

# The Coordinating View

ESRD NETWORK COORDINATING CENTER

SPRING/  
SUMMER 2010

NEWS FROM THE  
ESRD NETWORK  
COORDINATING  
CENTER

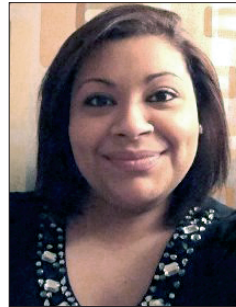


Improving Healthcare  
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## Staffing News

### The Network Coordinating Center (NCC) Welcomes Jeanine Pilgrim, Contract Coordinator

We are pleased to introduce Jeanine Pilgrim as the NCC Contract Coordinator. Jeanine previously served as an insurance administrator for a leading managed care dental insurance provider. With knowledge gained through her previous employment, Jeanine brings a unique skill set to the NCC including experience with managing and working with providers in various geographic locations, provider recruitment and network development, monitoring provider compliance with contractual requirements, facilitating surveys, preparing quality improvement reports, and providing recommendations for interventions, as applicable.



In addition to her duties in her previous role as insurance administrator, Jeanine was actively involved with organizing various events and conventions. Ms. Pilgrim assisted with provision of travel arrangements, attendee registration, and creating and executing marketing campaigns prior to the event. Jeanine also played a vital role in re-designing the company's website, creating new functions and capabilities and improving the visual appeal and user friendliness.

As Contract Coordinator Jeanine provides administrative support to NCC staff and is responsible for the coordination, distribution, tracking and inventory management of the New ESRD Patient Orientation Packets (NEPOPs) and facilitates monthly NEMO processing. She also processes and maintains internal records for ESRD Network Quarterly and Annual Progress/Status Reports; provides updates for the NCC website; generates a variety of reports; organizes NCC events, meetings and conference calls; and creates and coordinates NCC correspondence.

**Please join us by welcoming Jeanine Pilgrim to the ESRD community!**

Jeanine can be reached at (516) 209-5365 and via e-mail at [jpilgrim@nw2.esrd.net](mailto:jpilgrim@nw2.esrd.net).

## Contact Us

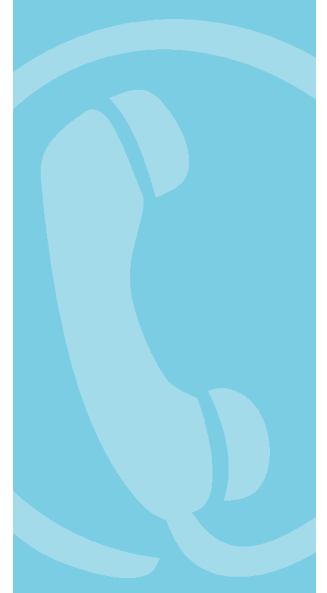
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## NCC Website Updates

- The NCC website [www.esrdncc.org](http://www.esrdncc.org) was recently updated and now includes an expanded ESRD Network and Renal Community Calendar. We periodically review all Network websites, in addition to the websites of the renal organizations listed in the Directory of ESRD Network Organizations and post events, as necessary. If you have an upcoming meeting that has not yet been posted to your Network's website, please contact us by sending an e-mail to [ncc@ncc.esrd.net](mailto:ncc@ncc.esrd.net) so your information can be added to the calendar.
- The 2007 Summary Annual Report was posted to the NCC website in January. Visit <http://www.esrdncc.org/index/summary-of-annual-reports> to review the Report.
- The 2010 Directory of ESRD Network Organizations was distributed in January and contains a new Index section in the Appendix. This section contains an alphabetical list of all contacts, and was added at the suggestion of a Network 2 staff member. To view the Directory online visit: <http://www.esrdncc.org/index/about>.

## New ESRD Patient Orientation Packets

During the 2008-2009 contract year, we noted a decrease in the New ESRD Patient Orientation Packets (NEPOP) returns. As of June 2009, a return rate of 4.8% was noted for all NEPOP packets, compared to last year's return rate of 6.4%. We attribute this decrease to the implementation of the New ESRD Mailing Organizer (NEMO) tool. We look forward to your continued support, so we can continue to implement improvements together to ensure that ESRD patients receive information in a timely manner.

### The NEPOP Processing Schedule is as follows:

#### 10th of the month:

ESRD Network NEMO processors submit patient updates via QualityNet (QNet).

#### 11th of the month:

File is extracted from SIMS by Computer Sciences Corporation (CSC) and is sent to the QNet account of a NCC Representative on the 13th of the month.

#### 15th of the month:

Mailing Services, Inc. is provided new patient file and Network updates.

#### 15th of the month:

The new Returned Mail File is posted to the ESRD Network NEMO processors via QNet.

## Did you know...

**The NCC website has an average of more than 800 visitors per month?**

Visits are tracked to distinguish between one-time visitors and frequent visitors to the site.

**The NCC receives the new patient file from CSC on the 11th of the month, but it is extracted from the Standard Information Management System (SIMS) on the 6th of the month?**

By working with Network 13, NCC staff determined that edits entered into SIMS by the Networks between the 6th and the 11th of the month might not be incorporated. With CMS approval, the NCC was able to change the deliverable date from the 6th to the 11th of the month, for delivery on the 13th of the month.

**The NCC has two conference lines available to Networks which can be used for their quarterly or monthly meetings?**

Since 2007 we have assisted data managers, patient services coordinators, and community outreach coordinators with conferencing services.

If you have an upcoming conference call and would like the NCC's assistance in scheduling, please contact Jeanine at (516) 209-5365.

### Produced by:



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