Submission of EDI Data:
A Chat with the EDIs

With CROWNWeb Outreach, Communication, and Training (OCT)

March 29, 2018 – 2pm to 3pm Eastern
Submitting Questions

Type questions in the “Q&A” section, located in the top right corner of your screen. Send all Q&A questions to “All Panelists”

Note: Some questions may require additional research. Unanswered questions may be submitted to 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

Michael Seckman, CTT+
Training Manager

Kirsten Keating
Project Coordinator
# CROWNWeb Clinical Closures

<table>
<thead>
<tr>
<th>Clinical Month(s)</th>
<th>Date of Closure for Clinical Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2018</td>
<td>March 31, 2018 at 11:59 p.m. ET</td>
</tr>
<tr>
<td>February 2018</td>
<td>April 30, 2018 at 11:59 p.m. ET</td>
</tr>
<tr>
<td>March 2018</td>
<td>May 31, 2018 at 11:59 p.m. ET</td>
</tr>
</tbody>
</table>

- Clinical closures apply to all Collection Types.
- Clinical data submission applies to all submission methods.

**Please Note the Clinical Due dates above do not apply to facilities located in FEMA designated disaster areas.**
## FEMA Areas: CROWNWeb Clinical Extension

<table>
<thead>
<tr>
<th>CLINICAL MONTH</th>
<th>CLINICAL CLOSURE REPORTING PERIOD</th>
<th>EXTENSION TO REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2017</td>
<td>January 31, 2018</td>
<td>March 31, 2018</td>
</tr>
<tr>
<td>December 2017</td>
<td>February 28, 2018</td>
<td>April 30, 2018</td>
</tr>
<tr>
<td>January 2018</td>
<td>March 31, 2018</td>
<td>April 30, 2018</td>
</tr>
<tr>
<td>February 2018</td>
<td>April 30, 2018</td>
<td>April 30, 2018</td>
</tr>
</tbody>
</table>
A Chat with the CROWNWeb EDIs

(Electronic Data Interchangers - EDIs)
Kathleen joined Fresenius Kidney Care in August 2016 after working for the ESRD Network of Texas, Inc. for 6 years. She is a CROWNWeb Subject Matter Expert who manages a team of 6 Clinical Quality Data Specialists and 2 Clinical Support Specialists that supports Fresenius Kidney Care in accurately and timely reporting data into the government reporting systems.
Mr. Howard Thomas is the current Program Director of the NRAA HIE and has worked with the NRAA since its inception. Additionally, he has been a longtime consultant working in the HIE/HIT area for many years. He is currently serving on the NwHIN Board and coordinating committee.
Susan has been with DaVita since 1999 and is the Director of Publicly Reported Data/CROWNWeb and also serves as the Liaison to the IT Department for CROWNWeb. She has a background as a nephrology nurse, data manager and Special Clinical Program creator lead to my current role as Subject Matter Expert representing both Clinical and Business interests on the CROWNWeb IT team.
Question:
Can you provide the attendees a brief overview of your EDI submission process?
Question:
Can you provide the attendees a brief overview of your EDI submission process?

A: **Fresenius:**

We generate the Patient and Clinical XML files weekly via Informatica Batch Process. Then the XML files are manually uploaded via CROWNWeb Portal.
Question:
Can you provide the attendees a brief overview of your EDI submission process?

A: **HRAA-HIE**:

- Over 1000 facilities, 90,000 patients.
- Connected with 18 different EMRs across the country.
NRAA as a Health Information Exchange (HIE) serves as the intermediary to electronically submit data to CMS for the ESRD Program.

NRAA submits the same set of data elements that comes in via batch from LDO's, same data that is collected via CROWNWeb.

Bi-directional exchange of data.
Question:
Can you provide the attendees a brief overview of your EDI submission process?

