Connecting the Pieces: Introducing EIDM and QARM

With CROWNWeb Outreach, Communication, and Training (OCT)

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

May 26, 2016 – 2pm ET – 3pm ET

CROWNWeb
The ESRD National Patient Registry & Quality Measure Reporting System

Streaming Audio

- ***Audio for this event is available via INTERNET STREAMING - No telephone line is required.***
- ***<u>Computer speakers or headphones are necessary to listen to streaming audio</u>.***
- ***NOTE: A limited number of phone lines are available if you are experiencing poor audio quality – send us a chat message!***

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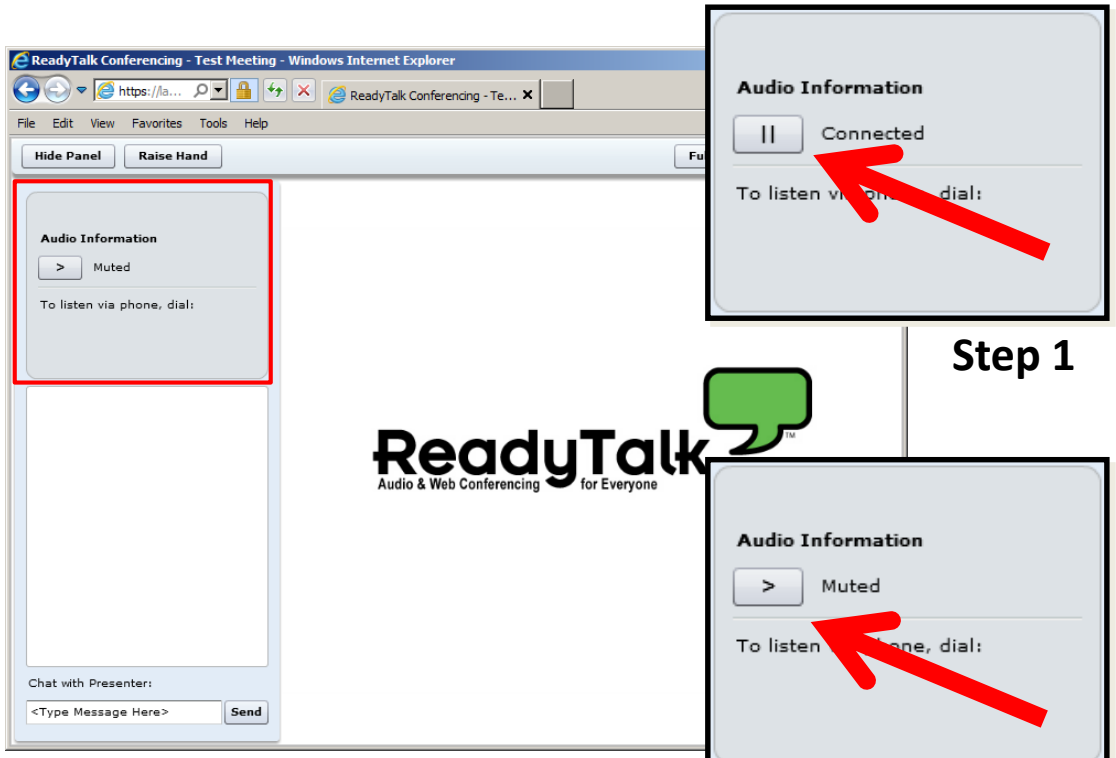
Note: *Computer speakers or headphones are necessary to listen to streaming audio.*

Troubleshooting Audio

Audio from computer speakers breaking up?
Audio suddenly stop?

