2019 Attestation Training

With CROWNWeb Outreach, Communication, and Training (OCT)
Today’s Host and Presenters

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In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS Attestation)
What is an Attestation?

- To affirm to be true or genuine
- To authenticate officially

Definition from the Merriam - Webster dictionary
Which Facilities Must Attest?

Facilities that treated fewer than 30 eligible patients during the entire year of 2017 must attest. Only include patients that were:

- In-center hemodialysis patients
- Aged 18 years or older as of December 31, 2017
- Living as of December 31, 2017
- Admitted for 90 days or longer during calendar year 2017

Do not include:

- Patients receiving hospice care
- Patients at a residential nursing home, other long-term care facility, or in jail or prison

Criteria from the Attestation screen
Facilities with 30 or more patients during 2017:

• Should have administered the ICH CAHPS survey performed during calendar year 2018 through a CMS certified vendor

• Should leave the attestation field blank for the ICH CAHPS attestation period that is currently running from January 1, 2019 through February 28, 2019
Facilities with fewer than 30 in-center hemodialysis patients during calendar year 2017:

- Were not required to administer the ICH CAHPS survey during calendar year 2018
- If a facility does not attest, they are considered eligible for the measure and will receive a score
- Should attest to that exemption during the attestation period that is currently running from January 1, 2019 through February 28, 2019
To Attest or Not to Attest

Did you have 30 or more eligible patients in 2017?

- Yes: Conduct the ICH CAHPS survey twice in 2018
- No: Attest by 11:59 PM ET February 28, 2019
ICH CAHPS Vendors

ICHCAHPS.ORG

In-Center Hemodialysis CAHPS Survey

Welcome to the official site of the In-Center Hemodialysis CAHPS Survey

Quick Links

• Approved Survey Vendors
• Authorizing a Vendor
• Star Rating Methodology (Posted 4/16/18)
• 2019 Proposed Rule for ESRD Facilities (Posted 7/31/18)
• Changing Survey Vendors (Updated 8/1/18)
• Determining Whether Participation in 2018 ICH CAHPS Survey is Required (Posted 1/3/18)
• 2017 Score and 2017 Fall National and State Averages (Updated 10/26/18)
• Coefficients for Results Posted on the NCC (Updated 10/18/18)
• Updating Survey Admin Contact Information

Recent Announcements

Tentative Data Collection Schedule for the 2019 ICH CAMPS Spring Survey
Posted on: Friday, November 15, 2018

2017 Spring and 2017 Fall ICH CAHPS Average State and National Scores
Posted on: Friday, October 26, 2018

Patient Mix Coefficients for the ICH CAHPS Survey Results Publicly Reported in October 2018
Posted on: Friday, October 19, 2018

Updated XML File Layout Now Available for the 2018 Fall Survey
Posted on: Wednesday, October 3, 2018

Updated ICH CAHPS Mail Questionnaire and Telephone Script for 2018 Fall Survey and Guidance on Contacting ICH CAHPS Patients at Nursing Homes
Posted on: Wednesday, September 19, 2018

CMS Certified Vendors and additional information can be found here.
Submit an Attestation
The Dashboard displays the “ICH CAHPS attestation period is open” message with a direct link to the attestation screen from January 1, 2019 through February 28, 2019.
Click the Down Arrow to the right of Facilities in the menu bar. An alternative route to the Attestation screen begins by searching for the desired facility and then clicking the Attestation link on the Facility summary screen.
A drop down select list displays links to Search Facilities or Personnel.
Click the Search Facilities link.
The Search Facilities screen displays.
Search Facilities (cont.)

Enter search criteria designed to find the desired facility. Once you have entered at least three letters, a list of facilities displays. Click the desired facility name when it displays.

<table>
<thead>
<tr>
<th>Search Facilities*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Lookup</td>
</tr>
</tbody>
</table>

Search by facility ID, facility name, facility DBA, facility CCN, facility NPI, phone number, fax number

- **OCT**
  - 5400000868, HENRICO DOCTORS HOSPITAL. TRANSPLANT, HENRICO DOCTORS HOSPITAL. TRANSPLANT, n/a, 1194762294, (804)288-4911, (804) 287-4356, RICHMOND, VA, 23226, Transplant, Open
  - 2100000981, KIDNEY CARE CENTERS OF GOSHOCOT, OHIO, KIDNEY CARE CENTERS OF GOSHOCOT, OHIO, 362788, 1053679423, (740)291-8030, (740)291-8034, COSHOCTON, OH, 43812, Dialysis, Open
  - 2100016008, NOCTURNAL DIALYSIS SPA, NOCTURNAL DIALYSIS SPA, 142797, 1669653206, (830)812-7033, (706)860-4103, VILLA PARK, IL, 60181, Dialysis, Open
  - 4000000101, OCT Dialysis, OCT Dialysis, 302762, 1003864308, (800)655-1212, (800)655-1213, Pittsburgh, PA, 15122, Dialysis, Open
  - 1800000213, Z-CLOSED-Doctors, Z-CLOSED-Doctors Hospital of Lakewood, Z-CLOSED-Doctors Hospital of Lakewood, 059581, n/a, (213)631-2850, n/a, Lakewood, CA, 90712, Dialysis, Closed
  - 3000000114, ZZ-Closed-Doctors Center Hospital, ZZ-Closed-Doctors Center Hospital, 402309, n/a, (787)884-3322, (787)884-3873, Manati, PR, 00674, Dialysis, Closed

Show all results
The Facility summary screen displays.
Click the Attestations link in the Actions area.
Facility Attestation

The Facility Attestation screen displays.

Facility Attestation for OCT Dialysis (400000101)

ICH CAHPS Attestation: Yes

Performance Year: 2018

Last Updated by on

During the "eligibility period" (i.e., Calendar Year 2017), did your facility treat fewer than 30 eligible patients for the ICH CAHPS Reporting measure?

Yes, I attest that my facility is not eligible for the ICH CAHPS Reporting measure because it treated fewer than 30 eligible patients over the course of the entire eligibility period.

Note: In this case, the following patients are excluded from the eligible patient count:
1) Patients not receiving in-center hemodialysis
2) Patients less than 18 years on the last day of the sampling window for the semiannual survey
3) Patients receiving hemodialysis from their current facility for less than 3 months
4) Patients receiving hospice care
5) Patients currently residing in an institution, such as a residential nursing home or other long-term care facility, or a jail or prison

ICH CAHPS Attestation: [Check box]

Submit | Reset | Delete
Facility Attestation (cont.)

Click the Down Arrow to the right of the ICH CAHPS Attestation field
And then click Yes in order to attest.
Once you have clicked Yes, the Attest on behalf of field becomes active.
Facility Attestation (cont.)

Click the Down Arrow to the right of the Attest on behalf of field. A list of all personnel at your facility who have been entered in CROWNWeb displays.
Select the person you are attesting for from the drop down list and then click Submit.
A confirmation dialog box displays asking you to confirm your submission. Click Yes to confirm your attestation submission.
Facility Attestation

Facility Attestation for OCT Dialysis (400000101)  Performance Year: 2018

ICH CAHPS Attestation

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ICH CAHPS Attestation  Yes  I Brandon BartlettQ  Attest on behalf of Mike Seckman (2104703494)
Dashboard now displays a message that ICH CAHPS attestation has been submitted.
For Further Information…


QualityNet Help Desk: 1-866-288-8912

Website: http://www.MyCROWNWeb.org

A survey will pop up in your browser when the session ends.

Complete the survey and let us know what you think and what you’d like to see in future events!