



Centers for Medicare & Medicaid Services
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Consolidated Renal Operations
in a Web-Enabled Network (CROWNWeb)
User Group Q&A

Version: 1.0

Last Modified: June 20, 2012

Document Number: User Group Meeting 20-Jun-12

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User Group Questions and Answers, June 20, 2012

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2744

Q1: If there is no 2744 showing in CROWNWeb do I need to complete a 2744 for 2011?

A: The first 2744 that will be completed by the facility within the CROWNWeb system will be for the 2012 survey year.

Q2: What defines a survey year for the 2744?

A: A survey year is defined as January 1 through December 31.

2728/2746

Q1: When do the 2746 and 2728 forms need to be put into CROWNWeb?

A: All 2746 and 2728 forms submitted after May 18, 2012 must be entered into CROWNWeb directly after national release. Thereafter, 2728 should be submitted within 45 days of first treatment and 2746 within 30 days of the patient's death.

Q2: Why is blue ink required when signing the 2728?

A: Submitting the 2728 using blue ink is a requirement by Social Security Agency (SSA).

Q3: For 2728s completed prior to national rollout, how is a 2728 corrected once the form has been submitted to SSA, but now needs to be entered into CROWNWeb and has validation errors?

A: If SSA has approved the 2728, a trouble ticket will need to be opened at the Quality Net Help Desk. The Help Desk will escalate the issue to the proper contractor for correction.

Q4: If there is a '-' in the 2746 primary cause of death, how is that fixed?

A: The 'Primary Cause of Death' must be updated in the Edit Patient Attributes screen. When the patient has a discharge reason of death, the 'Primary Cause of Death' will have to be filled out on the Edit Patient Attributes screen.

Q5: Is it mandatory to enter lab values on the 2728?

A: Yes, the laboratory values are required to be populated on the 2728.

Q6: Does the primary cause of death need to be completed with the secondary cause of death?

A: The primary cause of death is required for the 2746. The secondary cause(s) of death are not required but recommended

Q7: How is a 2728 triggered?

A: When a patient is admitted for the first time as 'New to ESRD' a 2728 form will be triggered for completion.

Q8: Does the facility need to send the 2728 form to any agency?

A: The facility will still need to send the 2728 to the Social Security Agency.

Q9: How often does vocational rehab data need to be updated?

A: The vocational rehab data must be updated at least annually for the 2744 survey.

Q13: When do the 2728s for patients after May 18th, 2012 need to be entered into CROWNWeb by?

A: The forms that must be entered for national release should be completed by July 31, 2012.

Access (roles and scope)

Q1: What is the URL for CROWNWeb?

A: The URL for CROWNWeb is:

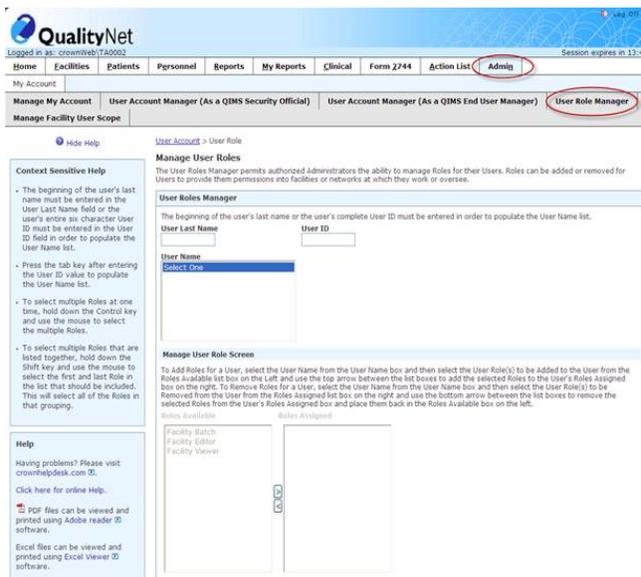
https://crownsui.qualitynet.org/portal/server.pt/community/cw_ui_guest/204

