



# CROWNWeb Town Hall: Connecting the Pieces

*With CROWNWeb Outreach,  
Communication, and Training (OCT)*



April 28, 2016 – 2pm ET – 3pm ET



# Streaming Audio

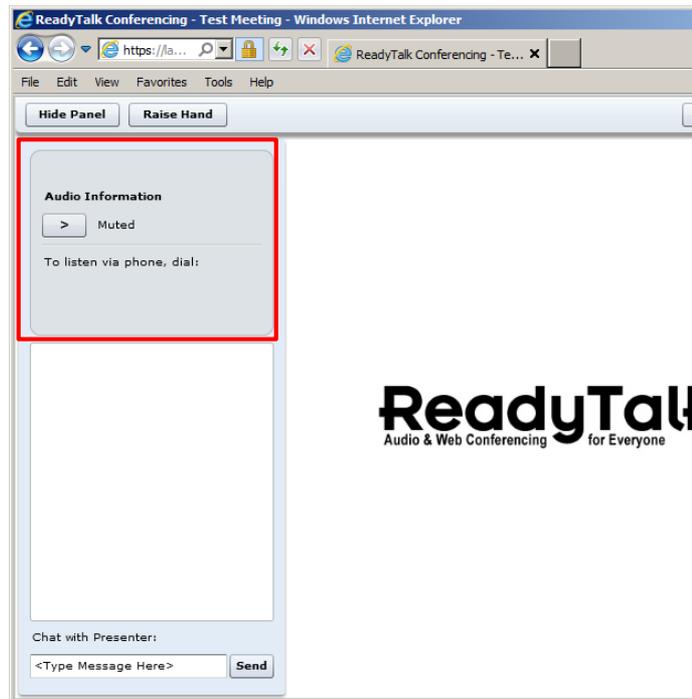
- ***Audio for this event is available via **INTERNET STREAMING** - No telephone line is required.***
- ***Computer speakers or headphones are necessary to listen to streaming audio.***
- ***NOTE: A limited number of phone lines are available if you are experiencing poor audio quality – send us a chat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



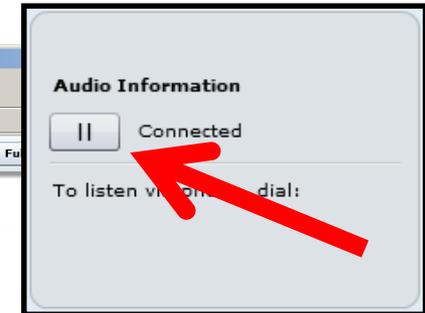
# Troubleshooting Audio

Audio from computer speakers breaking up?  
Audio suddenly stop?

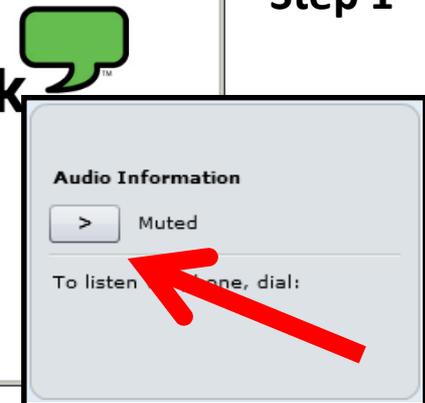
- Click Pause button
- Wait 5 seconds
- Click Play button