A: DaVita:
Information is entered into DVA IT systems including SNAPPY, REGGIE, and Falcon. All data from DVA IT systems are stored in a database, and then the Batch extracts data from our internal system according to CW requirements and is transmitted into CROWNWeb.
EDI Submission Frequency
Question:
How often does your organization electronically upload data into CROWNWeb? (i.e., frequency, time, etc.)
Question:
How often does your organization electronically upload data into CROWNWeb? (i.e., frequency, time, etc.)

A: Fresenius:
We upload patient and clinical data files weekly and pain & depression files monthly.
Question:
How often does your organization electronically upload data into CROWNWeb? (i.e., frequency, time, etc.)

A: **NRAA-HIE:**

- The NRAA HIE operates 24x7x365 with scheduled maintenance periods.
- Our facilities can submit ANY of their files at any time.
- They receive near real time response on the status of each of their patient files. Patient by patient submissions.
Question:
How often does your organization electronically upload data into CROWNWeb? (i.e., frequency, time, etc.)

A: DaVita:

There are 5 different types of batches, each with their own data type and timing:

• **Patient Files:** Twice weekly Monday and Thursday

• **Clinical Files (HD & PD labs):** Total of 4 batch submissions over the open data period; Initial runs on the 15th of the following month/final runs on the 25th of the close month.

• **Vascular Access:** Total of 4 batch submissions over the open data period; Initial runs on the 15th of the following month/final runs on the 25th of the close month.

• **Pain and Depression:** Twice monthly, 8th and last Tuesday of the following month.
Facility Responsibility
Question:
Other than validation of the uploaded information, what else are the facilities responsible for manually entering in the CROWNWeb SUI?
Facility Responsibility – Fresenius

Question:
Other than validation of the uploaded information, what else are the facilities responsible for manually entering in the CROWNWeb SUI?

A: Fresenius:
Clinic staff should check the source data and if it is correct then make a manual correction in CW then report the issue to internal CW Support. If source data is not correct, manual corrections are required in both systems.
Question:
Other than validation of the uploaded information, what else are the facilities responsible for manually entering in the CROWNWeb SUI?

A: **NRAA-HIE:**

We can automate any of the files being submitted to CROWNWeb. Some of our EMR do not use all of the files so check with your EMR vendor if you have a question.
Question:
Other than validation of the uploaded information, what else are the facilities responsible for manually entering in the CROWNWeb SUI?

A: **DaVita:**

Required CMS forms, Treatment summary updates, PART Verification, Voc. Rehab, Action Items.
Error Corrections
Question:
What is the process facility-level users should follow if they notice something incorrectly uploaded into CROWNWeb? What is the guidance to your facilities to handle incorrect clinical data uploads when it is the last day for submission?
Question:
What is the process facility-level users should follow if they notice something incorrectly uploaded into CROWNWeb? What is the guidance to your facilities to handle incorrect clinical data uploads when it is the last day for submission?

A: Fresenius:
Clinics should check the source data, if the data is correct they should manually correct CW and contact internal CW Support.
Question:
What is the process facility-level users should follow if they notice something incorrectly uploaded into CROWNWeb? What is the guidance to your facilities to handle incorrect clinical data uploads when it is the last day for submission?

A: **NRAA-HIE**:

- We provide an on-line support tool that can be found at [http://nrra.onehealthport.com/nrra-hie-support-request-form](http://nrra.onehealthport.com/nrra-hie-support-request-form), details regarding confusing errors and CROWNWeb processing issues can be sent to the Qnet Help desk using this tool.

- If you have a commonly known error, e.g. patient mismatch error and know how to correct the data submission then simply correct the data in your EMR and resubmit the data via the HIE. The new file will be used instead of the old incorrect data. You can also go into CROWNWeb and correct the data using the SUI if you prefer to do it that way. It is important to correct the data in your EMR so you do not see the same issues every month.

- Data is processed until the final minutes before the closing of the submission window, so the HIE cut off is essentially the same as that for CMS. Please allow some time for processing. Also, we suggest that our users submit data well in advance of the closing deadline to avoid last minute errors and issues.
Question:
What is the process facility-level users should follow if they notice something incorrectly uploaded into CROWNWeb? What is the guidance to your facilities to handle incorrect clinical data uploads when it is the last day for submission?

