

The Coordinating View

END-STAGE RENAL DISEASE NETWORK COORDINATING CENTER

SPRING/
SUMMER 2011

A NEWSLETTER
FOR THE ESRD
NETWORK
COMMUNITY



Improving Healthcare
for the Common Good®

NEW Network Coordinating Center Website Launch

In February of 2011, the ESRD Network Coordinating Center (NCC) completed a comprehensive redesign of the NCC website, the first significant upgrade since September 2007. The redesigned website now has an exciting new look and feel, audience-specific navigation, and a more cohesive presentation of New ESRD Patient Orientation (NEPOP) information, including improved historical information.



In redesigning the NCC website, we incorporated valuable feedback provided by the ESRD Networks, CMS representatives and members of the renal community.

Please visit the NCC website at www.esrdncc.org, and let us know what you think. Please don't hesitate to contact us at ncc@ncc.esrd.net with any questions or comments.

We value and welcome your suggestions and feedback!

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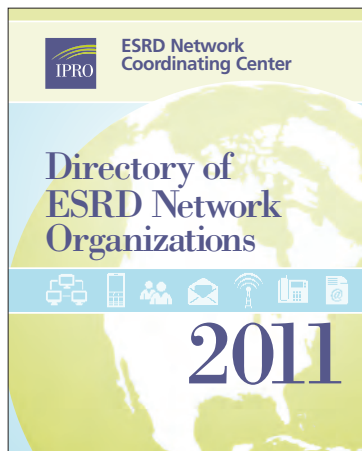
As a reminder, archived CROWN Memos and CyberTyger Newsletters are available on the secure portion of the NCC website. In order to access CROWN Memos and/or CyberTyger Newsletters you must use a unique log-in and password (previously provided by the NCC).

Please visit www.esrdncc.org and follow these steps to log-in:

From the top navigation bar select "Networks." After reaching the "Networks" page, complete the log-in fields using the unique password provided by the NCC. (Please note the log-in credentials are case sensitive.) At the end of your web session please click on "Logout" to exit the secure portion of the NCC website.

If you don't already have the unique log-in username and password, please contact the NCC at ncc@ncc.esrd.net.

2011 Directory of ESRD Network Organizations Available Online

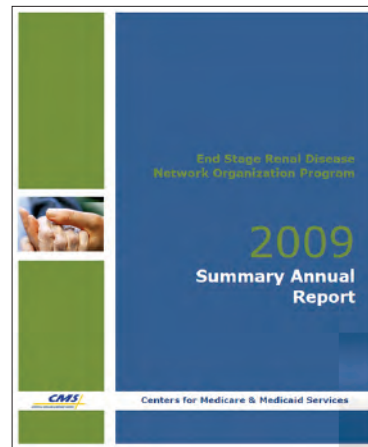


The 2011 *Directory of ESRD Network Organizations*, distributed this past January, is available on the NCC website.

To view the Directory online please visit: www.esrdncc.org/index/information-for-esrd-networks, or from www.esrdncc.org, click on "Networks," then select "2011 Directory of ESRD Network Organizations."

ESRD Network Organization Program 2009 Summary Annual Report

The Summary Annual Report Development Team is pleased to announce submission of the *ESRD Network Organization Program 2009 Summary Annual Report (SAR)* to CMS clearance on April 29, 2011. Upon approval from CMS leadership, the NCC will advise Network representatives of its availability on the NCC website. In the meantime, please visit www.esrdncc.org to review SARs from 1997–2008; click on "Resources," then select "CMS Summary Annual Reports."



Did you know...

Previous issues of the **NCC Information Exchange** newsletter are available on the NCC website.

Please visit www.esrdncc.org to view all issues of this bi-weekly communication. From the NCC website homepage, click on "Resources," then select "NCC Annual Reports and Newsletters."



New ESRD Patient Orientation Packet (NEPOP) Updates

As a reminder, the NCC provides NEPOPs with Spanish-language materials to patients in Puerto Rico. These materials are available on the NCC website. For direct access, please visit www.esrd.ncc.org; from the top navigation bar select "Patients"; click on "New Patient Orientation Packet"; links are provided to access PDF versions of both the English and Spanish NEPOP materials.

Additional inventory of Spanish-language NEPOPs are available to the Networks and ESRD patients upon request. Please contact Jeanine Pilgrim, Contract Coordinator, at (516) 209-5365 for assistance.

Did you know... ? ? ?

The NCC maintains a continuous six-month inventory supply of each Network's NEPOP introduction letter.

To update your Network's cover letter please contact Jeanine Pilgrim at jpilgrim@nw2.esrd.net.