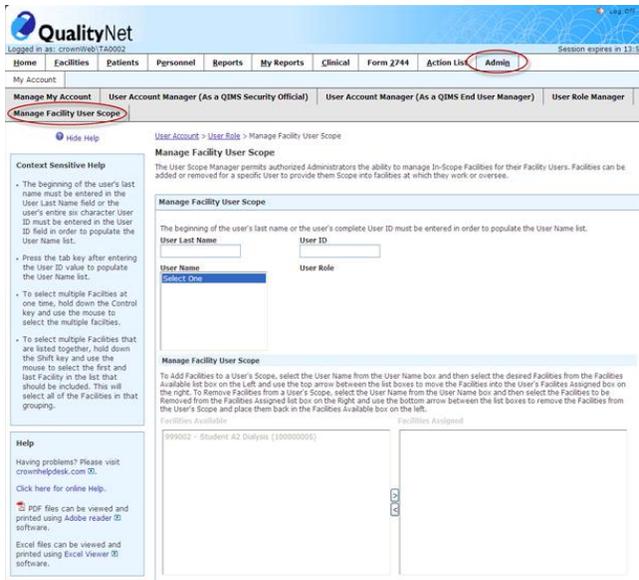
Q2: What is the difference between QIMS and CROWNWeb access?

A: The QualityNet Identity Management System (QIMS) provides an identity and access management system integrated with a two-factor solution. QIMS ensures secure, distributed, consistent account management, and authentication services for applications requiring multifactor authentication. This security service is applied in a consistent manner and CROWNWeb uses this security method.

CROWNWeb access controls the role and scope for each user. Each user must have a role which provides access to each module in CROWNWeb, and scope which assigns the facilities a user can access.

Q3: Where are roles and scope assigned in CROWNWeb?





Q4: What are the roles for facilities?

A: The facility has four user roles. The user roles are:

- ~ Facility viewer – this role can view data within their scope.
- ~ Facility Editor – this role can view and edit data within their scope.
- ~ Facility Batch – this is the role that will be used to submit electronic data into CROWNWeb.
- ~ Facility Administrator – this role is assigned to personnel that will be assigning role and scope to facility personnel.

Q5: Why do I only have admin and home tabs in CROWNWeb?

A: You will need to contact the individual who has the Facility Administrator role and scope over your facility to have your roles set up. If you are the Facility Administrator, you will need to contact the QualityNet Help Desk.

Q6: What happens when I lose my QIMS password and login ID?

A: When a user ID and/or password is misplaced, the user can contact the Quality Net Help Desk at 866-288-8912 or qnetsupport-esrd@sdps.org.

Q7: What do I do if I have the correct role and scope, but get a ‘permission denied’ error?

A: Confirm with your Facility Administrator the correct role and scope has been assigned; contact the QualityNet Help Desk if the error can not be resolved.

Q8: What happens when my CROWNWeb password expires?

A: When a CROWNWeb password expires, the user will need to reset their password using the security questions presented or contact their End User Manager (EUM).

Q9: How do I check to see what CROWNWeb roles I have?

A: The CROWNWeb Facility Administrator will be able to inform personnel what role and scope they have been assigned.

Q10: What are the login requirements to keep a password active?

A: The user must sign into CROWNWeb at least every 60 days to keep the password active.

BATCH

Q1: What is a batch submitting organization?

A: A batch submitting organization is a third party that submits data electronically on behalf of a facility. This may include a facilities headquarters.

Q2: What types of data are submitted through batch?

A: Data that can be submitted through batch includes patient, treatment and clinical data.

Q3: How do facilities change the authorized batch submitter organization field?

A: The facility does not have the ability to change the 'batch submitter organization' field.

Q4: When do I need to submit a Delegation of Authority form?

A: Whenever a facility is going to have a third party submit data on their behalf, a Delegation of Authority form must be completed.

Q5: When is the data available in CROWNWeb once submitted through batch?

A: Once the batch submitting organization submits the data without validation errors the facility will see the data through the user interface.

Q6: What data is unable to be populated through batch?

A: Items that must be manually entered into CROWNWeb include 2746, 2728, and facility information.

Clinical

Q1: EPO is labeled monthly, what dosage is used for Iron and vitamin D?

A: Iron and Vitamin D will both use monthly dosage.

Q2: Are we required to enter clinical data for April, May and June of 2012?