- **Click <u>Pause</u> button**
- **Wait 5 seconds**
- **Click <u>Play</u> button**

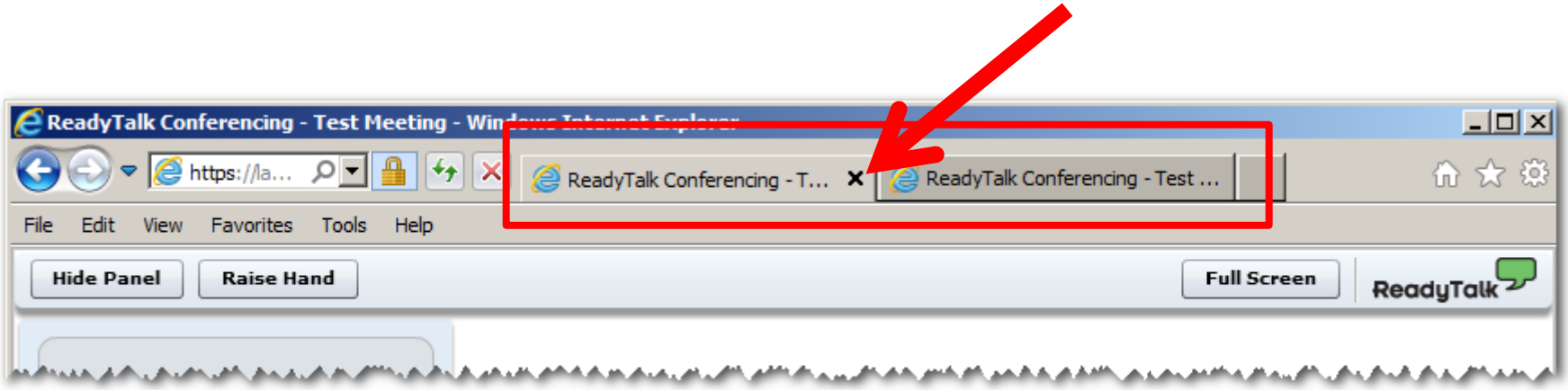


Location of Audio Controls

Note: *Computer speakers or headphones are necessary to listen to streaming audio.*

Troubleshooting Echo

- **Hear a bad echo on the call?**
- **Echo is usually caused by multiple connections to a single event.**
- **Close all but one browser/tab and the echo will clear up.**

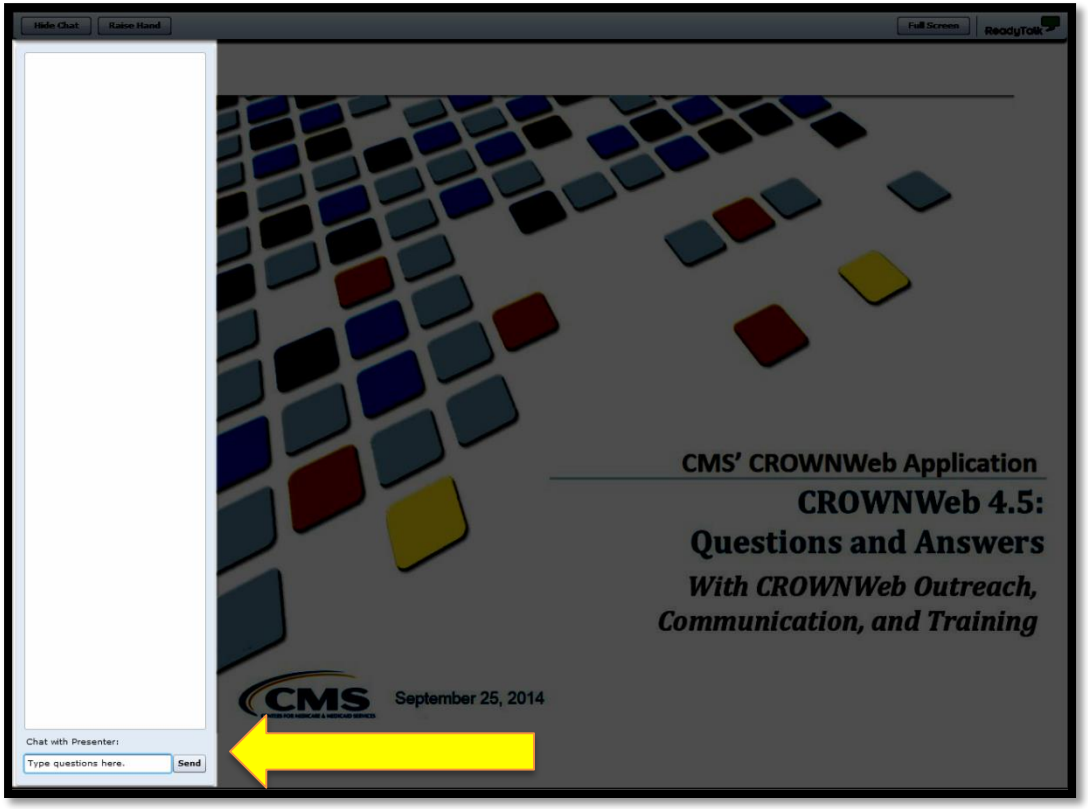


Example of Two Connections to Same Event

Note: *Computer speakers or headphones are necessary to listen to streaming audio.*

