



Improving Healthcare
for the Common Good

ESRD Network Coordinating Center
1979 Marcus Avenue
Lake Success, NY 11042-1002
(516) 209-5332
www.esrdncc.org

ISO
9001:2008
CERTIFIED

The ESRD Network New ESRD Patient Mailing Organizer (NEMO) Quick Reference User Guide APPENDIXES

The NEMO Tool was developed exclusively for the New ESRD Patient Orientation Packet (NEPOP)

***Warning: This software is the sole property of
ESRD Network Coordinating Center (NCC)
IPRO ESRD Network of New York
1979 Marcus Avenue, Lake Success, NY 11042***

Any unauthorized use or distribution is prohibited and subject to legal action as applicable.
For more information about this product, contact: Information Systems, IPRO, Inc. (800) 852-3685



Improving Healthcare
for the Common Good

ESRD Network Coordinating Center
1979 Marcus Avenue
Lake Success, NY 11042-1002
(516) 209-5332
www.esrdncc.org

ISO
9001:2008
CERTIFIED

REVISION HISTORY DETAIL		
VERSION	ACTIVITY DESCRIPTION	EFFECTIVE
0	DRAFT Quick Reference User Guide Appendixes Developed	February 28, 2011
1	Content Revisions	March 1, 2011
2	Submitted to Management for Review	March 2, 2011
3	Implemented Management Feedback	March 2, 2011
4	Submitted to CMS Editor for Review	March 2, 2011
5	Implemented Editor Feedback	March 8, 2011
6	Content Revisions	March 8, 2011
7	Submitted to CMS COTR for Review/Feedback	March 10, 2011
8	Received CMS COTR Approval	March 11, 2011
9	Finalized Quick Reference User Guide Appendixes Published	March 11, 2011
10	Quick Reference User Guide Appendixes Distributed to the ESRD Network Community	March 11, 2011

Michele L. Spillane
NCC Project Manager

Date: March 11, 2011

Jeanine Pilgrim
NCC Contract Coordinator

Date: March 11, 2011

NEMO USER GUIDE APPENDIXES

The following Appendixes provide supplemental descriptions of NEMO functions and processes.

APPENDIX A

CONTACT MAINTENANCE

ENTERING A NEW NETWORK USER IN NEMO

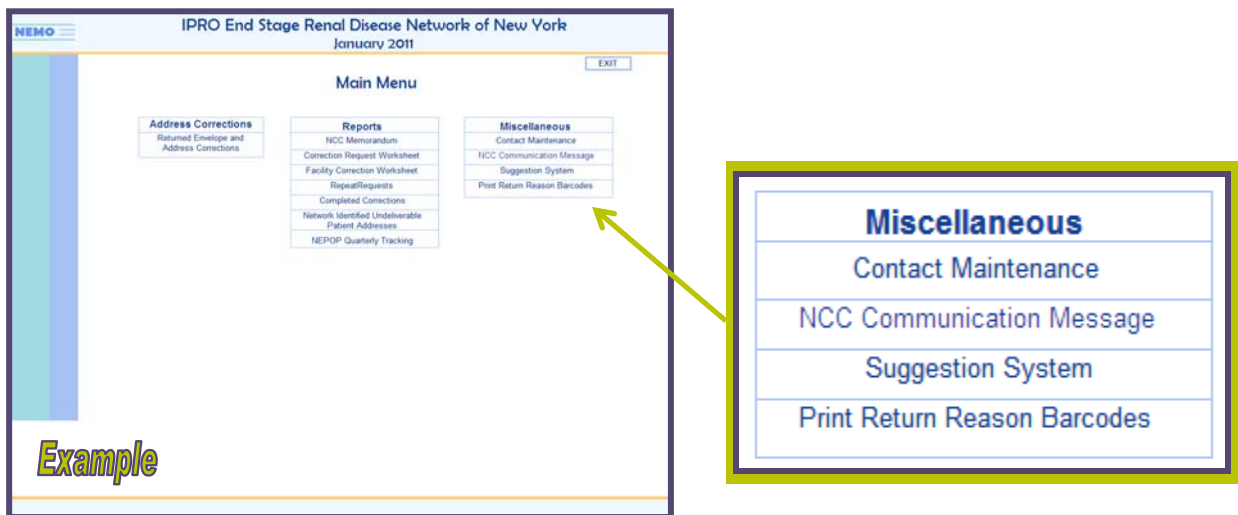
The NEMO tool is password-protected. This password:

- is not case sensitive
- must be recorded
- must be kept in a safe place
- must be accessible to the user.

