



http://Inquiry



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Inquiry ID	Date Submitted	Inquiry Type	Status	Assigned Analyst	Assigned Approver	CMS Requested Action
00001	05/01/2013	Clarification	Closed - Response Sent	AU001	-	-
00002	05/01/2013	Formal Inquiry	Closed Requested additional info from facility.	AU001	-	-
00003	05/01/2013	Formal Inquiry	Closed - In Progress - CMS	AU001	-	-
00004	05/01/2013	Formal Inquiry	Closed - additional info. Not provided	AU001	-	-
00005	05/01/2013	Formal Inquiry	Closed - In Progress - CMS	AU001	-	-
00006	05/01/2013	Formal Inquiry	Closed - Closed - Response Sent	AU001	-	-
00007	05/01/2013	Clarification	Closed - In Progress - Analytical	AU001	-	-
00008	05/01/2013	Formal Inquiry	Closed - In Progress - Analytical	AU001	-	-
00009	05/01/2013	Clarification	Open - New		-	-
00010	05/01/2013	Clarification	Closed - New	AU001	-	-

Filters

[Reset All Filters](#)

Inquiry ID:

Date Submitted

From:

Through:

Inquiry Type:

Status:

Assigned Analyst:

Assigned Approver:

CMS Requested Action:



Content Header

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- Reports
- Data Supperssion
- Inquiry**
- Help

This is the clarification detail page

[Home](#) > [Clarification](#) > Clarification 301

Request for Clarification #301 from Facility ABCD CCM#1234

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This is the Clarification submitted by a facility to the Tier 2 support.

Response to Clarification 201 from Facility ABCD CCM#1234 about Clarification #301

Request Additional Info

Subject line is a link the launches a pop up that show the details of the messages selected

Subject	Date
AU001 - You missed 2 of our facilities	6/13/2015
AU001 - Question on the Hearnoglogin Scores	6/14/2015

Create Note

Notes Concerning Clarification 201

Subject	Date
AU001 - You missed 2 of our facilities	6/13/2015
AU001 - Question on the Hearnoglogin Scores	6/14/2015
AU001 - What is our customer service score	6/17/2015
AU001 - Please tell us how score supression process	6/19/2015
AU001 - How improtant is vein health to our score	6/20/2015

Assigned to Analyst

Select Analyst

- AU0001
- AU0002
- AU0002

Assign Analyst

Analyst can assign formal Inquires to themselves and other Tier 2 support agents.

Actions

Inquiry Type

Change Inquiry Type

Analyst Categories

- Hgb > 12g/dl
- Kt/V: Hemodialysis
- Kt/V: Pediatric
- Kt/V: Peritoneal
- Patient Consent ESA
- VAT Catheter
- VAT Fis
- NHSN E
- Hyperc
- Anemic
- Mineral metabolism
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Assign Categories

Analyst can select multiple inquiry catagories for each inquiry.



Content Header

Notifications Reports Data

Home > Clarification > Clarification

Request for Clarification #301

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Are you sure you want to change the inquiry type from Clarification to Formal Inquiry?

YES Not Yet

Assigned to Analyst

Select Analyst

J0001
J0002
J0002

Assign Analyst

Analyst can assign formal Inquires to themselves and other Tier 2 support agents.

This is the Clarification submitted by a facility to the Tier 2 support.

Response to Clarification 201 from Facility ABCD CCM#1234 about Clarification #301

Request Additional Info

Subject	Date
AU001 - You missed 2 of our facilities	6/13/2015
AU001 - Question on the Hemoglobin Scores	6/14/2015

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Create Note

Notes Concerning Clarification 201

Subject	Date
AU001 - You missed 2 of our facilities	6/13/2015
AU001 - Question on the Hemoglobin Scores	6/14/2015
AU001 - What is our customer service score	6/17/2015
AU001 - Please tell us how score suppression process	6/19/2015
AU001 - How important is vein health to our score	6/20/2015

Actions

Inquiry Type

Change Inquiry Type

Analyst Categories

- Hgb > 12g/dl
- Kt/V: Hemodialysis
- Kt/V: Pediatric
- Kt/V: Peritoneal
- Patient Consent ESA
- VAT Catheter
- VAT Fistula
- NHSN ESRD
- Hyperkalemia
- Anemia
- Mineral Metabolism
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Assign Categories

Analyst can select multiple inquiry categories for each inquiry.