Location of Audio Controls



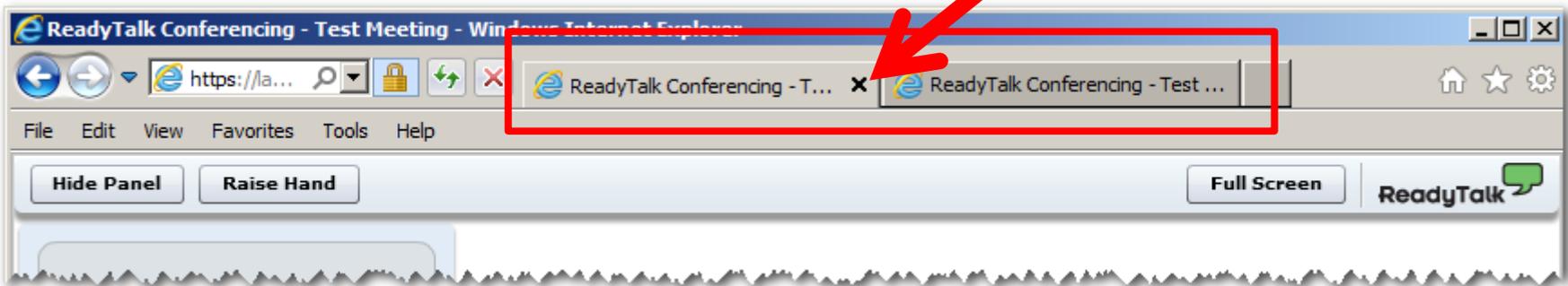
Step 1



Step 2

# Troubleshooting Echo

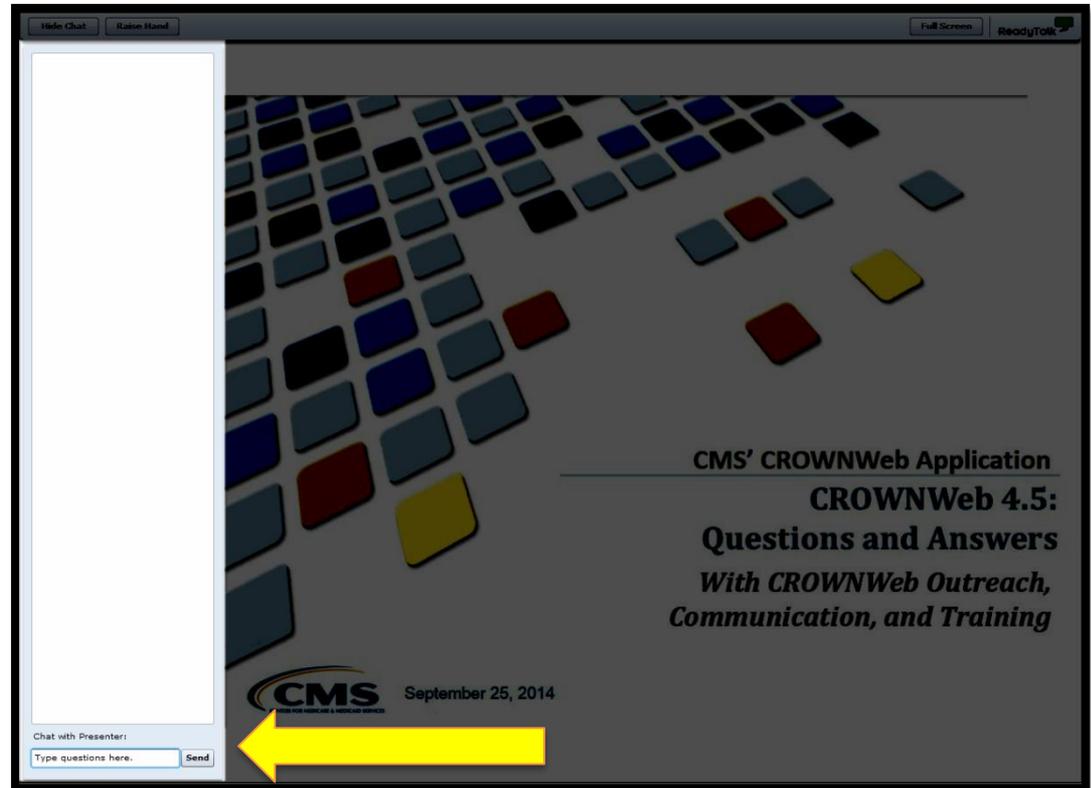
- Hear a bad echo on the call?
- Echo is usually caused by multiple connections to a single event.
- Close all but one browser/tab and the echo will clear up.



Example of Two Connections to Same Event

# 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](mailto: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)



# 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.

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## **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.



