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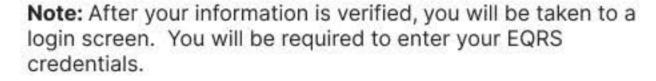
# Your one-sto Customer Su

### Create a New Ticket

To send a question or issue to the Service Center, pleas click the button below and complete the questions on the following page. A ticket will be generated on your behalf an agent will contact you.

Create Ticket

# Information Required Please complete the fields below to verify your information to log in to the EQRS Idea Portal. \*First name \*Last name \*Email address \*EQRS username •



The system will allow three (3) verification attempts.

(Attempt 1 of 3)

Submit

Hospital Quality Reporting (HQR) Internet
Quality
Improvement
& Evaluation
System (IQIES)

Quality Improvement & Evaluation System (QIES) Quality Payment Program (QPP)



# HARP Password Help

ot your password? Skip a phone call by visiting the selfice account recovery page.





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**Note:** After your information is verified, you will be taken to a login screen. You will be required to enter your EQRS credentials.

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### **Login Error**

We were unable to log you in using the credentials you provided. If you would like to create a ticket to get further assistance, click the button below.

Create a ticket

Email or call the Service Center for assistance

qnetsupport-esrd@cms.hhs.gov

1-(866)-288-8912 (TRS: 711)

Contact this service center for assistance for the following issues. Technical Support for CCSQ Support Central, HARP Account Management for CMS employees and CMS contractor staff, and issues or questions related to QualityNet IT Services, CCSQ Atlassian, ServiceNow and Slack.

# Quality Program websites

Prescribing for Controlled Substances (EPCS) End-Stage Renal Disease Quality Reporting System (EQRS)

HCQIS Access Roles and Profiles (HARP)

Hospital Quality Reporting (HQR) Internet
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# Sign In