A: DaVita:

1. Verify accuracy of data in DVA IT systems (including SNAPPY, REGGIE, and Falcon).
2. Seek expert guidance (CW Education Lead) for resolution of discrepancies.
3. Open DVA Helpdesk Ticket.
What is Coming in 2018
Question:
Can you provide us a high level forecast of things to come (e.g., Is your organization planning any updates to your EDI submission process)?
Question:
Can you provide us a high level forecast of things to come (e.g., Is your organization planning any updates to your EDI submission process)?

A: Fresenius:
Fresenius will continue to evolve with CROWNWeb changes. Our focus is on eliminating CROWNWeb errors and batch submission of Initial 2728 Form information.
Question:
Can you provide us a high level forecast of things to come (e.g., Is your organization planning any updates to your EDI submission process)?

A: **NRAA-HIE:**

- We continue to work to improve error rates.
- Considering NHSN connectivity, on boarding VA, on boarding EPIC EMR users.
- Investigating how we can support Network QI projects.
Question:
Can you provide us a high level forecast of things to come (e.g., Is your organization planning any updates to your EDI submission process)?

A: DaVita:

We continually work with our IT partners to improve the efficiency of our batch process and timeframes of data submissions. Some high level items for 2018 are:

• Refining Admit/Treatment Start Date logic (also includes Home training dates)
• Batching of Voc. Rehab information
• Changes to allow for more frequent submissions earlier in the reporting period
• Increased error reporting directly to the clinics via internal reports
A Look at CMS-2728 Form Submission
National Compliance on CMS-2728 Forms Submitted within 10 Days

Connecting the Pieces
## CMS-2728 Forms Submitted within 10 Days (per EDI Organization)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DVA</td>
<td>20.52%</td>
<td>20.49%</td>
<td>20.21%</td>
<td>20.97%</td>
<td>18.31%</td>
<td>21.63%</td>
</tr>
<tr>
<td>DCI</td>
<td>16.26%</td>
<td>17.74%</td>
<td>16.97%</td>
<td>19.54%</td>
<td>13.21%</td>
<td>17.48%</td>
</tr>
<tr>
<td>FMC</td>
<td>22.18%</td>
<td>20.16%</td>
<td>18.38%</td>
<td>17.63%</td>
<td>20.37%</td>
<td>25.32%</td>
</tr>
<tr>
<td>NRAA</td>
<td>30.07%</td>
<td>27.55%</td>
<td>28.38%</td>
<td>29.96%</td>
<td>26.24%</td>
<td>29.14%</td>
</tr>
<tr>
<td>National</td>
<td>22.81%</td>
<td>21.59%</td>
<td>20.81%</td>
<td>20.91%</td>
<td>20.37%</td>
<td>24.37%</td>
</tr>
</tbody>
</table>
# CMS-2728 Forms Submission within 45 Days (per EDI Organization)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DVA</td>
<td>87.34%</td>
<td>86.20%</td>
<td>87.58%</td>
<td>86.30%</td>
<td>86.52%</td>
<td>89.30%</td>
</tr>
<tr>
<td>DCI</td>
<td>93.13%</td>
<td>94.87%</td>
<td>93.88%</td>
<td>91.59%</td>
<td>91.06%</td>
<td>94.23%</td>
</tr>
<tr>
<td>FMC</td>
<td>89.84%</td>
<td>91.29%</td>
<td>90.96%</td>
<td>90.69%</td>
<td>90.86%</td>
<td>94.27%</td>
</tr>
<tr>
<td>NRAA</td>
<td>90.80%</td>
<td>91.16%</td>
<td>92.02%</td>
<td>90.25%</td>
<td>91.28%</td>
<td>93.80%</td>
</tr>
<tr>
<td>National</td>
<td>89.20%</td>
<td>89.53%</td>
<td>89.96%</td>
<td>88.99%</td>
<td>89.37%</td>
<td><strong>92.30%</strong></td>
</tr>
</tbody>
</table>
## February 2018 Saved Forms

