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The ESRD Network
New ESRD Patient Mailing Organizer
(NEMO)

QUICK REFERENCE
USER GUIDE

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

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ESRD Network Coordinating Center (NCC)
IPRO ESRD Network of New York
1979 Marcus Avenue, Lake Success, NY 11042***

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INTRODUCTION

This Quick Reference Guide has been developed to aid ESRD Network NEMO processors in utilizing the program during their monthly NEPOP processing. Please note that this user guide is limited to NEMO procedures and does not review the overall NEPOP process.

This Quick Reference Guide provides step-by-step instructions on completing the monthly processing. Please note that each step will be accompanied by an example of the NEMO screen image and a detailed description of each function.

If you have questions or require additional assistance, please contact the Network Coordinating Center (NCC) directly at 516-209-5365 or ncc@ncc.esrd.net.

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PROCESS CHECKLIST

- The NCC provides the Network NEMO processor with the monthly RMF **by the 15th calendar day of each month** via QualityNet Exchange.
- Download the monthly RMF via QualityNet.
- Save the monthly RMF to the local Network drive.
- Open the RMF database by logging into the NEMO system.
- As applicable, review the **“NCC Communication Message”**.
- Review the various worksheets within the **“Reports”** section of the RMF.
- Print worksheets as necessary to use as working guides, recommended:
 - ✓ **“NCC Memorandum”**
 - ✓ **“Correction Request Worksheet”**
- Enter the **“Returned Envelope and Address Corrections”** section.
- Retrieve individual patient records by:
 - ✓ Keying in the patient’s unique identifier or
 - ✓ Scanning the patient’s barcode.
- Manually perform the necessary patient record updates by:
 - ✓ Inputting the specific return reason.
 - ✓ Inputting the needed patient record changes.
- Click **“UPDATE”** after each patient entry to save the new information to the NEMO system.
- Repeat record update process for each patient return contained within the **“Correction Request Worksheet”**.
- Review the **“Completed Corrections Worksheet”** to ensure all patient records have been addressed and updated accurately.
- Upload the modified RMF back to the NCC via QualityNet Exchange **by the 10th calendar day of each month**.

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NEMO DATABASE

The **New ESRD Mailing Organizer (NEMO)** was developed to enhance the **New ESRD Patient Orientation Packet (NEPOP)** process and to improve its efficiency and effectiveness. Please note that NEMO does not replace the existing NEPOP mailing process; it is simply a tool that is used to track and report the monthly NEPOP mailing.

The NEMO software operates on an Access Database platform and has the capability to organize, track, and report on the NEPOP process. NEMO is divided into two databases; these databases are used independently, but are dependent on each other for data.

- 1. The NEMO Warehouse**
- 2. The Network Return Mail File (RMF)**

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RETURN MAIL FILE (RMF)

The Network Coordinating Center (NCC) provides each ESRD Network with a monthly RMF by the **15th calendar day of each month.**

ACCESSING THE NETWORK RMF

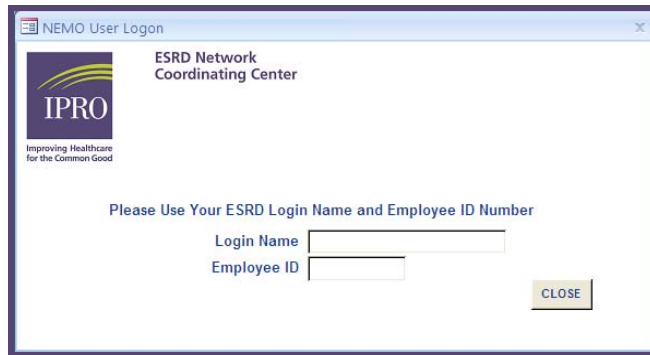
To begin the monthly NEPOP processing, your Network will receive a monthly RMF database provided by the NCC via QualityNet Exchange.

The Network processor is required to download the file from QualityNet to his/her local Network.