Username

Enter Username

Password

Enter Password

Sign In

OR

Sign in with PIV / CAC card

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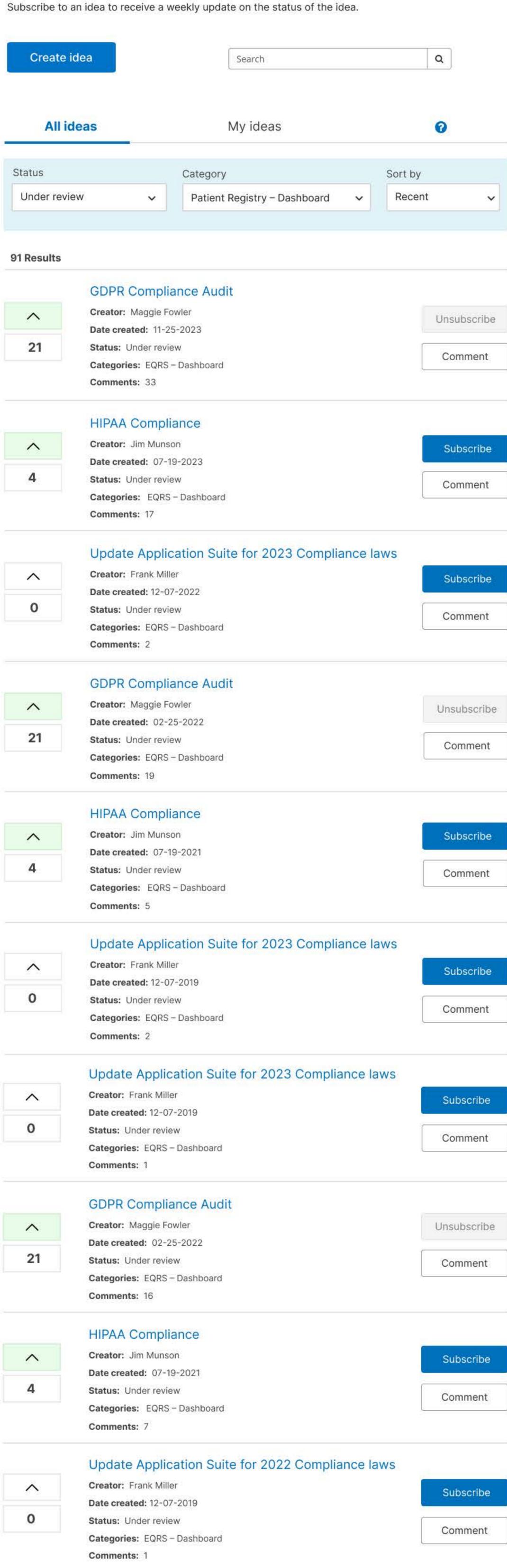
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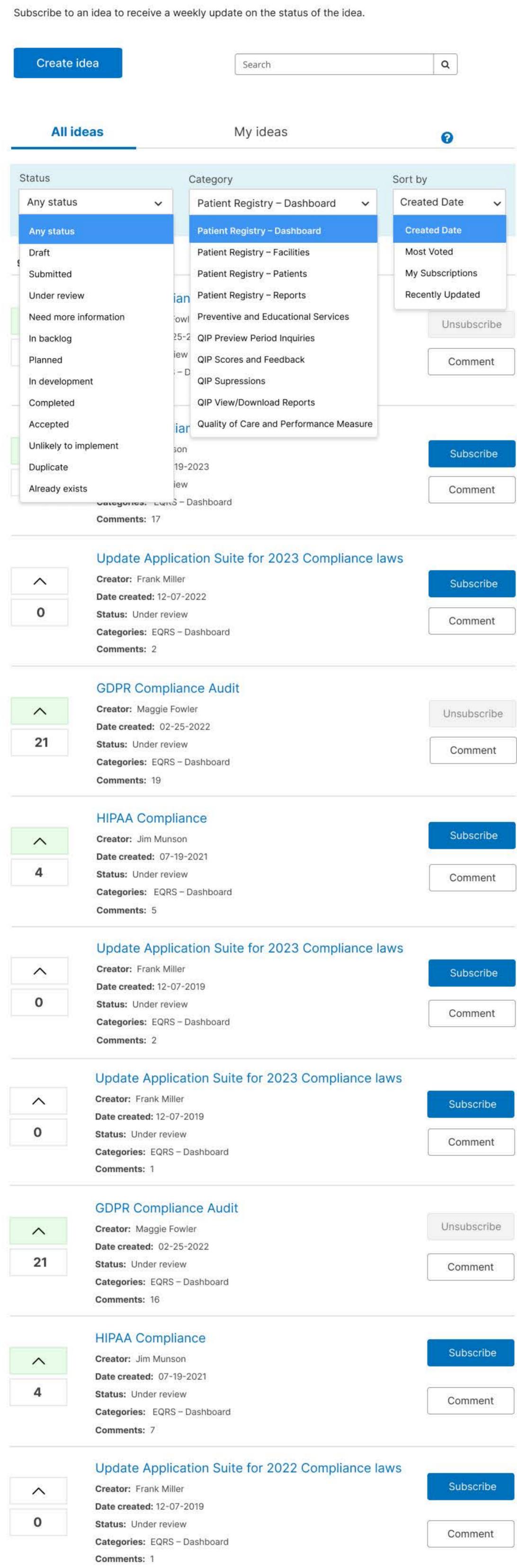
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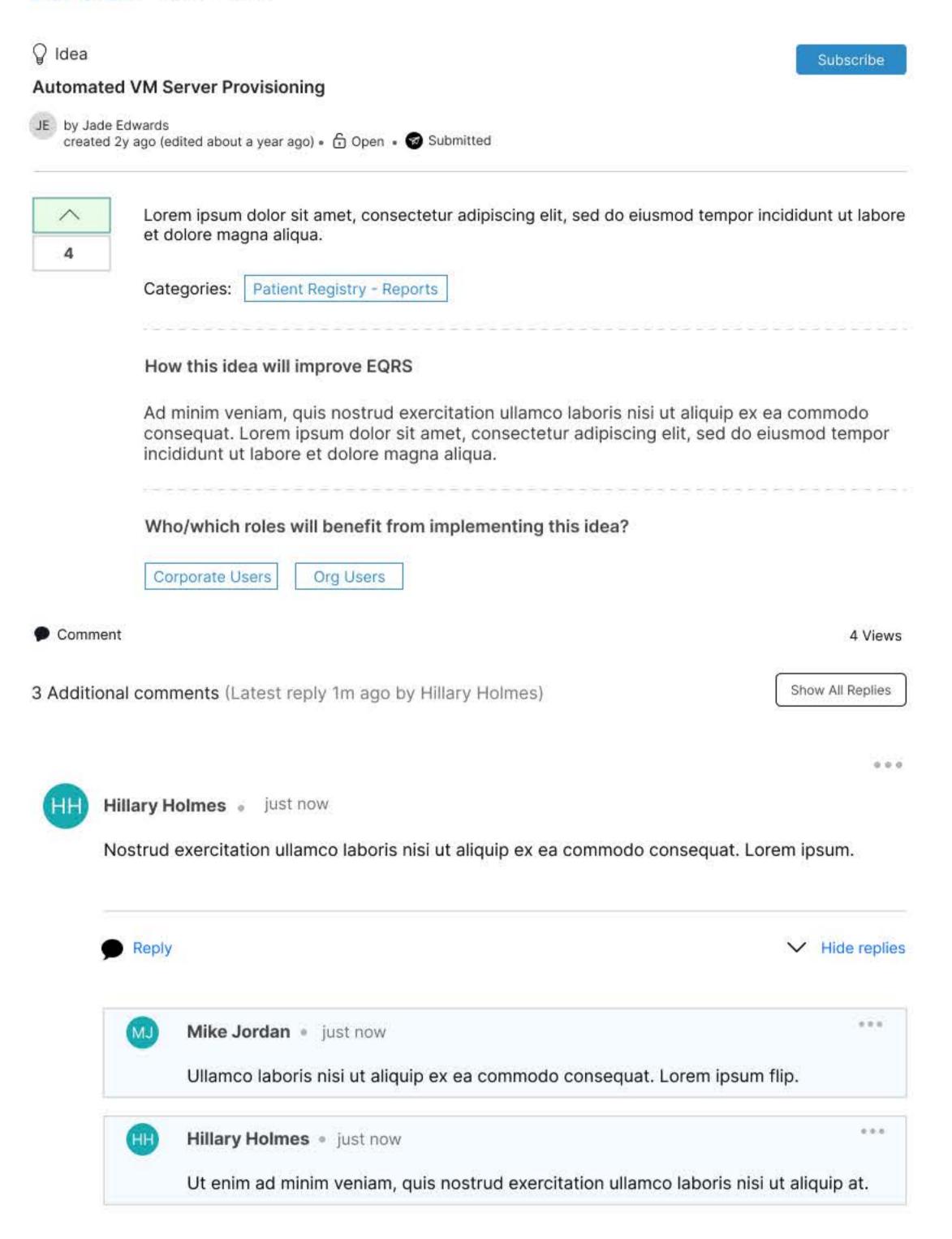
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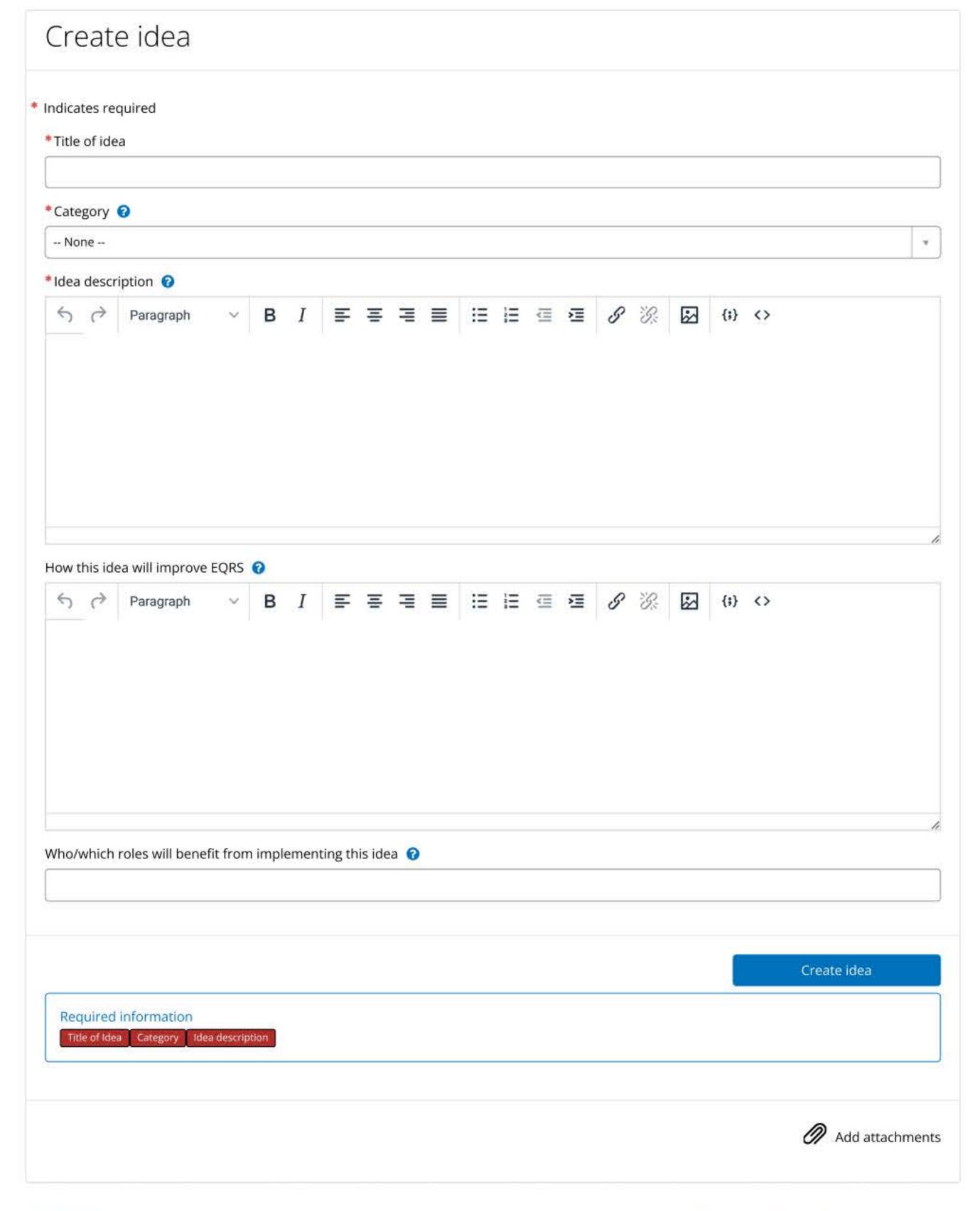
