actually going to select which report you want to generate. Slide 26 demonstrates this. So, first, you select ESRD QIP from the report program dropdown, then select Scores/PSR and PSC on the Report Category dropdown.

Below that, you'll see a list of reports that are in the Report Category. The Performance Score Report - Preview is highlighted here because, as mentioned, we're using the available screenshots from the preview period. When you navigate to the screen, options should include Performance Score Report - Final and the two Performance Score Certificates, both English and Spanish.

When you click on the Report Name, it will take you to the report request screen, as seen on slide 27. This is where you have to specify the parameters for the report. The report requires six parameters, which are listed here on the slide. A large number of users have access to one and only one facility, so all of those parameters will be defaulted to your facility. As a result, you actually won't have to enter any information. It will also default to payment year 2016, and a PDF will be generated, per your request, for your facility.

For those with access to one facility, all you will have to do on this Report Parameters page is to click the Run Report button. For those who have access to more than one facility, we can provide you with screenshots summarizing how you can access the Performance Score Summary Report. We simply request that you submit a request for that information to the [ESRD QIP mailbox](#).

Now, once you click the Run Report button, you'll be taken to the screen, as seen on slide 28. It is simply a confirmation that you've requested the report. In order to retrieve the report once it's done, all you need to do here is click on the Search Reports button, and you'll be taken to the next screen. And what that will show you is a list of all reports that you've requested.

The top screenshot on slide 29 shows the results of a successful run of a single request of a Performance Score Report. You can tell that it's successful and completed by the green check that shows in the left-hand column labeled Status. Typically, a Performance Score Report takes about 2- to 3-minutes to generate. If the icon does not have that green check next to it, simply refresh the page. You can actually perform that search again just by hitting that Search button. And if you do that a couple of times, after a couple of minutes have elapsed, you'll see the green check. Your PSR will be done generating, and you will be able to download it.

You download your PSR by clicking the Download icon, which is highlighted on this slide. It is on the right-hand-side, under the Action's column, next to the arrow.

If you're familiar with using Web-based tools, you'll recognize the prompt by your browser to ask what do you want to do with the PDF file or whichever file you — type of file you choose to generate. And you should typically — can choose Open or Save. Once opened or saved, your report can be printed.

The illustrations here, by the way, are typical of Internet Explorer, the Microsoft Web browser. Microsoft Internet Explorer versions 9 and 10 are the sole supported platforms for all applications within the QualityNet Secure Portal at this time. It is very likely that other browsers and other versions may work, nevertheless, those are the supported versions currently, and we will look to update to Internet Explorer version 11 with future releases.

Slide 30 is for those who need a 508-compliant version of the Performance Score Certificate. If you require a version of the PSR that is compatible with assistive reading devices, please contact the QualityNet Help Desk. CMS's goal is to be able to deliver a format that will meet the needs within 48 hours of receiving the request. These requests are fulfilled on as-needed basis. We won't have a 508-compliant Final PSR set a — set aside ahead of time for each facility but can produce one upon request.

Please note that the Performance Score Certificate will not be provided electronically in a Section 508 format because it is intended to be displayed in a hard copy within your facility.

Upcoming Program Activities

Now, I would like to bring ESRD QIP system information to the presentation portion of our call today to a close with a brief view of what's coming up in the program. We'll start with an overview of the next couple of years, because we really sort of want you all to get an idea of what we're currently working on and what's coming up next.

Slide 32 summaries the critical dates and milestones for the program. Given the overlap of the rulemaking process and the ESRD QIP scoring process, it's easy to see that a lot of simultaneous activity impact multiple payment years.

The graphic on slide 32 illustrates what's going on with the program as we speak. As you can see, we have plenty coming up in 2016 with the regular tried and true pattern of rulemaking and implementation that follows. And what you don't see on this graphic is the fact that the payment year 2016 final scores will be released, again, on December 30th, in the form of the Final Performance Score Report and the Final Performance Score Certificate, that the information will also be released on Dialysis Facility Compare in late January, and the Performance Score Summary Report.

Also, the performance period for payment year 2017 is about to come to a close, and of course, as demonstrated on the slide, the payment year 2018 — or performance year for payment year 2018 is about to begin, and we release the final rule for payment year 2019 in November. In this way, the ESRD QIP can be seen as a series of multiyear programs with cyclical activities.

