



ESRD Networks 7, 13, 15, 17, 18

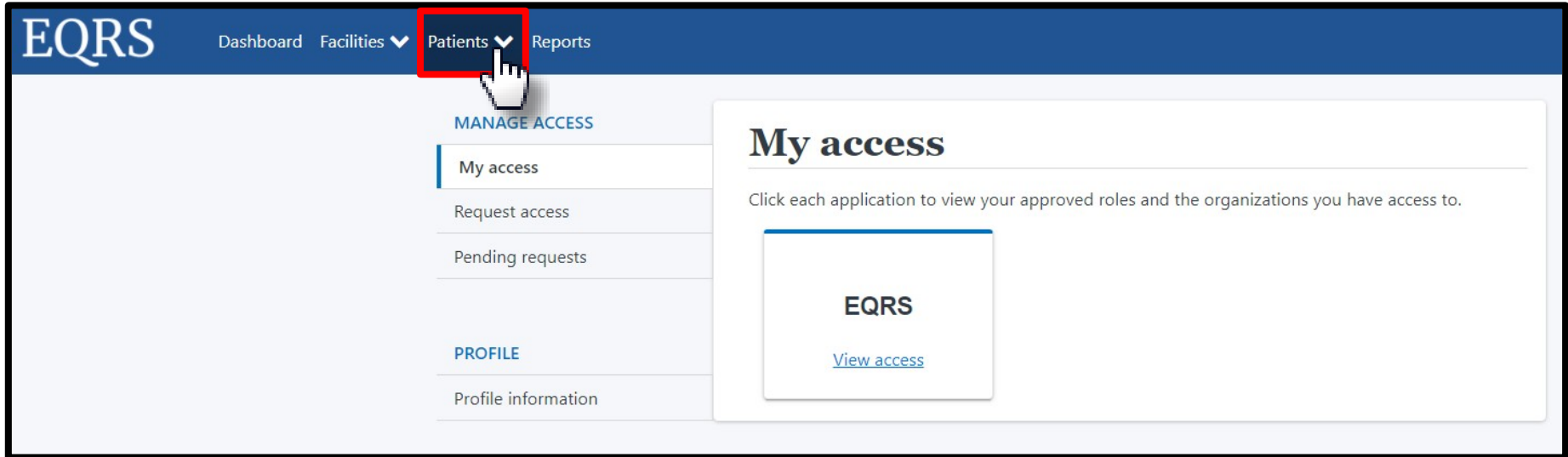
Telemedicine Usage EQRS Job Aid and Frequently Asked Questions

EQRS Steps for Reporting Patient Telemedicine Visits

1. Click the **Patients** tab in the navigation menu.
 - See slide 3
2. Select **Manage Clinical** from patient drop down box.
 - See slide 4
3. Search for patient by entering the patient criteria and click on **Search Patients**.
 - See slide 5
4. Once in the **Manage Patient Clinical Values**, scroll to the bottom to the **Telemedicine Section**.
 - See slide 6
5. Review and enter telemedicine information in all **three areas**.