Upon entering the NEMO system, you will be prompted to enter your unique login username and password.

The NEMO Warehouse can only be accessed by entering a pre-selected login name (this is the first letter of your first name followed by your full last name) and Employee ID.



NEMO User Logon

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Please Use Your ESRD Login Name and Employee ID Number

Login Name

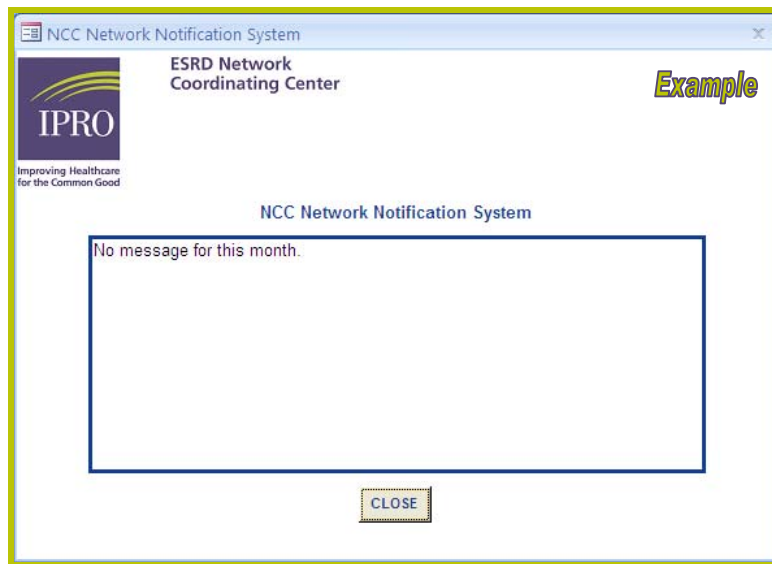
Employee ID

CLOSE

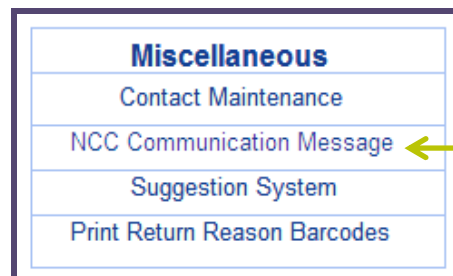
**DETAILED INSTRUCTIONS ON ADDING AND REMOVING NETWORK USERS
CAN BE FOUND IN APPENDIX A.**

REVIEWING THE NETWORK RMF

Once you log into the NEMO system the “NCC Network Notification System” window will automatically appear. This screen will display important messages from the NCC regarding your Network RMF and monthly NEPOP returns.



This message can be viewed again at anytime by clicking on the “NCC Communication Message” in the “Miscellaneous” section of the Main Menu.



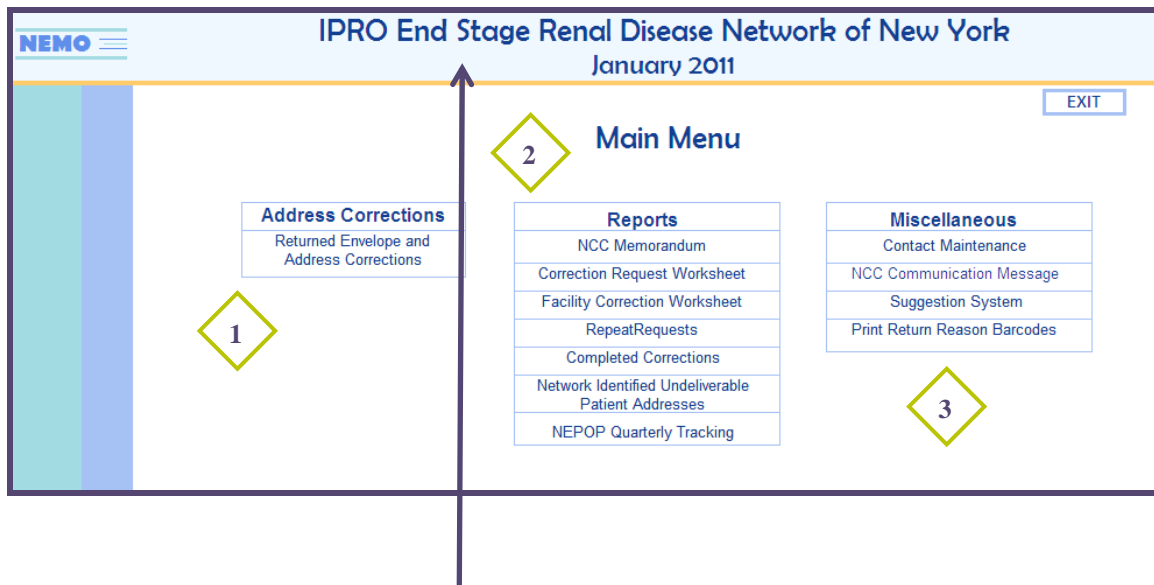
The RMF database has **three key components**:

