EQRS - Access Issue

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EQRS (End Stage Renal Disease Quality Reporting System) Access Issue

Purpose: Follow this procedure when a user reports issue with EQRS (End Stage Renal Disease Quality Reporting System). This is an external site url: https://eqrs.cms.gov/globalapp/.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Advise user this access is governed by the EQRS Support team.

Email: qnetsupport@hcqis.org866.288.8912

5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eQRS

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

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