A: Data for May and June of 2012 must be entered into CROWNWeb by July 31st 2012.

Q3: Do we still submit the Fistula First Report or will it be included with the Batch submission?

A: Vascular access data is required in CROWNWeb and can be submitted through batch.

Q4: How is the common lab test date used?

A: The common lab test date was added to CROWNWeb to allow for easier data entry. When the common lab test date is entered, the end user simply tabs through the lab fields and the date is automatically populated. A specific lab date can be changed if the lab was taken on a different date than the rest of the labs.

Q5: Can you save in Clinical and return to complete?

A: There is currently no 'save' ability in the Clinical screen. This has been submitted to CMS as an update.

Q6: What should be answered if the patient does not have any medication allergies?

A: If a patient does not have any allergies, the response will be 'No Known Allergies'.

Q7: How often are clinical values required to be entered?

A: CMS requires clinical values to be entered into CROWNWeb monthly.

Q8: Is reticulocyte hemoglobin required?

A: Yes, it is required, but it is not mandatory to enter reticulocyte hemoglobin in order to submit clinical values.

Q9: Are all labs only applicable to the month requested? Hepatitis values are done annually, would this be left blank if not done?

A: Labs are applicable to the month selected. Data such as vaccination dates should be entered as updates occur (i.e. if no new hepatitis vaccination was given for a clinical month, select checkbox for 'Hepatitis B Vaccination Not Received').

Q10: How far back can dates be for patient's Vaccinations?

A: There are no date limitations when entering patient vaccination dates, but most recent should be entered.

Q11: What date should be used when the actual date access placed is not known?

A: The dates should be researched in the patient's medical records.

Q12: When will Vaccinations carry over from month to month?

A: An enhancement request has been submitted to CMS.

Q13: What do you do for vaccine if you don't have the actual date?

A: Accuracy of the data is very important. Patient records should capture patient vaccine dates.

Q14: What clinical data should be entered?

A: All clinical data should be entered into CROWNWeb each month.

Q15: If we send the incorrect lab value will we have the ability to correct it?

A: If the error has been identified prior to the clinical month closing, the data will be editable.

Q16: What happens if the lab was not drawn for the month?

A: If there is no data to enter into a field the field should be left blank. If a field is mandatory (noted by *) it must be filled in.

Q17: Will I receive data validation errors when submitting clinical data?

A: Some clinical fields have data validations. These fields will display an error which must be corrected, or a warning which is for informational purposes.

Q18: If data is sent electronically and something is not correct do we have to re-enter all of the clinical or can we simply edit the incorrect data?

A: If data in CROWNWeb has an incorrect value the data must first be fixed in the originating data source. If the value is corrected in CROWNWeb only, the value will be overwritten with the incorrect value again from the originating data source submission through batch.

Q19: When is vascular access data submitted?

A: Vascular access data is submitted at the end of each month.

Q20: Are the patient allergies saved from month to month?

A: No, currently the patient allergies are not saved from month to month. An enhancement request has been submitted to CMS.

Data Entry

Q1: Who is responsible for entering data into CROWNWeb such as: personnel, clinical, updating facility information?

A: It is up to each facility to select the user roles and assign them to personnel in their facility.

Q2: It takes a very long time to enter data into the system, is this going to improve?

A: CMS is always looking to enhance the user experience with CROWNWeb.

Q3: It seems like we have to input some of the same data into NHSN and CROWNWeb, such as accesses/infection. Is that correct?

A: Yes, NHSN and CROWNWeb are two separate systems. CMS is looking into different methodologies of sharing data with other federal agencies.

Facility

Q1: How do I update facility information such as: open/close times, number of stations?

A: The facility editor will be able to update these fields on the Edit Facility Details screen.

Q2: How can we change the Date Facility Opened, it is grayed out when trying to edit.

A: Contact the Network for further assistance in updating the data.

Q3: If you change preferences will it keep your previous data at the old preference.

A: Yes, if a default preference is changed, the data previously entered will remain as the old preference value.

Q4: If we will be using a HIE, which downloads patient info, do we need to set facility preferences or will the info be picked up automatically?