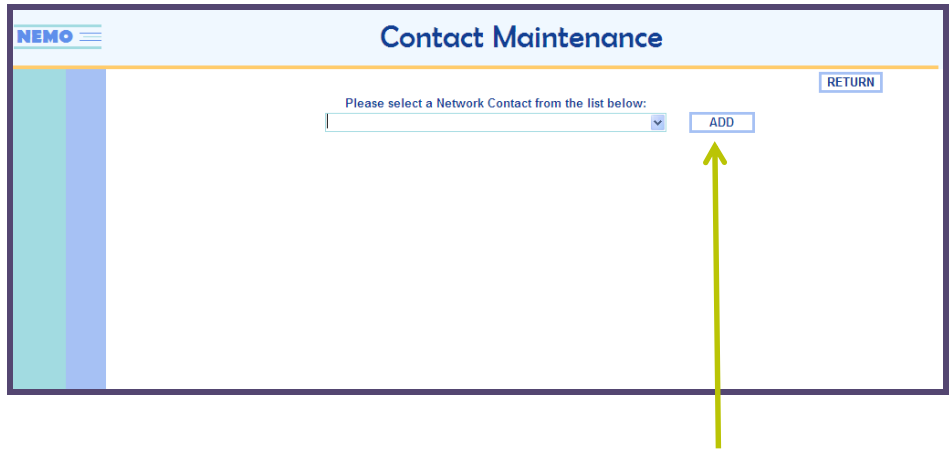
The NEMO Warehouse encrypts all passwords that it uses to identify users who perform patient record updates, scan data, and/or key-in data to the RMF database.

In order for you to login to the NEMO Warehouse, a pre-authorized user must add you to your Network database “Contact Maintenance” list.

To add a new Network representative into the NEMO system, click on “Contact Maintenance” from the “Miscellaneous” section of the RMF Main Menu.

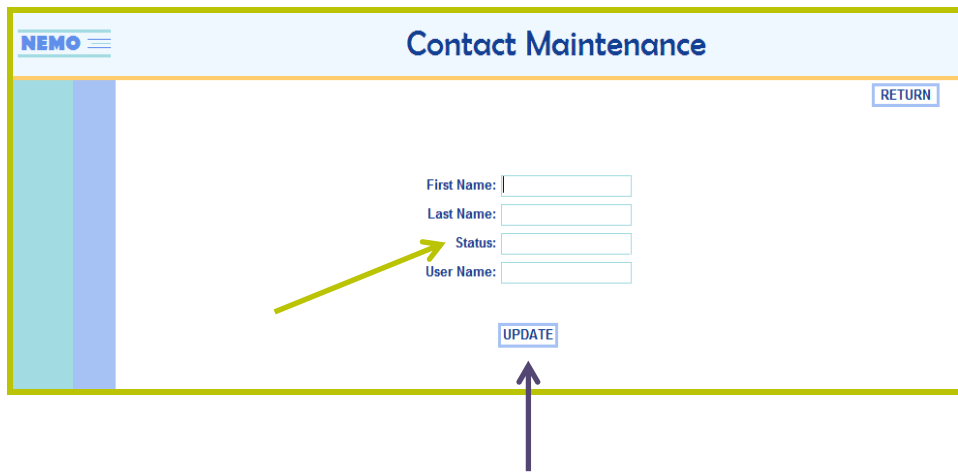


You will be brought to a new screen with a drop-down menu.



To the right of the drop-down menu, click on the "ADD" button.

Once selected, this will bring you to a new screen enabling you to enter the new processor's information.



You can then input the new Network representative's contact information.

All new/current contacts need to have an **A** listed under "STATUS" to provide them **Active** access to your Network's NEMO database.