Submitting Questions

Type questions in the "Chat with Presenter" section, located in the bottom-left corner of your screen.



Note: *Some questions may require additional research. Unanswered questions may be submitted to CRAFT@MyCROWNWeb.org.*

Today's Host

Janis Grady, RHIT, CPHQ

Contract Officer's Representative (COR)

CROWNWeb Outreach, Communication, and Training (OCT)

Centers for Medicare & Medicaid Services,

Division of Quality Measurement (DQM)

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Note: *Computer speakers or headphones are necessary to listen to streaming audio.*

Today's Presenters

Oniel Delva, BA, CTT+

Communications Manager

Oniel Delva is the Communications Manager for the CROWNWeb OCT team. Since joining the CROWNWeb team in October 2008, he has spearheaded the development of CROWNWeb educational events and materials, and published more than 35 CROWNWeb articles in a numerous national magazines and journals.

Michael Seckman, CTT+

Training Manager

Michael Seckman is the Training Manager for the CROWNWeb OCT team. Mr. Seckman has led the development of CROWNWeb online training modules, online help systems, and quick start guides since December 2007. Additionally, in his role, Mr. Seckman oversees the deployment of instructor-led webinar and video training efforts.

Note: *Computer speakers or headphones are necessary to listen to streaming audio.*

Latest News and Reminders

2016 Clinical Closures

Clinical Month	Date of Closure for Clinical Submissions
March 2016	**May 31, 2016 at 11:59 p.m. ET**
April 2016	June 30, 2016 at 11:59 p.m. ET
May 2016	July 31, 2016 at 11:59 p.m. ET
June 2016	August 31, 2016 at 11:59 p.m. ET
July 2016	September 30, 2016 at 11:59 p.m. ET
August 2016	October 31, 2016 at 11:59 p.m. ET
September 2016	November 30, 2016 at 11:59 p.m. ET
October 2016	December 31, 2016 at 11:59 p.m. ET
November 2016	January 31, 2017 at 11:59 p.m. ET
December 2016	February 28, 2017 at 11:59 p.m. ET

- **Clinical closures apply to all Collect Types.**
- **Clinical data submissions apply to all submission methods.**

