



## November 2015

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## Notifications and Accretions

On October 22, 2015, CMS implemented an update to the CROWNWeb system that resolved a software issue that inadvertently occurred during the implementation of the latest release of CROWNWeb (version 4.8) in early October. This issue affected users with multiple CROWNWeb roles, and primarily impacted the individual's ability to work Open Notifications on the *Action List* screen. With this update, users can now continue to use CROWNWeb to complete all tasks – including resolving Open Notifications.

**What are Notifications?** Notifications are discrepancies between existing ESRD patients' identity or treatment information in CROWNWeb and what is in another CMS database known as the Renal Management Information System (REMIS). CROWNWeb and REMIS communicate nightly – cross-checking the information in both systems to help ensure that patient information is accurate and up-to-date. **Notifications**—along with Accretions, which are triggered when a patient who is believed to have ESRD is not admitted to a facility in CROWNWeb—**should be resolved within 15 days of when they are issued.** Users who need additional information on how to resolve Notifications and Accretions can get instructions by clicking [here](#).

## CROWNWeb Data Validation Project Starts in November

Each year, CMS works with an approved contractor to assess the validity and reliability of data reported in CROWNWeb by dialysis facilities.

**Starting in late November, Allegheny Science and Technology (AST) will begin to work with 300 randomly selected facilities to compare the information reported in CROWNWeb against the data maintained at the facility-level.** This project will run until January 2016, and as part of this effort, selected facilities will receive a letter from AST formally requesting their records. AST will review clinical performance data and components of the ESRD QIP reporting for accuracy. Participating facilities will be contacted and asked to submit source documentation from each patient's medical records. Should selected facility representatives have questions, they can contact Rochelle Chalmers at AST via email at [rchalmers@alleghenyst.com](mailto:rchalmers@alleghenyst.com).



## Saved CMS-2728 Forms in CROWNWeb

Does your facility have CMS-2728 forms in a “Saved” status that still need to be submitted? When completing CMS-2728 forms in CROWNWeb, it is not received by CMS until you have entered all the necessary information, and click the “Submit” button. In early October 2015, there were over 9,000 CMS-2728 forms in a “Saved” status waiting to be reviewed and submitted. Of the number of forms in a “Saved” status, over 6,400 are “overdue” – requiring submission as soon as possible. CMS-2728 forms should be completed in CROWNWeb within 10 days of the start of dialysis.

Need help determining if your facility has CMS forms in a “Saved” status? The *Reports* screen in CROWNWeb includes a “**Saved Status Report**” as well as a “**Missing Forms Report**” that are designed to assist you with working towards completing necessary forms within a timely manner.

**Facility Report**

[Facility Personnel Report](#)  
The Facility Personnel Report allows users to run and print a report which includes facility details including location, status, shifts and services. It also provides a detailed list of all Personnel associated with the selected facility including full name, position, UPIN, email, and contact information for selected in Scope facilities.

[Missing Forms Report](#)  
This report identifies CMS 2728 and CMS 2746 forms that have not been completed. This is based on the patient treatment information.

[Saved Status Report](#)  
This report identifies all forms that are in a 'Saved' status.

## Upcoming Event

CROWNWeb Town  
Hall WebEx:  
November 19, 2015

## CROWNWeb Data Quality Management Forum To Be Held

On November 12, 2015, CMS will host a day-long CROWNWeb Data Quality Management Forum to further expand efforts to **Connect, Communicate, and Collaborate with CROWNWeb stakeholders**. During this in-person meeting, CMS will address CROWNWeb data quality, discuss the launch of the CROWNWeb Data Management Guidelines, and define new goals for CROWNWeb in 2016 and beyond. Invited participants include representatives from Dialysis Providers, ESRD Networks, ESRD National Coordinating Center, CW Support Contractors, CCSQ-CMS Divisions and the Center for Medicare. Outcomes from the Forum Meeting will be shared in a future Newsletter publication.

## Weekly CROWNWeb Restarts Implemented

CMS recently implemented weekly CROWNWeb restarts to help improve the system’s **refresh time**. As part of its efforts to help support the user experience, CMS closely monitors the length of time it takes CROWNWeb to process data and implements an improvement plan if a delay occurs in the processing speed. **The CROWNWeb system restarts are scheduled to occur on Tuesdays and Thursdays at 9PM ET. The restarts, which will continue until further notice, last for one hour.** CROWNWeb will not be available during the restarts, so anyone using CROWNWeb around that time should work towards completing data submission efforts before the restart occurs.

