NRAA|HIE
FOR CROWNWeb

National Renal
Administrator's Association
Health Information Exchange

Support Request User's Guide

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1   Overview

Welcome to the National Renal Administrator's Association (NRAA) Health Information Exchange (HIE) Support Request User's Guide. This guide is designed to assist organizations, facilities, and their vendors to navigate and initiate support requests with the various organizations that provide support for clinical quality data submissions to EQRS.

1.1   Purpose

The NRAA HIE Support Request User's Guide provides contracted NRAA HIE organizations and their vendors:

- An overview of the various entities and type of support available to the NRAA HIE EQRS data submitting organizations.
- Instructions for use of the online Support Request form.

1.2   Intended Audience

This document is intended for:

- Organizations, facilities, and vendors requiring assistance with connectivity to and EQRS data submission activities using the NRAA HIE.

2   EQRS Support Matrix

The NRAA HIE website hosts self-help guides with tips for triaging data submission and error issues, and an online form for support requests. The Support Request form is set up with conditional logic to route the request to the team equipped to provide support for the issue. The matrix below lists the teams that provide support and the type of issues they resolve.

2.1   Support Matrix

Problem or Question	Customer Support		
	NRAA hiesupport@renalexchange.com	QualityNet Help Desk (EQRS) **Phone:** (866) 288-8912 **E-mail:** cmsqualitysupport@servicenowservices.com	NRAA HIE (OneHealthPort) NRAA HIE Support Request

Business and Account Setup Issues			
NRAA Contract	✓		
NRAA Contract – Special Terms	✓		
QIMS Accounts – *Information, account set-up, and support*		✓	
NRAA HIE User Account setup – password and account issues			✓
Facility Registration – *Questions regarding registration of contracted facilities to submit data through the NRAA HIE*			✓
Non-Certified Vendors – *Questions regarding vendors supporting contracted renal dialysis facilities not certified by the NRAA HIE*	✓		
HIE Technical Connectivity			
NRAA HIE Activator and EQRS Data Submission Technical Set-up *– Request for assistance from the NRAA HIE technical support team*			✓
ACKS/NAKS – *Assistance with troubleshooting system notifications from NRAA HIE technical*			✓

support team			
Deferred Response Message Receipt – *Assistance with troubleshooting receipt of Deferred Responses from the EQRS system*			✔
System not responding – data submission or ping to NRAA HIE Hub			✔
EQRS Data Submissions			
Error Codes – *Assistance with interpretation of error codes (and description of errors) received in the Deferred Response messages from the EQRS system*		✔	
Near Match Error Code – *Assistance with interpretation of this error code and assistance with correcting demographic files that receive this error message*		✔	

3   NRAA HIE Online Support Form

The NRAA HIE hosted web form gathers user information, the issue category (or type of issue) and a description of the issue. Based on the issue category, the ticket information is sent to the appropriate

support team to assist the requester. If the requester selects "other" it will be reviewed and triaged to the appropriate support team by the NRAA HIE.

The online support form can also be used by NRAA business and QualityNet Help Desk staff to transfer support tickets or open tickets to the NRAA HIE support team.
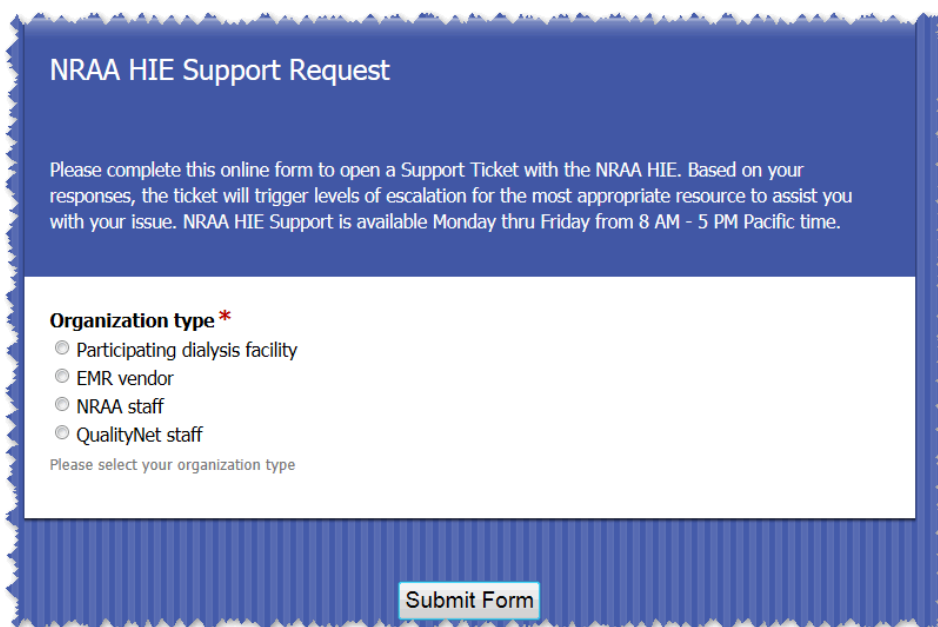
3.1   Support Request Form