CMS Releases CROWNWeb 4.10.2

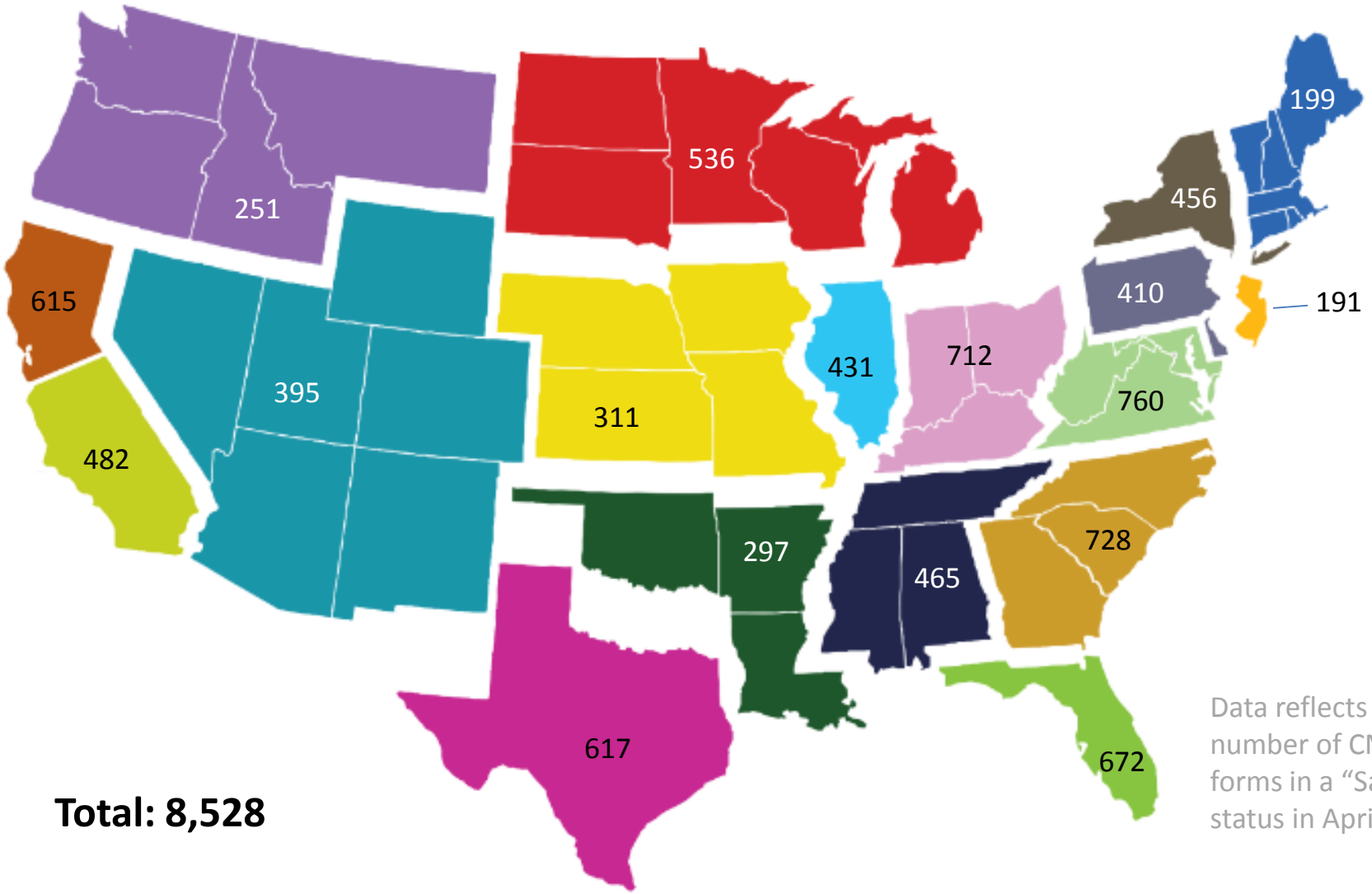
- **CMS released CROWNWeb 4.10.2 on May 17, 2016.**
- **CROWNWeb 4.10.2 included behind the scenes updates.**

Item updated as part of CROWNWeb 4.10.2:

Patient Batch: Duplicate treatment was being created when Batch changed treatment start date to the same as the previous treatment's start date.

CMS-2728 Saved Forms

Total CMS-2728 Forms in Saved Status



Total: 8,528

Data reflects total number of CMS-2728 forms in a "Saved" status in April 2016.

Photo courtesy of The ESRD National Coordinating Center
Data provided by CROWN Data Discrepancy Support

CMS-2728 Difference Breakdown

Network	March 2016	April 2016	Difference
NW1	261	199	-62
NW2	473	456	-17
NW3	197	191	-6
NW4	512	410	-102
NW5	1148	760	-388
NW6	853	728	-125
NW7	802	672	-130
NW8	598	465	-133
NW9	749	712	-37
NW10	454	431	-23
NW11	617	536	-81
NW12	374	311	-63
NW13	334	297	-37
NW14	691	617	-74
NW15	400	395	-5
NW16	292	251	-41
NW17	706	615	-91
NW18	469	482	+13
TOTAL	9930	8528	-1402

CMS-2728 Saved Forms

14% decrease in Saved forms

Data provided by CROWN Data Discrepancy Support

CMS-2728 Submission Rate

CONGRATULATIONS to Network 5 for Most Improvement of Saved Forms!!

