



In This Issue

QualityNet Help Desk P.1

CROWNWeb New User Training P.1

CROWNWeb Supports CMS Goals P.2

Discontinued Patients Needing 2746 P.2

QualityNet Help Desk

By: Janis Grady, CMS Program Lead for CROWNWeb Outreach, Communications, and Training (OCT), Division of Quality Measures, Center for Clinical Standards and Quality (CCSQ)

The Centers for Medicare and Medicaid Services (CMS) would like to thank the QualityNet Help Desk for attending the August CROWNWeb Town Hall Event. We are grateful that the QualityNet Help Desk provided insight into the volume of tickets created and resolved during the QualityNet Authorization and Role Management (QARM) on-boarding that took place in July/August. We are now over 99.5% complete for dialysis facilities having CROWNWeb user roles. CMS appreciates the QualityNet Help Desk's perseverance and dedication to addressing the large volume of tickets in such a short span of time. It is always reassuring to know the ESRD community has a strong team working to resolve their issues. Below please find a chart that can be used whenever contacting the Help Desk. Having this information on hand will assist in rapid ticket creation and resolution.



Janis Grady

What to have on hand when contacting the Help Desk

Ticket Number (if Applicable)	EIDM ID
Full Name	Facility CCN #
E-mail Address	Exact time issue/error occurred
Phone Number	Screen Shots (no PHI or PII)

CROWNWeb New User Training

CMS and the Outreach, Communication, and Training (OCT) team will hold a CROWNWeb New User Training session on **September 13, 2016** at 2:00 PM Eastern. This newly designed 90 minute session will provide attendees with a complete walk through of CROWNWeb 5.0 and its key functions. Invitations will be sent to all individuals on the CRAFT distribution list. You can sign up for the distribution list at www.mycrownweb.org (form on the left side of the page) or by signing up for the event directly from the Training Calendar located in the **Education Tab**.

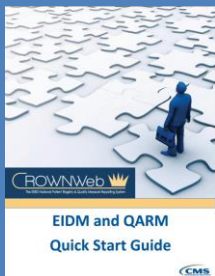
Web Resources

[CROWNWeb Help Me Form](#)



[MyCROWNWeb Website](#)

[EIDM and QARM Quick Start Guide](#)



[CROWNWeb Education](#)

[CMS Conditions for Coverage for ESRD Facilities](#)

[Manage Your EIDM Account](#)