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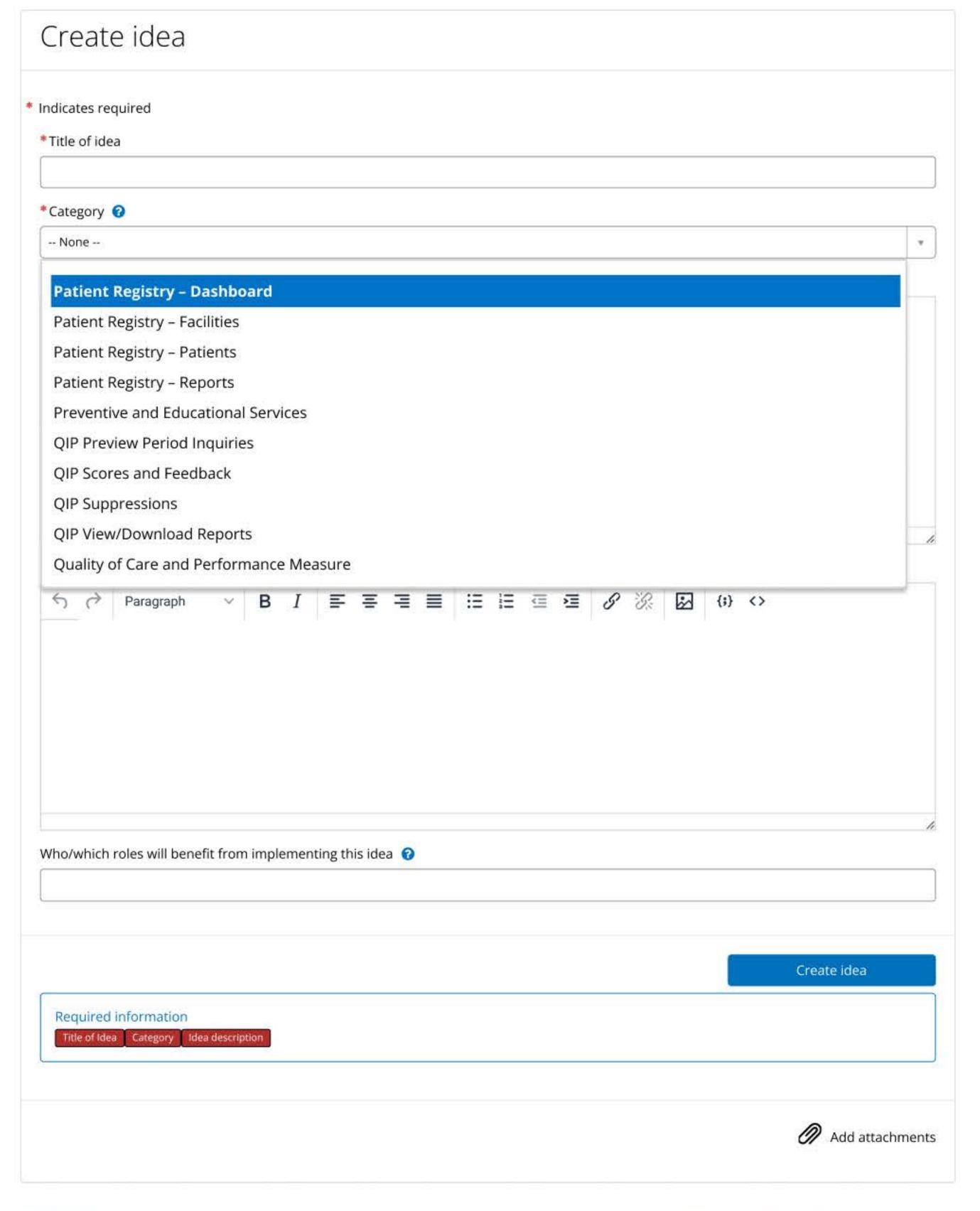
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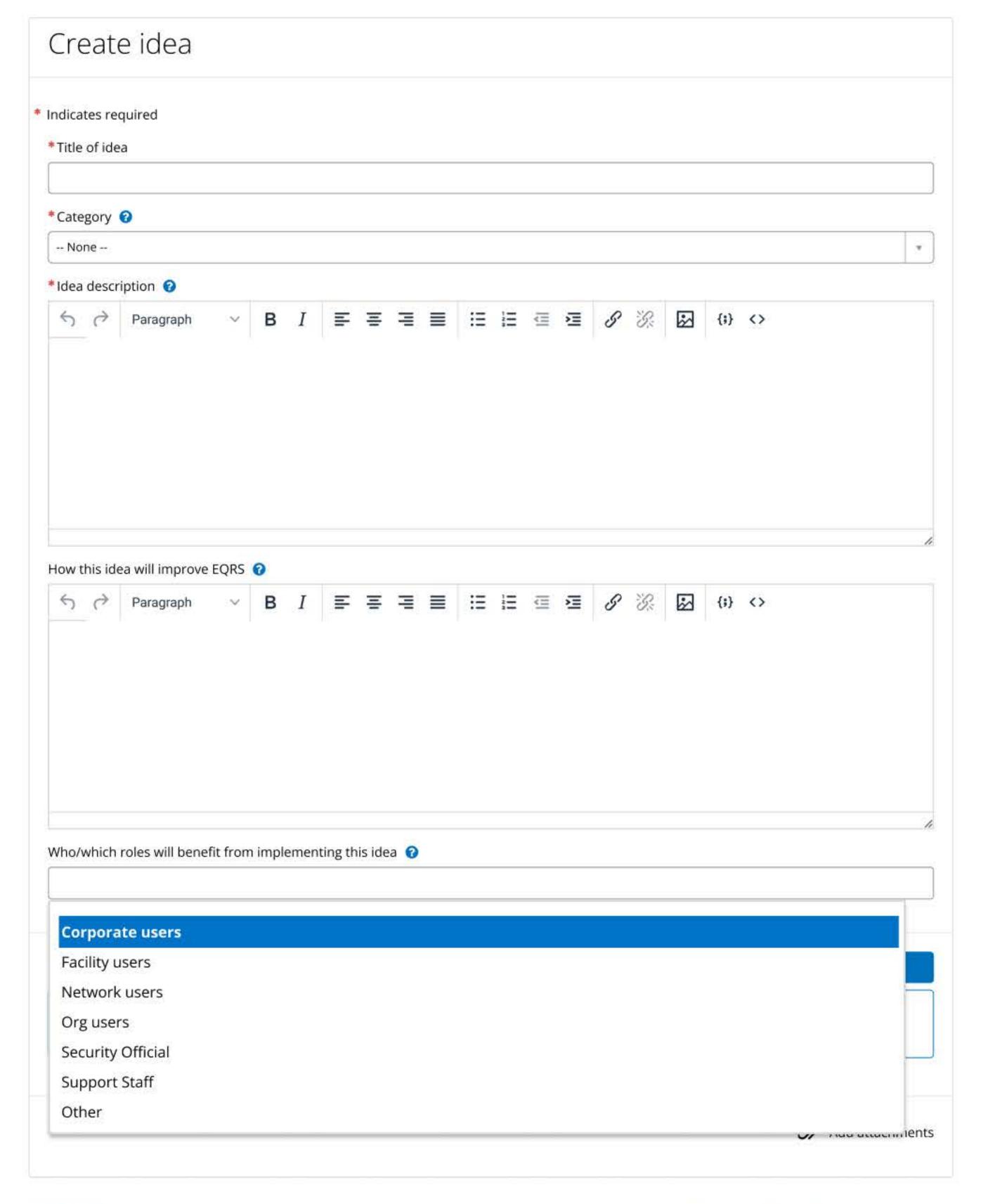
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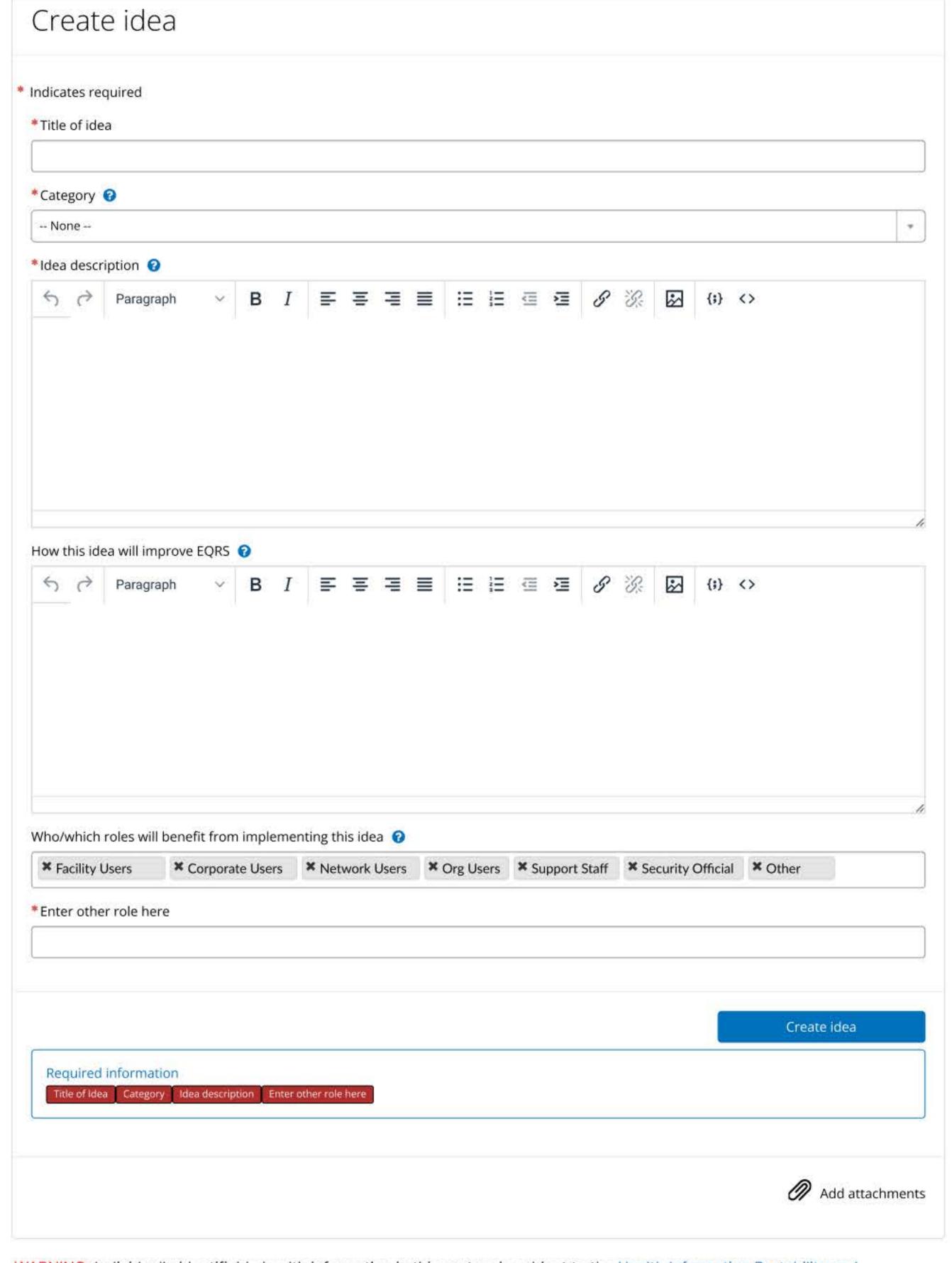
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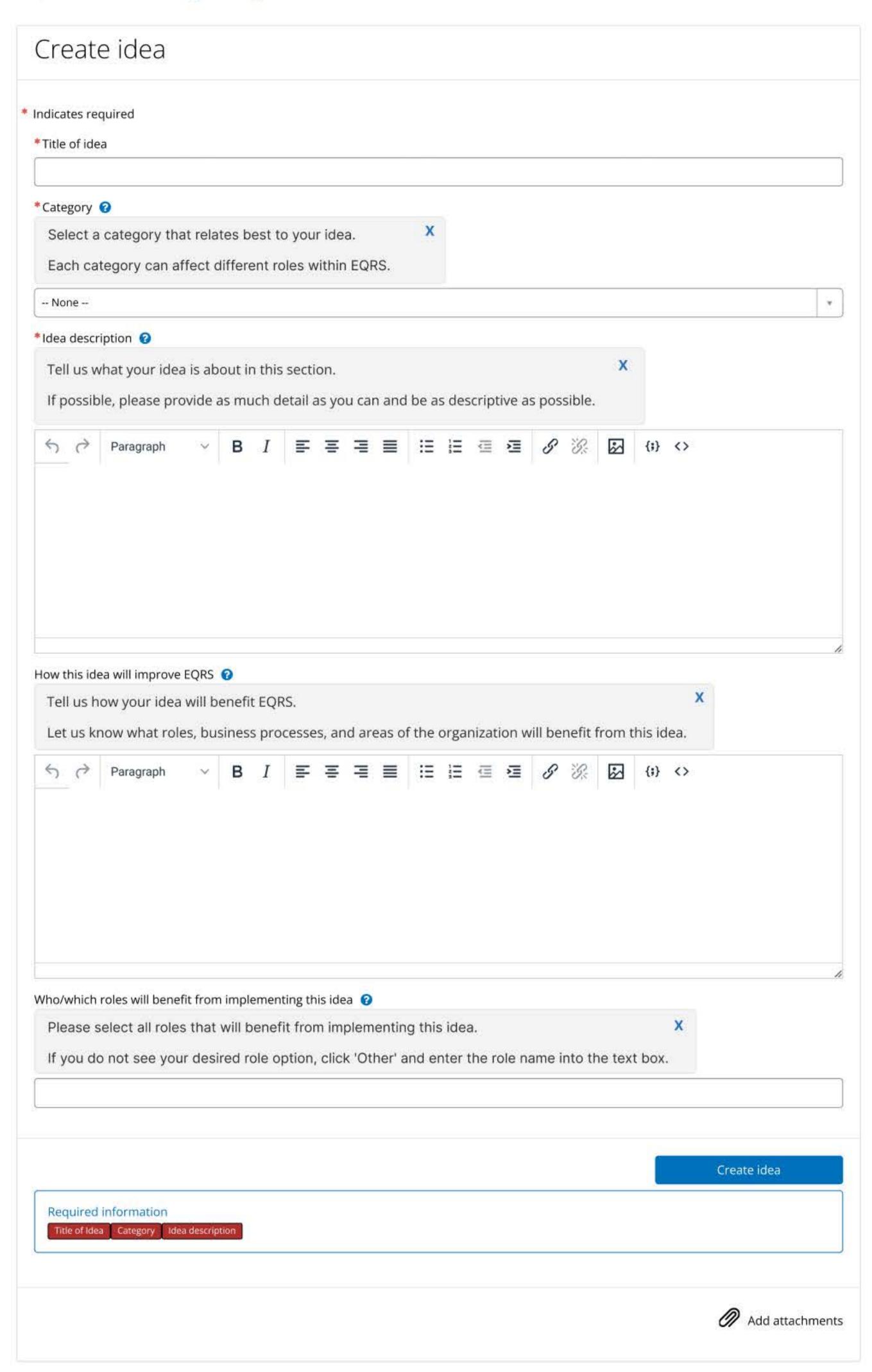
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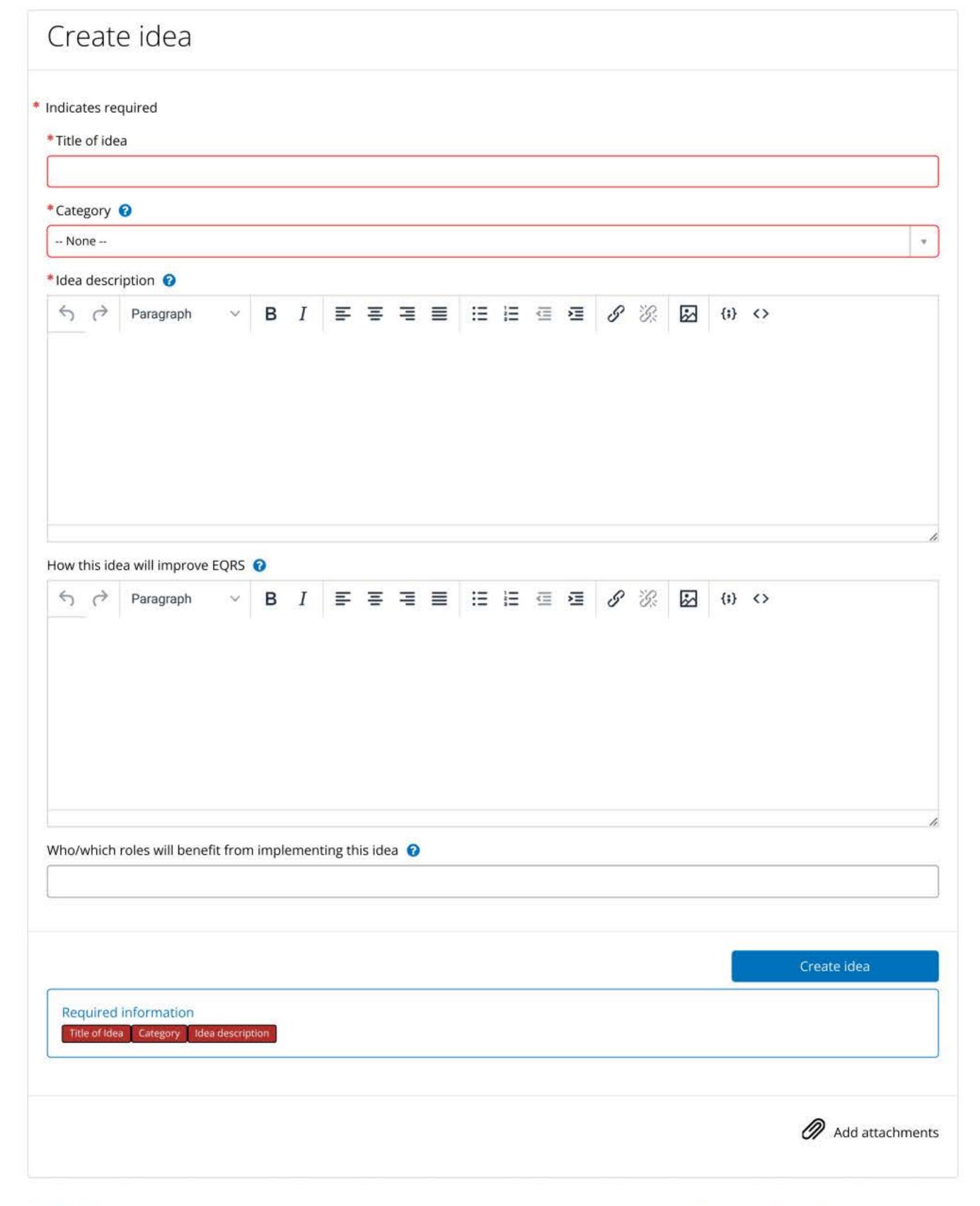
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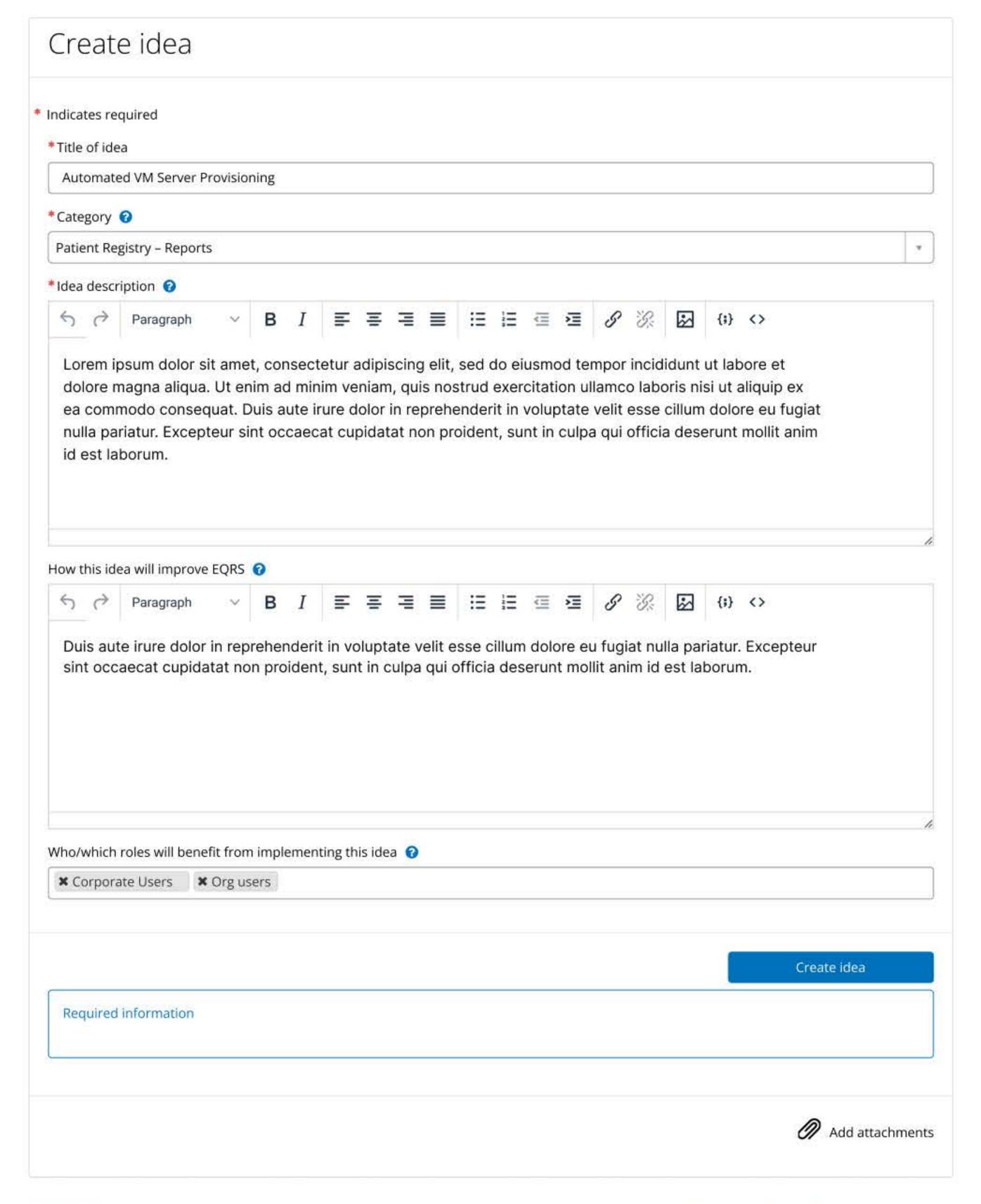