A: Facility preferences are used to make data entry easier for users entering data through the user interface. For example, you can select 'lbs' as your default unit of measure for patient weight. When a facility submits data electronically, the values (such as 'lbs') are already submitted with the patient's data.

Q5: Who should enter a DBA name?

A: The Facility 'Doing Business As' (DBA) name should be entered by the facility on the Edit Facility Details screen.

Q6: What do units do if their facility has changed ownership and the current name is not listed?

A: The facility can update the DBA name; however the Legal Name will be updated by the Network

General

Q1: Why is CROWNWeb so slow?

A: CMS is continually monitoring CROWNWeb for response times and has implemented system changes to enhance its performance.

Q2: What is the e-mail address for help with trouble logging in and received error messages?

A: The Quality Net Help Desk can be contacted at qnetsupport-esrd@sdps.org or 866-288-8912.

Q3: What is the first thing to check if experiencing a very slow system response time?

A: There are minimum computer specifications needed to use CROWNWeb. These include:

- **Operating System** - Windows XP SP2 or higher (Mac OS is not supported)
- **Screen Resolution** - Minimum of 1280 x 1024 (lower screen resolutions are not supported)
- **Internet Browser** - Microsoft Internet Explorer 8.0 or 9.0 (Firefox, Chrome, Safari are not supported)
- **Internet Connection** - Broadband (dial-up modem connection is not supported)
- **Viewing Reports in CROWNWeb** - In order to view reports, the following programs must be installed:
 - ✓ Adobe Reader 10.x or later
 - ✓ Microsoft Excel 2007 or greater (required to view reports in Excel format)
- **Browser Configuration** - To display CROWNWeb correctly in Internet Explorer, the browser must be configured as follows:
 - Pop-ups must be allowed for CROWNWeb domain
 - Java must be enabled - recommend JRE version 1.6.0_x and Java Plugin 6.0.x

Q4: What is the difference between the functions of Admin tab vs. Personnel tab?

A: The Admin tab is where a user can manage their QIMS account (reset their password) and the Personnel tab is where the facility will enter their facility personnel information.

Q5: What do I do if all my patient data is not in CROWNWeb?

A: If all data is not in CROWNWeb, the data will have to be reentered into CROWNWeb through the user interface.

Q6: What is the minimum number of treatments for a transient patient to be at your facility to enter them in crown web?

A: One - You must admit any patient you are treating at your facility into CROWNWeb.

Q7: What is the responsibility of transplant facilities?

A: Currently, transplant facilities are not required to enter data into CROWNWeb.

Q8: Will we get a reminder on completing the security training yearly/website?

A: Currently there is no annual reminder to renew the security refresher.

Q9: Can the web training be taken multiple times?

A: Yes, the web training can be taken as many times as you would like.

Q10: Is there an exact list of what we are supposed to do on a monthly basis?

A: As a guide, projectcrownweb.org has a Data Submission Provider Schedule that will help with the requirements.

Q11: Where was that Glossary mentioned by the CMS representative?

A: The Glossary can be located on www.projectcrownweb.org in the CROWNWeb Online Help.

GFR

Q1: How do I determine the GFR method?

A: If the facility is unsure which GFR method to use please call your facility lab.

PART

Data is fictitious

QualityNet
 Logged in as: crownWeb\tr1013
 Session expires in 13:52

Home Facilities Patients Personnel Reports My Reports Clinical Form 2744 Action List Admin

Search Patients Admit Patient PART

Hide Help

Search Patients > Patient Search Results > PART Verification

PART Verification - 37 Patient Records

Search Criteria

Filter: ALL Patients

Facility Criteria

Facility CCN: [] Facility NPI: [] Go

Facility DBA Name: ABC Dialysis (100000007)

Use Date Range:

Search Verify

<input type="checkbox"/> All/None	Patient Name	DOB (age)	Admit/Discharge	Treatment	Transient	Physician	Verification
<input type="checkbox"/>	Dance, Wanna	02/22/1961 (51)	12/22/2011 to Present	Dialysis Facility/Center Hemodialysis	No	Simmons, Geoffrey	05/23/2012 Roger Murdock
<input type="checkbox"/>	Discharge, Admitto	02/22/1972 (40)	01/26/2012 to Present	Dialysis Facility/Center Hemodialysis	No	Simmons, Geoffrey	05/23/2012 Roger Murdock
<input type="checkbox"/>	Discharge, NewAdmitto	01/22/1965 (47)	05/11/2012 to 05/17/2012	Dialysis Facility/Center Hemodialysis	No	Simpson, Homer, J	
<input type="checkbox"/>	Doublechecked, Albuminetry	02/22/1958 (54)	03/12/2012 to Present	Dialysis Facility/Center Hemodialysis	No	Simpson, Homer, J	05/23/2012 Roger Murdock

Context Sensitive Help

- * Indicates a required field to Search.
- 1 2 Either a CCN or NPI may be entered for the facility. These fields are used together to locate a Facility DBA Name. NPI and CCN values are not saved directly.
- Use the check boxes in the first column to indicate which patient(s) you wish to verify.

Help

Having problems? Please visit crownhelpdesk.com.

Click here for online Help.

PDF files can be viewed and printed using Adobe reader software.

Excel files can be viewed and printed using Excel Viewer software.

Q1: What do I do if a patient is on our PART list but is not a patient of this facility?

A: If there is a data discrepancy, contact your Network first for assistance.

Q2: What happens if patients are NOT 'Verified'?

A: CMS requires all patients to be verified. This replaces the Patient Activity Report currently submitted to the Network.

Q3: What is the timeframe I must use to verify patients?

A: Patients must be verified once every 30 days.

Q4: What does PART 'Verification' do?

A: The PART verification replaces the Patient Activity Report, and is required on a monthly basis to maintain the ESRD Patient Registry.

Q5: Is physician required on the PART?

A: Yes, the physician is required to be added if not in the PART verification.

Q6: Does the PART verification get sent to the Network?

A: No, the Networks will access CROWNWeb to verify PART completion.

Q7: Is there a way to "hide" the patients that are NOT active currently?

A: Patients that are not active in your facility should have been discharged from the facility.

Q8: When is PART available?

A: PART is available as of national rollout and should be verified.

Q9: How long does verification take per patient?

A: Each person verifying data will have different skill levels and the times will vary.

Q10: How do I change the physician in the PART form?

A: The physician in the PART form can be changed by going to the treatment record (click on the Treatment hyperlink for the patient) and clicking Edit Treatment to enter the change.

Q11: Will there be a monthly part report we are able to print?

A: No, currently the PART report can not be printed.

Q12: Are transients included in PART verification?

A: Yes, transients are included in the PART verification if admitted as a transient patient. There is a 'Transient' column on the PART that will indicate each patient's transient status.

Q13: How do I change the patient admit date if it is wrong?

A: The Admit/Discharge hyperlink on the PART screen will take you to the area in CROWNWeb where you can edit the admit information.

Q14: When you discharge a patient from your center how long will it take for it to come off your PART?

A: Once you verify the patient on the PART screen.

Q15: What should be done if I can't change the physician listed?

A: The physician is on the treatment record for the patient and can be changed there.

Patient

Q1: Where do I enter patient information?

A: Patient information should be entered in the patient module, by selecting the Patient tab.

Q2: What happens when I do not see nephrologists listed in treatment section?

A: The nephrologist should be entered into the treatment record by selecting the physician's name from the Attending Practitioner dropdown.

Q3: How do I discharge a patient in CROWNWeb?

A: From the Admit/Discharge Summary, click on the hyperlink for the Admit Date, then Edit Admit/Discharge will allow you to enter the discharge information.

The screenshot displays the QualityNet CROWNWeb interface. At the top, the user is logged in as 'crownWeb\TA0002' and the session expires in 13:42. The navigation menu includes Home, Facilities, Patients, Personnel, Reports, My Reports, Clinical, Form 2744, Action List, and Admit. The main content area shows the 'Edit Admit/Discharge Information' form for patient Morticia Adams (ID: 2104372837). The form is divided into two sections: Patient Admission Information and Patient Discharge Information. The Admission Information section includes fields for Admit Date (06/01/2012), Admit Reason (New ESRD Patient), Facility CCN (999002), Facility NPI (1770695579), Facility DBA Name (Student A2 Dialysis), and Transient Status (No). The Discharge Information section includes fields for Discharge Date (06/06/2012), Discharge Reason (Transfer), and Transfer Discharge Subcategory (Dialysis Facility). A 'Submit Date' of 06/06/2012 is also displayed. On the left side, there is a 'Context Sensitive Help' box and a 'Help' box with links to online help and PDF files.

