CMS’ CROWNWeb Application
CROWNWeb System
Updates and Data Submission Information

Featuring
CROWNWeb Outreach, Communication, and Training (OCT)

November 29, 2012
Today’s Hosts

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Today’s Presenters

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Project Manager
CROWNWeb:
The Latest News
Data Submission

- Submissions for all months will be permitted beyond November 30, 2012 until further notice, due to:
  - Impact of Superstorm Sandy
  - Technical challenges that are being addressed

- November 30, 2012 remains the target submission date for May 2012 – August 2012 clinical data.
  - No adverse consequences for noncompliance at this time

- Facilities should continue to submit their data to meet the November 30th target date.
Most facilities have already submitted their May-August data.

These facilities should take advantage of this time to ensure that their reported data is complete and accurate.

Data cannot be modified once the clinical data submission period is “Closed.”

The data submission date for September 2012 and October 2012 has been extended by one month to January 31, 2013.
## Data Submission Target Dates

<table>
<thead>
<tr>
<th>Data Period</th>
<th>CROWNWeb Submission Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2012</td>
<td>November 30, 2012</td>
</tr>
<tr>
<td>June 2012</td>
<td>November 30, 2012</td>
</tr>
<tr>
<td>July 2012</td>
<td>November 30, 2012</td>
</tr>
<tr>
<td>August 2012</td>
<td>November 30, 2012</td>
</tr>
<tr>
<td>September 2012</td>
<td>January 31, 2013 (NEW)</td>
</tr>
<tr>
<td>October 2012</td>
<td>January 31, 2013 (NEW)</td>
</tr>
<tr>
<td>November 2012</td>
<td>January 31, 2013</td>
</tr>
<tr>
<td>December 2012</td>
<td>January 31, 2013</td>
</tr>
</tbody>
</table>
Data Validation

- CMS is beginning a new phase of data analysis. Will assess CROWNWeb’s data for:
  - Completeness
  - Correctness
  - Validity

- CMS will take snapshot of CROWNWeb data early each month.

- Facilities must ensure their submitted data is complete and accurate.

- CMS intends to provide feedback to the community regarding its findings.
CROWNWeb Training

- CROWNWeb training for dialysis facilities will begin in mid-December 2012.
- Training will be conducted via WebEx.
- Multiple types of events will meet the needs of both novice and expert CROWNWeb users.
  - CROWNWeb 101 sessions – Novice users
  - FOCUSed Workshops – Expert users
- Specific training dates and registration instructions will be announced once finalized.
CMS-2744 Forms

- Facilities should not attempt to create their CMS-2744 Annual Facility Survey form until instructed by CMS and their ESRD Network.

- CMS is working on an enhancement to the CMS-2744 form that will be included in a December 2012 release of CROWNWeb.

- Facilities should wait until after this release before attempting to complete their forms via CROWNWeb.
CROWNWeb v4.0.5
CROWNWeb Updates

- CROWNWeb v4.0.5 was released on November 15, 2012.

- Major enhancements targeted in this release:
  - Resolution of white screen errors
  - Processing of the National Renal Administrators Association (NRAA) and batch submitting organization (BSO) data submission

- CROWNWeb v4.0.5 also addressed many technical issues.
# Issues Addressed

## Examples of issues seen by some users:

<table>
<thead>
<tr>
<th>Admit Patient</th>
<th>•BR549 error displayed after selecting “Next” during the Admit process.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Attributes</td>
<td>•System would retain the Medicare Claim Number even after a user deleted it from the Admit patient page when using the breadcrumbs to navigate through CROWNWeb.</td>
</tr>
<tr>
<td>PART</td>
<td>Display Results Per Page would reset to 50 and only verify 50 records.</td>
</tr>
<tr>
<td>Clinical</td>
<td>Default preferences were carried over from one facility with preferences to another facility with no preferences on the Clinical page.</td>
</tr>
</tbody>
</table>
New Frequently Asked Questions (FAQs)
New CW FAQs Available

- New CROWNWeb FAQs were added to www.ProjectCROWNWeb.org in late November 2012.

Frequently Asked Questions

CROWNWeb FAQ provides the CMS-authorized answers to questions submitted through the CRAFT inbox relating to how to use the CROWNWeb system. These FAQs are regularly updated. If your question is related to how to enter information, please review the CROWNWeb online training materials available here or the CROWNWeb Online Help System available here.

