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The ESRD Network New ESRD Patient Mailing Organizer (NEMO)

GLOSSARY OF TERMS

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

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REVISION HISTORY DETAIL

VERSION	ACTIVITY DESCRIPTION	EFFECTIVE
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1	Submitted to Management for Review	March 1, 2011
2	Implemented Management Feedback	March 1, 2011
3	Content Revisions	March 2, 2011
4	Submitted to CMS COTR for Review/Feedback	March 10, 2011
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6	Finalized Glossary of Terms Published	March 11, 2011
7	Glossary of Terms Distributed to the ESRD Network Community	March 11, 2011

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Date: March 11, 2011

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GLOSSARY OF TERMS

The NEMO tool utilizes acronyms, terms, and phrases to describe the various tasks associated with the NEPOP process, timeline, and deliverables.

The glossary below is a summary of definitions that provides clear and detailed explanation of some of the commonly used NEMO terminology.

TERM	DEFINITION
ADDRESS CORRECTION	These envelopes have been forwarded by the Post Office. The Post Office then provides a forwarded slip, which is returned to the Network. The Networks are then responsible for updating this information in SIMS, as well as in NEMO.
ADDRESS CORRECTION CATEGORY	The Address Correction category is used to indicate that a new address has been identified for a patient. This new address is entered into the yellow section of the Address Correction work area.
ADDRESS CORRECTION AND/OR RETURN ENVELOPE WORK AREA	<p>The Address Correction and/or Return Envelope work area is the most important feature of the Returned Mail File (RMF). It is the main work area where all data is updated.</p> <p>The Address Correction work area has various features. These features present all data that has been gathered for each patient record in a clear, easily identifiable manner so that it can be associated with the correct patient returns identified by the U.S. Post Office.</p>

TERM	DEFINITION
<p align="center">BARCODE</p>	<p>Each envelope and the various RMF worksheets have a unique 3 of 9 barcode and patient record identifier, which allows the NEMO Warehouse, as well as the Network RMF, to recall patient information so that patient records can be updated.</p>
<p align="center">BARCODE SCANNER</p>	<p>The barcode scanners are devices that can be used to make the data update process more effective.</p> <p>These scanners populate the patient records without having to manually enter the unique record identifier.</p> <p>The NCC has provided individual Barcode scanners to the ESRD Networks.</p>
<p align="center">CANNOT LOCATE CATEGORY</p>	<p>The Cannot Locate feature identifies patient records that have been flagged by the Networks or by the NEMO system because of three failed attempts (initial attempt and two returns) to provide the packet to the patient.</p> <p>The patient records have either been identified as – Incarcerated, Moved Out-of-Country, Unable to Locate Patient or have exceeded the NCC’s mailing limit of three packets.</p>
<p align="center">CHANGE OF NETWORK CATEGORY</p>	<p>This Return Correction category is used to indicate that a patient has transferred to a new Network. It is the Networks’ responsibility to communicate this transfer with one another.</p>

TERM	DEFINITION
<p align="center">COMPLETED CORRECTION WORKSHEET</p>	<p>The Completed Correction Worksheet is a report that summarizes all of the corrections that have been made to the Address Correction work area.</p> <p>The information populated in this worksheet is based on both the initial information provided for each patient record, as well as Network corrections that have been made.</p>
<p align="center">CONTACT MAINTENANCE LIST</p>	<p>The NEMO databases are password protected. To add an individual to the database, a pre-authorized contact (Network Contact or NCC Representative) must add you to the database's Contact Maintenance list.</p>
<p align="center">CORRECTION REQUEST WORKSHEET</p>	<p>The Correction Request Worksheet highlights all return information for each Network. This information is divided by return categories, which are in turn sorted by provider.</p>
<p align="center">DECEASED</p>	<p>These envelopes have been returned because the U.S. Post Office has indicated that the person named on the envelope has expired or is deceased.</p>
<p align="center">DECEASED CATEGORY</p>	<p>This Return category is used to indicate that a patient has expired prior to receiving their NEPOP. After selecting Deceased from the drop-down arrow, the Network does not need to take further action.</p>
<p align="center">DENIED CATEGORY</p>	<p>These envelopes have been denied or refused by the person named on the envelope. The Networks do not need to take action with these returns. Following up on Denied returns is done at the Networks' discretion.</p>

