

EQRS Communications Hub Home



EQRS Communications Hub



Welcome to the EQRS Communications Hub

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[blocked URL](#)

[Electronic Data Interface Submitters](#)

[CCSQ Support Central](#)
[How To Use CCSQ Support Central](#)



The table below contains contact information organized by question type:

Question or Issue Type	*Contact Information
EQRS & ESRD QIP Questions: - General ESRD QIP questions - General EQRS data entry questions - CMS reporting requirement questions	QualityNet Question & Answer (Q&A) Tool: https://cmsqualitysupport.servicenowservices.com/qnet_qa Note: To access EQRS training and/or educational materials, visit the Education page on MyCROWNWeb.org .
EQRS System-related Questions or Issues: - Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP)/EQRS account lockout - EQRS reporting errors and/or system issues (i.e., making modifications on a submitted CMS-2728 (version 2014 or older), multiple Patient IDs, batching errors, etc.) - Other technical issues with EQRS not working properly	The Center for Clinical Standards and Quality (CCSQ) Service Center: The CCSQ Service Center can be reached Monday through Friday 8 a.m.-8 p.m. ET via: Phone: (866) 288-8912 Email: qnetsupport-esrd@cms.hhs.gov CCSQ Support Central (to create and track a ticket): https://cmsqualitysupport.servicenowservices.com/ccsq_support_central



EQRS and EDI Development Alignment Process

System States

EQRS

EQRS: System Status -
OPERATIONAL

HARP

HCQIS Access Roles and Profile (HARP) System Status -

MFT

Managed File Transfer (MFT): System Status -
OPERATIONAL.

System Status Legend

For additional information on Service Interruptions, please visit the associated Service Page.

- OPERATIONAL** All services are working. No issues reported.
- ISSUES REPORTED** Issues have been reported. There may be some service interruptions or general access issues.
- PLANNED OUTAGE** Current or scheduled outage is underway.
- SYSTEM OUTAGE** System is currently down. Some or all services are interrupted.