Key ESRD QIP dates to remember are found on slide 33. They follow up a bit on the visual representations that we provided previously, and we simply just wanted to list in chronological order what's coming up for you all, just in case folks learn better using this format. We've highlighted the NPC that we're holding in mid-January on the final rule, and we hope that you all will be joining that — for that presentation with us.

Lastly, we'd like to recap facility responsibilities. We shared that we would be interested in providing you with the information for accessing the important reports for payment year 2016 and that we would provide additional information on facility responsibilities in the context of the program as a whole. So here's a list of actions that we recommend you take over the course of the next year.

The first, reviewing your payment year 2016 final scores with the PSR and the PSC. Next, making sure your facility has posted the payment year 2016 PSC in English and Spanish by the applicable deadline of January 22nd. We'd also like you to join us for that National Provider Call discussing the payment year 2019 proposed rule on January 19th.

We ask that you all attend ESRD QIP system trainings that we'll be holding in early summer. We will look to provide you all with training for the payment year 2017, accessing the ESRD QIP system, as well as onboarding with (QARM) and EDIM system that's coming about.

We'd also ask that you all read and comment on the payment year 2020 proposed rule when it's posted in mid-summer, to review the payment year 2017 Preview PSR when available, and submit any clarification questions or formal inquiries, as needed.

Again, we will have a National Provider Call discussing the payment year 2020 proposed rule and the payment year 2017 preview period when scheduled some time next summer. And reviewing the payment year 2017 final PSR when available, this time next year.

Finally, we ask that you post your payment year 2017 reports, specifically the Performance Score Certificate in both English and Spanish, when available, sometime next year around this time.

Resources

Again, CMS appreciates your cooperation, input, and recommendations. We've provided a list of some useful content about the program that's available online in

slide 35, including resources on MIPPA, the ESRD QIP section of cms.gov, information on the ESRD networks and the coordinating center, QualityNet, Dialysis Facility Compare, and the MLN Connects listing of the upcoming NPCs across CMS projects, not simply for the QIP.

Thank you so much for your attention. I'm actually going to turn the presentation back over to Aryeh for a few moments so that we can proceed with our question-and-answers portion. Thank you.

Question-and-Answer Session

Aryeh Langer: Thank you, Tamyra, for that very thorough presentation.

Our subject matter experts will now take your questions, but before we begin, I would 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 open. In an effort to get to as many participants as possible, we ask that you limit your question to just one. And we are ready to begin with our first question, please.

Operator: To ask a question, press star followed by the number 1 on your touchtone phone. To remove yourself 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 you say or any background noise will be heard in the conference.

Please hold while we compile the Q&A roster. Please hold while we compile the Q&A roster.

Your first question comes from the line of Adrienne Adkins.

Adrienne Adkins: Hi, Tamyra, this is Adrienne Adkins from Fresenius. I just wanted to ask a question.

During your presentation, you stated that the facility POCs would have access to the Performance Score Reports and the Performance Score Certificates. I wanted to just clarify that — do the facility viewers also have the ability to download and access these reports?

Tamyra Garcia: Thank you so much for your question, Adrienne, and it's nice to hear your voice. I would say that we've emailed many times. Yes, the facility viewers also have the ability to access and download both reports.

Adrienne Adkins: OK, great, Tamyra. Thank you so much.

Tamyra Garcia: No problem.

Operator: Your next question comes from the line of Joanne Simard.

Joan Simard: Yes, good afternoon. It's Joan Simard from Intermountain Healthcare. My question is on the Preview Performance Score Reports, is there any way we would have those available on an ongoing basis during the year? For example, last year I had patients that had information on their claims that were say 15.6 instead of 1.56. By the time we were able to identify those errors, it was too late to go back because the 12-month timeframe had already passed for adjusting those claims. Is there any chance of being able to look at some of these reports on a tentative status earlier in the year?

Tamyra Garcia: Hello Joan. Thank you so much for your question.

So, in terms of looking at the reports in earlier status throughout the year, we are unable to do simply because, in terms of the program, we need to give facilities the opportunity to take a look at their preview scores for the purpose of determining what the final score will be because it's linked to, you know, payment adjustment. So we do not have a mechanism where you can view your scores throughout the entire year, but if you would like to see your preview score for payment year 2016, you can request that content. And many of the reports will be archived in the ESRD QIP system.