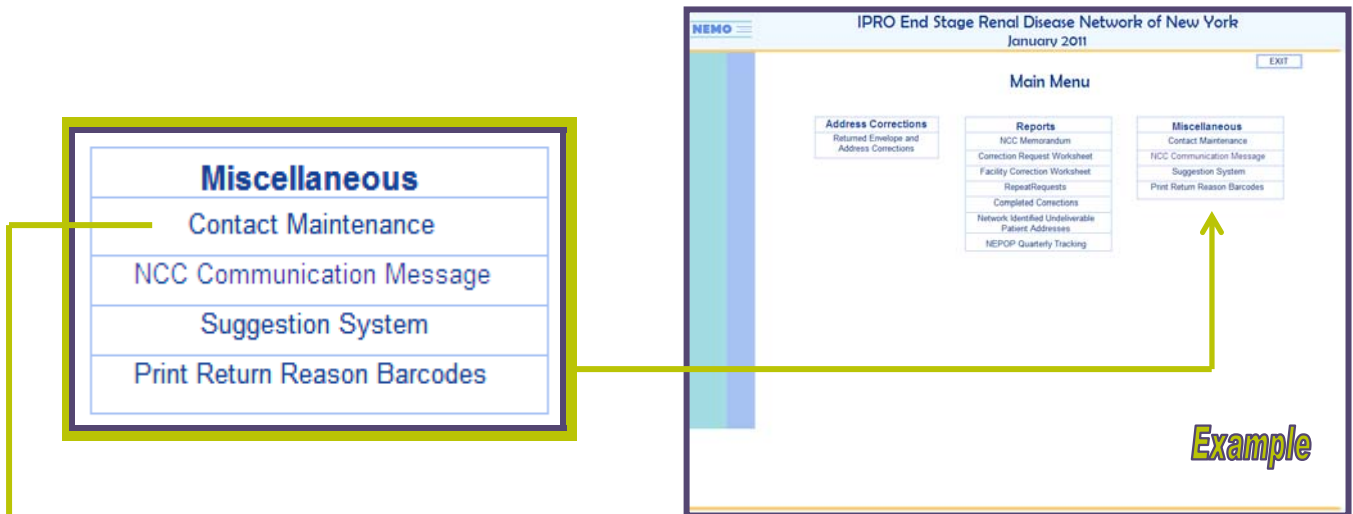
Click on "UPDATE" to save this new individual to your contact list.

You will be brought back to the Main Menu.

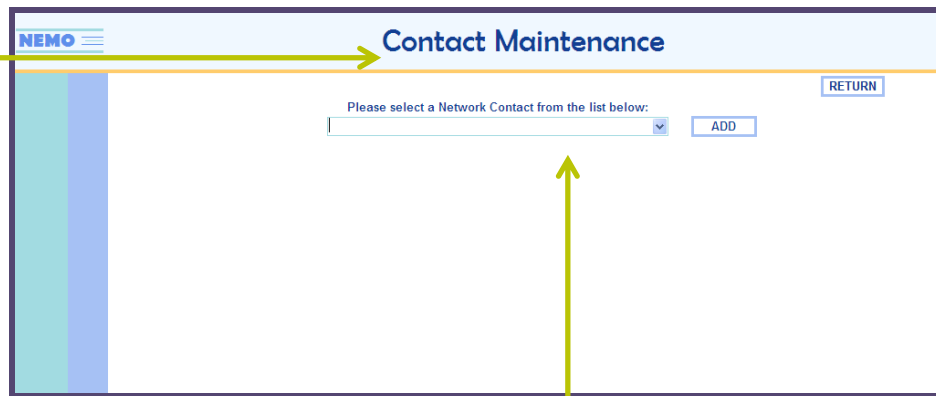
REMOVING A NETWORK USER FROM NEMO

To change an existing contact's status in NEMO, please follow these steps.

In the "Miscellaneous" section of the Main Menu, select "Contact Maintenance".



You will be brought to a new screen containing a drop-down menu of individuals listed for your Network.



Select the intended person from the drop-down menu.

A new window will appear with the selected contact's information.

The screenshot shows a web interface for 'Contact Maintenance'. At the top left is the 'NEMO' logo. The main title is 'Contact Maintenance'. On the right side, there is a 'RETURN' button with a blue arrow pointing to it. Below the title, there is a prompt: 'Please select a Network Contact from the list below:'. A dropdown menu shows 'Pilgrim, Jeanine'. Below this are several input fields: 'First Name: Jeanine', 'Last Name: Pilgrim', 'Status: A', and 'User Name: J.Pilgrim'. There is also a 'Reset Password' checkbox. Below these fields is an 'UPDATE' button. A yellow arrow points to the 'UPDATE' button, and a blue arrow points to the 'RETURN' button. The word 'Example' is written in large, stylized letters on the left side of the form.

