End-Stage Renal Disease Quality Reporting System (EQRS)

Transplant Editor Quick Start Guide

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Introduction

This Quick Start Guide provides the information necessary for Transplant Hospitals, End Stage Renal Disease (ESRD) Networks, and the Centers for Medicare & Medicaid Services (CMS) to use the ESRD Quality Reporting System (EQRS).

EQRS Overview

EQRS is a cloud-based data collection platform that is mandated by CMS to enable transplant hospitals and dialysis facilities to meet Section 494.180(h) of the 2008 updated Conditions for Coverage for ESRD Dialysis Facilities. The updated conditions call for the electronic submission of administrative and clinical data by all Medicare-certified dialysis and transplant facilities in the U.S. The system is designed to help the renal community receive more complete and accurate data about dialysis patients, and the system is used to collect clinical performance measures data from dialysis facilities.

EQRS provides transplant hospitals, dialysis facilities, and CMS with a comprehensive view of the ESRD community and programs. It aligns with CMS' strategic vision to expand access to coverage and care and drive high-quality person-centered care. EQRS is used by CMS and the renal community to:

- Monitor the status of transplant activities, dialysis activities, and Medicare utilization (inpatient stays and outpatient dialysis bills) of ESRD patients and their Medicare providers.
- Calculate Medicare ESRD coverage periods, dialysis coverage periods, clinical dialysis periods, and transplant periods for renal patients.
- Extract data for program analysis, policy development, and some epidemiological research.
- Serve as a repository of renal information for non-Medicare patients who reside in the United States and function as one of the primary sources of data for the United States Renal Data System (USRDS).

The instructions that follow will enable EQRS users from transplant hospitals, ESRD Networks, and CMS to perform tasks frequently required for transplant hospitals.

Log in to EQRS

1. Open your Chrome web browser and go to https://eqrs.cms.gov/.
2. Click **Sign In**. The EQRS Log In screen displays.
3. Enter your EQRS username and password.
4. Click the **Agree to our Terms & Conditions** checkbox and click **Sign In**. A two-factor authentication screen displays.
5. Click **Send code** or make the appropriate selections to receive a one-time security code.
6. Enter the security code and click **Verify**. The My Access screen displays.

Dashboard

View Facility Dashboard

1. Log in to EQRS.
2. Click **Dashboard**.

View and Download Transplant Center Waitlist Report

1. Log in to EQRS.
2. Click **Dashboard**.
3. Click on **Transplant Center Waitlist**.
4. Click on **Download CSV**.
5. The file will appear in the Chrome Browser.
6. Click on the small arrow.
7. The report will download and open in Microsoft Excel.

Facilities

Search Facilities

1. Log in to EQRS.
2. Click **Facilities**.
3. Click **Search Facilities**. The Search Facilities screen displays.
4. Enter your search criteria and then click on the desired facility's details. The Facility Summary screen displays.

Edit Facility Information

1. Log in to EQRS.
2. Click **Facilities**.
3. Click **Search Facilities**. The Search Facilities screen displays.
4. Enter your search criteria and then click on the desired facility's details. The Facility Summary screen displays.
5. Click **View to edit** next to the desired section(s) or click on each section's title to the left of the screen.
6. Click **Edit**, make the desired changes, and click **Update**. The screen refreshes and displays a message indicating that the information was updated successfully.

Add Facility Contacts

1. Log in to EQRS.
2. Click **Facilities**.
3. Click **Search Facilities**.
4. Enter your facility search criteria.
5. Click on your facility name when it appears.
6. Scroll to the Contact Information section and click **View to Edit**.
7. Next to Facility Contacts, click **Edit**.
8. Click the dropdown in the **Positions** field and select all positions that apply.
9. Enter the required information for the Facility Contact.
10. Click **Update**. The screen displays the message "Facility contacts updated successfully."

Form CMS-2744

Generate and Save Form CMS-2744

1. Click **Facilities**.
2. Click **Form 2744**.
3. Select the **Survey Year** (previous calendar year) and **Survey Status** and click **Search**.
4. Click the **Add** link in the Actions section.
5. Click the **Generate** button.
6. Review pre-populated data and enter **Patients Awaiting Transplant** information.
7. Click **Save**.