This is the inquiry detail page

Content Header

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- Inquiry**
- Help

[Home](#) > [Inquiry](#) > Formal Inquiry 201

Formal Inquiry from Facility ABCD CCM#1234

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This is the Formal Inquiry submitted by a facility.

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Request Additional Information from Facility ABCD /r C

Request Additional Info

Subject	Date
You missed 2 of our facilities	6/13/2015
Question on the Heamoglogin Scores	6/14/2015

Subject line is a link the launches a pop up that show the details of the messages selected.

Send Message to CMS

Messages to CMS Concerning Formal Inquiry 201

Subject	Date
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Notes Concerning Clarification 201

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AU001 - Please tell us how score supression process	6/19/2015
AU001 - How improtant is vein health to our score	6/20/2015

Official Formal Response to Formal Inquiry 201

[Empty text area for response]

Send to Facility

Assigned to Analyst

Select Analyst

- AU0001
- AU0002
- AU0002

Assign Analyst

Analyst can assign formal Inquires to themselves and other Tier 2 support agents.

Actions

Inquiry Type

Change Inquiry Type

Analyst Categories

- Hgb > 12g/dl
- Kt/V: Hemodialysis
- Kt/V: Pediatric
- Kt/V: Peritoneal
- Patient Consent ESA
- VAT Catheter
- VAT Fistula
- NHSN Bloodstream
- Hypercalcemia
- Anemia Management
- Mineral Metabolism
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Assign Categories

Analyst can select multiple inquiry catagories for each inquiry.



This is the

CMS Message

* Subject 30/140

* Enter Text 30/5000

Add Attachment

SUBMIT **Cancel**

This is the Formal Inquiry submitted by a facility.

Analyst can assign formal Inquires to themselves and other Tier 2 support agents.

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Analyst

Categories

- > 12g/dl
- Hemodialysis
- Pediatric
- Peritoneal
- Patient Consent ESA
- VAT Catheter
- VAT Fistula
- NHSN Bloodstream
- Hypercalcemia
- Anemia Management
- Mineral Metabolism
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Assign Categories

Official Formal Response to Formal Inquiry 201

Send to Facility



This is the

CMS Message

Are you sure you want to Send this Message to CMS?

YES **No**

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Add Attachment sample_doc.doc (14kb)

SUBMIT **Cancel**

This is the Formal Inquiry submitted by a facility.

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Send Message to CMS

Messages to CMS Concerning Formal Inquiry 201

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AU001 - Please tell us how score supression process	6/19/2015
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Analyst

Analyst

Analyst

Inquiry Type

Categories

- > 12g/dl
- Hemodialysis
- Pediatric
- Peritoneal
- Patient Consent ESA
- VAT Catheter
- VAT Fistula
- NHSN Bloodstream
- Hypercalcemia
- Anemia Management
- Mineral Metabolism
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Assign Categories

Official Formal Response to Formal Inquiry 201

Send to Facility



This is the inquiry detail page

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- Help

[Home](#) > [Inquiry](#) > Formal Inquiry 201

Formal Inquiry from Facility ABCD CCM#1234

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This is the Formal Inquiry submitted by a facility.

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Request Additional Information from Facility ABCD /r C

Request Additional Info

Subject	Date
You missed 2 of our facilities	6/13/2015
Question on the Heamoglogin Scores	6/14/2015

Subject line is a link the launches a pop up that show the details of the messages selected.

Send Message to CMS

Messages to CMS Concerning Formal Inquiry 201

Subject	Date
You missed 2 of our facilities	6/13/2015
Question on the Heamoglogin Scores	6/14/2015
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Create Note

Notes Concerning Clarification 201

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AU001 - Please tell us how score supression process	6/19/2015
AU001 - How improtant is vein health to our score	6/20/2015

Official Formal Response to Formal Inquiry 201

Empty text box for official response

Send to Facility

Assigned to Analyst

AU0001

Reassign to:

AU0003

Reassign Analyst

Shows dropdown with a list of assignble users. User selects, and hits "Reassign Analyst" button.