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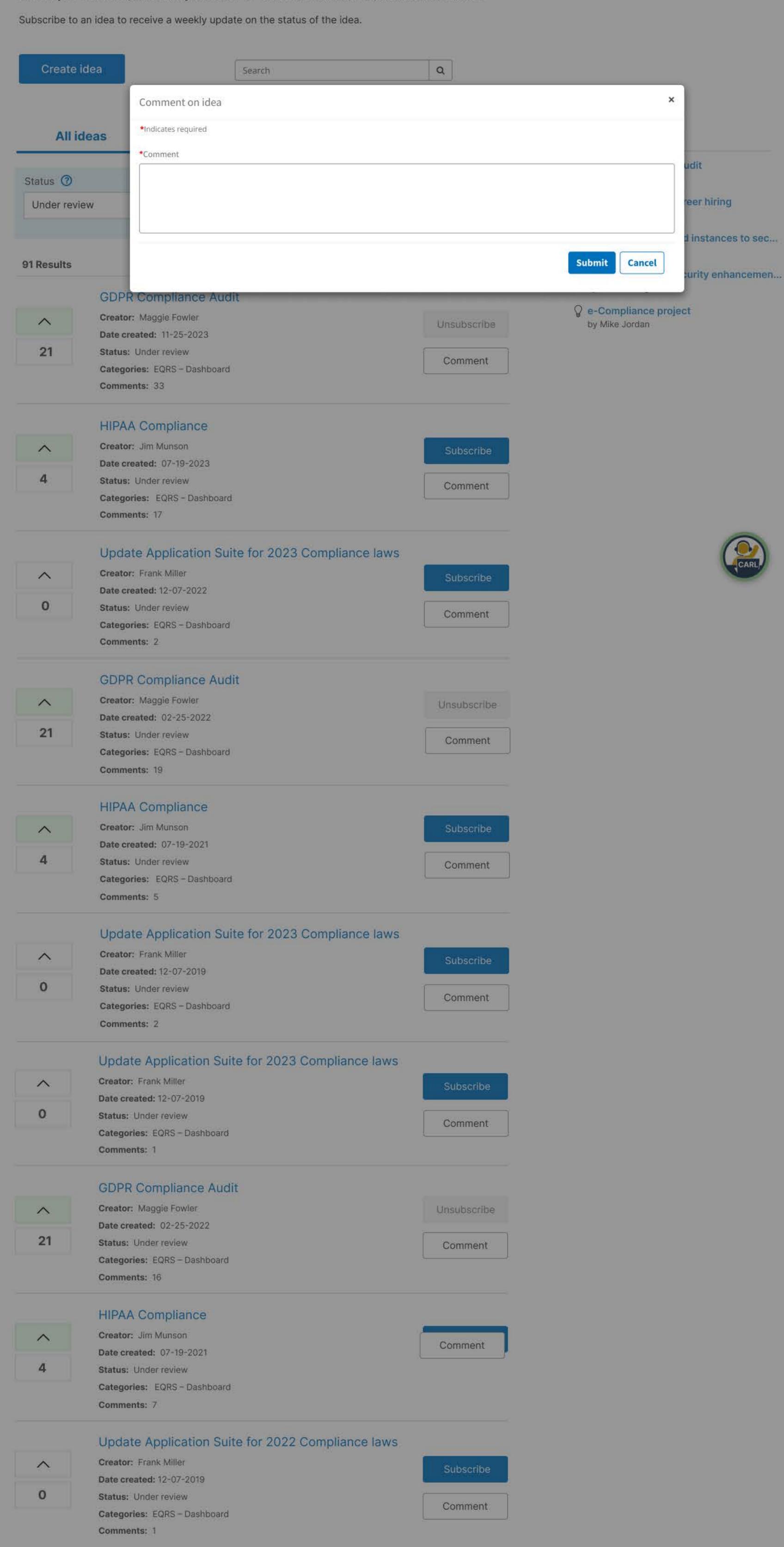
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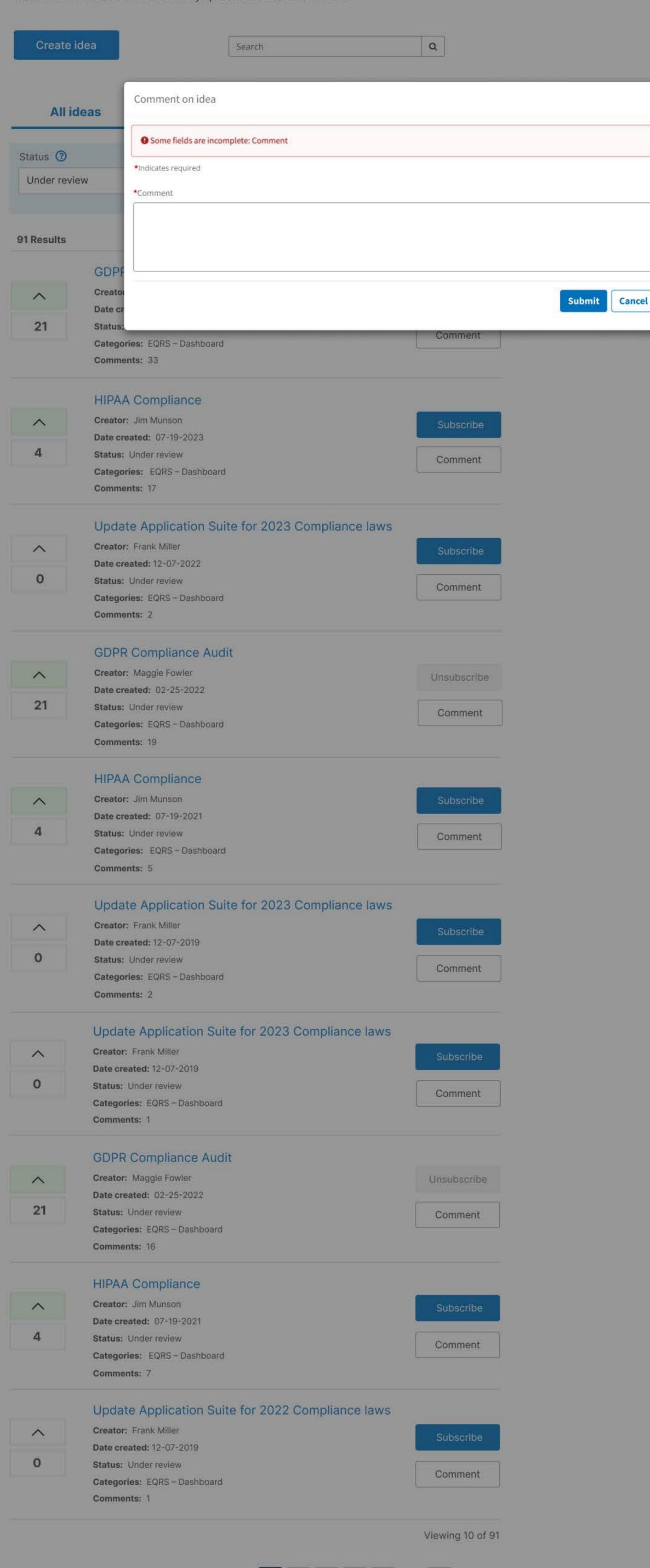
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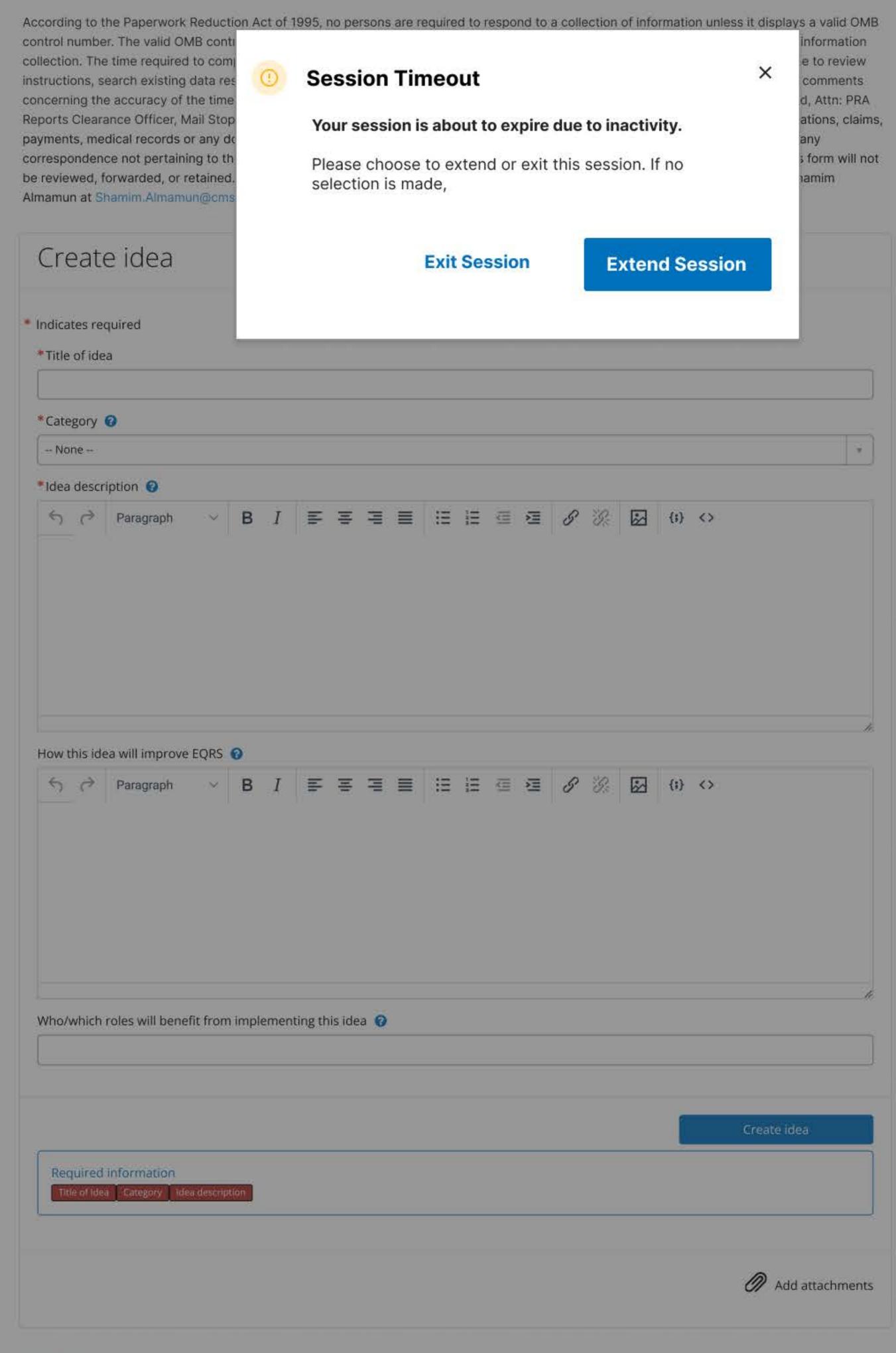
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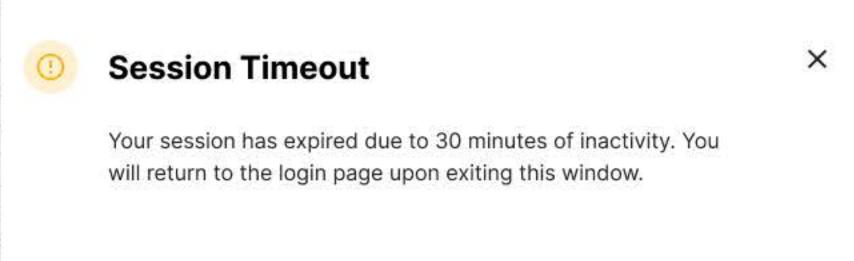
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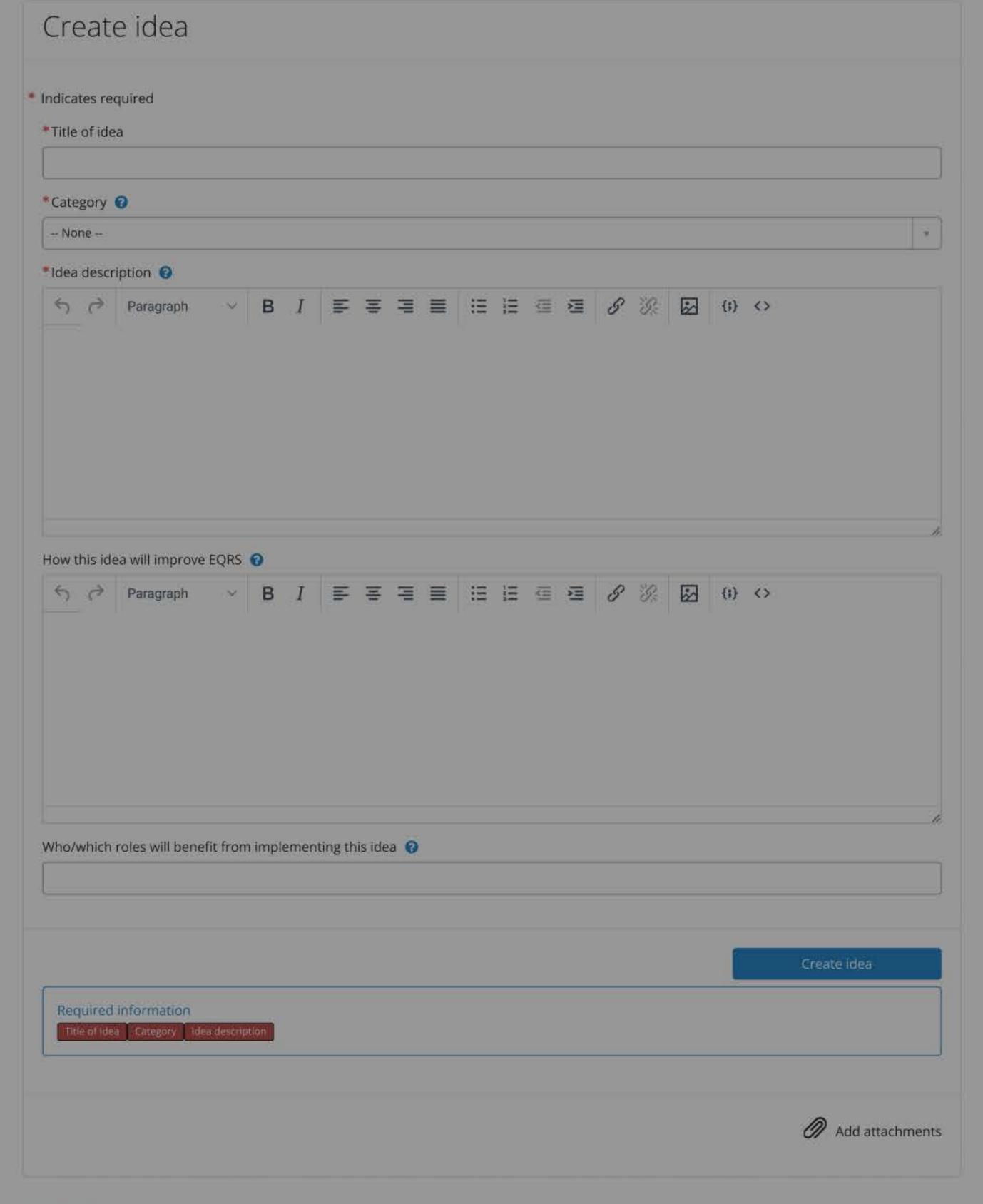
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According to the Paperwork Reduction Act of 19 control number. The valid OMB control number collection. The time required to complete this in instructions, search existing data resources, gar concerning the accuracy of the time estimate(s Reports Clearance Officer, Mail Stop C4-26-05, payments, medical records or any documents of correspondence not pertaining to the information be reviewed, forwarded, or retained. If you have Almamun at Shamim Almamun@oms.hhs.gov.