TERM	DEFINITION
<p align="center">FACILITY CORRECTION WORKSHEET</p>	<p>The Facility Correction Worksheet can be generated to view all patient records that have been returned for a particular Provider ID.</p>
<p align="center">INCORRECT ADDRESS</p>	<p>These envelopes have been returned by the U.S. Post Office due to incorrect addressing on the mailing label – no mailing receptacle found, no one by that name is living at that particular address or the address is insufficient i.e. missing an apartment or unit number.</p> <p>The Networks investigate these returns, for example by verifying the patient’s address on file with the treating facility.</p>
<p align="center">NEW ESRD PATIENT ORIENTATION PACKET (NEPOP)</p>	<p>Since 2003, all new ESRD patients have received packets containing orientation materials relative to their plan of care.</p> <p>The New ESRD Patient Orientation Packets (NEPOPs) are distributed through a collaborative effort among the Centers for Medicare & Medicaid Services (CMS), the Networks, and the Network Coordinating Center (NCC).</p> <p>Once an ESRD Medical Evidence Report Form (Form CMS-2728) is entered into the Network data system for a new patient, a NEPOP is mailed to the patient’s residence (typically one month after the start of service).</p>
<p align="center">NCC MEMORANDUM</p>	<p>The NCC Memorandum is a summary report of the current month’s NEPOP information. This is the memorandum that was previously sent to the Networks with the actual NEPOP envelopes.</p>

TERM	DEFINITION
NEMO WAREHOUSE	<p>The NEMO Warehouse is the main database that processes, organizes, analyzes, and stores the NEMO files.</p> <p>This database resides at the NCC and is seen as the central processor for all NEPOP activities.</p>
OVERHEAD BANNERS	<p>The NEMO RMF overhead banners are used to identify individual Network database ownership and specific mailing periods.</p>
QUARTERLY REPORTS	<p>To address data collection and record-keeping processes, the NEMO RMF has a feature called the Quarterly Report that tallies the monthly returns and keeps tracks of all NEPOP data that is gathered.</p> <p>This information is presently in a quarterly table. This table is readily available with each RMF and supplies a yearly total.</p>
RECOVERED CATEGORY	<p>This Address Correction category is used to indicate that a patient has recovered and is no longer being treated.</p>
REPEAT REQUESTS	<p>Repeat Requests are patient records that have been returned multiple times to a Network. Patient information that is not corrected by the Network and returned in the RMF to the NCC, will be sent back to the Networks on the upcoming month's RMF as a Repeat Request.</p>
REPORTING	<p>Reporting refers to the various tracking and data recording that NEMO keeps account of. NEMO can generate various reports from the Reporting processes.</p>

TERM	DEFINITION
<p align="center">RETURN CATEGORY</p>	<p>The Return category is used to update the return patient information. This is done by clicking the drop-down arrow and selecting one of the appropriate return correction categories.</p>
<p align="center">RETURN MAIL FILE (RMF)</p>	<p>The NEMO Return Mail File (RMF) is NEMO's database for the Networks. This database is sent to the individual Networks with all return envelope information.</p> <p>The information in the RMF is password protected and Network-specific. The RMF is transferred through QualityNet for security.</p>
<p align="center">UNIDENTIFIABLE PATIENT ADDRESSES</p>	<p>The Unidentifiable Patient Addresses are the "Cannot Locates" that have been identified by the Network or by the system because of 3 failed attempts (original attempt and two returns) to provide the packet to the patient.</p> <p>The Cannot Locate/Lost to Follow-up/Discontinued patient records are then sent back on the RMF the following month under the Unidentifiable category so that the Network is aware that these patient records have been flagged.</p>
<p align="center">UNIQUE RECORD IDENTIFIER (RECORD ID)</p>	<p>These are record identification numbers that are located underneath the barcode on the Correction Request and Repeat Request Worksheets of the RMF.</p>