# Today's Presenter

## **Joel Andress, PhD**

*ESRD Quality Measures Task Lead*

**Division of Quality Measures**

**Center for Clinical Standards and Quality**

Joel Andress serves as the CMS Lead for ESRD quality measure development and has overseen the development of readmission measures for nursing homes, long-term care hospitals, inpatient rehabilitation facilities, home health agencies, and dialysis facilities. He also works as a subject-matter expert for the ESRD Quality Incentive Program (QIP) and Dialysis Facility Compare (DFC), providing support on measure selection and implementation.



**Latest News and Reminders**

# April 30th Clinical Closure Extended

- **CMS has extended the CROWNWeb submission deadline for all February 2016 clinical data from April 30, 2016 to May 2, 2016 at 11:59 PM ET.**
- **This extension is being granted due to a pre-scheduled system maintenance that will occur the weekend of April 29, 2016 to May 1, 2016.**
- **Please note that this date adjustment is for February 2016 clinical data only and will have no effect on previous or future due dates.**

# 2016 Clinical Closures

Clinical Month	Date of Closure for Clinical Submissions
<b>February 2016</b>	<b>May 2, 2016 at 11:59 p.m. ET</b>
<b>March 2016</b>	May 31, 2016 at 11:59 p.m. ET
<b>April 2016</b>	June 30, 2016 at 11:59 p.m. ET
<b>May 2016</b>	July 31, 2016 at 11:59 p.m. ET
<b>June 2016</b>	August 31, 2016 at 11:59 p.m. ET
<b>July 2016</b>	September 30, 2016 at 11:59 p.m. ET
<b>August 2016</b>	October 31, 2016 at 11:59 p.m. ET
<b>September 2016</b>	November 30, 2016 at 11:59 p.m. ET
<b>October 2016</b>	December 31, 2016 at 11:59 p.m. ET
<b>November 2016</b>	January 31, 2017 at 11:59 p.m. ET
<b>December 2016</b>	February 28, 2017 at 11:59 p.m. ET

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



# **CROWNWeb Did You Know: Saved vs. Submitted Clinical Data**

# Fictitious Patient Data Displayed

## **NOTE:**

**Please note that today's presentation  
contains FICTITIOUS PATIENT DATA**

# Saved vs. Submitted Clinical Data

## Saved vs. Submitted Clinical Data Demo

# Connecting the Pieces Poll Questions





# Your CROWNWeb Questions Answered

# Your Questions Answered

- **Who is responsible for entering the CMS-2728 form if the patient received treatment at a hospital?**
  - If your facility is the first one using CROWNWeb, then you would be responsible for entering the new patient and submitting the CMS-2728 form.
  - Field 24 on the form would be the Hospital date and field 25 would be the first date of dialysis at your facility.
- **Is it safe to say that I always mark “yes” for #11 on the CMS-2728 form (Is the patient applying for Medicare coverage)**
  - You should not mark “yes” for a foreign national or for a patient not applying for Medicare.
  - It is recommended to mark “yes” if a patient is already receiving Medicare as they may be eligible for additional benefits relating to ESRD.
  - When #11 is marked “yes” the CMS-2728 form must be mailed to your local Social Security Administration (SSA) office.

# Your Questions Answered

- **I have not been able to submit a CMS-2728 form without all the lab values, why?**
  - The error codes in CROWNWeb should explain the problem.
  - The most frequent issue is the Serum Creatinine (19b) not being within 45 days of field 24.
- **What is the significance of GFR Method on the CMS-2728?**
  - The Glomerular Filtration Rate (GFR) tells CMS that the patient is in stage 5 of chronic kidney disease which is when dialysis is started.
  - If the GFR is not correct, the physician must justify why the patient is beginning dialysis. This must be entered in the remarks section of the CMS-2728 form.
- **Is it true the CMS-2728 form should be signed only in blue ink?**
  - The SSA recommends that the CMS-2728 form is signed in blue ink. This helps them determine that the form is an original and not a copy.



