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Renal Healthcare Association  
Health Information Exchange

EQRS Data  
Error Handling  
User's Guide

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MANAGED BY

*OneHealthPort* | **HIE**

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# 1 Overview

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Welcome to the Renal Healthcare Association's (formerly the National Renal Administrator's Association) Health Information Exchange (HIE) EQRS Data Error Handling User's Guide. This guide is designed to assist organizations, facilities, vendors and support teams with the handling of error messages contained in the Deferred Responses generated by EQRS for all submitted patient demographic, clinic data records and administrative files such as Form 2728 and 2746.

## 1.1 Purpose

The purpose of this document is to:

- Provide tips and techniques for handling data error messages contained in the Deferred Responses.
- Describe the appropriate level of assistance for handling data errors.
- Explain use of the Renal Healthcare HIE Support Form for obtaining assistance in resolving data errors.

## 1.2 Intended audience

This document is intended for:

- Any facility or vendor responsible for managing data errors for EQRS data submissions.
- Support staff responding to data error handling support requests.

# 2 EQRS Deferred Responses and Data Errors

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The final messages received during the data submission process flow are Deferred Responses. Deferred Responses are produced by the EQRS repository and let the data submitter know whether the data submission was successfully processed or if there were errors encountered during data processing.

## 2.1 Deferred Response Overview

Deferred Responses are sent for each of the files that received an ACK from the EQRS repository. The Deferred Responses include a prefix attached to the original file name indicating the type of response. The Deferred Response includes appropriate error codes (and error descriptions) contained within the Deferred Response message. Deferred Response file name prefixes and descriptions are listed below:

- **DefResS (Success)** - Indicates a successfully submitted and validated record. Data from this file was recorded to the EQRS repository.
- **DefResW (Warning)** - Indicates record content needs additional clarification to be accepted by EQRS. The message needs additional review to determine whether:
  - Message is a severity level **“Error”** indicating information needs to be corrected in the record that was originally submitted and then resubmitted to EQRS, or
  - Message is a **“Warning”** where corrections *are not required*, the information in the submitted file was recorded to the EQRS database and the record *does not* have to be resubmitted to EQRS.
- **DefResF (Failure)** - Indicates a data error that results from an interruption in EQRS system processing. The data file will need to be resubmitted.
- **DefResE (Error)** - Indicates a file format mapping failure at EQRS. This file has a significant structural format issue that must be corrected and resubmitted. The Deferred Response provides detailed information about where the formatting error exists.
- **DefResU (Unknown)** - Indicates the file failed processing due to an unspecified interruption. The data file will need to be resubmitted.

## 2.2 Data Error Codes

Data error codes (and error descriptions) are contained within the Deferred Response message for every patient demographic, clinical and administrative record received and processed by the CMS/EQRS repository. Data error codes are generated when data content submitted in the patient demographic, clinical or administrative record do not meet the requirements of the repository’s business rules or system processing logic.

A full listing and description of the EQRS data error codes may be accessed on the Renal Healthcare HIE Vendor [website](#). The list is organized by patient demographic, clinical, Form 2728 and Form 2746 data error code types.

The sample Deferred Response message below displays the presentation of the data error code and the accompanying error message in an actual Deferred Response message received in the Activator Inbound folder. Many Renal Healthcare HIE Certified EHR vendor software applications programmatically retrieve this information from the Deferred Response message and present it in an error report for data submitters’ use in correcting errors. Renal Healthcare HIE vendors will review where this information can be obtained during EMR training sessions.

## Deferred Response Data Error Code Example

```
</ns11:ValueList>
  <ns11:Value>Patient</ns11:Value>
</ns11:ValueList>
</ns11:Slot>
- <ns11:Slot slotType="String" name="documentName">
  - <ns11:ValueList>
    <ns11:Value>nraa90001@010-demographic-559.xml</ns11:Value>
  </ns11:ValueList>
</ns11:Slot>
- <ns11:Slot slotType="String" name="orgPatientId">
  - <ns11:ValueList>
    <ns11:Value>MM01723393</ns11:Value>
  </ns11:ValueList>
</ns11:Slot>
- <ns11:Slot slotType="String" name="crownPatientId">
  - <ns11:ValueList>
    <ns11:Value>0</ns11:Value>
  </ns11:ValueList>
</ns11:Slot>
- <ns11:Slot slotType="String" name="orgFacilityCode">
  - <ns11:ValueList>
    <ns11:ValueList/>
  </ns11:Slot>
- <ns11:Slot slotType="String" name="crownFacilityId">
  - <ns11:ValueList>
    <ns11:Value>0</ns11:Value>
  </ns11:ValueList>
</ns11:Slot>
- <ns11:Slot slotType="String" name="homeCommunityID">
  - <ns11:ValueList>
    <ns11:Value>urn:oid:1.3.6.1.4.1.38630.2.1.2</ns11:Value>
  </ns11:ValueList>
</ns11:Slot>
</ns14:ResponseList>
- <ns14:RegistryErrorList>
  <ns14:RegistryError severity="Error" location="MM01723393|null|null|null" errorCode="" codeContext="">Patient could not be processed
    due to possible matches</ns14:RegistryError>
</ns14:RegistryErrorList>
</ns13:RegistryResponse>
http://wz0b695/DefResW_nraa90001@010-demographic-559.xml#
```