1. “NCC Memorandum”
2. “Correction Request Worksheet”
3. “Completed Corrections Worksheet”

DETAILED DESCRIPTIONS OF THE SUPPLEMENTARY WORKSHEETS CONTAINED IN THE RMF CAN BE FOUND IN APPENDIX B.

RMF MAIN MENU

The Main Menu of the Network NEMO database highlights the features of the RMF.



The overhead banner identifies specific Network RMF ownership and displays the current processing month.

The RMF is divided into three sections:

1. **ADDRESS CORRECTIONS:** *the section in which individual patient records can be located.*

Address Corrections
Returned Envelope and Address Corrections

2. **REPORTS:** *the section that contains various memos and worksheets needed to process the monthly NEPOP returns.*

Reports
NCC Memorandum
Correction Request Worksheet
Facility Correction Worksheet
RepeatRequests
Completed Corrections
Network Identified Undeliverable Patient Addresses
NEPOP Quarterly Tracking

3. **MISCELLANEOUS:** *the section that contains auxiliary system functions.*

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

PROCESSING THE MONTHLY RMF

The various worksheets contained in the “Reports” section (*Section #2 of the Main Menu*) should be reviewed first. These worksheets provide the necessary information to process the monthly returns and update the applicable patient records.

Reminder: A printed copy of each of these worksheets and reports can be used as a working guide.

NCC MEMORANDUM

This Memorandum provides each Network with a summary listing of the following:

- Number of Packets Sent
- Number of Packets Needing Address Corrections
- Number of Packets Forwarded with Corrected Addresses
- Number of Packets Denied
- Number of Deceased Patients
- Number of Unidentifiable Patient Addresses
- Number of Repeat Request
- Number of Exceptions

ESRD Network Coordinating Center	
NCC Memorandum	
Network: IPRO End Stage Renal Disease Network of New York	
January 2011	
Number of Packets Sent to New Patients:	0
Number of Packets Needing Address Correction:	0
Number of Packets Forwarded - Addresses to be corrected in SIMS: (Packets forwarded to patients by Post Office)	0
Number of Packets Denied:	0
Number of Deceased Patients Identified by the Post Office: (Packets Returned)	0
Number of Unidentifiable Patient Addresses:	0
Number of Repeat Requests:	0
Number of Exceptions:	0

Example

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CORRECTION REQUEST WORKSHEET

The “Correction Request Worksheet” highlights the NEPOP return information received for each Network.

This information is divided into the following return categories, and then sorted by provider.

