ESRD Network Program Customer Support Portal

IPRO ESRD Network Program Customer Support Portal provides centralized technical assistance to support all of your data submission requirements. This technical assistance includes support for data system submissions such as entries in ESRD Quality Reporting System (EQRS) and National Healthcare Safety Network (NHSN). Technical assistance is also provided for systems such as Dialysis Data Reports (DialysisData.org) and Quality Incentive Program (QIP).

Support Portal

By registering for the IPRO ESRD Network Program Support Portal, you will be able to quickly and easily submit questions and requests for assistance directly to the Network staff. You can register for the portal by going to:
http://help.esrd.ipro.org

Knowledge Base

The Network Program has documented answers to a multitude of "Frequently Asked Questions" and have posted them to the Knowledge Base on the Support Portal.
You can browse the different knowledge items, and if you still need help, you can register for the portal and submit a ticket for help.
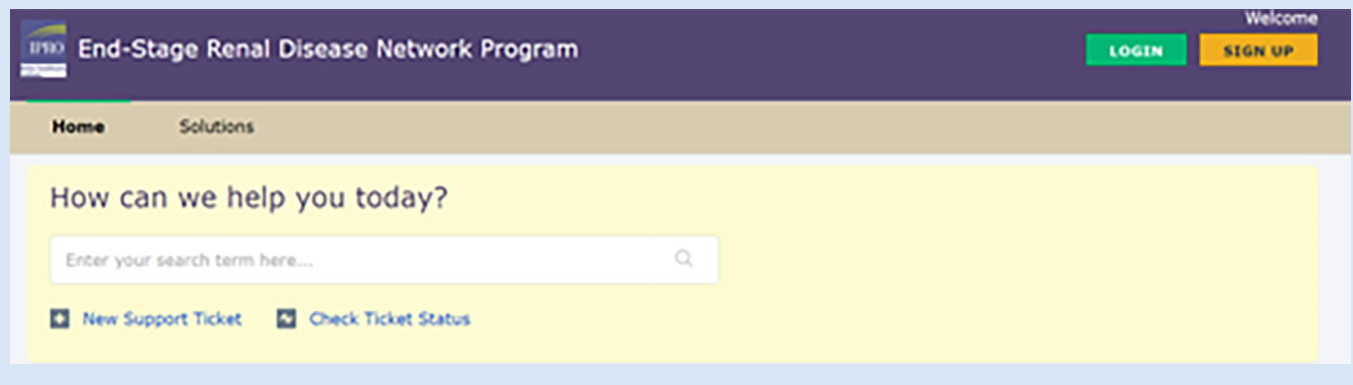
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Important Tips!

When submitting requests to the Network, please keep in mind the following:

- NEVER include any patient-specific information such as Name, Date of Birth, Social Security Number, Medicare Claim Number, etc.

- The only patient identifier that can safely be communicated is the Unique Patient Identifier (UPI) from ESRD Quality Reporting System (EQRS).

- Please include as much of the following information as possible:

  » Your full name

  » Your facility's six-digit CMS Certification Number (CCN)

  » The name of your facility

  » A telephone number and email address at which you can be reached

**We look forward to supporting you in meeting your facility's needs.
Please reach out to the Network** whenever **you are in need of technical assistance!**

To reach the Network Program Support Teams, send requests for assistance to:

- Customer Support Portal Ticket System:
  IPROESRDHelp@iproesrdnetwork.freshdesk.com

- Program Email address:
  support@iproesrdnetwork.freshdesk.com

IPRO End-Stage Renal Disease Network Program

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