Change the status field from **A** (Active) to **I** (Inactive)

- This will disable the individual that no longer requires access to the Network's RMF.
- Click on the "UPDATE" button to save these changes to your contact list.

Reminder: All Inactive persons will no longer have access to the system but will still appear in the drop-down menu since there are historical actions associated with them.

Once all desired updates to the Network's Contact list have been completed, click on the "RETURN" button to be brought back to the Main Menu.

APPENDIX B

RMF REPORTS AND WORKSHEETS

FACILITY CORRECTION WORKSHEET

The “Facility Correction Worksheet” can be generated to view all patient records that have been returned for a particular Provider ID.

Select the desired provider to produce its specific patient list.

The screenshot shows a web interface for the 'Facility Correction Worksheet'. At the top left is the 'NEMO' logo. The main heading is 'Facility Correction Worksheet'. On the right side, there is a 'RETURN' button. Below the heading, the text 'Please select a facility from the list below:' is followed by a dropdown menu. A 'GENERATE REPORT' button is positioned below the dropdown. A callout box on the right, labeled 'Select Facility Number', has an arrow pointing to the dropdown menu.

REPEAT REQUESTS WORKSHEET

Patient records that were provided in the Network’s monthly RMF that have not been corrected will be re-submitted to the Network in the following month’s RMF as a “Repeat Request.” These patients will continue to be included within the Network’s upcoming RMFs until the patient record is updated.

NETWORK IDENTIFIED UNDELIVERABLE PATIENT ADDRESSES REPORT

The “Unidentifiable Patient Addresses” report provides a listing of all patients who have been removed from the NEPOP active mailing list for either of the following reasons:

1. “Mailing Limit Exceeded”
2. “Cannot Locate”:
 - Incarceration
 - Moved Out-of-Country
 - Unable to Locate Patient

This report is not a list of patients that requires action by the Networks but rather is for informational purposes only.

NO ACTION REQUIRED
Notation

The screenshot shows a report header with the IPRO logo and the text 'ESRD Network Coordinating Center'. The main title is 'Network Identified Undeliverable Patient Addresses' followed by '(No Action Required)'. Below this is 'IPRO End Stage Renal Disease Network of New York January 2011'. A table header lists columns: Name, Address Lines, City, State, Zip Code, Date, and Reason. The table body contains the text 'No patients to report this month.' A callout box with an arrow points to the '(No Action Required)' text.

Example


THE NEPOP QUARTERLY TRACKING REPORT

The NEPOP “Quarterly Report” tallies the monthly returns and keeps track of all NEPOP data that is inputted by the Network and the NCC monthly.

The information is presented in a quarterly table and is calculated by contract period.

Each quarter represents data processed within that specific contract quarter period.

For example, the 1st Quarter corresponds to a July–September contract period.



ESRD Network Coordinating Center

Example

NEPOP Quarterly Tracking

The NCC maintains the NEPOP Quarterly Tracking report as a means to track and trend NEPOP return information. The data within is based on the data processed from NEMO. This information is continuously updated on a monthly basis. While the NCC keeps this report current and ensures that the information reflected is accurate, the data reflected on this report is not considered final and closed until at least 4 months after the end of each contract year. NEPOP returns received after the closed date are not reflected on the Tracking report for that contract year. Please note that NEMO makes 2 attempts to send undeliverable packages to the intended recipient. If a packet is deemed undeliverable after the second attempt, it is not reported as a return but is reflected on the report as a Second Attempt Return.

Year (7/1/2010 - 6/30/2011)