Start the NRAA HIE Support Request web form using the link below.

Tip: You may want to bookmark this page in your web browser for quick access.

http://www.formstack.com/forms/?1228399-P1hy2crrdK

Step 1: Select the Organization type which opens the form for that user type.

Step 2: Completing the Support Request for a *Participating dialysis facility*:

When the form opens, complete the *Contact information* section, indicate the type of question in the section *My Question is About?* and provide additional information in the *Description of issue* box and submit the ticket.

DO NOT include any patient information in the *Description of issue* box. The online Support Request form is not a secure mechanism for sharing personal identifiable information (PII) or protected health information (PHI).

If PII or PHI needs to be shared to resolve the issue, please work directly with the support team or support agent assigned to your ticket to determine the appropriate, *secure method* to exchange that information.

Select *EQRS data or error questions* for assistance with data submission or error code issues. The support ticket will automatically be submitted to the QualityNet Help Desk.

Example: Support Request form for NRAA HIE or QualityNet Help Desk ticket transfers to NRAA HIE support.

3.2   Support Request Form Conditional Logic

The Support Request form is programmed to route requests based on the issue category selected in the section called ***"My Question Is About?"*** Below is an example of types of questions listed in this section of the Support Request form.

3.3   Support Request Form Conditional Routing

The message content will be routed to the appropriate support team based on the issue categories outlined in the *My Question is About?* section of the Support Request form shown above.

My Question is About?	Support Team
Account setup or login/password issues for NRAA HIE	NRAA HIE
Contracting with NRAA HIE	NRAA Business
My EQRS Account, EQRS Facility ID or CCN	QualityNet Help Desk
My vendor's certification with NRAA HIE	NRAA Business
EQRS data or error questions	QualityNet Help Desk
System setup or connectivity	NRAA HIE
Missing responses to submitted data	NRAA HIE
Using the Facility Registration Application	NRAA HIE
Schedule my Activator installation	NRAA HIE
System not responding	NRAA HIE
EQRS schema questions or feedback	QualityNet Help Desk
New vendor Phase 2 certification testing	QualityNet Help Desk/EQRS ADO
Other	Triaged by NRAA HIE then routed to appropriate support team

3.4   Support Request Form Sample Routed Ticket - QualityNet

Subject: NRAA HIE Support Request Form

This message is being forwarded fromt he NRAA HIE Support Web Form. This user has identified an issue that requires assistance from CMS or CMS contractors.

Unique Ticket ID: 73826019

Submission Time: Jun 3, 2012 5:49 PM

Organization Name: Renal Center of Salem

NRAA Facility Code: NRAA10124

Contact Name: Sam Snead

Contact Phone: (203) 312-4356

Contact Email: smerk5@sact.com

Location/Time Zone: Salem, OR Pacific time

My Question Is About: CROWNWeb data or error questions

Description of Issue: I have submitted a number of documents in the past with no issues but suddenly I am getting "near miss" errors on all my demographics. Can I get some help in identifying what has changed that is now causing this error with my submissions.

3.5   Support Request Form Sample Routed User Confirmation Screen

Thank you Sam Snead for submitting your support request to the NRAA HIE. Your request has been triaged to the QualityNet HelpDesk at CMS. The QualityNet team will assign someone to contact you based on the information you provided. They will contact you at (203) 312-4356 or smerk5@sact.com .