So your final score for payment year 2016 is currently available now, but if you need access to your preview score for payment year 2016, we can provide you with that information through a request through the [ESRD QIP mailbox](#).

Joan Simard: Let me just clarify, I'm looking at the information when we receive the reports that we were able to review that we utilize to submit our inquiries with. That's what I'm talking about, because I found I had a number of claims that were in error, the patient might have had a repeat lab, and that wasn't the one that was being picked up and used.

So, in order to go back and correct that, it has to be done within the 12-month timeframe from the day to the original claim, so that's where we thought we came into an issue with some of our clinical data. That's what I'm referring to, the one that lists whether they meet or not — whether the individual patients meet or not — don't meet the criteria for those variables.

Tamyra Garcia: Yes, so there are specific dates where data have to be sort of entered into the system so that we can pull the file in order to calculate scores. So if there are any changes in claims after that occurs, those changes will not be reflected in your score for that year. But, when we look for future payment years, the claims will be updated to reflect those scores.

Now we can sort of take a look during the preview period if you identify what occurred and have some conversations there, but in terms of changing claims after the preview period has begun and for the purpose of updating the score for the final period, that is not something that we do within the ESRD QIP program. As of a certain date the claims, as they stand, are reflective of your score. But again, once those claims are updated, any future information related to your facility will be reflective of the updated claims.

Joan Simard: Do you have a timeline when they will be using the CROWNWeb data as a higher weight vs, the Medicare claim, or is that never going to happen?

Tamyra Garcia: No, we do not have a date, but that is something that we are definitely discussing within the group at CMS, the Data Quality Group.

Joan Simard: All right, because that's part of the issue then. CROWNWeb data doesn't always match what was submitted on the Medicare claim. Thank you very much.

Tamyra Garcia: Thank you. And we also have a group that we meet, formerly known as the CROWNWeb user group, but now it's the Data Quality Management Forum, where we discuss those topics. So if you send me an email or send an email to [the ESRD QIP mailbox](#), I can look to see if you could receive appointments for that meeting so you that you can sort of share with us your concerns related to CROWNWeb.

Joan Simard: What's that, the Data Quality Forum, you said?

Tamyra Garcia: The Data Quality Management Forum.

Joan Simard: OK, thank you very much.

Tamyra Garcia: Or Data Quality Measures Forum, I apologize, it's measures that M, not management.

Joan Simard: OK.

Tamyra Garcia: Thank you.

Joan Simard: Thank you.

Operator: Your next question comes from the line of Ashley Beck.

Ashley Beck: Hello, this is Ashley Beck from Fresenius Clinical Services. My question is, will the PSC remain accessible in the QIP 1.0.0 application throughout the year? So will this certificate remain in the application throughout the entire year?

Tamyra Garcia: The certificate — there will be a short period where the system will be down for maintenance, and so post, I would say, February, if you need to access your PSC, please send an email to [the ESRD QIP mailbox](#). And similar to what we've done for this payment year, for payment year 2015, and we can provide you with the PDF version of the document. This is why we really suggest that folks save the document and print it as well, because there will times when the system will be down for maintenance. So again, if you need those documents and you've not saved them or, you know, there may be something happening where you need to post it, please send a request to [the ESRD QIP mailbox](#) and we will get that over to you, along with your facility CCN.

Ashley Beck: OK, thank you.

Operator: Your next question comes from the line of Chloe Phelps-Hughes.

Chloe Phelps-Hughes: Hi Tamyra, this is Chloe with Fresenius. I was trying to pull up the report as we were going along, and I'm getting an error message that there are no reports available to me, how do I resolve that?

Tamyra Garcia: So thank you for your question, Chloe. The reports will be available in the system as of December 30th.

Chloe Phelps-Hughes: OK. OK.

Tamyra Garcia: If you go back in to the system December 30th, they should most definitely be there, and if they are not, please contact the QualityNet Help Desk.

Chloe Phelps-Hughes: Thank you so much.

Tamyra Garcia: Um-hum.

Operator: Your next question comes from the line of Shane Perry.

Aryeh Langer: Hello, your line is open, Shane. You may be on mute.

Operator: If you're on speakerphone. And that question has been withdrawn. Your next question comes from the line Rina Scott.

Aryeh Langer: Hello, Rina, you may be on mute.