# Connecting the Pieces – Quality Measure Collection Tool

# Quality Measure Collection Tool

## What is a quality measure?

- **How is CROWNWeb connected to quality measure reporting?**
  - Attestations for QIP
  - QIP Reporting Measures
    - Mineral Metabolism
    - Anemia Management
  - Monthly Clinical data submissions
  - Patient health outcomes
    - Death
    - Transplant
    - Hypercalcemia

# Quality Measure Collection Tool

- **CMS relies on administrative data for most measure development**
  - Administrative data do not encompass the range of clinical data needed for quality measures.
  - Aside from CROWNWeb, CMS does not currently possess an avenue for collecting additional clinical data for measure development.
- **Quality Measure Evaluation Initiative (QMEI)**
  - CMS is implementing a future initiative to conduct alpha and beta testing for new ESRD measures.
  - The initiative will be voluntary for dialysis facilities.
  - QMEI allows us to establish measure appropriateness without incurring universal burden for untested measures.

# Quality Measure Collection Tool

- **Alpha Testing**

- Alpha testing will be limited to up to 9 facilities and will **not** depend on CROWNWeb
- Establishes **data element** validity, reliability, and feasibility

- **Beta Testing**

- Expands the testing pool to establish measure validity and reliability
- Beta testing requires a data collection tool for the voluntary submission of quality measure data
- CMS is currently developing a collection tool to provide this functionality

# Quality Measure Collection Tool

- **Quality Measure Collection Tool (QMCT)**
  - The QMCT will permit dialysis facilities to opt to submit data on a voluntary basis for a defined period of time.
  - These data will be used solely for beta testing quality measure constructs.
- **QMCT will:**
  - Allow CMS to define specific data elements to be collected for a defined period of time.
  - Enable dialysis providers to submit data for these data elements, separate from data already submitted for CROWNWeb.
- **QMCT is currently under development**
  - We expect that it will ultimately allow submission of data via SUI or EDI.
  - We will continue to provide updates for the tool use, deployment, and testing efforts.

# Connecting the Pieces Poll Questions





**Final Comments and Wrap Up**

# Questions



# Our Next Session

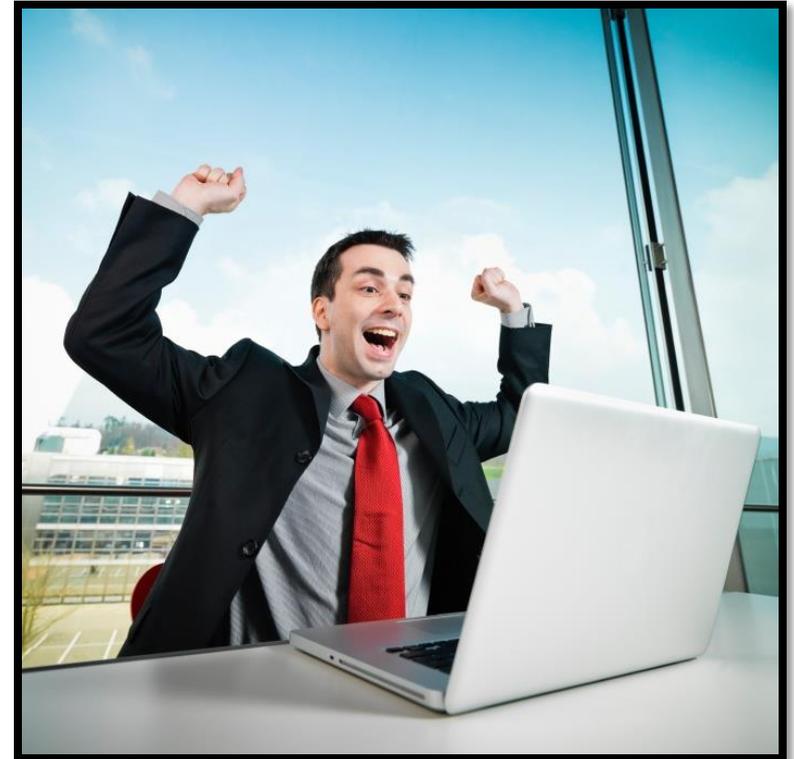
## CMS Community WebEx:

**Topic:**

**TBD**

**Date: May 26, 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>**

