



Renal Healthcare (RHA)

Healthcare Information Exchange (HIE)

Support Request User Guide

VERSION 5.0

05/24/24

Proprietary Statement

This document was developed specifically for Renal Healthcare Association (RHA). The concepts and methodologies contained herein are proprietary to RHA. Duplication, reproduction, or disclosure of information in this document without the express written consent of RHA is prohibited.

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this document is uncontrolled.

All Trademarks, Registered Trademarks, Service Marks, and brand and product names used in this document are the property of their respective owners.

© Copyright 2024 Renal Healthcare Association. All rights reserved.

Review and Revision History

This process document is reviewed to ensure its relevance to the systems and processes it describes. Changes are documented at a high level.

Date	Version	Description of Change (Affected Sections)
05/22/12- 01/17/21	1.00-4.0	Phase 1 HIE: <ul style="list-style-type: none">• Web form updates• NRAA logo and address updated• Added descriptions of support and support teams• Updated for EQRS• Updated for Renal Healthcare branding
05/24/24	5.00	Phase 2 HIE: <ul style="list-style-type: none">• Updated for website enhancements

TABLE OF CONTENTS

1	Introduction	1
1.1	Purpose	1
1.2	Intended Audience.....	1
1.3	Types of Support Requests	1
2	RHA HIE Support	2
2.1	How To Use Support Form.....	2
2.1.1	Submitting a Support Request.....	2
2.2	System Availability Guide.....	3
2.3	Email Notification Sign	4
	Appendix A – Acronyms	5

TABLE OF TABLES

TABLE 1: ACRONYMS	5
-------------------------	---

TABLE OF FIGURES

FIGURE 1: HOW TO USE THE RENAL HEALTHCARE HIE SUPPORT REQUEST FORM.....	2
FIGURE 2: SUPPORT REQUEST FORM LINK	2
FIGURE 3: ORGANIZATION TYPE	3
FIGURE 4: SUBMIT LINK	3
FIGURE 5: SYSTEM AVAILABILITY GUIDE.....	4
FIGURE 6: HIE EMAIL NOTIFICATION SIGN-UP.....	4

1 Introduction

The Renal Healthcare Association (RHA) works in partnership with the Centers for Medicare & Medicaid Services (CMS) to support submission of End Stage Renal Disease (ESRD) dialysis facility and patient data into the CMS ESRD Quality Reporting System (EQRS) via an electronic Health Information Exchange (HIE) platform. Various healthcare technology partners, Electronic Healthcare Record (EHR) vendors, and dialysis facilities contract with the RHA to leverage the data services offered by the RHA HIE.

Renal dialysis organizations with an approved contract to use the RHA HIE for EQRS quality data reporting must online register their individual facilities to report data for the patients at those facilities. Online registration is also where renal dialysis organizations can manage and update information for their registered facilities, such as contact information or facility identifiers. Facility registration and management is very important to an organization's ability to successfully submit EQRS quality data reports for their facilities. The facility registration process creates identifiers for your facilities that you must give to your EHR vendor for set up of the electronic EQRS data submission process. An organization (or each facility) needs to ensure this information is kept current with the RHA HIE.

1.1 Purpose

The purpose of this document is to provide instructions navigating and initiating support requests related to using the RHA HIE for EQRS data submission activities.

1.2 Intended Audience

This document is intended for organizations, facilities, and vendors requiring assistance using the RHA HIE for EQRS data submission activities.

1.3 Types of Support Requests

Types of requests requiring support may be related to:

- RHA HIE Contract, User Account Setup and Password
- Facility Registration to submit data through the RHA HIE
- EHR Vendors supporting contracted dialysis organizations and not certified by RHA
- RHA HIE Connectivity Technical Set-up
- RHA HIE Technical Support for:
 - JSON Web Tokens (JWT), Access Tokens
 - Synchronous Responses – Acknowledgements (Acks), Negative Acknowledgements (Nacks)
 - Asynchronous Deferred Responses

- EQRS Account Information and Set-up
- EQRS Data Error Codes received in the Deferred Response messages from the EQRS system

2 RHA HIE Support

Instructions for initiating support requests using the RHA HIE for EQRS data submission activities is on the [Support](https://rahie.org/Support) page (<https://rahie.org/Support>).

The following subsections of the Support page further refine the available information.

- How To Use Support Form – To report and receive assistance with contracting, registration, EQRS data submission and technical issues. ([Section 2.1](#))
- System Availability Guide – Announcements specific to the End Stage Renal Disease Quality Reporting Systems (EQRS) system availability and clinical quality reporting closures. ([Section 2.2](#))
- Email Notification Sign-Up – To begin receiving important updates regarding RHA HIE and EQRS notifications, system maintenance, and emergency outages. ([Section 2.3](#))

2.1 How To Use Support Form

On the Support page, the page display defaults to *How To Use Support Form*.