- Select
- AU0001
 - AU0002
 - AU0003

Actions

Inquiry Type

Change Inquiry Type

Analyst Categories

- Hgb > 12g/dl
- Kt/V: Hemodialysis
- Kt/V: Pediatric
- Kt/V: Peritoneal
- Patient Consent ESA
- VAT Catheter
- VAT Fistula
- NHSN Bloodstream
- Hypercalcemia
- Anemia Management
- Mineral Metabolism
- ICH CAHPS
- Influenza Immuniztion
- Small Facility Issue
- Comorbidity

Analyst can select multiple inquiry categories for each inquiry.

Assign Categories



This is the inquiry detail page

Analyst can assign formal Inquires to themselves and other Tier 2 support agents.

Analyst can select multiple inquiry categories for each inquiry.

This is the Formal Inquiry submitted by a facility.

Formal Inquiry #201 is assigned to AU0001.

Are you sure you want to change the assignment to AU0003?

Reassign

Cancel

Content Header

Assigned to Analyst

Notifications

Assign User

Home > Inquiry

Formal Inquiry

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Request Additional Information from Facility ABCD CCM#123
about Formal Inquiry 201

Request Additional Info

Subject	Date
You missed 2 of our facilities	6/13/2015
Question on the Heamoglogin Scores	6/14/2015

Subject line is a link the launches a pop up that show the details of the messages selected.

Messages to CMS Concerning Formal Inquiry 201

Send Message to CMS

Subject	Date
You missed 2 of our facilities	6/13/2015
Question on the Heamoglogin Scores	6/14/2015
What is our customer service score	6/17/2015
Please tell us how score supression process	6/19/2015
How improtant is vein health to our score	6/20/2015

Notes Concerning Clarification 201

Create Note

Subject	Date
AU001 - You missed 2 of our facilities	6/13/2015
AU001 - Question on the Heamoglogin Scores	6/14/2015
AU001 - What is our customer service score	6/17/2015
AU001 - Please tell us how score supression process	6/19/2015
AU001 - How improtant is vein health to our score	6/20/2015

Official Formal Response to Formal Inquiry 201

[Empty text area for response]

Send to Facility

- Hgb > 12g/dl
- Kt/V: Hemodialysis
- Kt/V: Pediatric
- Kt/V: Peritoneal
- Patient Consent ES
- VAT Catheter
- VAT Fistula
- NHSN Bloodstream
- Hypercalcemia
- Anemia Management
- Mineral Metabolism
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Assign Categories

Change Inquiry Type



This is the inquiry detail page

Content Header

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- Help

[Home](#) > [Inquiry](#) > Formal Inquiry 201

Formal Inquiry from Facility ABCD CCM#1234

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This is the Formal Inquiry submitted by a facility.

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Request Additional Information from Facility ABCD CCM#1234 about Formal Inquiry 201

Request Additional Info

Subject	Date
You missed 2 of our facilities	6/13/2015
Question on the Heamoglogin Scores	6/14/2015

Subject line is a link the launches a pop up that show the details of the messages selected.

Send Message to CMS

Messages to CMS Concerning Formal Inquiry 201

Subject	Date
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Create Note

Notes Concerning Clarification 201

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AU001 - Please tell us how score supression process	6/19/2015
AU001 - How improtant is vein health to our score	6/20/2015

Official Formal Response to Formal Inquiry 201

[Empty text area for response]

Send to Facility

Assigned to Analyst

AU0003

Reassign to:

Select

Reassign Analyst

Analyst can assign formal Inquires to themselves and other Tier 2 support agents.

Actions

Analyst Categories

- Hgb > 12g/dl
- Kt/V: Hemodialysis
- Kt/V: Pediatric
- Kt/V: Peritoneal
- Patient Consent ES
- VAT Catheter
- VAT Fistula
- NHSN Bloodstream
- Hypercalcemia
- Anemia Management
- Mineral Metabolism
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Analyst can select multiple inquiry catagories for each inquiry.

Assign Categories

Change Inquiry Type



Request Information [X]

Facility Formal Inquiry

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Additional Information Needed from Facility

This is where the Analytical User would request additional information from the facility who submitted this inquiry.

