EQRS Communications Hub Home

EQRS Communications Hub

Welcome to the EQRS Communications Hub

Attention: All pages within this space are public facing. Users accessing the pages are not required to log into Confluence. Therefore, please be aware of the type of information that is being shared on these pages.

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 -
OPERATIONA.

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.