Edit an existing Form CMS-2744

1. Click **Facilities**.
2. Click **Form 2744**.
3. Select the **Survey Year** and **Survey Status** and click **Search**.
4. Click **View** in the Actions section.
5. Click **Edit**.
6. Click **Generate**.
    a. The pre-populated fields will automatically update.
    b. Make updates to the **Patients Awaiting Transplant** fields (if needed).
7. Click **Save**.

Run and download Form CMS-2744 Report

1. Click **Facilities**.
2. Click **Form 2744**.
3. Select the **Survey Year** and **Survey Status** and click **Search**.
4. Click **View** in the Actions section.
5. Click **Edit**.
6. Select the **End of Survey Transplant Report**.
7. The report will appear in the top corner of the internet browser.
8. Click on the small arrow.
9. The report will download and open in Microsoft Excel.

Submit a Form CMS-2744

1. Click **Facilities**.
2. Click **Form 2744**.
3. Select the **Survey Year** and **Survey Status** and click **Search**.
4. Click **View** in the Actions section.
5. Click **Submit for Review**.
6. Click **Yes** when asked, “Are you sure you want to submit form for review?”

Medical Personnel

Add Medical Personnel

1. Log in to EQRS.
2. Click **Facilities**.
3. Click **Medical Personnel**. The Medical Personnel screen displays.
4. Click **Add Medical Personnel**.
5. If available, enter the Physician’s National Provider Identifier (NPI) in the **Practitioner NPI** field or click **Find provider on NPPES NPI Registry** to look up the NPI and enter it once obtained.
6. Verify the practitioner’s name.
7. Click **Add Personnel**.
8. The Medical Personnel screen will now display the new practitioner.

Inactivate Medical Personnel

1. Log in to EQRS.
2. Click **Facilities**.
3. Click **Medical Personnel**. The Medical Personnel screen displays.
4. Scroll to the correct physician or type the physician’s last name in the **Personnel** field.
5. In the Status column click the Green Check Mark next to the word “Active.”
6. A message will appear stating that the “Physician was Inactivated Successfully.” The green check mark will turn gray and the word “Inactive” will appear next to the physician’s name in the Status column.

Patients

Search Patients

View Patient Information

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.

Edit Patient Information

NOTE: While transplant centers can search for any patient, only patients still admitted to your transplant hospital can be edited.

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Edit**. The Edit Patient screen displays.
7. Make the desired changes and click **Submit**. The View Patient Demographics screen displays the message "Successfully edited patient."
8. From the EQRS Home Page, click **Patients**. The Search for Patients screen displays.

View Patient Admit/Discharge Information

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.

5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Admissions**. The View Patient Admissions screen displays.
7. Click the **Admit Date**. The screen refreshes and displays the View Admission Information section.

Edit Patient Admit/Discharge Information

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Admissions**. The View Patient Admissions screen displays.
7. Click the **Admit Date**. The screen refreshes and displays the View Admission Information section.
8. Click **Edit**. The screen refreshes and provides the ability to edit the admit and discharge information in the Edit Admission Information section.
9. Make the desired changes. Click **Submit**. The View Patient Admissions screen displays the message “Admission record update successful.”

Discharge a Patient

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Admissions**. The View Patient Admissions screen displays.
7. Click the **Admit Date**. The screen refreshes and displays the View Admission Information section.
8. Click **Edit**. The screen refreshes and provides the ability to edit the admit and discharge information in the Edit Admission Information section.

9. Enter the **Discharge Date** and select the **Discharge Reason**. Click **Submit**. The View Patient Admissions screen displays the Discharge Date and Discharge Reason, and the message “Admission record update successful.”