- Incorrect Address
- Address Correction
- Deceased
- Denied

Return Category







ESRD Network
Coordinating Center

Correction Request Worksheet

IPRO End Stage Renal Disease Network of New York
January 2011

Example

Name	Address Lines	City	State	Zip Code	Record ID
Incorrect Address (4)					
Doe, John XXXXXXXXXX XXXXXX	1979 Marcus Avenue Apt. 1A	Lake Success	NY	11042	 XXXXXX
Doe, Jane XXXXXXXXXX XXXXXX	1979 Marcus Avenue Apt. 2B	Lake Success	NY	11042	 XXXXXX
Doe, Jack XXXXXXXXXX XXXXXX	1979 Marcus Avenue Apt. 3C	Lake Success	NY	11042	 XXXXXX
Doe, Jill XXXXXXXXXX XXXXXX	1979 Marcus Avenue Apt. 4D	Lake Success	NY	11042	 XXXXXX

Monday, January XX, 20XX
Page 1 of X

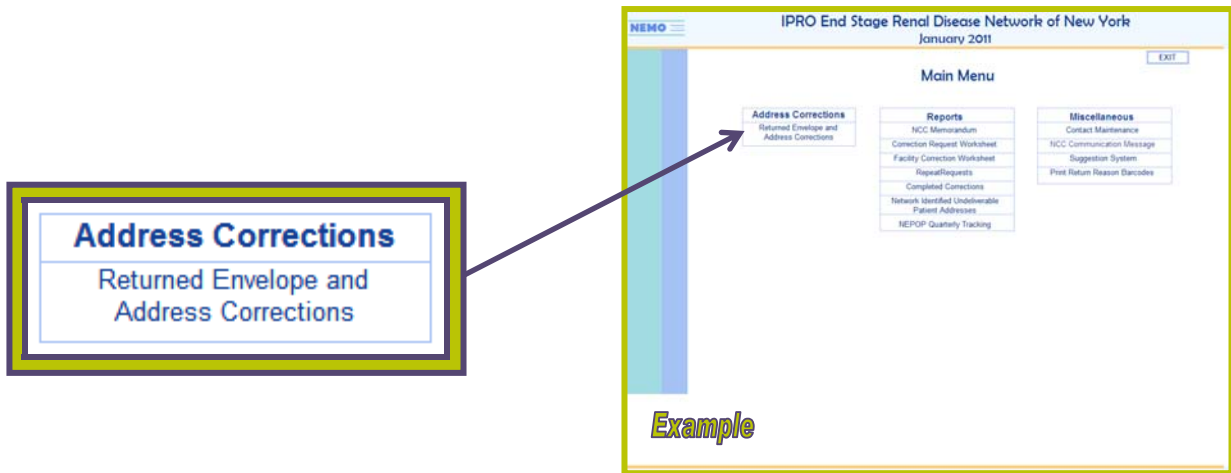
Provider ID

→

RETURN ENVELOPES AND ADDRESS CORRECTIONS

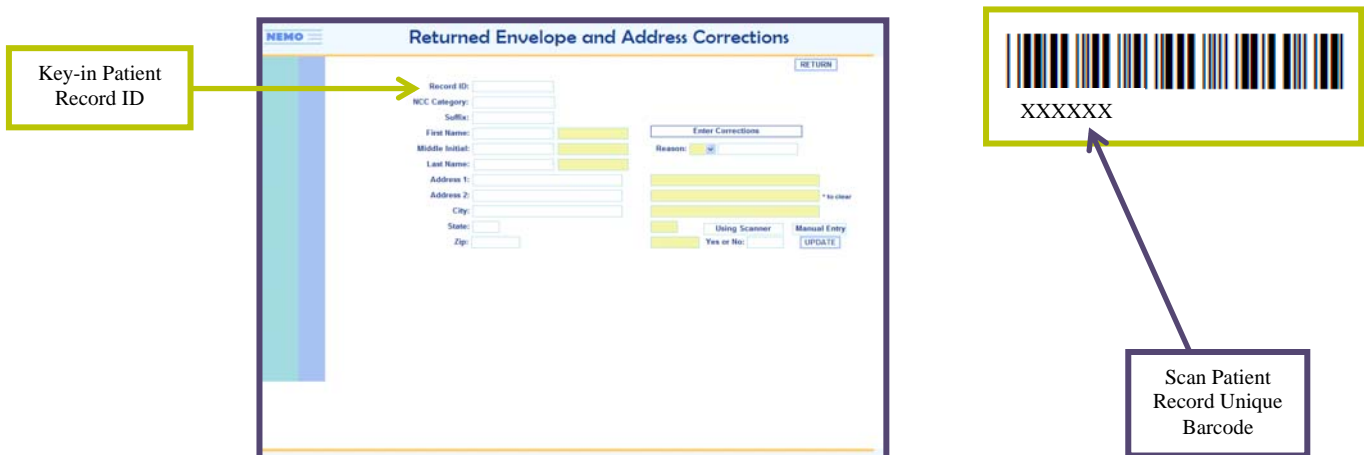
The “Address Corrections” section (*Section #1 of Main Menu*) is the central work area of the RMF; this section is where all patient records are generated and updated.