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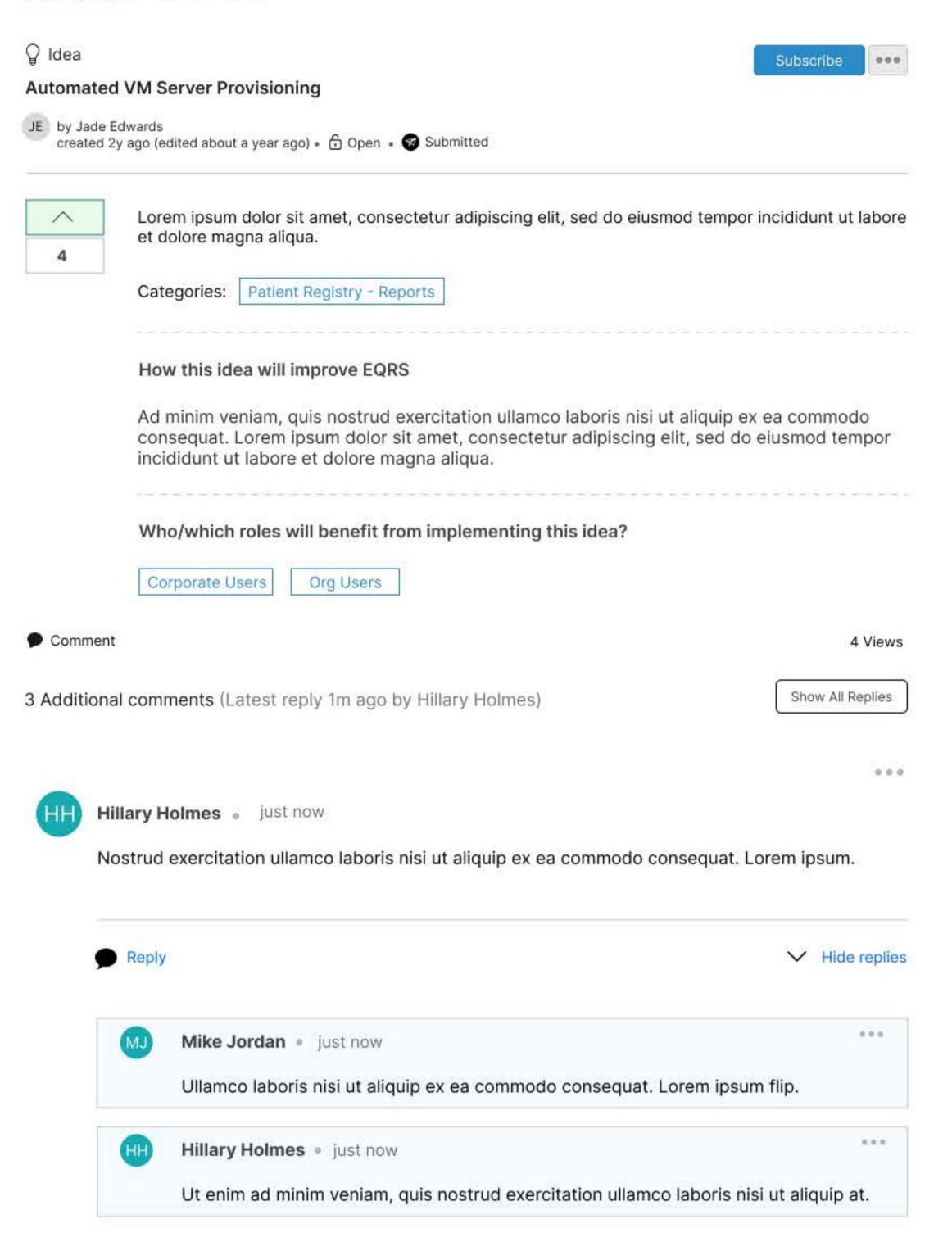
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# **IdeaPortal**