<table>
<thead>
<tr>
<th>Category</th>
<th>&gt; 45 Days</th>
<th>11 - 45 Days</th>
<th>Within 10 Days</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial, Re-Entitlement (Restart), Re-Entitlement (Transplant Failure)</td>
<td>1752</td>
<td>1767</td>
<td>578</td>
<td>4097</td>
</tr>
<tr>
<td>Initial Transplant, Re-Entitlement (Transplant), Supplemental (Transplant)</td>
<td>637</td>
<td>16</td>
<td>1</td>
<td>654</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>&gt; 45 Days</th>
<th>11-45 Days</th>
<th>Within 10 Days</th>
<th>NULL Training Start Date</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplemental Training</td>
<td>118</td>
<td>25</td>
<td>9</td>
<td>41</td>
<td>193</td>
</tr>
</tbody>
</table>

| February Total                  | 4944      |

---

Connecting the Pieces
Medicare Beneficiary Identifier (MBI)
Why Are MBI’s Being Introduced?

- The Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) requires CMS to remove Social Security Numbers (SSNs) from Medicare beneficiary ID cards and issue new cards with a new Medicare Beneficiary Identifier (MBI) by April 2019.

- CMS will start by issuing MBI Numbers to all Medicare recipients beginning April 1, 2018.

- Medicare recipients with a Health Insurance Claim Number (HICN) will be issued a MBI and receive a new Medicare card.
What is Changing on the MBI Card?

Current Medicare Card

New Medicare Card
Effective 4/1/2018

- Card color band from red/blue to all blue
- English and Spanish headers
- Removal of Sex
- Effective Date modified to Coverage starts
- Removal of beneficiary signature
Search for Patients in CROWNWeb
### Patient Search Results - 7 Records Found

<table>
<thead>
<tr>
<th>CROWN UPI</th>
<th>Name</th>
<th>SSN (Last 4)</th>
<th>DOB</th>
<th>DOD</th>
<th>Gender</th>
<th>HICNUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>2104875928</td>
<td>Patient, AcuteDischge</td>
<td>3233</td>
<td>09/09/49</td>
<td></td>
<td>F</td>
<td>2x x x x 233A</td>
</tr>
<tr>
<td>2104874840</td>
<td>Patient, George</td>
<td>01/15/1972</td>
<td></td>
<td></td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>2104874379</td>
<td>Patient, Mary</td>
<td>9361</td>
<td>02/02/92</td>
<td></td>
<td>F</td>
<td>2x x x x 361A</td>
</tr>
<tr>
<td>2104876468</td>
<td>Patient, Mike</td>
<td>9366</td>
<td>01/01/51</td>
<td>03/01/10</td>
<td>F</td>
<td></td>
</tr>
<tr>
<td>2104876922</td>
<td>Patient, Patricia</td>
<td>01/22/70</td>
<td></td>
<td></td>
<td>F</td>
<td></td>
</tr>
<tr>
<td>2104874610</td>
<td>Patient, Roger</td>
<td>8360</td>
<td>01/01/71</td>
<td></td>
<td>M</td>
<td>2x x x x 360A</td>
</tr>
<tr>
<td>2104876308</td>
<td>Patient, Test</td>
<td>04/04/1054</td>
<td></td>
<td></td>
<td>F</td>
<td></td>
</tr>
</tbody>
</table>
Questions
Our next CROWNWeb Town Hall will be held:

Date: April 26, 2018
Time: 2pm-3pm EDT

Thanks for Attending!

QualityNet Help Desk: 1-866-288-8912

Website: http://www.MyCROWNWeb.org

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

Please follow the link and let us know what you think and what you would like to be covered in future Town Hall events, thank you!