Use the “Returned Envelope and Address Corrections” button to retrieve patient records.



Upon clicking the “Returned Envelope and Address Corrections” button you will be brought to a new screen allowing you to manually locate a patient record by either:

1. Scanning the patient’s unique barcode with the NEMO wand.
2. Keying-in the patient’s unique identifier, which is located underneath the barcode.



DETAILED INSTRUCTIONS ON OBTAINING THE RETURN REASON BARCODES CAN BE FOUND IN APPENDIX C.

Once the unique identifier is keyed in or the patient barcode is scanned, the patient record is generated.

Reminder: The patient’s unique identifier and/or barcode are located on the “Correction Request Worksheet”, in the “Reports” section of the Main Menu.

Once you generate the desired patient record, you can perform all necessary updates by manually inputting the modified patient information in any of the eight yellow shaded fields to the right of the patient’s record.

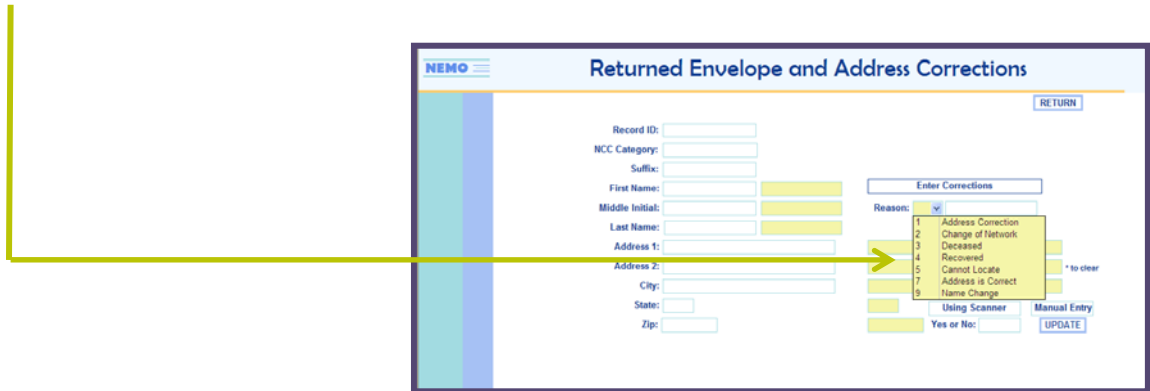
For example:

- The patient’s name, including
 1. First Name
 2. Middle Initial
 3. Last Name
- The patient’s street address, including
 1. Address line 1
 2. Address line 2
 3. City
 4. State
 5. Zip

The screenshot shows a web form titled "Returned Envelope and Address Corrections". On the left side, there are input fields for "Record ID", "NCC Category", "Suffix", "First Name", "Middle Initial", "Last Name", "Address 1", "Address 2", "City", "State", and "Zip". To the right of these fields are several yellow shaded rectangular areas, which are the fields mentioned in the text for manual input. There is also a "Reason" dropdown menu. At the bottom right, there are three buttons: "Using Scanner", "Manual Entry", and "UPDATE". A blue arrow points from the text above to the yellow shaded area for the "First Name" field. Another blue arrow points from the text above to the "UPDATE" button.