Data Error Code and Message in the Body of the Deferred Response

### 3 Data Error Code Handling

The CMS/EQRS repository will not accept patient demographic, clinical or administrative data records that contain errors. Errors reported in the Deferred Responses must be reviewed and the source of the error corrected. Once the error is corrected, then an updated record may be resubmitted to the CMS/EQRS repository for reprocessing. The following information provides suggestions for triaging and handling data errors, as well as descriptions of resources, tools and processes for obtaining support.

#### 3.1 Data Error Triage and Handling

Once data errors are reviewed and triaged they can be organized for handling based on the level of support needed to correct the errors.

- **Data Submitters** – Data submitters can often identify and handle basic errors that typically occur in the data records. The tips listed below provide a framework for this process:
  1. Review the data error code message/s sent in the Deferred Response from EQRS. The Deferred Response contains the error code and specifically indicates the problem/s with the data file.
  2. Examine the original file data fields (where the errors were indicated by EQRS) closely to determine whether there is information:
    - a. Missing
    - b. Incorrect for that data field. For example, there are words entered in the field such as “pending” or “stand-by” written in by facility staff where only a HICNUM should be entered.
    - c. Improperly formatted for a data field. For example, a lab value is not entered in the proper format for that data field.
  3. For “Near Match” errors (this is an error message from EQRS indicating that the system can’t match the information provided for the patient in the demographic file against the patient data that already exists in the EQRS system), do the following:
    - a. Examine all the data fields in the original demographic data file to check that information is entered properly for that field, i.e. the SSN is entered in the proper format. If it’s not, make the correction to the data then resubmit the data file. If the information is entered correctly and the file continues to fail submit a Renal Healthcare HIE Support Request.
    - b. A Tier Two Support Agent from the CMS Quality Support Help Desk (see Support Matrix below) will work directly with the data submitter to identify the patient in EQRS and investigate why the patient demographic file submission is failing.
  4. Follow the same investigation processes for all other data error messages that have a severity level of “**Error**” in the Deferred Response, make appropriate corrections to the data in the EHR system, generate a new file and resubmit to EQRS.

Data files need to be corrected and resubmitted to EQRS until the data is successfully processed.

Note: The repository will overwrite any previous data submitted for a patient during the clinical reporting period *with the latest corrected data submitted for that patient.*

- **EMR Vendors** – EMR vendors are a key resource during the EQRS data submission process. Typically, vendors will be the first resource in helping interpret data format and error code messages, troubleshooting problems, and developing remedies to correct the errors. Contact the EMR vendor when:
  1. A **ResMPE processing error message** is received. This indicates that there is a formatting problem with the data record format that is preventing submission. The EMR vendor needs to be notified because this error will need to be corrected in the EMR application. Problems with these records vendors typically look for include:
    - a. Hidden characters in the record.

- b. Hidden encryption for specific data fields in the record such as the SSN data field.
    - c. Other formatting anomalies in the data record which is causing it to be rejected.
  - 2. Assistance is needed to understand the **Deferred Response data error** and where the data correction needs to be made in the EMR application.
  - 3. Attempts to make corrections to data do not successfully resolve the occurrence of the data error or generates another error code type presented in subsequent Deferred Responses received in the record.
- **CMS Quality Support Help Desk** – The CMS Quality Support Help Desk can assist EMR vendors and their data submission customers with escalation of data error codes and messages that:
  - 1. Continue to appear in Deferred Responses after repeated correction attempts are made (patient information “Near Match” and admission/discharge errors are typical examples),
  - 2. Are particularly problematic to understand in the context of the data in the record (a typical example is assignment of patient ethnicity codes) and thus difficult to determine a correction for, or
  - 3. Are simply difficult to link with the underlying problem in the data record and assistance is required to explore remedies.

### 3.2 Data Error Code Handling Matrix

The matrix below provides a summary of the general types of data errors and the level of handling that is typically required to correct the data and achieve a successful submission of data to the CMS/EQRS repository.