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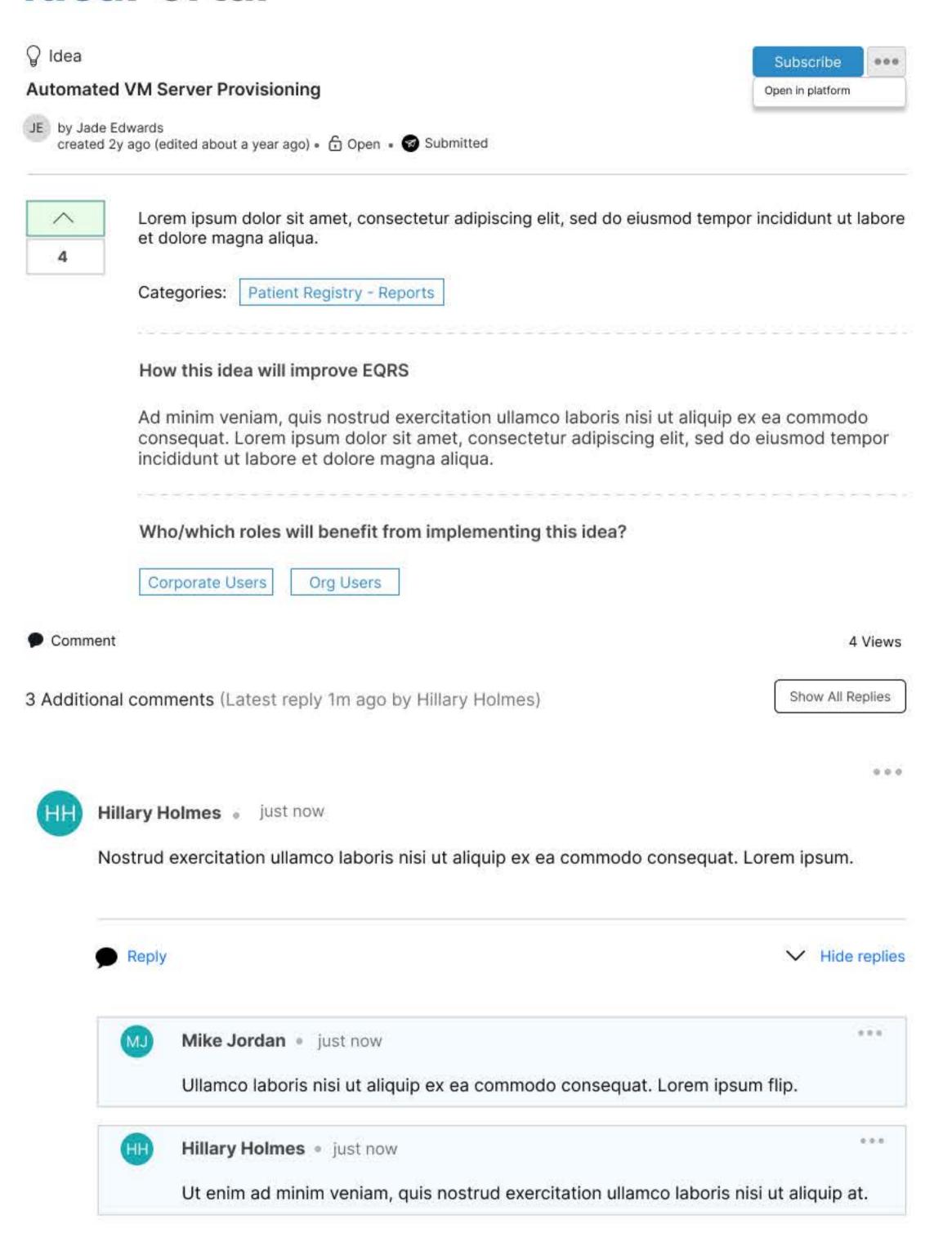
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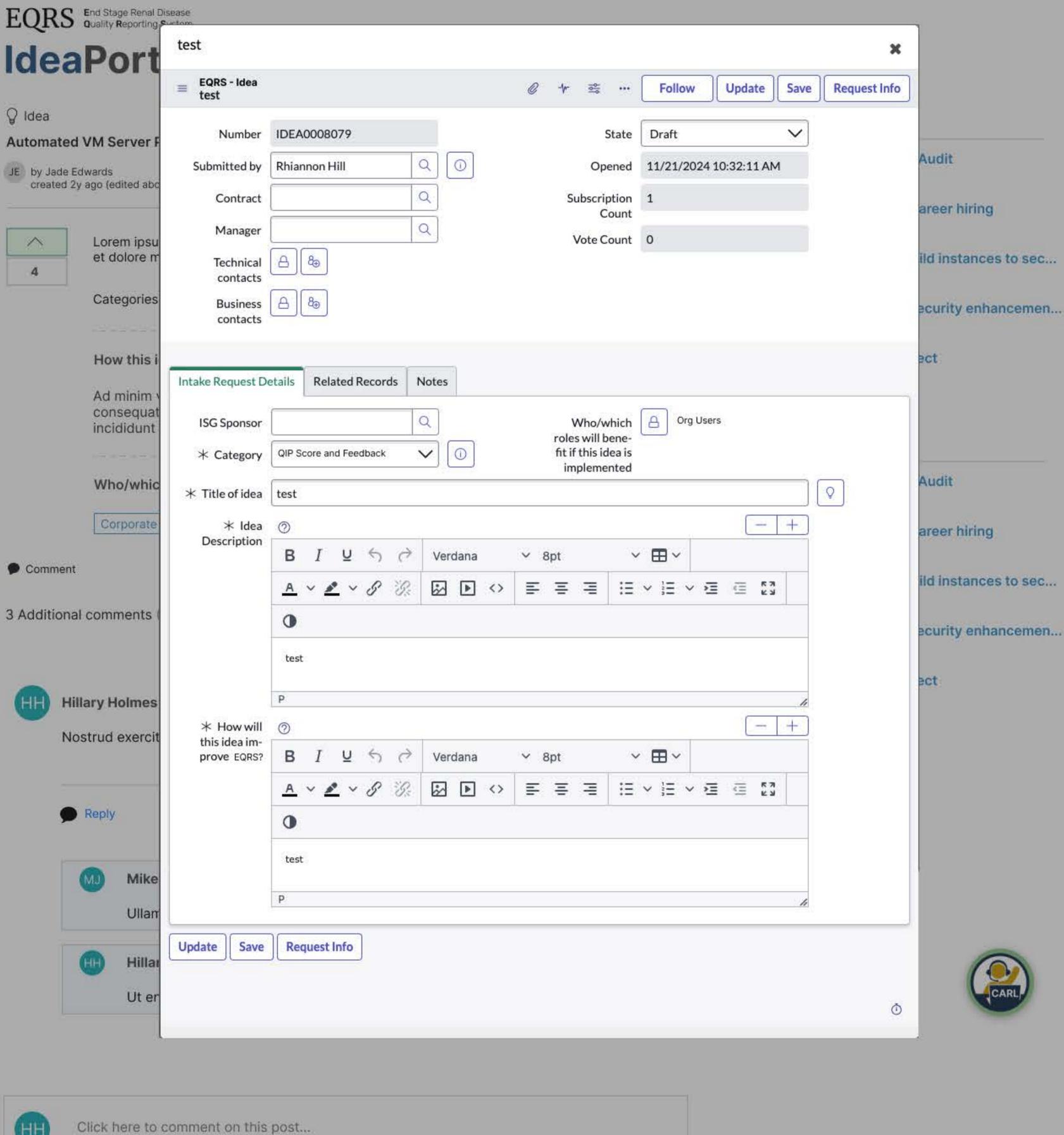
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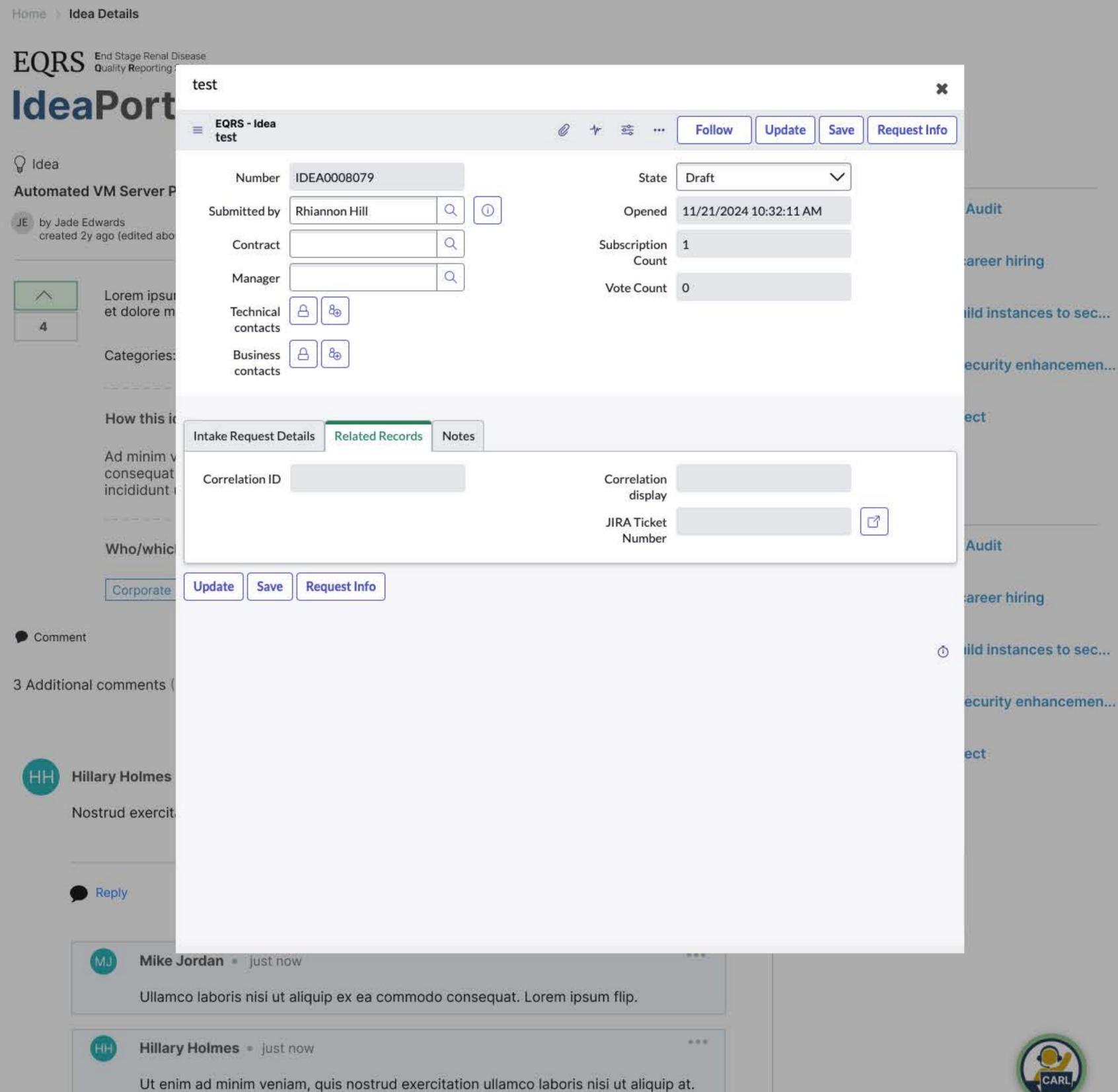
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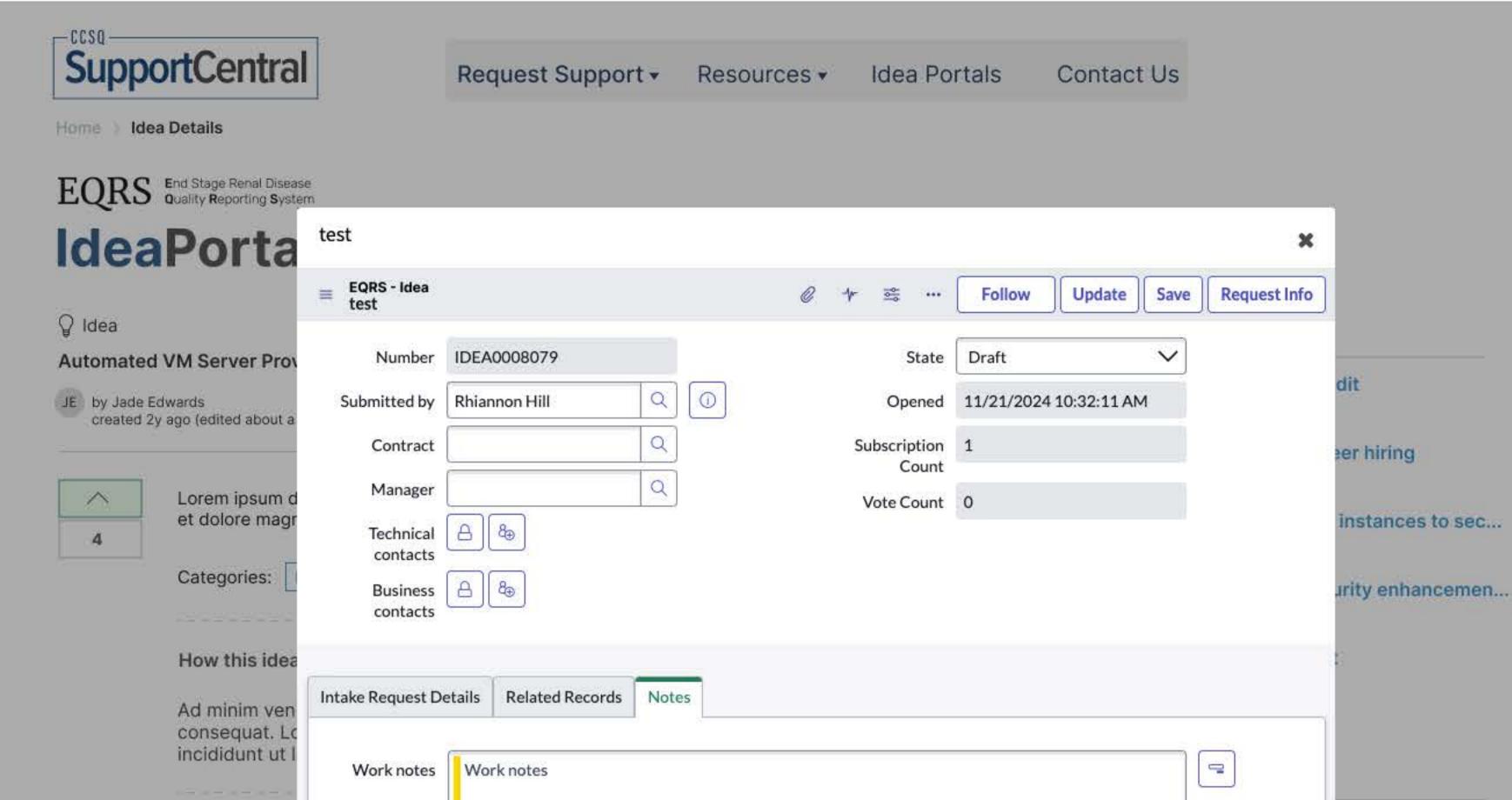
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Additional comments (Customer visible)

