

# RENAL HEALTHCARE | HIE FOR EQRS

Renal Healthcare Association  
Health Information Exchange

Support Request User's Guide

MANAGED BY

OneHealthPort | HIE

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# 1 Overview

Welcome to the Renal Healthcare Association (formerly National Renal Administrator’s Association) 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 Renal Healthcare HIE Support Request User’s Guide provides contracted Renal Healthcare HIE organizations and their vendors:

- An overview of the various entities and type of support available to the Renal Healthcare 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 Renal Healthcare HIE.

# 2 EQRS Support Matrix

The Renal Healthcare 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		
	Renal Healthcare Association Administration <a href="mailto:hiesupport@renalexchange.com">hiesupport@renalexchange.com</a>	CMS Quality Support Help Desk (EQRS) Phone: (866) 288-8912 E-mail: <a href="mailto:cmsqualitysupport@servicenowservices.com">cmsqualitysupport@servicenowservices.com</a>	Renal Healthcare HIE (OneHealthPort) <a href="#">Renal Healthcare HIE Support Request</a>

<b>Business and Account Setup Issues</b>			
<b>Renal Healthcare HIE Contract</b>	✓		
<b>Renal Healthcare HIE Contract – Special Terms</b>	✓		
<b>EQRS Accounts – Information, account set-up, and support</b>		✓	
<b>Renal Healthcare HIE User Account setup – Password and account issues</b>			✓
<b>Facility Registration – Questions regarding registration of contracted facilities to submit data through the Renal Healthcare HIE</b>			✓
<b>Non-Certified EHR Vendors – Questions regarding EHR vendors not certified by the Renal Healthcare HIE supporting contracted dialysis organizations</b>	✓		

**HIE Technical Connectivity**

<b>Renal Healthcare HIE Activator and EQRS Data Submission Technical Set-up – Request for assistance from the Renal</b>			✓
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<i>Healthcare HIE technical support team</i>			
<b>ACKS/NAKS –</b> <i>Assistance with troubleshooting receipt of ACKS or NAKS from the CMS gateway</i>			✓
<b>Deferred Response Message Receipt</b> <i>– Assistance with troubleshooting receipt of Deferred Responses from the EQRS system</i>			✓
<b>System not responding –</b> <i>Data submission or ping to Renal Healthcare HIE Hub</i>			✓

**EQRS Data Submissions**

<b>Data Error Codes</b> <i>– Assistance with interpretation of error codes (and description of errors) received in the Deferred Response messages from the EQRS system</i>		✓	
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### 3 Renal Healthcare HIE Online Support Form

The Renal Healthcare 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 Renal Healthcare HIE.

The online support form can also be used by Renal Healthcare Association staff and CMS Quality Support Help Desk staff to transfer support tickets or open tickets to the Renal Healthcare HIE support team.

### 3.1 Support Request Form

Start the Renal Healthcare 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.

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

**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.

**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 8 AM - 5 PM Pacific time.

**Organization type \***

- Participating dialysis facility
- EMS 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 opening the support ticket or being assisted by a vendor.

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

Medicare provider number - 6 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 management

**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 Activator installation
- System not responding
- EQRS schema questions 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

**Example:** Support Request form for Renal Healthcare Association or CMS Quality Support Help Desk ticket transfers to the Renal Healthcare HIE support staff.

### 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.

**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 Activator installation
- System not responding
- EQRS schema questions or feedback
- New vendor Phase 2 certification testing
- Other:



### 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.

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

### 3.4 Support Request Form Sample Routed Ticket – CMS Quality Support

**Subject:** NRAA HIE Support Request Form

This message is being forwarded from the 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](mailto: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:**  
[gnetsupport-esrd@sdps.org](mailto:gnetsupport-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:**  
[gnetsupport-esrd@sdps.org](mailto:gnetsupport-esrd@sdps.org)

## 4 Appendix - Renal Healthcare HIE Support Teams and Roles

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The Renal Healthcare 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 Renal Healthcare HIE and their roles.

### 4.1 Renal Healthcare Association

The Renal Healthcare Association is the sponsor organization offering contracted services for EQRS data submission to the Centers for Medicare and Medicaid Services (CMS). Renal Healthcare Association administrative staff is responsible for reviewing submitted contract information (through the online contracting process), validating information provided by the organization, and facilitating the Renal Healthcare 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 Renal Healthcare Association 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 Renal Healthcare Association 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 Renal Healthcare Association has contracted with to offer the HIE services as well as the contracting and facility registration applications to assist Renal Healthcare Association 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 through the Renal Healthcare HIE. OneHealthPort also provides the customer interface for the support request form for the Renal Healthcare HIE.

#### 4.2.1 Axway Managed Services and Technology

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

### 4.3 Renal Healthcare HIE Certified EMR Vendors

Electronic medical record (EMR) vendors certified with the Renal Healthcare Association 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
4.0	1/17/2021	Updated for Renal Healthcare branding	Kelly Llewellyn	Karena Sullivan