- Review the instructions displayed (Reference Figure 1).

How to use the Renal Healthcare HIE Support Request Form

The Renal Healthcare HIE Support Request Form contains several sections that need to be completed prior to submission. To use the Support Request Form, do the following:

- Indicate your organization type.
- Provide your contact information.
- Tell us what your question is about. Radio button checked for a specific question in this section of the support form routes the ticket to the correct support team.
- **Remember!** Do not include any personal identifiable information (PII) or protected health information (PHI) in the Support Request. You may include the EQRS Patient Identifier in conjunction with the description for reference. If needed, the responding support team will provide instructions to you for sharing this type of information.

Figure 1: How to use the Renal Healthcare HIE Support Request Form

2.1.1 Submitting a Support Request

- Click on *Support Request Form* link located in the top left corner of the Support page to be redirected.

[Support Request Form](#)

Figure 2: Support Request Form Link

- Select *Organization type* based on the role of the person submitting the request. A response is required to move forward in the process (Reference Figure 3).

Organization type*

- Participating dialysis facility
- EMR vendor
- Renal Healthcare Association staff
- CMS Quality Support staff
- CMS Contractor
- CMS Quality Support Help Desk Requests

Figure 3: Organization Type

- Enter *Contact Information and Support Request Details*.
 - The support request details for each organization type may vary.
 - Items with a red asterisk (*) are required to move forward in the process.
 - Optional items and detailed descriptions of the request should be provided to expedite the response time.
 - Do not include patient identifiable data such as name or birthdate in the support request. If a secure system is required to send patient identifiable data to CMS Quality Support, note this in the support request description. The RHA HIE Support Team will follow-up with instructions.
- Click *Submit* once all information is provided.



Submit

Figure 4: Submit Link

- An email from the RHA HIE Helpdesk (helpdesk@rhahie.org) with Subject of *Renal Healthcare HIE Support Request* will be delivered to the contact name and contact email with the information provided on the Support Request Form.
- The RHA HIE Team will provide a response to the request by replying to the same email. Further communications will occur through email exchange. If necessary, a telephone call or meeting may be scheduled to reach conclusion for the request.

2.2 System Availability Guide

On the Support page,

- Click on *System Availability Guide*. (Reference Figure 5)

- Review the EQRS Announcements.

System Availability

EQRS Announcements

EQRS (formerly CROWNWeb) and the Renal Healthcare HIE communicate and facilitate scheduled events impacting system availability and data submission activities.

- **Extended Maintenance** – EQRS systems are taken offline for production maintenance at various times during the month. Maintenance outages announced by CMS are communicated to the Renal Healthcare HIE trading partner community as soon as the information is received from CMS.
- **Clinical Quality Reporting Closures** - EQRS closes clinical quality data reporting periods on the last day of every month at 11:59 PM EST/10:59 PM CST/9:59 PM MST/8:59 PM PST. The closing occurs on the next business day if the last day of the month falls on Friday, Saturday, Sunday, or on a holiday.

The production maintenance schedule is posted on the Renal Healthcare HIE Home page [Maintenance Schedule](#). This information is for use by renal dialysis facilities for business and operation planning purposes.

Figure 5: System Availability Guide

2.3 Email Notification Sign

On the Support page,

- Click on *Email Notification Sign-up* to display the *HIE Email Notification Sign-up* form. (Reference Figure 6)
- Enter the information for the recipient of the notification.
 - First Name, Last Name, Email, Organization, Organization Type (select from drop down list)

HIE Email Notification Sign-up

*First Name

*Last Name

*Email

*Organization

*Organization Type

* = Required Field

Figure 6: HIE Email Notification Sign-up

- Click *Submit* once all information is provided.

Appendix A – Acronyms

This section provides definitions of acronyms referenced in this document.

Table 1: Acronyms

Acronym	Definition
Acks	Synchronous Responses – Acknowledgements
CCN	CMS Certification Number
CMS	Centers for Medicare and Medicaid Services
DBA	Doing Business As
EHR	Electronic Healthcare Record
EQRS	ESRD Quality Reporting System
ESRD	End Stage Renal Disease
HIE	Healthcare Information Exchange
ID	Identifier
JWT	JSON Web Tokens
Nacks	Synchronous Responses – Negative Acknowledgements
RHA	Renal Healthcare Association