



Quality
Insights
Renal Network 4



Network 4 NEWS

A Monthly Newsletter for Quality Insights Renal Network 4

STAY CONNECTED



IN THIS ISSUE

IMPORTANT NOTE: Network 4 Staff Contact Information is Changing

CMS Updates

ESRD Resources

Contact Us

QUICK LINKS

Quality Insights Renal Network 4 Website

Medicare's Dialysis Facility Compare

National Kidney Foundation

American Kidney Fund

GREETINGS FROM QUALITY INSIGHTS RENAL NETWORK 4

Welcome to the December issue of the Quality Insights Renal Network 4 e-newsletter. In this issue, we bring you information about new email addresses for Network 4 staff, CMS updates, resources and more. We encourage you to [contact us](#) with any questions, concerns or suggestions.



IMPORTANT NOTE: NETWORK 4 STAFF CONTACT INFORMATION IS CHANGING

Quality Insights Renal Network 4 staff will have new email addresses **effective January 1, 2020**. Please make a note of this information and update your contact records accordingly. As always, please reach out to us with any questions.



- Chris Brown: cbrown@qualityinsights.org
- Kou Kha-Moua: kksamoua@qualityinsights.org
- Jeannette Shrift: jshrift@qualityinsights.org
- Deborah Knight: dknight@qualityinsights.org
- Karen Hricak: khricak@qualityinsights.org
- Emma Fountain: efountain@qualityinsights.org

CMS Updates

ESRD QIP FINAL PSR AND PSC FOR PY2020 NOW AVAILABLE ONLINE

The Centers for Medicare & Medicaid Services (CMS) has released the Payment Year (PY) 2020 End-Stage Renal Disease Quality Incentive Program (ESRD QIP) Final Performance Score Reports (PSR) and Performance Score Certificates (PSC). Authorized facility staff may log onto the ESRD Quality Reporting System (EQRS) to download and save these documents as soon as possible. The PY 2020 Final PSR documents your facility's performance during 2018 and any payment reduction that CMS will impose for reimbursement on 2020 claims. The Final PSR reflects any applicable revisions to your facility's performance scores from those displayed during the Preview Period. **Each facility is required to download, print, and post both the English and Spanish versions of the PSC in a prominent patient area within fifteen (15) business days of their availability; facilities also must ensure that these documents remain posted throughout 2020.** PY 2020 Final PSRs and PSCs will only be available on EQRS until December 31, 2019. We encourage each facility to save an electronic copy of their Final PSR and PSC for reference, reprinting, and reposting throughout the year should the need arise. Facilities who fail to save a copy by December 31, 2019 can request an additional copy by e-mail from the QualityNet Help Desk, but should expect a delay in receiving the requested documentation. For further information on how to access and understand your reports, please refer to the PY 2020 supporting documents available via the [ESRD QIP Resources](#) page on QualityNet.org. For assistance regarding the information contained in this message, please contact the ESRD QIP Support Team using the [ESRD QIP Q&A Tool](#). If you have questions or concerns regarding use of EQRS, please contact the QualityNet Help Desk at qnetsupport-esrd@hcqis.org or (866) 288-8912 (7:00 a.m. to 7:00 p.m. CT from Monday through Friday).

FINAL RULE EXPLAINS CHANGES TO THE END-STAGE RENAL DISEASE QUALITY INCENTIVE PROGRAM (ESRD QIP)

On October 31, 2019, the Centers for Medicare & Medicaid Services (CMS) issued a final rule that updates payment policies and rates under the End-Stage Renal Disease (ESRD) Prospective Payment System (PPS) for renal dialysis services furnished to beneficiaries on or after January 1, 2020. This rule also updates the acute kidney injury (AKI) dialysis payment rate for renal dialysis services furnished by ESRD facilities to individuals with AKI and finalizes changes to the ESRD Quality Incentive Program (QIP). The final rule is displayed in the October 31, 2019 Federal Register. [Download the final rule.](#)