Introducing EIDM and QARM

Get To Know: EIDM

1. **What does EIDM stand for?**
   - **E**nterprise **Id**entity **M**anagement System
2. **What does EIDM Do?**
   - EIDM is used to manage usernames and passwords for CMS systems
   - EIDM is currently running with other CMS applications
3. **How will I use EIDM to access CROWNWeb and ESRD QIP?**
   - In order to gain access to CROWNWeb and/or ESRD QIP a user will log into EIDM, create a new user name and password, go through a verification process and setup multi-factor authentication
   - You will have the same user name and password for all systems
   - You will change your password every 60 days in EIDM

Get To Know: QARM

1. **What does QARM stand for?**
   - **Q**ualityNet **A**uthorization and **R**ole **M**anagement
2. **What does QARM Do?**
   - Users request access to CROWNWeb, ESRD QIP, REMIS and other CMS systems
   - Security Officials (SO) manage users role and scope
3. **When will we start using QARM?**
   - QARM is scheduled to launch on July 19, 2016

Why do I have to get a new User ID and Password?

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Multiple User IDs and Passwords

CROWNWeb

Multiple User IDs and Passwords

CROWNWeb

ESRD QIP

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Multiple User IDs and Passwords

CROWNWeb

ESRD QIP

REMIS

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Single User ID and Password

CROWNWeb

ESRD QIP

REMIS

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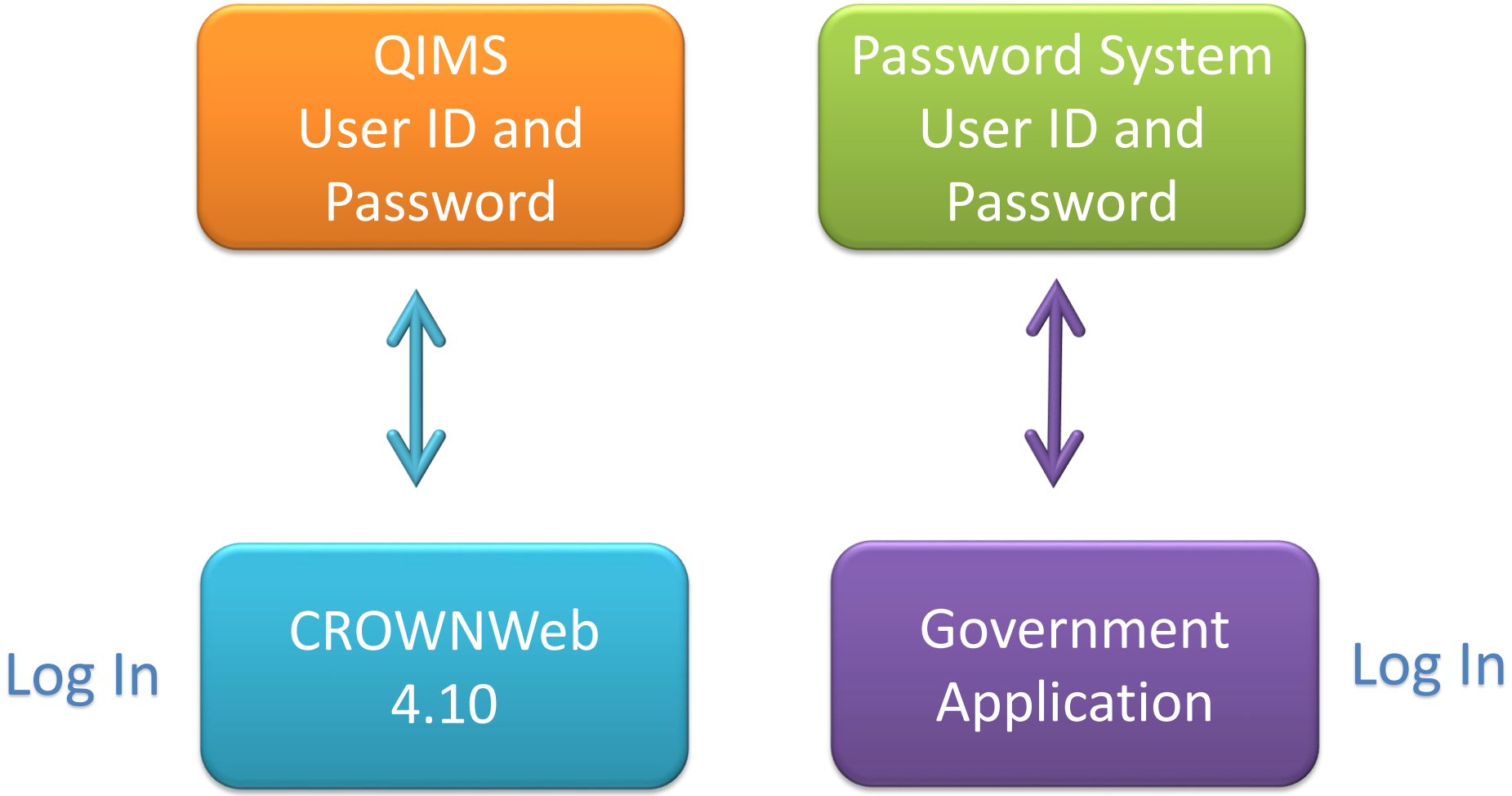
Hurrah!