Form CMS-2728

Add an Initial Form CMS-2728

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Form 2728**. The Manage Form 2728 screen displays.
7. Click **Add Initial 2728** in the Eligible 2728 Forms section. The Add an ESRD Medical Evidence (2728) screen displays.
8. Enter the required information in Sections A, C and E. Select the GFR Calculation Method in Section F, then click **Save**. The message “Successfully saved Form 2728” displays.
9. Click **Print**. The report viewer displays the Form CMS-2728 in a PDF format.
10. Click the **Printer icon**; enter any print parameters and click **OK**.
11. Obtain the required signatures from the attending physician and patient on the printed Form CMS-2728.
12. Go back to EQRS to complete the Form CMS-2728; repeat Steps 1-6.
13. Click the **Initial Transplant+** in the Existing 2728 Forms column. The View ESRD Medical Evidence (2728) – Saved screen displays.
14. Click **Edit**; the Edit an ESRD Medical Evidence (2728) – Saved screen displays.
15. In Sections E-F, enter the dates the attending physician and patient signed the form, and click **Submit**.
16. The View ESRD Medical Evidence (2728) – Submitted screen displays with the message “Successfully submitted Form 2728.”
17. If the patient has chosen to apply for ESRD Medicare coverage, mail the original, signed Form CMS-2728 to the Social Security Administration.
18. Keep a copy of the original, signed Form CMS- 2728 with the patient’s records.

Add a Re-entitlement Form CMS-2728

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Form 2728**. The Manage Form 2728 screen displays.
7. Click the **Add Re-entitlement 2728** button in the Eligible 2728 Forms section. The Add an ESRD Medical Evidence (2728) screen displays.
8. Enter all available information and click **Save**. The message "Successfully saved Form 2728" displays.
9. Click **Print**. EQRS displays the CMS-2728 Form in a PDF format.
10. Click the **Printer icon**; enter any print parameters and click **OK**.
11. Obtain the required signatures from the attending physician and patient on the printed CMS-2728 Form.
12. Go back to EQRS to complete the CMS-2728 Form; repeat Steps 1-6.
13. Click the **Re-entitlement Transplant+** link in the Existing 2728 Forms column. The View ESRD Medical Evidence (2728) – Saved screen displays.
14. Click **Edit**; the Edit an ESRD Medical Evidence (2728) – Saved screen displays.
15. In Sections E-F, enter the dates the attending physician and patient signed the form, and click **Submit**.
16. The View ESRD Medical Evidence (2728) – Submitted screen displays with the message "Successfully submitted Form 2728."

Add a Supplemental Form CMS-2728

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Form 2728**. The Manage Form 2728 screen displays.

7. Click the **Add Supplemental 2728** button in the Eligible 2728 Forms section. The Add an ESRD Medical Evidence (Supplemental – 2728) screen displays.
8. Enter all available information and click **Save**. The message "Successfully saved Form 2728" displays.
9. Click **Print**. EQRS displays the CMS-2728 Form in a PDF format.
10. Click the **Printer icon**; enter any print parameters and click **OK**.
11. Obtain the required signatures from the attending physician and patient on the printed CMS-2728 Form.
12. Go back to EQRS to complete the CMS-2728 Form; repeat Steps 1-6.
13. Click the **Supplemental Transplant+** link in the Existing 2728 Forms column. The View ESRD Medical Evidence (2728) – Saved screen displays.
14. Click **Edit**; the Edit an ESRD Medical Evidence (Supplemental 2728) – Saved screen displays.
15. In Sections E-F, enter the dates the attending physician and patient signed the form, and click **Submit**.
16. The View ESRD Medical Evidence (2728) – Submitted screen displays with the message "Successfully submitted Form 2728."

View a Saved/Submitted Form CMS-2728

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Form 2728**. The Manage Form 2728 screen displays.
7. Under Existing 2728 Forms, select the desired hyperlinked form.

Edit a Saved Form CMS-2728

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.

5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Form 2728**. The Manage Form 2728 screen displays.
7. Click the **Initial Transplant+** in the Existing 2728 Forms column. The View ESRD Medical Evidence (2728) – Saved screen displays.
8. Click **Edit**; the Edit an ESRD Medical Evidence (2728) – Saved screen displays.
9. Make any changes or additions to the data and click **Save** or **Submit**. The View ESRD Medical Evidence (2728) – Saved (or Submitted) screen displays with the message "Successfully saved (or submitted) Form 2728."

Print a Form CMS-2728

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Form 2728**. The Manage Form 2728 screen displays.
7. Click the **Initial Transplant+** in the Existing 2728 Forms column. The View ESRD Medical Evidence (2728) – Saved screen displays.
8. Click **Edit**; the Edit an ESRD Medical Evidence (2728) – Saved screen displays.
9. Click **Print**. EQRS displays the Form CMS-2728 in a PDF format.
10. Click the **Printer icon**; enter any print parameters and click **OK**.

