End-Stage Renal Disease (ESRD) Quality Reporting System (EQRS)

ESRD Quality Program Support Contractor

Webinar Question and Answer Summary Document:

Releases Tab, EQRS Landing Page, Account Management Module

This document is based on questions asked and answered during the April 22, 2025, Monthly EQRS Stakeholder Meeting. Event slides and recording are available on the events page of the MyCROWNWeb website at: https://mycrownweb.org/events/.

Additional questions can be asked using the QualityNet Help Desk:

- By email at qnetsupport-esrd@cms.hhs.gov.

- With an Online Ticket submission at https://cmsqualitysupport.servicenowservices.com/ccsq_support_central.

DISCLAIMER: The responses provided in this document reflect answers that were current and accurate as of the date on which the event referenced above occurred. Subsequent to the event, questions and answers were compiled and edited for clarity and completeness. We recommend that this question-and-answer document be relied on for the clearest answers to questions posed during the event.

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Question 1. What is Facility Care Compare?

If you have an approved role in EQRS, Dialysis Facility Care Compare will provide you with a patient list in EQRS. This list shows all of the patients included in the clinical measure calculations that are reported for Quarterly Care Compare Preview Period Reports. You can also download a preview report or visit the care compare website to see what updated quality measures are available for facilities.

Question 2. Are the release notes and updates only available in EQRS?

This information is technically not in EQRS but at https://eqrs.cms.gov/releases. No login is required to access this information.

Question 3. **When does the new account management module go live?**

It went live in March of 2025.

Question 4. **When is the next Facility Care Compare report available?**

Facility Care Compare reports are released four times each year. The help desk referenced at the start of this document can provide more specific information about when the next report will become available.

Question 5. **What if the security official no longer works for our facility, who will approve our access request?**

A new security official must apply for the role and then CMS would approve that account. Your facility should have two security officials to avoid delays if one becomes unavailable.

Question 6. **Can you be both a care compare viewer and a facility editor?**

Yes, the same person can be approved for multiple roles, including the roles of care compare viewer and facility editor. As a viewer, you're going to be able to view and download any type of report. On the other hand, being a facility editor will allow you to make changes to the patient registry in EQRS.

Question 7. **When users are going in and indicating whether they want to access roles for the patient registry or ESRD Quality Incentive Program, if they want both roles, do they need to go through the process twice or can they select them both?**

To simplify the process for requesting role approvals, you must request approval for each role separately.