Notes

AU00001 (052914 12:13): Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
 AU00004 (052914 12:13): Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Submit Request to Facility **Cancel Request**

Inquiry 201

Home > Inquiry

Formal Inquiry

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Formal Inquiry
submitted by a
facility.

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Subject

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Assign Categories

Change Inquiry Type

Send Message to CMS

Messages to CMS Concerning Formal Inquiry 201

Subject	Date
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Official Formal Response to Formal Inquiry 201

[Empty text box for response]

Send to Facility



Home > Inquiry > Formal Inquiry

Request Information

Inquiry 201

Formal Inquiry

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laborum.

Facility Formal Inquiry

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Are you sure you want to submit a
Request to the Facility?

YES Not Yet

Additional Information

This is where the Analyst/Analyst would request additional information from the facility who submitted this inquiry.

Notes

AU00001 (052914 12:13): Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
AU00004 (052914 12:13): Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Submit Request to Facility

Cancel Request

Messages to Facility

Subject

You missed

Question on

What is our

Please tell u

How important is vein health to our score

6/20/2015

Messages to CMS Concerning Formal Inquiry 201

Send Message to CMS

Subject

Date

You missed 2 of our facilities

6/13/2015

Question on the Hemoglobin Scores

6/14/2015

What is our customer service score

6/17/2015

Please tell us how score suppression process

6/19/2015

How important is vein health to our score

6/20/2015

Official Formal Response to Formal Inquiry 201

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Send to Facility

Analyst

Categories

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Assign Categories

Change Inquiry Type





CMS Message [X]

* Subject 30/140

* Enter Text 30/5000

[Add Attachment](#)

SUBMIT [Cancel](#)

Are you sure that you want to save this Note?

YES [No](#)

Subject line is a link the launches a pop up that show the details of the messages selected

Analyst can assign formal Inquires to themselves and other Tier 2 support agents.

Analyst can select multiple inquiry categories for each inquiry

Response to Clarification #301

Subject	Date
AU001 - You missed 2 of our facilities	6/13/2015
AU001 - Question on the Hemoglobin Scores	6/14/2015

Notes Concerning Clarification 201

Subject	Date
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Analyst

Analyst

Analyst

Inquiry Type

Categories

- > 12g/dl
- Hemodialysis
- Pediatric
- Peritoneal
- Patient Consent ESA
- VAT Catheter
- VAT Fistula
- NHSN E
- Hypercalcemia
- Anemia
- Mineral
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Assign Categories



Create a Note for Clarification #301

* Subject 30/140

* Enter Text 30/5000

[Add Attachment](#)

SUBMIT [Cancel](#)

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Analyst

Inquiry Type

Categories

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Assign Categories



Content Header

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Request for Clarification #301 from Facility ABCD CCM#1234

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This is the Clarification submitted by a facility to the Tier 2 support.

Response to Clarification 201 from Facility ABCD CCM#1234 about Clarification #301

Request Additional Info

Subject line is a link the launches a pop up that show the details of the messages selected

Subject	Date
AU001 - You missed 2 of our facilities	6/13/2015
AU001 - Question on the Heamoglogin Scores	6/14/2015

Create Note

Notes Concerning Clarification 201

Subject	Date
AU001 - Reason for missed facilities	6/15/2015
AU001 - You missed 2 of our facilities	6/13/2015
AU001 - Question on the Heamoglogin Scores	6/14/2015
AU001 - What is our customer service score	6/17/2015
AU001 - Please tell us how score supression process	6/19/2015
AU001 - How improtant is vein health to our score	6/20/2015

Assigned to Analyst

Select Analyst

- AU0001
- AU0002
- AU0002

Assign Analyst

Analyst can assign formal Inquires to themselves and other Tier 2 support agents.

Actions

Inquiry Type

Change Inquiry Type

Analyst Categories

- Hgb > 12g/dl
- Kt/V: Hemodialysis
- Kt/V: Pediatric
- Kt/V: Peritoneal
- Patient Consent ESA
- VAT Catheter
- VAT Fis...
- NHSN E...
- Hyperc...
- Anemic...
- Mineral...
- ICH CAHPS
- Influenza Immunization
- Small Facility Issue
- Comorbidity

Assign Categories

Analyst can select multiple inquiry catagories for each inquiry.