Reminder: In order to save modified entries to the RMF, always click “UPDATE” after inputting changes.

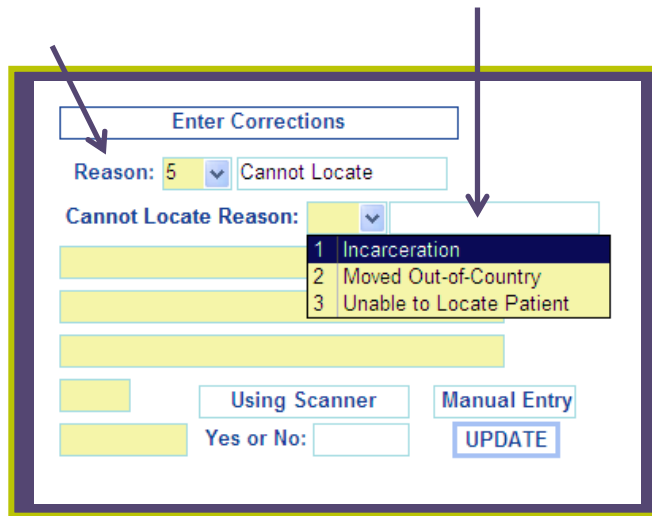
A return reason must also be selected; the reason field can be updated by clicking on the drop-down arrow and selecting one of the appropriate return categories.



The NEPOP returns are categorized and updated as follows:

1. Address Correction (**FURTHER ACTION REQUIRED**)
2. Change of Network (**FURTHER ACTION REQUIRED**)
3. Deceased
4. Recovered
5. Cannot Locate
6. Address is Correct
7. Name Change (**FURTHER ACTION REQUIRED**)

Patient records categorized under return reason 5 “Cannot Locate” can be further classified.



COMPLETED CORRECTIONS WORKSHEET

This worksheet should be used to confirm all of the patient record updates applied to the monthly RMF prior to submitting the Network’s updated database to the NCC.

The worksheet provides the original patient record information, as well as the new changes made and the return reason.

This worksheet can be printed for the Network’s records and used to verify that the patient record updates performed were accurate and that all of the monthly returns have been addressed.

Name	Address Lines	City	State	Zip Code	Record ID
Incorrect Address (4)					
Doe, John	Original: 1979 Marcus Avenue Apt. 1A	Lake Success	NY	11042	XXXXXX
	Corrected: P.O. Box 19791	Lake Success	NY	11042	XXXXXX
	Reason: Address Correction				
Doe, Jane	Original: 1979 Marcus Avenue Apt. 2B	Lake Success	NY	11042	XXXXXX
	Corrected: P.O. Box 19792	Lake Success	NY	11042	XXXXXX
	Reason: Address Correction				
Doe, Jack	Original: 1979 Marcus Avenue Apt. 3C	Lake Success	NY	11042	XXXXXX
	Corrected: P.O. Box 19793	Lake Success	NY	11042	XXXXXX
	Reason: Address Correction				
Doe, Jill	Original: 1979 Marcus Avenue Apt. 4D	Lake Success	NY	11042	XXXXXX
	Corrected: P.O. Box 19794	Lake Success	NY	11042	XXXXXX
	Reason: Address Correction				

Patient Record Inputted Changes

Return Reason Category

RETURNING THE RMF

To return the updated monthly RMF, the Networks are expected to upload the revised NEMO database to the NCC via QualityNet.

The updated RMF is returned to the NCC by the **10th calendar day of each month.**

DETAILED DESCRIPTIONS OF ADDITIONAL NEMO FUNCTIONS CAN BE FOUND IN APPENDIX D.