TIME-LIMITED RELIEF FOR PART B PREMIUM PENALTIES

Under this time-limited policy-known as equitable relief-people who are eligible for Medicare and have Marketplace coverage can apply to enroll in Medicare Part B without penalty. Those who have already transitioned to Medicare can request that any Part B late enrollment penalties they may have received be reduced or eliminated. Eligibility for this ends on June 30, 2020. [Learn more.](#)

NHSN TO BEGIN COLLECTING INDIVIDUAL DIALYSIS EVENT DATES IN 2020

The National Healthcare Safety Network (NHSN) will begin collecting individual dialysis event dates in 2020. Currently, related events are reported on one form, with one event date (for example, positive blood culture and a related IV antimicrobial start). NHSN is moving toward collecting an individual event date for each event type, even if the events are related. Individual event date fields will be optional in 2020 and required by 2021. [Download this overview](#) from the Centers for Disease Control and Prevention (CDC) to learn more. For questions, please email nhsn@cdc.gov and put "dialysis" in the subject line.



TRANSITION PERIOD FOR NEW MEDICARE CARD ENDS SOON

Starting January 1, 2020, you must use the Medicare Beneficiary Identifier (MBI). Claims submitted with the Health Insurance Claim Number (HICN) will be rejected, with [a few exceptions](#) and reject all eligibility transactions. Protect your patients' identities by using MBIs now for all Medicare transactions. Ask your patient for his or her card. If he or she did not get a new card, give them the Get Your New Medicare Card flyer in [English](#) or [Spanish](#). For more information, see the [MLN Matters article](#).

ESRD Resources

LATEST EDITION OF *KCER WATCHNOW* AVAILABLE

The *KCER Watch* [December newsletter](#) is full of important information for facilities and patients. The newsletter addresses the following topics.

- National Influenza Vaccination Week
- Winter Storm Preparedness Checklist
- Caution: Carbon Monoxide Can Kill
- Fire Prevention Safety During the Holidays
- Emergency Preparedness Tabletop Exercises
- Disconnecting from a Dialysis Machine in an Emergency



NEW RESOURCES ADDED TO THE PATIENT GRANT LIBRARY

Do you have a patient who is looking for resources to attend college? Do you know about a patient whose child is interested in pursuing training to learn new skills? The Patient Grant Library offers information about scholarships and recently added resources to its Scholarship Section.

The scholarship resources posted on the Patient Grant Library offer a variety of opportunities for funding. Some scholarships are specific for people affected by kidney disease and others are offered for health conditions related to kidney disease.

Visit today and share these valuable resources with dialysis facility staff and patients. If you have new ideas for content or want to share a success story, send an email to nccinfo@hsag.com.



MANAGING RETALIATION IN THE DIALYSIS SETTING

Retaliation in the dialysis setting is when patients feel like they are being punished for speaking up about the level of care they receive. To reduce patient fears of retaliation and help educate dialysis staff members lessen patient fears of retaliation, NPFE-LAN Legacy SMEs partnered with CMS to create two resources on managing retaliation.

Download the patient resource, [Thriving Without Fear: Managing Retaliation](#).

Download the staff member resource, [Tips for Dialysis Staff to Identify and Manage Retaliation](#).

Thriving Without Fear: Managing Retaliation

Fear of retaliation is common among dialysis patients. It is never easy for a patient to feel punished by anyone in the dialysis clinic.

*Not approved for:
reproduction, distribution, transmission, or public display in any form without the prior written permission of the copyright owner.
Revised from:
Health Services Advisory Group, NPFE-LAN Legacy SMEs, and CMS. National Center for Patient and Family Engagement. (2018, October).
Revised from:
Health Services Advisory Group, NPFE-LAN Legacy SMEs, and CMS. National Center for Patient and Family Engagement. (2018, October).
Revised from:
Health Services Advisory Group, NPFE-LAN Legacy SMEs, and CMS. National Center for Patient and Family Engagement. (2018, October).