The Big Picture

What's Happening Now



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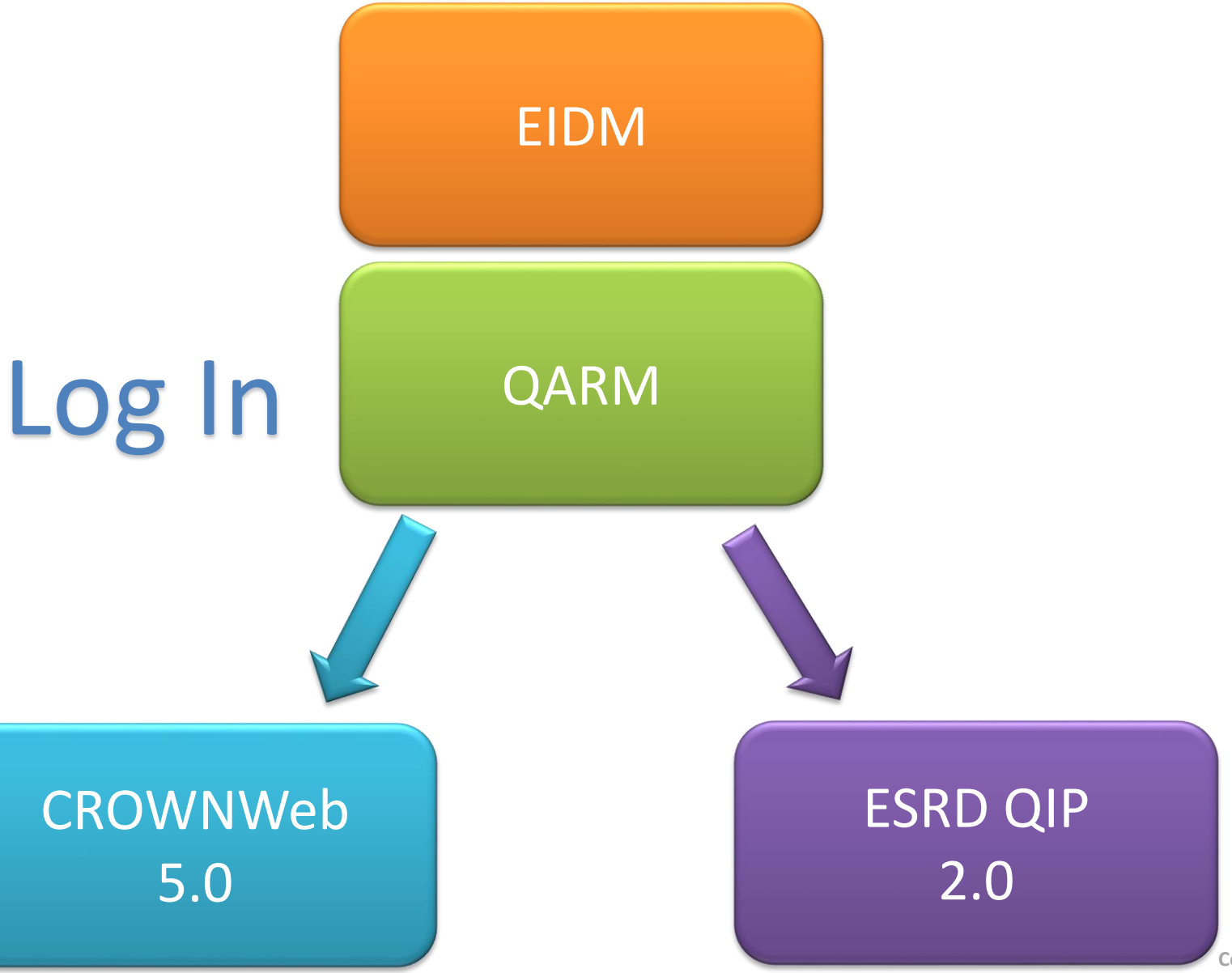
What's Happening Next