2nd Quarter - October 1 - December 31

NW #	Quarter 1				Quarter 2				Quarter 3				Quarter 4				Network Totals			
	Sent	Returned	Forwarded	Deaths	Sent	Returned	Forwarded	Deaths	Sent	Returned	Forwarded	Deaths	Sent	Returned	Forwarded	Deaths	Sent	Returned	Forwarded	Deaths
01	575	21	8	0	866	4	0	0	0	0	0	0	0	0	0	0	1,441	25	8	0
02	1,045	47	7	0	1,530	0	0	0	0	0	0	0	0	0	0	0	2,575	47	7	0
03	805	40	2	1	1,102	7	0	0	0	0	0	0	0	0	0	0	1,907	47	2	1
04	1,044	28	6	0	1,127	2	0	0	0	0	0	0	0	0	0	0	2,171	30	6	0
05	958	48	0	2	1,335	15	0	0	0	0	0	0	0	0	0	0	2,293	63	0	2
06	1,514	79	7	1	2,293	16	0	0	0	0	0	0	0	0	0	0	3,807	95	7	1
07	913	45	9	1	1,882	13	1	0	0	0	0	0	0	0	0	0	2,795	58	10	1
08	912	51	5	0	1,321	3	0	0	0	0	0	0	0	0	0	0	2,233	54	5	0
09	1,465	65	11	1	1,936	6	0	0	0	0	0	0	0	0	0	0	3,401	71	11	1
10	641	20	4	2	919	1	1	0	0	0	0	0	0	0	0	0	1,560	21	5	2
11	1,192	33	15	5	1,650	1	0	0	0	0	0	0	0	0	0	0	2,842	34	15	5
12	697	28	8	0	918	1	0	0	0	0	0	0	0	0	0	0	1,615	29	8	0
13	741	30	2	1	996	2	0	0	0	0	0	0	0	0	0	0	1,737	32	2	1
14	1,485	55	11	2	2,068	7	1	0	0	0	0	0	0	0	0	0	3,551	62	12	2
15	898	52	3	0	1,239	4	1	0	0	0	0	0	0	0	0	0	2,137	56	4	0
16	589	27	8	0	768	0	0	0	0	0	0	0	0	0	0	0	1,297	27	8	0
17	908	45	0	0	1,222	6	0	0	0	0	0	0	0	0	0	0	2,130	51	0	0
18	1,350	70	8	1	1,920	2	0	0	0	0	0	0	0	0	0	0	3,270	72	8	1

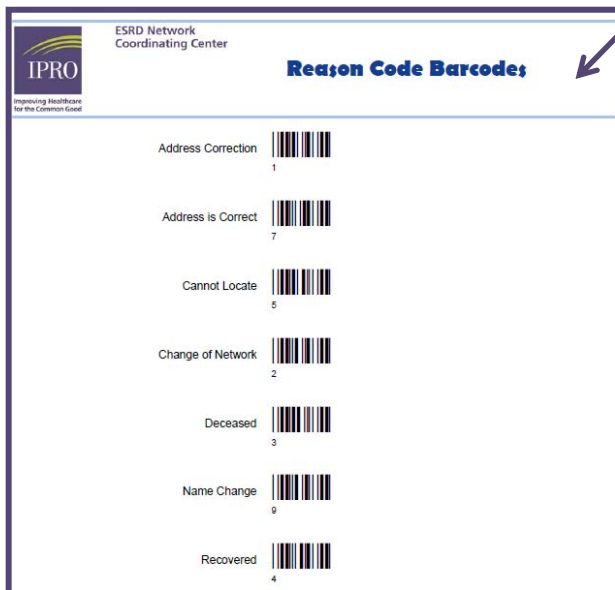
APPENDIX C

RETURN REASON BARCODES

RETURN REASON BARCODES

A listing of the unique return reason barcodes can be found in the “Miscellaneous” (Section #3 of the Main Menu).

Miscellaneous
Contact Maintenance
NCC Communication Message
Suggestion System
Print Return Reason Barcodes



Reason Code Barcodes	
Address Correction	1
Address is Correct	7
Cannot Locate	5
Change of Network	2
Deceased	3
Name Change	9
Recovered	4