MY DIALYSIS PLAN™ NOW AVAILABLE

My Dialysis Plan™ is an interdisciplinary plan of care program designed to align dialysis care with patient-identified priorities and improve the care planning experience. The program was developed in collaboration with patients, clinic personnel, and medical providers. My Dialysis Plan™ resources include a video and written materials for patients and care team members including a patient brochure, meeting preparation questions, and team guide. [Materials are available in English and Spanish.](#)

TIPS FOR CAREGIVERS HANDOUT NOW AVAILABLE

Families provide the majority of the care to people living with kidney failure. Caring for someone with kidney disease can be an overwhelming experience. Some caregivers may become so focused on their loved one that they may neglect their own health or well-being. Members of the ESRD NCC NPFE-LAN developed the Tips for Kidney Caregivers handout. It addresses some of the emotional health issues of caregivers by providing practical advice and suggestions. Download [Tips for Caregivers \(PDF\)](#) now and share with facility staff members, patients, and family members.

Tips for Kidney Caregivers

Have loving patients who appreciate their support and who recognize you understand the experience. Read through the tips and check the boxes you want to accomplish.

- Tip 1—Talk About It**
The person responsible with safety decisions may not be the person you know best for starting treatment. Don't be alone when it comes to treatment. If you have a hard time talking with your loved one, ask to speak with the social worker or another member of the care team.
- To keep the lines of communication open**
 - 1. Be honest with your feelings and talk about concerns together.
 - 2. Use something together, such as taking a walk while you talk.
 - 3. Listen openly, and practice, but don't feel you have to hear all the answers.
- Tip 2—Be Prepared**
Making decisions comes with many changes and decisions to be made. Learn more about it and the different treatment options.
- To learn about kidney disease**
 - 1. Take time to read only for resources.
 - 2. Check a list of your loved one's medications and medical history. Keep it with you.
 - 3. Talk to a healthcare professional about kidney insurance.
- Tip 3—Get a Schedule**
A daily plan keeps things on track and lets you see how your time is spent.
 - 1. Use this handout if there is a need to ask others for help.
- To avoid your schedule**
 - 1. Write down and practice your daily and weekly tasks.
 - 2. Ask to help when you need it.
 - 3. Plan for breaks.
- Tip 4—Take Time for You**
It's often, and necessary, to take time for yourself. Make time for activities that help you relax when you feel overwhelmed, you're feeling able to help others.
- To use a treatment for you**
 - 1. Take all medicines and go to your favorite places.
 - 2. Try a relaxation method, such as a guided meditation.
 - 3. Connect with and online support groups or talk to a healthcare professional.

© National Center for Patient and Family Engagement. All rights reserved. For more information, visit www.nccinfo.org.
Revised from:
Health Services Advisory Group, NPFE-LAN Legacy SMEs, and CMS. National Center for Patient and Family Engagement. (2018, October).

NETWORK 4 STAFF

Chris Brown

Executive Director

Deborah Knight

Patient Services Coordinator

Emma Fountain

Administrative Assistant

Kou Kha-Moua

Quality Improvement Director

Jeannette Shrift

Quality Improvement Coordinator

Karen Hricak

Data Manager



Quality
Insights

Renal Network 4

610 Freedom Business Center,
Suite 102
King of Prussia, PA 19406
(610) 265-2418
(800) 548-9205 (patients only)
(610) 783-0374 (fax)
www.qirn4.org

IMPORTANT NOTE:

This bi-weekly e-newsletter will serve as our primary method of communicating important news and updates. We encourage you to visit our Web site for the most up-to-date information or to contact us with questions, comments or suggestions.

This material was prepared by Quality Insights Renal Network 4 under contract with the Centers for Medicare & Medicaid Services (CMS). The contents do not necessarily reflect CMS policy.

Publication No. ESRD4-121919