Enterprise Identity Management System (EIDM)

1. **Register and create your own Username and Password**
2. **Request access to the QualityNet Authorization and Role Management (QARM) application**
3. **Self Verification (Identity Proofing) through Equifax**
4. **Set up Multi Factor Authentication**
   A. Email
   B. Symantec Validation & ID Protection (VIP) – Computer or Smart Phone
   C. One time phone call
5. **Log in to EIDM to change your password every 60 days**

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QualityNet Authorization Role and Management (QARM)

1. **Log in to QARM with the User ID and Password you created in EIDM.**
2. **Request access to applications such as CROWNWeb, ESRD QIP and many others.**
3. **Request the role you need for each facility.**
   A. ESRD QIP Point of Contact for ABC Dialysis
   B. CROWNWeb Facility Editor for XYZ Dialysis
4. **Your Security Official has approved the role and scope you requested.**
5. **Log in to QARM and access all facilities and applications.**

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The Two Step

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The Two Step

Not Available until July 19, 2016

But wait, there's more

Developers will preload existing QIMS registrants

QIMS ⇨ EIDM/QARM

When is all this magic going to take place?

Important Dates

Date(s)	Activity
June 6 – 10	WebEx sessions for the Networks and the Help Desks (If needed register for EIDM after session)
June 13 – 24	WebEx Sessions for Security Officials and Large Dialysis Organizations (register in EIDM after session)
June 28 - July 1	WebEx Sessions for ESRD QIP POC's (register in EIDM after session)
July 5 – 15	WebEx sessions for all other Users (register in EIDM after session)
July 8	QIMS registration is suspended
July 17	QIMS is retired
July 18	**QARM & CROWNWeb 5.0 are released**

Important Dates

Date(s)	Activity
July 19 – 21	QIMS Security Officials loaded into QARM
July 21	All other End Users are loaded into QARM
July 21 & 22	All users log into QARM to prompt the transfer of information from EIDM to QARM
July 22 – 24	Organization Security Officials and End Users for Large Dialysis Organizations are transferred into QARM
July 25 – 31	Any User not transferred from QIMS to QARM, request role and scope
August 1 – September 6 at 5 PM ET	**ESRD QIP Preview Period**

EIDM/QARM Questions

- **Has the closure date for May 2016 clinical submissions been extended?**
  - No, the clinical closure date remains July 31, 2016 at this time
- **When do I stop using my QIMS user ID?**
  - The QIMS ID/PW will no longer be valid after July 17, 2016 once QARM is effective
- **How do I know if I am a Security Official?**
  - If you are an SO in QIMS, you will automatically be uploaded as an SO in QARM
- **How long will it take to establish an EIDM account?**
  - Approximately 20 minutes
- **I am a new user to CROWNWeb/QIP- what process do I follow?**
  - A manual registration process will be explained during the training session
- **What is the first training date?**
  - Tuesday June 14, 2016 for Security Officials

Final Comments and Wrap Up

Questions

Our Next Session

CMS Community WebEx:

Date: June 30, 2016

Time: 2pm-3pm ET

Thank You

For Further Information…

Help Me Form: http://help.mycrownweb.org/

QualityNet Help Desk: 1-866-288-8912

Website: http://www.mycrownweb.org