Q4: When do I discharge a patient?

A: When a patient leaves the facility to be treated at another facility, or expires, they should be discharged.

Q5: How do I determine admit date?

A: The admit date is the date the patient starts treatment at your facility.

Q6: How do I enter transient patients?

A: When admitting the patient enter the transient status as 'Yes'. You will see more transient data that needs to be entered at that point.

QualityNet
 Logged in as: crownWeb\TA0002
 Session expires in 13:52

Home Facilities Patients Personnel Reports My Reports Clinical Form 2744 Action List Admit

Search Patients Admit Patient PART

Hide Help Search Patients > Admit Patient

Admit Patient

Patient Information

* SSN SSN N/A

*¹ Medicare Claim Number Claim Number N/A

* First Name

* Last Name

* Date of Birth (mm/dd/yyyy)

* Gender

* Admit Date (05/27/2012)

* Admit Reason

*² Facility CCN *² Facility NPI Go

* Facility DBA Name Student A2 Dialysis (100000005)

* Transient Status No

Context Sensitive Help

- * Indicates a required field to Admit a patient.
- ¹ If a Railroad Board number is entered in the Medicare Claim Number field, it will be automatically converted to a valid Medicare Claim Number upon Submit.
- ² Either a CCN or NPI may be entered for the admitting facility. These fields are used together to locate a Facility DBA Name. NPI and CCN values are not saved directly.
- Phone numbers and Social Security Numbers can be entered with or without hyphens. If entered without hyphens, the value will be converted when you tab from

Q7: How do I only show patients that are currently entered in my facility?

A: All patients that are not currently active in your facility should be discharged.

Q8: What do I do when CROWNWeb says the patient being entered is a duplicate patient?

A: If CROWNWeb says the patient being admitted is a duplicate, check to ensure the patient data is correct. If the data is correct please contact your Network for assistance.

Q9: What do I do when I have patients missing from my list on the clinical data screen?

A: Check to see if the correct treatment CCN type is selected. Patients will only display for the collection type selected for that clinical month.

Q10: We are unable to update race fields in the Patient attributes screen. These fields are gray and cannot be edited. How do we change Race information?

A: Once a 2728 has been submitted for a patient, these fields are locked and can not be changed.

Personnel

Q1: What do I need to do for a physician to show in a dropdown?

A: For a physician to show up in the dropdown, they must have an NPI and job title of Facility Medical Director, Facility Nephrologist, Other Physician, or Transplant Center Surgeon in the Personnel module.

Q2: We are a hospital based unit, is it necessary to add all Nephrologists?

A: No, it is not necessary for all nephrologists to be added. The only nephrologists required are those who admit patients and sign 2728s.

Q3: Can you enter more than one admitting physician? Our unit has several.

A: Yes, multiple physicians can be entered into the Personnel module.

Q4: Should I delete personnel if not at facility anymore?

A: This would be up to the facility. Once a physician is assigned to a saved form, they can not be deleted from CROWNWeb; they must be changed to inactive status by selecting the "Inactive Record" checkbox.

Q5: I only have one Medical Director at our facility, however, his partners sometimes order patients on dialysis and then refer them to our clinic. These partners sign the 2728. What do you suggest their job description should be?

A: Other physicians can be entered as attending physicians. These physicians will then show up in the drop down for the 2728 forms to be completed.

Q6: What nephrologist do we enter for our facility?

A: The nephrologist that will be signing the 2728s and admitting patients will need to be entered into CROWNWeb.

Q7: Must ALL facility personnel be listed/entered into CW?

A: No, the physicians that will be signing the 2728 and admitting patients must be entered. It is also suggested to enter Facility Medical Director and Facility Point of Contact into the Personnel module.

Q8: Can I have one individual that is listed multiple times with different job classifications?

A: Yes, CROWNWeb will allow one individual to be listed with multiple job classifications.