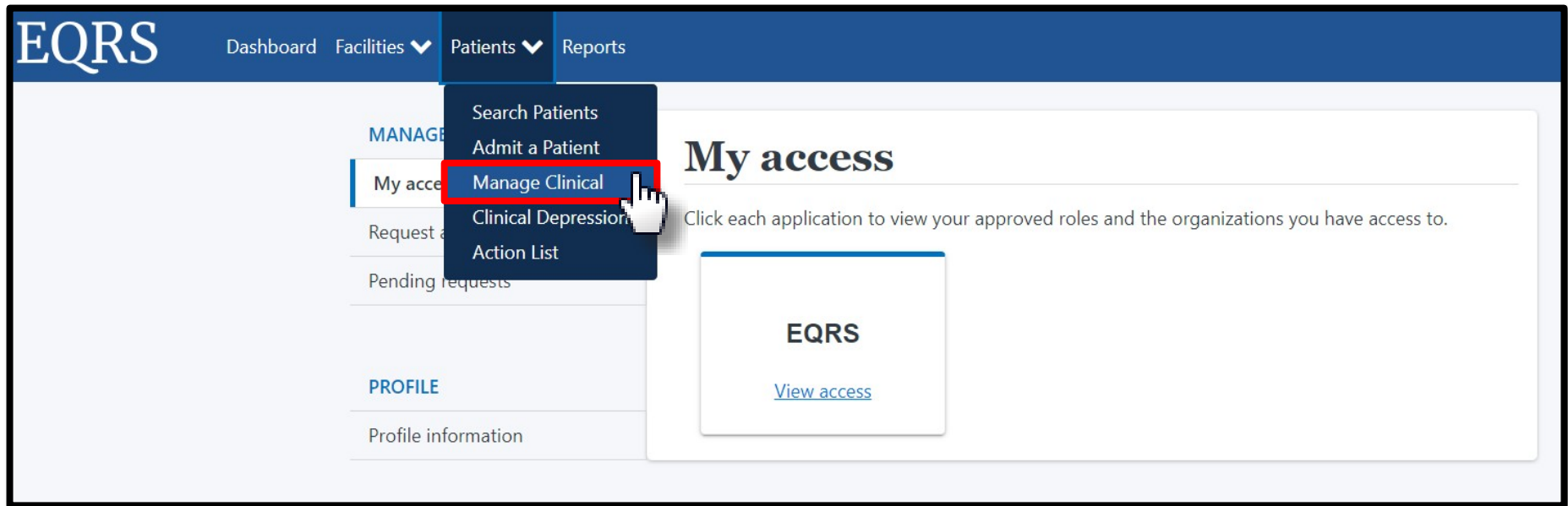
Click Patients

Click **Patients** in the navigation menu.



Click Manage Clinical

Click **Manage Clinical** in the Patients sub-menu.



Patient Search

Select the search criteria for the desired patient and click **Search Patients**.

Manage Patient Clinical Values Help

Info
No clinical data for selected facility, patient, and clinical month.

Patient Search

ABC DIALYSIS
Collection Type *
Hemodialysis

Clinical Month *
June 2021 (Open)

Last Name Group

Patient Clinical Status

Search Patients

Select Patient
Eight, Patient (3100020535)

EQRS Patient ID	Patient Name	Date of Birth	Medicare Beneficiary Identifier
3100020535	Patient Eight	03/15/1960	

No Clinical Data Available for All Collection Types

Save **Reset** **Submit** **Delete**

Enter Telemedicine

Review and enter Telemedicine Information, as needed.

Telemedicine

Telemedicine

Number of Telemedicine Visits

Yes

Yes

No

MM DD YYYY

Telemedicine

Telemedicine

Number of Telemedicine Visits

Yes

2

Last Telemedicine Visit

Month Day Year

10 25 2021

Save Reset Submit Delete

Telemedicine Usage Frequently Asked Questions (FAQs)

FAQs

- **Question 1:** What is the definition of telemedicine?
 - **Answer:** Telemedicine is a visit with a provider that uses telecommunication systems between a provider and a patient.
- **Question 2:** When should telemedicine be reported in EQRS?
 - **Answer:** Facilities should enter this information every clinical month for each patient.

FAQs cont.

- **Question 3:** What constitutes a telemedicine visit?
 - **Answer:** A telemedicine visit is a visit where a patient receives care (i.e., assessments, education, diagnosis, medication changes, treatment plan changes, etc.) from a provider connected to dialysis or transplant care via telephonically and/or virtually through the internet.
- **Question 4:** How is the facility supposed to know if a patient has received a telemedicine visit?
 - **Answer:** The facility will need to determine the best way for the facility to track, monitor and report this information.

FAQs cont.

- **Question 5:** Why do we have to enter this information into EQRS?
 - **Answer:** This measure helps Centers for Medicare & Medicaid Services (CMS) identify the number of patients using telemedicine to communicate with their nephrologist and/or dialysis clinic to receive care.
 - Additionally, tracking telemedicine usage helps CMS assess and encourage the usage of telemedicine in rural and underserved areas.
 - Telemedicine usage should be reported every clinical month for each patient.

FAQs cont.

- **Question 6:** Where do we enter telemedicine usage in EQRS?
 - **Answer:** Enter this data under the Telemedicine section on the Manage Clinical screen.
- **Question 7:** Does reporting telemedicine usage in EQRS only pertain to dialysis related visits?
 - **Answer:** Yes, the telemedicine data should only be reported in EQRS for dialysis-related telemedicine visits, including visits related to transplant. A telemedicine visit is a visit where a patient receives care (i.e., assessments, education, diagnosis, medication changes, treatment plan changes, etc.) from a healthcare provider via telephonically and/or virtually through the internet.

FAQs cont.

- **Question 8:** Who at the facility is responsible for entering telemedicine information into EQRS?

- **Answer:** Any user who has EQRS access can enter this data into EQRS. The facility should determine the most appropriate person to enter data into EQRS.

* Please note: If your facility batch submits or uses a Health Information Exchange (HIE)/Electronic Data Interchange (EDI) method, follow the guidance provided by your organization. However, if batch or HIE submission is unavailable, the facility will be responsible for reporting it in the user interface until batch or HIE submission is available.

FAQs cont.

- **Question 9:** How will telemedicine usage reporting in EQRS affect my Quality Incentive Program (QIP) score?
- **Answer:** Telemedicine reporting in EQRS is an **ESRD Network requirement** and will not impact the facility's QIP score.



ESRD Networks 7, 13, 15, 17, 18

For questions contact:
DDeBello@hsag.com

This material was prepared by ESRD Networks 7, 13, 15, 17, and 18 under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy nor imply endorsement by the U.S. Government. NW-ESRD-XN-05252022-01