



2018 Winner
FedHealthIT
Innovation Awards

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CROWN Data Discrepancy Support Wins Award

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

It is a great honor and welcomed surprise that the Centers for Medicare & Medicaid Services (CMS), Center for Clinical Standards and Quality (CCSQ), CROWN Data Discrepancy Support (CDDS) has been named a **2018 FedHealthIT Innovation Award Winner**. CDDS and its CMS-COR (Janis Grady) have earned this award because of “...their innovative solutions to real-world data management issues.”



Janis Grady

The award announcement stated: “CDDS focuses on analyzing and resolving data quality issues, generating and distributing data quality reports, and improving the integrity of data from Medicare dialysis facilities to the CMS’ CROWNWeb system. This program implements data-centric methodologies to produce accurate, complete, and timely information that helps system stakeholders focus on creating broad benefits for national healthcare.” When users enter data in CROWNWeb through the Single User Interface (SUI) or the Electronic Data Interchange (EDI), the CROWN Data Discrepancy Support (CDDS) Team captures any discrepancy (e.g. missing data) to provide important information to the ESRD Program, the ESRD Networks, and the EDIs.

In 2017, for example, flooding and wildfire disasters resulted in a temporary (6-month) government policy change for dialysis facilities located within disaster areas. This policy change was made just weeks before a data submission period ended, and in response to this policy change, CDDS had prototype systems in place in three days’ time. Their efforts resulted in fully accurate quality and policy conforming data exhibits prior to the conclusion of the next CROWNWeb data submission period. Innovative efforts such as these have allowed CDDS to assist Medicare [Advantage] Health Plans recover over \$40M in claimed revenues applying data reconciliations across multiple systems, to enhance continuity of care reporting for ESRD patients, and reduce provider burden.

Most recently it was announced that CDDS completed a Date of Death Clean-up, which updated patient death records from 2012-2017 in CROWNWeb to match those that were in the Renal Management Information System (REMIS) and Social Security Administration (SSA) databases. Continued on next page...

Upcoming Event:
**CROWNWeb
Town Hall**
June 28, 2018
2PM-3PM EDT

The CDDS Contractor (SoftDev Incorporated) has analyzed and resolved data quality issues in CROWNWeb since 2010.

The presentation of award will be held at the 4th annual 2018 FedHealthIT Innovation Awards on June 12th, 2018 at the National Press Club in Washington, DC. This event will bring together more than 300 federal health leaders from government and industry to help celebrate and recognize 26 of the top federal health programs and the teams behind these innovative efforts in support of Veterans Affairs, Military Health, Health and Human Services, and Centers for Medicare & Medicaid Services. Nominated and chosen by their peers, these 26 programs stood out from the rest based on their willingness to take on achievable risk and, more importantly, to deliver real results in support of their mission.

Maintaining System Access

There are two requirements for accessing ESRD systems such as CROWNWeb or ESRD QIP. The first requirement is that you must need access to a specific facility or facilities. The second requirement is that you must keep your password updated. Passwords must be updated every 60 days. This requirement not only ensures system security, it alerts CMS' Information Systems Group (ISG) of those who are not regular users. Each system will automatically send out a password reminder to a user's email address about 7 days prior to expiration. If a user is not regularly logging in to one of the ESRD systems, your account password will likely expire. Users whose accounts have expired will have to contact the Help Desk at 866-288-8912 for assistance in reactivating their accounts.

If you are new user to the system(s) and have never changed your password, you may use the EIDM and QARM Quick Start Guide found in the Education Menu at www.MyCROWNWeb.org for step by step instructions on how to update your password. The chart below lists the requirements for a valid password.

• 8-20 items Characters	• At least one capital letter	• At least one special character
• No use of dictionary words (3 or more letters)	• Random set of numbers: No use of a year	

Example of an incorrect password: Test123# **Example of a correct password: Hbfc#8675**

June CROWNWeb Maintenance

For CROWNWeb to consistently meet the needs of the ESRD Networks, Large Dialysis Organizations, and independent dialysis facilities, all weekends in **June** will be maintenance weekends. The outcome of this will be a better working system for all. Please see the dates and times below when CROWNWeb will be unavailable.

6:00 p.m. ET on Friday through 6:00 p.m. ET on Saturday
6/1/2018 through 6/2/2018
6/8/2018 through 6/9/2018
6/15/2018 through 6/16/2018
6/22/2018 through 6/23/2018

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