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CMS Quality Support - Test

CMS Quality Support - Test

mwilkins@tantustech.com...

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Show email details

EQRS Idea Weekly Summary of IDEA0008079 - test

EQRS Idea - comments added by Submitter

ahmar.wazir@cms.hhs.gov, danita.patel@cms.hhs.gov, michellene.roberts@cms.hhs.gov, elape@bellese.io,



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Notification Title: EQRS Idea Portal - Idea Submitted (empty form fields example)

When to send: When an idea is submitted

Who will receive: Submitter

Email subject: EQRS Idea Submitted - [Idea #IDEA0007327] - [Title of Idea]



### **EQRS Idea Portal - Idea Submitted**

Hello [name],

You have successfully submitted [Idea Ticket #IDEA0007327]. Please review the details below for more information.

Title of idea: [title]

Category: [category]

Idea description: Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

How will this idea improve EQRS? At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

Who/which roles will benefit from implementing this idea? [Role type 1] [Role type 2]

Please visit [Idea title] to view this idea. You may be prompted to log in using your EQRS User ID and password.

If you have any additional questions, please visit us at CCSQ Support Central and submit a new ticket.

Thank you, EORS Customer Experience Team

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QualityNet Service Center

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For Hearing Impaired Customers: Telecommunications Relay Service: 711

Notification Title: EQRS Idea Portal - Idea Approved

When to send: When an idea is approved Who will receive: Submitter and subscriber

Email subject: EQRS Idea Approved - [Idea #IDEA0007327] - [Title of Idea]



### EQRS Idea Portal - Idea Approved

Hello [name],

[Idea Ticket #IDEA0007327] has been approved! You will receive notifications as this idea moves through the Product Development Process. Please review the details below for more information.

Title of idea: [title]

Category: [category]

Idea description: Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

How will this idea improve EQRS? At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

Who/which roles will benefit from implementing this idea? [Role type 1] [Role type 2]

Please visit [Idea title] to view this idea. You may be prompted to log in using your EQRS User ID and password.

If you feel you received this message in error or no longer wish to receive updates, <u>click here to be removed</u> from this idea subscription.

If you have any additional questions, please visit us at CCSQ Support Central and submit a new ticket.

Thank you, EQRS Customer Experience Team

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Notification Title: EQRS Idea Portal - Idea Not Accepted

When to send: When an idea is not approved Who will receive: Submitter and subscriber

Email subject: EQRS Idea Not Accepted - [Idea #IDEA0007327] - [Title of Idea]



### **EQRS Idea Portal - Idea Not Accepted**

Hello [name],

[Idea Ticket #IDEA0007327] has not been accepted. Please review the details below for more information.

Title of idea: [title]

Why was this idea not accepted? Lorem ipsum dolor sit amet, consetetur

Please visit [Idea title] to view this idea. You may be prompted to log in using your EQRS User ID and password.

If you have any additional questions, please visit us at CCSQ Support Central and submit a new ticket.

Thank you, EQRS Customer Experience Team

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Notification Title: EQRS Idea Portal - Subscribed to Idea When to send: When a person subscribes to an idea

Who will receive: Subscriber

Email subject: EQRS Subscribed To Idea - [Idea #IDEA0007327] - [Title of Idea]



### EQRS Idea Portal - Subscribed to Idea

Hello [name],

You have subscribed to [Idea Ticket #IDEA0007327]. Subscribing to an idea means you will receive notifications when this idea is updated, commented on, and moved through the Product Development Process. Please review the details below for more information.

Title of idea: [title]

Category: [category]

Idea description: Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

How will this idea improve EQRS? Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore.

Who/which roles will benefit from implementing this idea? [Role type 1], [Role type 2]

Please visit [Idea title] to view this idea. You may be prompted to log in using your EQRS User ID and password.

If you have any additional questions, please visit us at CCSO Support Central and submit a new ticket.

Thank you, EORS Customer Experience Team

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### Idea Portal Weekly Summary

Hello [Submitter or Subscriber name],

Weekly summary for [Idea Ticket #IDEA0007327]:

### New Comments Added

No new update this week.

### Vote Received

Total number of votes received: 27

### Idea Updated

Field updated: Idea description

Status change: Submitted

Please visit [Idea title] to view this idea. You may be prompted to log in using your EQRS User ID and password.

If you feel you received this message in error or no longer wish to receive updates, click here to be removed from this idea subscription.

If you have any additional questions, please visit us at <a href="CCSQ Support Central">CCSQ Support Central</a>
and submit a new ticket.

Thank you, EQRS Customer Experience Team

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### Idea Portal Weekly Summary

Hello [Submitter or Subscriber name],

Weekly summary for [Idea Ticket #IDEA0007327]:

### **New Comments Added**

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### Vote Received

Total number of votes received: 27

### Idea Updated

Field updated: Idea description

Status change: Submitted

Please visit [Idea title] to view this idea. You may be prompted to log in using your EQRS User ID and password.

If you feel you received this message in error or no longer wish to receive

updates, click here to be removed from this idea subscription.

If you have any additional questions, please visit us at <a href="CCSQ Support Central">CCSQ Support Central</a> and submit a new ticket.

Thank you, EQRS Customer Experience Team

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Notification Title: EQRS Idea Portal - Idea Submitted (empty form fields example)

When to send: When an idea is submitted Who will receive: EQRS Idea Managers

Email subject: EQRS Idea Submitted - [Idea #IDEA0007327] - [Title of Idea]



### EQRS Idea Portal - Idea Submitted

Hello [EQRS Idea Manager],

Please review the following idea assigned to your group.

Idea Number: IDEA0007327

Title of idea: [title]

Category: [category]

Idea description: Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

How will this idea improve EQRS? At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

Who/which roles will benefit from implementing this idea? [Role type 1] [Role type 2]

Thank you.

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Notification Title: EQRS Idea - comments added by manager

When to send: When a EQRS Idea Manager adds a comment to an idea

Who will receive: Submitter

Email subject: EQRS Idea - comments added by manager



### Comment added by EQRS Idea Manager

Hello [name],

Comment added by EQRS Idea Manager: [date and time] This is an example comment. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam.

Click the button below to provide us more information.

**Provide Additional Info** 

Please visit [Idea title] to view this idea. You may be prompted to log in using your EQRS User ID and password.

Thank you, EQRS Customer Experience Team

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Notification Title: EQRS Idea - comments added by submitter

When to send: When a EQRS Idea Submitter adds a comment to an idea

Who will receive: EQRS Idea Manager

Email subject: EQRS Idea - comments added by Submitter



### Comment added by EQRS Idea Submitter

Hello [name],

Title of idea: [title]

Comment added by EQRS Idea Submitter: [date and time] This is an example comment. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam.

Thank you, EQRS Customer Experience Team

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