				<b>Data Error Handling Level</b>		
				<b>Data Submitter</b>	<b>EMR Vendor</b>	<b>CMS Quality Support Help Desk</b>
<b>Data Error Handling Activity</b>	Initial examination of data errors			Data record formatting errors (message processing errors)	Patient matching errors that cannot be resolved by data submitter and EMR vendor	
	Correction of visible data errors (data entry errors in EMR application)			Assistance to data submitter for data error interpretation and data correction in EMR application	Data error escalation to CMS/EQRS for data error messages that are not understood by data submitters or EMR vendor (interpretation assistance)	
	Patient matching errors (correction of patient name, identifiers, address,			Data correction involving EMR application programming changes	Data error escalation to CMS/EQRS for data errors involving several unsuccessful attempts at correction (remedy	

	etc.)		assistance)
		Analysis and correction of subsequent data errors resulting from data corrections or EMR application programming changes	

### 3.3 Renal Healthcare HIE Support Request Web Form

When data error code handling requires escalation to the CMS Quality Support Help Desk use the Renal Healthcare HIE Support Request hosted web form. This form gathers contact information, description of the issue as well as the type of issue. Based on the issue type, the support request information is emailed to the appropriate Support Team for assistance. To initiate a data submission or error code handling support request do the following:

Start the Renal Healthcare HIE Support Request process by clicking the link below to launch the web form:

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

## Renal Healthcare HIE Support Request

Please complete this online form to open a support ticket with the Renal Healthcare HIE. Based on your responses, the ticket will trigger levels of escalation for the most appropriate resource to assist you with your issue. Renal Healthcare HIE support is available Monday through Friday from 8 AM - 5 PM Pacific time.

**Organization type \***

- Participating dialysis facility
- EMR vendor
- Renal Healthcare Association staff
- CMS Quality Support staff
- CMS Contractor
- Renal Healthcare HIE Staff

Please select your organization type

Select the **Organization type** which opens the form for that user type.



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

**Important Note:** Select the option **EQRS data or error questions** under **My Question is About** and the support request will automatically be routed to Tier Two Support Agents at the CMS Quality Support Help Desk who are trained to provide support to Renal Healthcare HIE EQRS data submitters.

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

If identifiable patient information needs to be shared to resolve the issue, please work directly with the CMS Quality Support team or agent assigned to your support request to determine an appropriate and secure method to exchange this information.

**RENAL HEALTHCARE HIE FOR EQRS**

Renal Healthcare HIE Support Request

Please complete this online form to open a support ticket with the Renal Healthcare HIE. Based on your responses, the ticket will trigger levels of escalation for the most appropriate resource to assist you with your issue. Renal Healthcare HIE support is available Monday through Friday from 9 AM - 5 PM Pacific time.

**Organization type \***

- Participating dialysis facility
- EHR vendor
- Renal Healthcare Association staff
- CMS Quality Support staff
- CMS Contractor
- Renal Healthcare HIE Staff

Please select your organization type.

**Contact information**

**Organization Name \***

Facility operating the support ticket or being assisted by a vendor.

**CCN # - CMS Certification Number \***

Healthcare provider number - 11 digit number

**EQRS Facility ID**

Unique identifier assigned to dialysis facilities registered with EQRS

**Renal Healthcare HIE Facility ID**

Unique identifier assigned to dialysis facilities registered with the Renal Healthcare HIE

**Contact Name \***

First Name Last Name

**Contact Phone \***

**Contact Email \***

**Your location - city/state/country \***

For time zone identification

**My Question is About? \***

- Account setup or login/password issues for Renal Healthcare HIE
- Contracting with the Renal Healthcare HIE
- My EQRS Account - EQRS Facility ID or CCN
- My vendor's certification with the Renal Healthcare HIE
- EQRS data or error questions
- System setup or connectivity
- Missing responses to submitted data
- Using the Facility Registration Application
- Schedule my Adaptor installation
- System not responding
- EQRS software operations or feedback
- New vendor Phase 2 certification testing
- Other:

**Description of issue - DO NOT include patient identifiable data in this support request. If you need to use a secure system to send information to CMS Quality Support, please request this and the Renal Healthcare HIE Support Team will assist you. \***

Description of issue - In the description box above please describe the problem, list the error message and the patient's EQRS URL. DO NOT include patient identifiable data such as name or birthdate in the support request form.

Submit Form

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

### 3.4 EQRS Data Submission Quality Improvement Reports

To assist data submitters in improving the quality of EQRS data submissions, CMS will be developing several reports for distribution to Renal Healthcare HIE organizations. The reports will contain specific information for use by the submitting facility to improve the quality of their data submissions. When available, the Renal Healthcare HIE will distribute these reports along with a report user guide.

#### Document History

Version	Date	Update Origin	Written by
1.0	7/31/12	Initial Draft	Kelly Llewellyn
1.1	8/3/12	Updated Deferred Response section	Kelly Llewellyn
1.2	12/13/12	Updated Deferred Responses and Data Error Handling sections	Kelly Llewellyn
1.3	12/29/14	Updated Data Flow and Support sections, added section for NRAA Reports	Kelly Llewellyn
1.4	11/9/2020	Updated for EQRS	Kelly Llewellyn
1.5	1/17/2021	Updated for Renal Healthcare HIE branding	Kelly Llewellyn