Your support ticket identifier is 73826019, your request was logged at Jun 3, 2012 5:49 PM .

You may contact the QualityNet helpdesk and refer to this NRAA HIE support ticket.

Phone: QualityNet Support
(866) 288-8912

E-mail:
qnetsupport-esrd@sdps.org

3.6   Support Request Form Sample Routed User Confirmation Email

From:	NRAA HIE SUPPORT (donotreply@onehealthport.com)	Message [UTF-8]
To:	smerk5@sact.com	
Date:	Sun, 3 Jun 2012 20:31:43 -0400	
Subject:	NRAA HIE Support Request Confirmation	

Thank you Sam Snead for submitting your support request to the NRAA HIE. Your request has been triaged to the QualityNet HelpDesk at CMS. The QualityNet team will assign someone to contact you based on the information you provided. They will contact you at (555) 234-1234 or smerk5@sact.com .

Your support ticket identifier is 73825457, your request was logged at Jun 3, 2012 5:31 PM .

You may contact the QualityNet helpdesk and refer to this NRAA HIE support ticket.

Phone: QualityNet Support
(866) 288-8912

E-mail:
qnetsupport-esrd@sdps.org

OneHealthPort HIE

4   Appendix - NRAA HIE Support Teams and Roles

The NRAA HIE is a modern day example of an online service that is managed and supported by a variety of support teams. Below is an overview of the teams involved with the NRAA HIE and their roles.

4.1   NRAA

The NRAA is the sponsor organization offering contracted services for EQRS data submission to the Centers for Medicare and Medicaid Services (CMS). NRAA administrative staff is responsible for reviewing submitted contract information (through the online contracting process), validating information provided by the organization, and facilitating the NRAA HIE contract approval and denial process. Designated staff members are responsible for answering contracting questions and managing special contract term requests submitted by organizations during the contracting process.   The NRAA is also responsible for data and business logic discussions with CMS related to the EQRS dataset.

4.1.1   HT Consulting

Howard Thomas is the contracted NRAA Program Manager for the HIE program representing the sponsor organization and contractor activities.

4.2   OneHealthPort HIE

The OneHealthPort HIE is the managing organization the NRAA has contracted with to offer the HIE services as well as the contracting and facility registration applications to assist NRAA staff in managing the workflows for on-boarding organizations, facilities and vendors. The OneHealthPort HIE staff manages the setup, testing and go-live of vendors and facilities submitting data thru the NRAA HIE. OneHealthPort also provides the customer interface for the Support Request form for the NRAA HIE.

4.2.1   Axway Managed Services and Technology

OneHealthPort HIE contracts with Axway for the HIE Hub engine and staff that manage the NRAA HIE servers and software. OneHealthPort will triage issues to Axway Managed Services to assist with technical problem resolution.

4.3   NRAA HIE Certified EMR Vendors

Electronic medical record (EMR) vendors certified with the NRAA have built and successfully tested their product's capability to collect and generate quality data reports for the CMS required EQRS data submissions. Your vendor supports you in the use of your application and with the processes related to preparing and submitting your EQRS files. Vendor support includes:

- Education regarding the appropriate use of the fields in the EMR tool to collect the EQRS quality data.
- Assistance in workflow design and analysis for data collection.
- Assessment for proper presentation of the data in the EQRS format prior to submission.
- Interpretation of data error messages you may receive during the EQRS data submission process.
- Identification of solutions and making corrections to data files for resubmission.

4.4 CMS

CMS is the sponsor of the EQRS data set, and the servers and services for data submission via batch, HIE connection or web application. CMS employs a number of subcontractors who manage various parts of the EQRS services.

Document History

Version	Date	Update Origin	Written by	Verified by
1.0	5/22/12	Initial draft	Kelly Llewellyn	Sue Merk
1.2	6/4/12	Web form updates	Sue Merk	Sue Merk
1.3	12/29/14	Inclusion of new NRAA HIE logo and document edits	Kelly Llewellyn	Sue Merk
2.0	3/27/2015	Added descriptions of support and support teams	Kelly Llewellyn	Sue Merk
3.0	11/9/2020	Updated document for EQRS	Kelly Llewellyn	Karena Sullivan