Form CMS-2746

Add a Form CMS-2746

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Edit**. The Edit Patient screen displays.

7. Scroll down to the Medical Information section. Enter the **Effective Date** (must be on or prior to Death Date), **Death Date** and **Death Code** then click **Submit**. The View Patient Demographics screen displays with the message "Successfully edited patient."
8. Click **Form 2746**. The Add a Death Notice (2746) screen displays with information pre-populated from the current patient record.
9. Enter all required information on the screen and click either **Save** or **Submit**. The View a Death Notice (2746) – Saved (or Submitted) screen displays with the message "Successfully saved (or submitted) Form 2746."
10. To print the Form CMS-2746, click **Print**. Form CMS-2746 displays in a PDF format.
11. Click the **Printer icon**; enter any print parameters and click **OK**.

View a Saved/Submitted Form CMS-2746

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Form 2746**. The View a Death Notice (2746) – Saved screen displays.

Edit a Saved Form CMS-2746

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Form 2746**. The View a Death Notice (2746) – Saved screen displays.
7. Click **Edit**. The Edit a Death Notice (2746) – Saved screen displays.
8. Apply the desired changes; click **Save** or **Submit**. The View a Death Notice (2746) – Saved (or Submitted) screen displays with the message "Successfully saved (or submitted) Form 2746."

Edit a Submitted Form CMS-2728 or Form CMS-2746

1. Review the CMS guidelines for requesting changes to a submitted form: https://mycrownweb.org/2024/09/25/form-mod-process-update/.
2. Contact your local ESRD Network https://esrdnetworks.org/membership/esrd-networks-contact-information/.

View Patient Treatment Information

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Treatments**. The View Patient Treatments screen displays.
7. Click the **Admit Date**. The screen refreshes and displays the Treatment Start Date in the Treatment Summary section.
8. Click the **Treatment Start Date**. The screen refreshes and displays the treatment details in the View Treatment Information section.

Add Patient Treatment Information

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Treatments**. The View Patient Treatments screen displays.
7. Click the **Admit Date**. The screen refreshes and displays the Treatment Start Date in the Treatment Summary section.
8. Click **New Treatment**. The Add Treatment Information screen displays.
9. Enter data in the required fields for the patient's new treatment information; then click **Submit**.
10. The View Treatment Information screen displays the new treatment record.

Edit Patient Treatment Information

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Treatments**. The View Patient Treatments screen displays.
7. Click the **Admit Date**. The screen refreshes and displays the Treatment Start Date in the Treatment Summary section.
8. Click the **Treatment Start Date**. The screen refreshes and displays the treatment details in the View Treatment Information section.
9. Click **Edit**. The screen refreshes to enable fields in the Edit Treatment Information section.
10. Make the desired changes and click **Submit**. The View Patient Treatments screen displays the message "Treatment record update successful."

View Vaccination Information

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.
4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Vaccinations**. The Patient Vaccination Data screen displays.
7. Click the **Expand All** button(s) in the Vaccinations Summary section.
8. Click **View** under the Actions header next to the desired vaccination.

View Peritonitis Infection Information

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Search Patients**. The Search Patients screen displays.

4. Enter your search criteria, and then click **Submit**. The Search Patient Results screen displays a list of patients matching your search criteria.
5. Click the **EQRS Patient ID** for the desired patient. The View Patient Demographics screen displays.
6. Click **Infections**. The Patient Infections Events Data screen displays.
7. Click the **Expand All** button(s) in the Vaccinations Summary section.
8. Click **View** under the Actions header next to the desired event.

Admit a Patient

Admit a New ESRD Transplant Patient

NOTE: A New ESRD Transplant Patient is one who has never been on dialysis or received a transplant.

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Admit a Patient**. The Admit Patient screen displays.
4. Enter the patient's information and select New ESRD Patient in the **Admit Reason** field. Click **Next**. The screen refreshes and displays the following sections:
    a. Ethnicity, race, tribe and origin
    b. Contact Information
    c. Miscellaneous Information
    d. Medical Information
    e. Admission Information
    f. Dialysis Treatment Information
5. NOTE: Add any information that will be required for the Forms CMS-2728 or CMS-2746.
6. Enter all available data and click **Submit**. The message "Patient admission was successful" displays.