Operator: Rina, if you're on mute, please unmute your line. If you're on speakerphone, please pick up your handset.

Rina Scott: I'm here, I'm sorry. Hello?

Aryeh Langer: Go ahead, please.

Rina Scott: Hello? OK. I'm sorry, I apologize for that. I'm from St. Francis in Tulsa, Oklahoma, and we had submitted actually a formal inquiry following all the instructions that we just had outlined in this presentation awhile back, actually, initially on August 31st, and never really received any verification that the inquiry had been received. So how is that handled if you have an inquiry? How would we find out, or is there a person that we actually could speak to follow up on our inquiry?

Tamyra Garcia: So, thank you so much Rina. What I would ask you to do ...

Rina Scott: Um-hum.

Tamyra Garcia: ...is send to the [ESRD QIP mailbox](#) and copy me as well, Tamyra Garcia, and send your inquiry as well as the formal inquiry number associated with that to, again, myself and the [ESRD QIP mailbox](#).

Rina Scott: OK.

Tamyra Garcia: And we will follow up with you very shortly with respect to your inquiry.

Rina Scott: OK, great. Thank you so much, Tamyra, I appreciate it.

Tamyra Garcia: No worries.

Rina Scott: All right.

Operator: Your next question comes from the line of Steve Valderrama.

Steve Valderrama: Hello, Tamyra, this is Steve Valderrama with the DaVita. Thank you for the presentation, and thank you to the other people asking questions. This is great.

Just a quick question, with respect to the PSR Summary Report, is that going to be available for POCs who have access to multiple facilities come December 30th, for them to download in Excel format?

Tamyra Garcia: It will — yes, it will be available for those who have the proper permissions to, you know, access the data for those specific facilities.

Steve Valderrama: For the PSR Summary Report?

Tamyra Garcia: Yes.

Steve Valderrama: OK, excellent. Thank you much.

Operator: Your next question comes from the line of Joe-Ann Pierre.

Joe-Ann Pierre: Hi, I'm Joe-Ann Pierre calling from SUNY Parkside Dialysis Center. But they answered the question I was going to ask, the first person, if more than one user would have access to — let's say the doctor already printed the report, can somebody else go and view or print this report? And I think you said, yes?

Tamyra Garcia: Yes, as long as they have the appropriate permission to do so, they can go into the report. It can be generated and printed as many times as necessary.

Joe-Ann Pierre: OK, all right. Thank you.

Operator: Your next question comes from the line of Adrienne Adkins. Adrienne, your line is open.

Adrienne Adkins: Hi, Tamyra, hi Tamyra, this is Adrienne. I was on mute, I apologize. I just wanted to follow up about what the gentleman from DaVita asked about the PSSR. My understanding is that only the person with that the dialysis org role, which eventually got taken away, had access to the PSSR and that the facility POCs do not have access. Is that still accurate information?

Aryeh Langer: Could you give you give us one moment, please?

Tamyra Garcia: So, Adrienne, thanks for asking that question once again. There have been some — there have been some system updates that have occurred. We are, again, under the impression that if you have the proper permissions to view those specific facilities, then you should be able to generate a PSSR, but we can look to confirm that for you and get back to both you and Steve to ensure that that is most definitely the case.

And, again, the PSSR will be available on the [Dialysis Facility Compare](#) website in late January. So if you do not have those permissions, you can — if that is the case, the dialysis user role is the only that you can access that, as it was in a previous release, then you can always go to DFC to get that information.

Again, there have been several releases since then, where we are under the impression that this enhancement has been included so that those who have access to that facility data should be able to enter a PSSR, but we will confirm with our system's team and get back with you.

Adrienne Adkins: OK, Tamyra, just one last question about enhancement. Are you — is there any consideration into building an enhancement into the 1.0 application for the LDOs who have access to multiple facilities to generate their certificates and reports in the PDF format all at once? It's very laborious to click and download and send each

report into queue and then wait for the green checkmarks? So I'm just wondering if there's any enhancement coming our way.

Tamyra Garcia: It is definitely on our wish list, and as soon as we can get it in there, you will be the first person to know.

Adrienne Adkins: Thanks, Tamyra, that's all I had.

Operator: Your next question comes from the line of Suzanne Senich.