APPENDIX D

NEMO SUGGESTION SYSTEM

SUGGESTION SUBMISSION SYSTEM

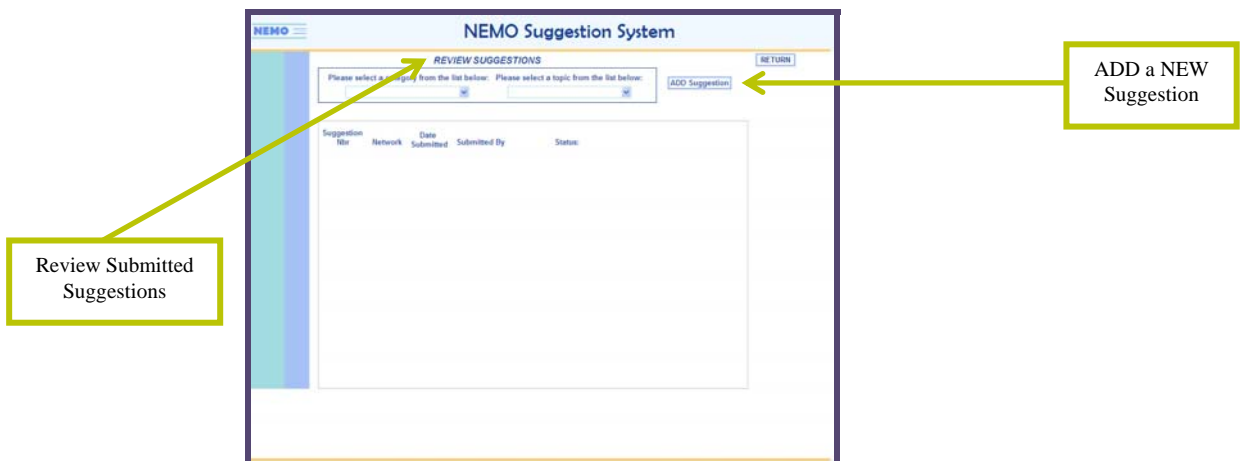
The NEMO tool has a built-in suggestion system that allows Network users to input suggestions for desired modifications to the system's functions and utilities.

The "Suggestion System" can be found in the "Miscellaneous" section of the Main Menu.



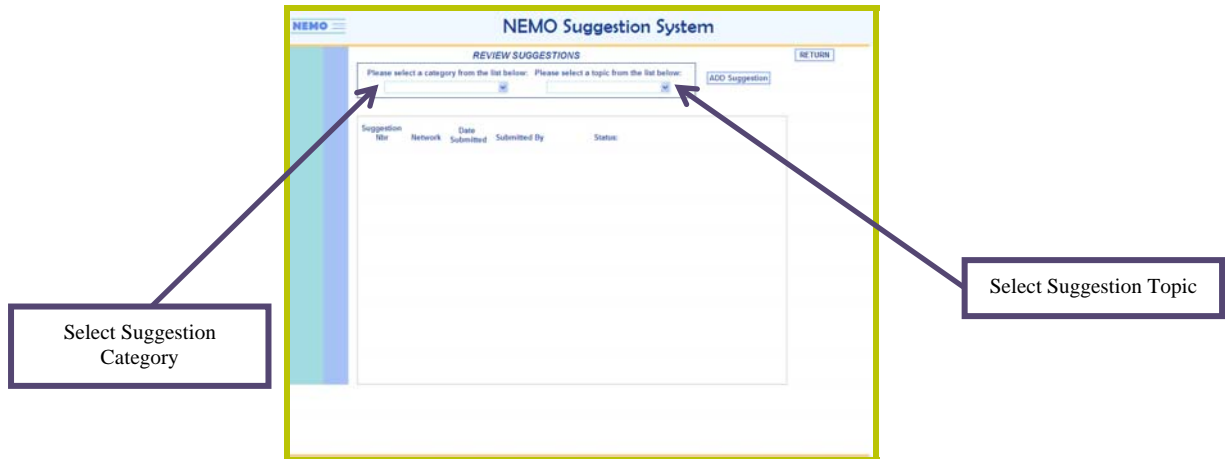
When you click on the "Suggestion System" field, a new screen will appear allowing you the option to either:

1. Review previously submitted Network suggestions.
2. Add a new suggestion to the system.



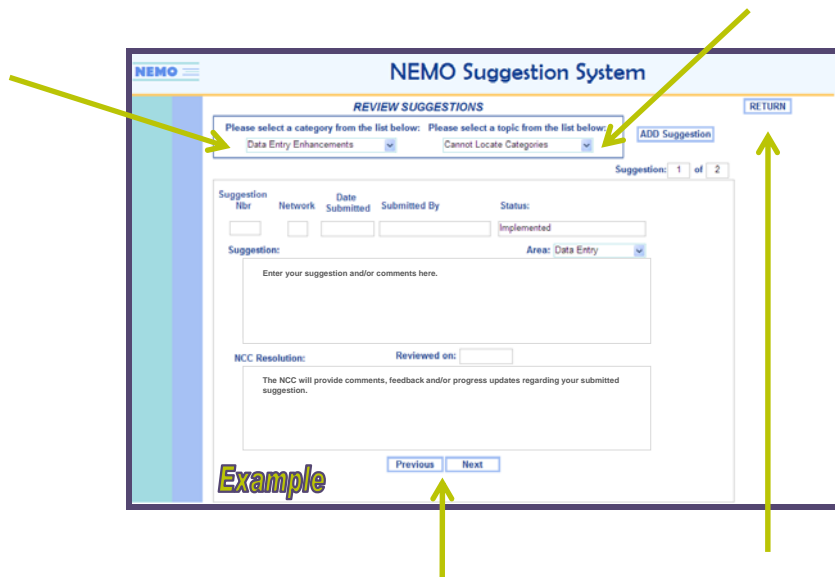
REVIEWING PREVIOUSLY SUBMITTED SUGGESTIONS

Select the desired suggestion categories from the two drop-down menus.



Once you retrieve a specific suggestion, all other submitted suggestions can be viewed by either:

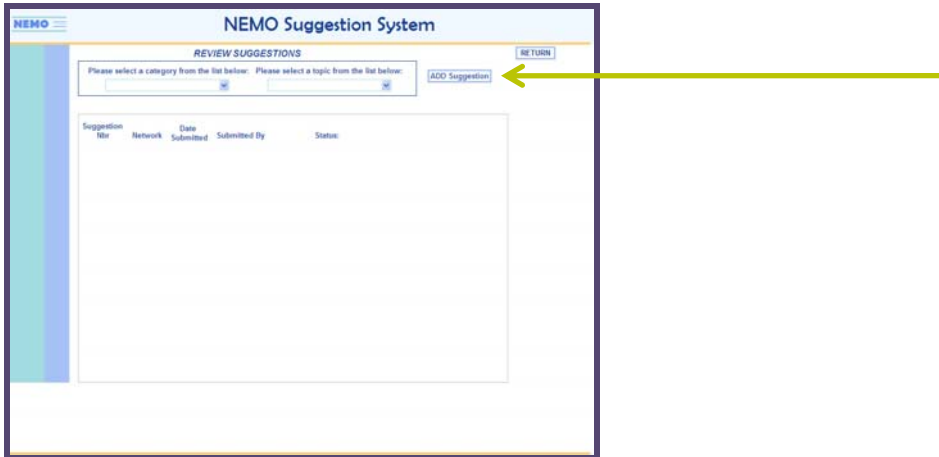
1. Selecting different categories from the two drop-down menus.
2. Clicking the “Previous” or “Next” buttons to scroll through the submissions.



Upon completing your review of the submitted suggestions, click on “RETURN” to be brought back to the Main Menu.

