

Extraordinary Circumstances Exceptions (ECE) User Interface (UI) Frequently Asked Questions

October 2026: This document was updated to reflect recent changes in the ECE UI that allow users to add or change secondary points of contact after an ECE has been submitted. More comprehensive information regarding the ECE UI is available [here](#).

Question 1: How do I request access to the ECE UI application?

Answer: If you currently have a Corporate Point of Contact (CPOC) or Facility Point of Contact (FPOC) Quality Incentive Program (QIP) role in EQRS, you will have access to the ECE UI. You do not need to submit a request for additional access.

Question 2: Can I submit an ECE request by emailing the ECE Request Form, or am I required to submit my request using the ECE UI?

Answer: At this time, facilities have the option to submit ECE requests using the ECE UI. They also may continue to submit ECE requests by emailing the form according to the instructions here: [End Stage Renal Disease Quality Incentive Program \(ESRD QIP\) Participation](#).

Question 3: How will I know if my ECE is approved if I submit my request in the ECE UI?

Answer: The primary and secondary (if applicable) contacts will be notified via email (ESRDQPS-Admin@ArborResearch.org) with the final CMS decision letter. After the letter is sent, the ECE UI will also display the final status of your ECE request. Please add the ESRDQPS-Admin@ArborResearch.org email address to your organization's list of safe email addresses to ensure messages from this source are not blocked or sent to a junk folder or other location you do not check regularly.

Question 4: I emailed my ECE request, so why is it appearing in the ECE UI?

Answer: CMS Support will enter all ECE requests submitted via email into the ECE UI. Facility and Corporate Points of Contact (POCs) may view and/or track the status of ECE requests for facilities in their purview in the UI.

Question 5: My facility will be closed longer than initially anticipated. How can I modify the ECE end date?

Answer: If the estimated end date needs to be changed after your submission and your ECE is still under CMS review, you must submit a request to revise the end date via the Help Desk ([CCSQ Welcome Page – CCSQ Support Central](#)). If the estimated end date needs to be changed after the ECE is approved in the system, you must submit a new ECE request.

Question 6: Can I submit one ECE request for multiple facilities impacted by the same extraordinary event?

Answer: CPOCs can submit one ECE for multiple facilities if these facilities have the same start and end dates. Facilities with different ECE event dates must have individual ECE submissions.

Question 7: Can I edit an ECE request once it has been submitted with new information?

Answer: Facilities can now change or add a secondary point of contact in a submitted ECE. Aside from this, no further edits can be made to the application. If a different change is needed, contact the ESRD QIP Team via the Help Desk ([CCSQ Welcome Page – CCSQ Support Central](#)) and the application can be updated on your behalf. If a change is needed after an ECE has been approved in the system, you must submit a new ECE request.

Question 8: Where can I obtain additional information about the ECE User interface?

Answer: Detailed instructions for how users can submit ECE requests and review the status of requests in the ESRD QIP UI are available in the [Extraordinary Circumstances Exceptions \(ECE\) User Guide for ESRD QIP User Interface \(UI\)](#) that is posted along with other QIP and EQRS resources on the [Resources page of EQRS.CMS.gov](#). Specific questions can also be submitted via the Help Desk ([CCSQ Welcome Page – CCSQ Support Central](#)).