Admit an Existing Patient

NOTE: An Existing patient is one that already exists in EQRS (one that was previously admitted to a dialysis unit or that previously received a transplant).

1. Log in to EQRS.
2. Click **Patients**.
3. Click **Admit a Patient**. The Admit Patient screen displays.

4. Enter the patient's information. Select Transplant in the **Admit Reason** field. Click **Next**.

Near Match – In Scope or Out of Scope Patient

From **Step 4**, the Near Match Select screen displays with the message, "Possible duplicate patients outside of your scope have been identified. It is recommended that you contact your ESRD Network to investigate the possible duplicate(s) for the patient you are admitting. You may not admit this patient without the assistance of your ESRD Network."

5. Contact your ESRD Network for further assistance.

Exact Match – In Scope or Out of Scope Patient

From **Step 4**, the Patient Admission Confirmation screen displays.

5. Click **Accept**. The Admit Patient screen displays the message "Patient match found. New admission record will be created for this patient."
6. Review the auto-populated information, enter the required information, and click **Submit**. The message "Patient admission was successful" displays.

Manage Clinical

View Clinical Information

1. Log in to EQRS.
2. Click **Patients.**
3. Click **Manage Clinical**. The Manage Patient Clinical Values screen displays.
4. Enter your search criteria in the **Find Facility by facility ID, facility name, facility DBA, facility CCN, facility NPI, phone number, fax number** field. Click on the desired facility's details.
5. Select the **Collection Type** from the dropdown list. The screen refreshes.
6. Select the **Clinical Month** from the dropdown list. The screen refreshes.
7. (Optional) To refine your search even more, in the **Last Name Group** field you can select last names that begin with A-H, I-Q, or R-Z. From these three choices, pick the option that corresponds to the person you are searching for and then select the patient you are searching for from the list of names that is displayed.
8. Click **Search Patients**. The Manage Patient Clinical Values screen refreshes displaying a list of patients in the **Select Patient** field who meet the search criteria.
9. Select the desired patient from the **Select Patient** field drop-down list. The screen refreshes, displaying details for the selected patient.

   NOTE:

a. If no clinical information has been entered, the following message displays "No clinical data for selected facility, patient, and clinical month."

b. Each clinical month in the dropdown denotes "Open" or "Closed." A clinical month remains open for roughly two months after the end of the clinical month and will allow dialysis facilities to continue to input clinical data. Closed means that the dialysis facility can no longer make changes to the submitted clinical data.

Reports

View and Run Reports

1. Log in to EQRS.
2. Click **Reports**.
3. Click **Reports** again.
4. Click **Patient Events Report**.
    a. Enter date range: begin and end dates.
    b. Select Report Parameters.
    c. Select Export As (either CSV or Excel).
    d. Click **Generate Report**.
    e. Go to Step 6.
5. Click **Patient Roster Report**.
    a. Enter date.
    b. Select Sort Order.
    c. Select Export As (either CSV or Excel).
    d. Click **Generate Report**.
    e. Go to **Step 6**.
6. The My Reports screen will display.
7. The Report Status column will indicate either Pending or Complete.
8. Once Complete, click the file in the Type/Size column.
9. The file will appear in the Chrome Browser.
10. Click on the small arrow.
11. The report will be downloaded and opened in Microsoft Excel.

Support

ESRD Networks

- **Identify your ESRD Network by using the list in this link.**
    - https://esrdnetworks.org/
- **Reasons to contact your ESRD Network**
    - Editing submitted Forms CMS-2728 and CMS-2746
    - Issues admitting a patient
    - Updating a failed transplant patient's status to Non-functioning
    - Two records exist for the same patient and the records need to be merged.

Quality Net Help Desk

- **Email**
    - qnetsupport-esrd@cms.hhs.gov
- **Online Ticket submission**
    - https://cmsqualitysupport.servicenowservices.com/ccsq_support_central
- **Phone**
    - 1-(866)-288-8912
- **Reasons to contact the QualityNet Help Desk**
    - HARP Account Management
    - Quality Incentive Program (QIP) questions
    - Receiving errors in EQRS
    - Trouble logging in to EQRS
    - Two records exist for the same patient and the records need to be merged.