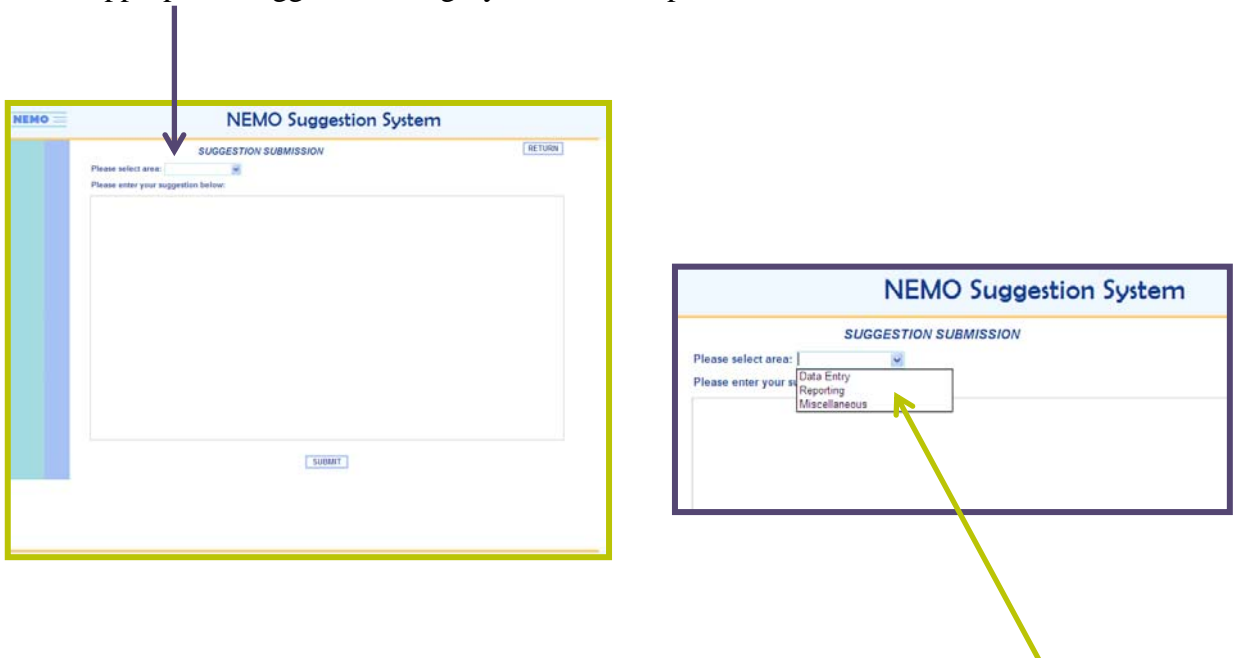
ADDING A NEW SUGGESTION

From the “NEMO Suggestion System”, click on the “ADD Suggestion” button.

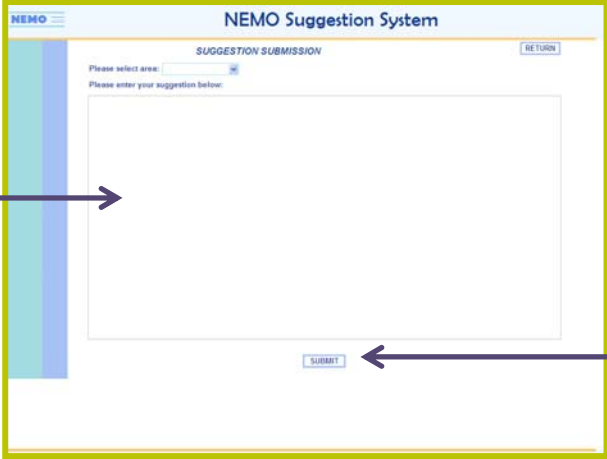


A new screen will appear providing a blank text box in which suggestions and comments can be submitted to the NCC for consideration.

Select the appropriate suggestion category from the drop-down menu.



Enter the suggestion or comment in the blank space provided.

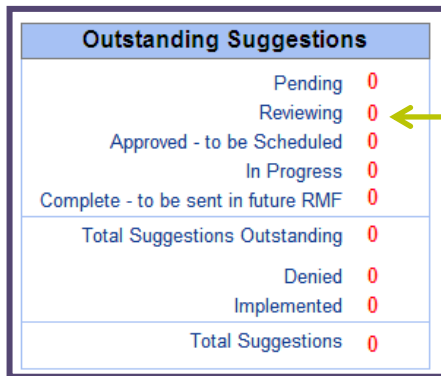


The screenshot shows the 'NEMO Suggestion System' interface. At the top, there is a 'SUGGESTION SUBMISSION' header with a 'RETURN' button. Below this, there is a 'Please select area:' dropdown menu and a 'Please enter your suggestion below:' text area. A 'SUBMIT' button is located at the bottom right of the form. A purple arrow points from the text above to the text area, and another purple arrow points from the text below to the 'SUBMIT' button.

Click on “SUBMIT” to forward the suggestion to the NCC for review and consideration.

The NCC reviews submitted suggestions during the monthly RMF processing.
Please note that certain suggestions may require CMS review and approval.

The NCC will update the suggestion status as the submission review progresses.



The screenshot shows a table titled 'Outstanding Suggestions'. The table has two columns: the status of the suggestion and the number of suggestions in that status. A yellow arrow points from the text above to the 'Reviewing' row.

Outstanding Suggestions	
Pending	0
Reviewing	0
Approved - to be Scheduled	0
In Progress	0
Complete - to be sent in future RMF	0
Total Suggestions Outstanding	0
Denied	0
Implemented	0
Total Suggestions	0

If you have questions or require additional assistance, please contact the NCC at 516-209-5365 or ncc@ncc.esrd.net