NEPOP/NEMO Processing Schedule

In response to previous Network concerns and with CMS' approval the NCC initiated a change in the deliverable date for the new patient file. The NCC modified its agreement with the Network Information Technology Support (NWITS) contractor as of March 2010, establishing a new delivery date from the 6th to the 13th of each month. This change in the deliverable was implemented to allow the greatest number of patient record updates to be included within each month's NEPOP processing.

The NEPOP/NEMO Processing Schedule is as follows:

10th of the month:

ESRD Network NEPOP processors submit patient record updates in their monthly NEMO Returned Mail File (RMF) database via QualityNet (QNet).

11th of the month:

The new patient file is extracted from SIMS by the NWITS contractor and is sent to the NCC QNet account on the 13th of the month.

13th of the month:

The NCC retrieves the new patient file via QNet.

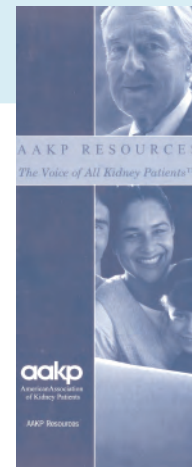
15th of the month:

- The updated monthly RMF NEMO database is posted to the ESRD Network NEPOP processors QNet account for Network download and implementation of patient record updates.
- The NCC provides Mailing Services, Inc. the new patient file and Network updates for distribution of the monthly National NEPOP mailing.

Did you know... ? ? ?

The NCC has an available inventory of the American Association of Kidney Patients (AAKP) "The Voice of all Kidney Patients" brochures.

These brochures can be useful during Network community outreach efforts. To request a supply of brochures please contact Jeanine Pilgrim at (516) 209-5365 or via e-mail at jpilgrim@nw2.esrd.net.



New ESRD Patient Mailing Organizer (NEMO) Enhancements

During the 2010-2011 contract year, upon Network suggestion, the NCC implemented various NEMO system enhancements.

NEMO enhancements include the addition of several new return categories to the NEMO system for use in documenting returned NEPOPs. These new return categories will facilitate more detailed and accurate documentation of patients previously categorized as "Cannot Locate".

The following new selections have been added to the NEMO system as return categories.

- **Incarceration** patient is in a prison facility and not able to receive mail.
- **Moved Out of Country** patient is seasonal, returned to home country, etc.
- **Unable to Locate Patient** patient is homeless, unidentifiable, etc.
- **Discontinued Treatment** patient is no longer receiving treatment, transplant recipient, etc.

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NEMO Enhancements (continued)

The NCC recently enabled the Networks to update patient records in NEMO as a "Cannot Locate" return category.

Previously, Networks submitted a separate file to the NCC containing their unidentifiable patients who should not receive a NEPOP during the monthly NEMO Returned Mail File (RMF) database exchange. Upon receipt, the NCC manually applied the requested changes to the patient records in NEMO.

This added feature provides the Networks with the ability to individually confirm their changes have been inputted into the system prior to final RMF submission to the NCC.

Did you know... ? ? ?

The NCC has enabled Network processors the ability to input a name change and/or spelling correction to patient records within the NEMO RMF database.

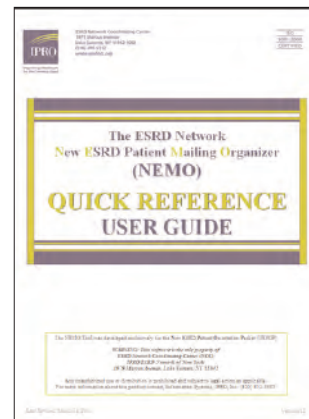
For assistance in using the new NEMO features, please contact Jeanine Pilgrim at (516) 209-5365 or jpilgrim@nw2.esrd.net.

Updated NEMO User Guide

The NCC recently updated and reformatted the existing *NEMO User Guide*.

The following tools were developed to assist ESRD Network processors with monthly NEPOP processing:

- **NEMO Quick Reference User Guide** provides NEMO users with step-by-step instructions and screen images on processing the monthly RMF. A concise checklist is also provided.
- **User Guide Appendices** contain detailed descriptions of additional system functions and features.
- **Glossary of Terms** offers definitions and detailed descriptions of all NEMO terms.



For direct access to the updated *NEMO User Guide* visit www.esrdncc.org/index/nemo-webex; or from the NCC website homepage, click on "Networks," then select "NEMO."

Should you have questions, or require additional assistance regarding NEPOP/NEMO, please contact Jeanine Pilgrim, Contract Coordinator, at (516) 209-5365 or via e-mail at jpilgrim@nw2.esrd.net.

The ESRD Network Coordinating Center (NCC) provides centralized coordination and support for the national Medicare ESRD Network Program. The NCC supports activities of the 18 ESRD Networks, related to monitoring, improving and maintaining the quality of care received by ESRD patients nationwide.



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This material was prepared by the End-Stage Renal Disease Network Coordinating Center, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. CMS Contract Number: HHSM-500-2008-NW002C.