Susan Senich: Hello, Susan Senich, North Central PA Dialysis. Again, about the logging in to get the reports, if you have multiple facilities, you have to log in for each facility, or is there a main login where you can log in and get all your facilities?

Aryeh Langer: One moment, please.

Tamyra Garcia: Hello, yes. Thank you so much for your question. So, in terms of if you have one login and you have access to several facilities, you will only need to log in once, and you can download the — as seen on slide 27 — a PSR or PSC for whichever organization you choose under that facility dropdown.

So you'll have to generate a report. You can choose whichever facility you'd like to generate that PSR or PSC for, and then you can print it one by one from that dropdown. So you don't need to log in, you know, different to access data for each facility.

Susan Senich: Thank you.

Operator: Your next question comes from the line of Myra Hopkins.

Myra Hopkins: Yes, hi, good afternoon. This is Myra Hopkins with Fresenius. The ESRD QIP system has had an issue in the past like that caused lengthy delays in accessing the Performance Score Reports. In other words, the report would go into queue for processing, but you would never see a green checkmark for download, due — you know, for several hours and sometimes the next day. Has this issue been resolved? Is the system kind of been upgraded to where it's running faster?

Tamyra Garcia: Thank you for your question, Myra. We are working diligently to ensure that the system works as efficiently as possible. We've even included a performance metrics — metric for our own sort of edification to ensure that the system's working as quickly as possible in terms of generating reports.

But one sort of helpful tidbit is, if you do seem to be running into situations where it's taking a long time for report generation, if you refresh, it typically kind of speeds up the process. I've heard a few folks say that that's been helpful to them. But again, we have

worked — some of the enhancements are associated with that. And we have held ourselves accountable with developing performance metrics to ensure that the system works better.

Myra Hopkins: OK, all right, thank you. We'll try the refresh and just kind of wait and see. Thank you.

Operator: Your next question is a followup question from the line of Steve Valderrama.

Aryeh Langer: Hello, Steve, are you there?

Steve Valderrama: Yes, sorry. My apologies, I was on mute. Yes, thank you for all the clarifications. Just a followup question.

In the training materials on the qualitynet.org website, it specifies that networks can download a report to see which POCs have downloaded the QIP certificates or the PSCs, will that report be inclusive of facility viewers that also download, or can networks only view those POCs that have downloaded the PSC?

Tamyra Garcia: Thank you for your question, Steve. So next year, the network — the networks will be able to see who has viewed the reports. Currently, they can only see who's sort of accessed and generated the reports at the time — the points of contact, not the viewer. So, again, in the future, they will be able to know who's viewed it, the facility viewer, but currently only the facility point of contact is what we can obtain data for.

Steve Valderrama: Got it now. Thank you. And in the same vein of enhancements and fixes, I know during the preview period, the NHSN measure, the infection measure, was not pulling the actual values in the PSR. Do you know if that has been resolved for the PSRs that will be available on the 30th?

Tamyra Garcia: Yes, thank you for your followup question, Steve. It has been resolved for the final PSR.

Steve Valderrama: Thank you so much.

Tamyra Garcia: Um-hum.

Operator: Your next question comes from the line of Adar Crow.

Adar Crow: Yes, hello? Hello? The question has been answered in the meantime. I'm sorry.

Aryeh Langer: No problem.

Operator: And there are no further questions in queue.

Additional Information

Aryeh Langer: OK, great timing. Well thank you very much everybody who participated in today's call. If you have any followup questions, you can email the ESRD QIP email box at ESRDQIP@cms.hhs.gov. That email address is also located on slide 36. And if you need any further help in referencing any materials, you can look at slide 35 for other online resources.

As a reminder, an audio recording and written transcript of today's call will be posted to the [MLN Connects Call](#) website. We will release an announcement in the [MLN Connects Provider eNews](#) when it becomes available.

Additionally, as mentioned at the outset of this call and also during the call, CMS will be hosting another ESRD QIP call on Tuesday, January 19th, regarding the payment year 2019 final rule. Please register for that call at your earliest convenience.

On slide 38 of the 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 will take a few moments to evaluate your MLN Connects Call experience today.

Again, my name is Aryeh Langer. I'd like to thank Tamyra and our other subject matter experts here in the room at CMS and thank all of you on the lines for participating in today's MLN Connects Call.

Thank you very much everyone. Have a great day.

Operator: This concludes today's call.

-END-