Please select, from the list below, a subject area that you have a question on.

- General
- Security
- Patient
- Clinical
- Facility & Personnel

If you do not see the answer to a particular question, please check after the next update or submit your question to:

Send us an email at CRAFT@projectcrownweb.org
Use our contact form
Admit/Discharge
How do I readmit a patient who received a transplant more than three years ago but now needs dialysis after a failed transplant?

- Admit the patient with a reason of *Dialysis After Transplant Failure*.

- Once admitted, complete the Re-Entitlement CMS-2728 in the Manage 2728 screen.

- If you are not able to locate the patient in CROWNWeb, contact your ESRD Network.
Why won't CROWNWeb let me enter an insurance subscriber ID in the Medicare Claim Number field?

- An insurance subscriber ID is not the same as a Medicare Claim Number.
- This field will only accept Medicare Claim Numbers.
System Discharge vs. Transfer

What is the difference between a System Discharge and a Transfer?

- **System Discharge**
  Occurs when a new facility transfers in a patient before the old facility discharges the patient.

- **Transfer**
  A discharge reason used by a facility to indicate that the patient is no longer being treated at that facility and that the patient intends to go to another facility.
When discharging a patient in CROWNWeb to another facility, do we need to specify the new facility?

- No. CROWNWeb does not ask users to enter the new facility’s information.

- Discharge the patient with a reason of *Transfer*, and then select *Dialysis Facility* in the *Transfer Discharge subcategory* drop-down list.
CMS-2728 Form
What do I enter in the "Date Regular Chronic Dialysis Began" field on the CMS-2728 for a patient who began regular chronic treatment in another country?

- Enter the date that the patient began chronic dialysis for the first time at your facility.
I admitted a patient to my facility as *New to ESRD*. However, that patient transferred out of my facility before I completed the CMS-2728 form. What do I do?

- **CROWNWeb** will allow you to complete the CMS-2728 form for any patient that you admit to your facility as *New to ESRD*, regardless of their current admission status at your facility.
Do we need to enter a glomerular filtration rate (GFR) value on the CMS-2728 form?

No - CROWNWeb will calculate the GFR value for you once you complete the form and specify the GFR calculation method used by your lab.
Action List
Removal of Action Item

How long does it take for a Notification or Accretion to disappear from the Action List once resolved (Accepted, Rejected, or Reassigned)?

- Resolved Notifications or Accretions will immediately be removed from the Action List once the appropriate action has been taken for the item.
Removal of Action Item

I updated records in CROWNWeb based on information in the Action List screen, but the item is still appearing in the Action List. Why?

- After you resolve the Notification/Accretion, return to the Action List to update the item with the action taken.

- Once updated, the item will be removed from the Action List.
Clinical Data
Transient Patients

Do facilities need to enter lab values for Transient patients?

- Facilities should enter the lab values and vascular access data that they obtain for ANY patient, transient or otherwise, during a clinical month.
Selecting Current Access Type

What selection should I make when populating the Current Access Type field on the Vascular Access clinical screen?

- You should select the access that was used during the treatment that occurred on the reporting date.

<table>
<thead>
<tr>
<th>Current Access Types Selections</th>
</tr>
</thead>
<tbody>
<tr>
<td>AV Fistula Only (with 2 Needles)</td>
</tr>
<tr>
<td>AV Fistula Combined with AV Graft</td>
</tr>
<tr>
<td>AV Fistula Combined with a Catheter</td>
</tr>
<tr>
<td>AV Graft Only (with 2 Needles)</td>
</tr>
</tbody>
</table>
We submit our patient information via Batch, but some of the patient's clinical information (Vaccinations, Hospitalizations, Infections) is not in CROWNWeb. What should we do?

- If Infection, Hospitalization, or Vaccination information is present for that patient but has not been entered in CROWNWeb via the Batch upload, contact your BSO Help Desk for assistance.
CMS
Comments and Wrap-Up
Final Comments
Questions
Our Next Session

CMS Community WebEx: TBA

Date: December 20, 2012
Time: 2pm - 3pm ET
Thanks!

For Further Information...

Email: CRAFT@projectcrownweb.org
QualityNet Help Desk: 1-866-288-8912
Website: http://www.projectcrownweb.org