



# February 2019 Town Hall

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

February 28, 2019 – 2pm to 3pm ET



# 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](mailto:CRAFT@MyCROWNWeb.org).

A screenshot of a mobile application's Q&A section. At the top, there is a header with a downward arrow, the text "Q&A", and a close button (X). Below the header, the text "All (0)" is displayed. The main area is a large empty white space. At the bottom, there is a form with a dropdown menu labeled "Ask:" and "All Panelists" selected. Below the dropdown is a text input field containing the text "This is my question". To the right of the input field is a grey "Send" button.

# Today's Host and Presenters

## **P. Nicole Crenshaw, MPA**

*Contract Officer's Representative (COR)  
EQRS Business Owner*



## **Kirsten Keating**

*Communications Manager*



## **Michael Seckman**

*Training Manager*





# Latest News and Reminders

# Clinical Closures

Clinical Month(s)	Date of Closure for Clinical Submissions
December 2018	February 28, at 11:59 PM PT
January 2019	April 1, 2019 at 11:59 PM PT
February 2019	April 30, 2019 at 11:59 PM PT

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

# Additional CROWNWeb Due Dates

The following items must be submitted in CROWNWeb by February 28, 2019 at 11:59 PM PT.

- ICH CAHPS Attestation
- Pain Assessment (for period 07/01/2018 – 12/31/2018)
- Depression Screening (for period 1/1/2018 – 12/31/2018)

The specifications for these items should be reviewed to determine if your facility is required to prepare and submit

# Pain Assessment Requirement

Starting **March 1, 2019**, the Centers for Medicare and Medicaid Services (CMS) will no longer require facilities to submit Pain Assessment data in CROWNWeb. The Pain Assessment screen will remain active for facilities to review previously reported data in the system.

- Additionally, to comply with the ESRD Quality Incentive Program, facilities that meet the requirements for Pain Assessment should continue to enter data for the current open period (July 1, 2018 – December 31, 2018) that will close on **February 28, 2019 at 11:59 PM PT**.
- For information on the requirements and instructions on how to complete the Pain Assessment in CROWNWeb, please visit the Training videos on the Education page at [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org).

# New Medicare Cards

- All new and existing Medicare Beneficiaries have been issued their new Medicare cards featuring the Medicare Beneficiary Identifier (MBI).
- The MBI is replacing the HICNUM.
- CROWNWeb supports both the HICNUM and the MBI.



# Patients and the New Medicare Card

If your patient has not received a new Medicare card featuring the MBI, the following steps and resources are available:

- Encourage your patient to first check for any unopened mail
  - The new Medicare cards were sent in a plain white envelopes
- [www.MyMedicare.gov](http://www.MyMedicare.gov)
  - If the card was not located, patients may log on to the MyMedicare site and create an account. They may then print their new card.
- 1-800-Medicare
  - Patients may also use the 1-800-Medicare number to provide their current address information in order to have a new card sent.

# For Further Information...

**Help Me Form:** <http://help.MyCROWNWeb.org>

**QualityNet Help Desk:** 1-866-288-8912

**Website:** <http://www.MyCROWNWeb.org>

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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!**



# Understanding the ESRD Networks

# CMS, ESRD Networks, and Facilities

## Question:

How are the ESRD Networks positioned within CMS to engage with Facilities?

# CMS, ESRD Networks, and Facilities: Answer

## Question:

How are the ESRD Networks positioned within CMS to engage with Facilities?

## Answer:

CMS relies on the ESRD Networks to develop a relationship with the dialysis professionals, providers, and patients; to create a collaborative environment to improve patient care. They work with both entities to build relationships between CMS, providers, and patients. This will ensure that the needs of ESRD Patients are understood and reflected in the quality goals established and advocated by CMS.

# ESRD Networks and EQRS Systems

## Question:

How do the ESRD Networks utilize and manage the EQRS Systems?

# ESRD Networks and EQRS Systems: Answer

## Question:

How do the ESRD Networks utilize and manage the EQRS Systems?

## Answer:

The ESRD Networks serve in both an administrative and oversight role in these systems. The ESRD Networks create records in the system to establish the dialysis and transplant facilities in their Network Service Areas. Dialysis facilities and organizations then enter ESRD patient and treatment data into EQRS Systems. Once data is submitted for facilities, the ESRD Networks collaborate to resolve entry issues within the system. ESRD Networks have access (scope) to all facilities in their service area, and can assist facilities with issues such as near match patients, facility record updates, etc.

# Facility and Patient Related Issues

## Question:

Regarding facility and patient related issues, what assistance does the ESRD Networks provide?



# Facility and Patient Related Issues: Answer

## Question:

Regarding facility and patient related issues, what assistance does the ESRD Networks provide?

## Answer:

Each ESRD Network is equipped to answer most questions in regards to both facilities and patients. The ESRD Networks can also assist with answering questions about reports and requirements for the EQRS Systems such as, the CMS-2744, ICH CAHPS Attestation, Pain Assessment, and Depression Screening, etc.

# Contact Preparation

## Question:

What do facilities need to have prior to contacting the ESRD Networks?

# Contact Preparation: Answer

## Question:

What do facilities need to have prior to contacting the ESRD Networks?

## Answer:

This can have multiple answers depending on what the facility is needing assistance on.

- For Example, if a facility is new and needs to be added into EQRS, they should have information such as their name, DBA name, address, etc., and any other information that may have been provided by Survey and Certification.
- If as Facility has a patient questions, they should have the patients CROWN UPI, First Name, Last Name, DOB, and SSN available.

Having these items available will help the ESRD Network to better assist the facility.

# How to Contact your ESRD Network

## Question:

How can a facility contact their ESRD Network?

# How to Contact your ESRD Network: Answer

## Question:

How can a facility contact their ESRD Network?

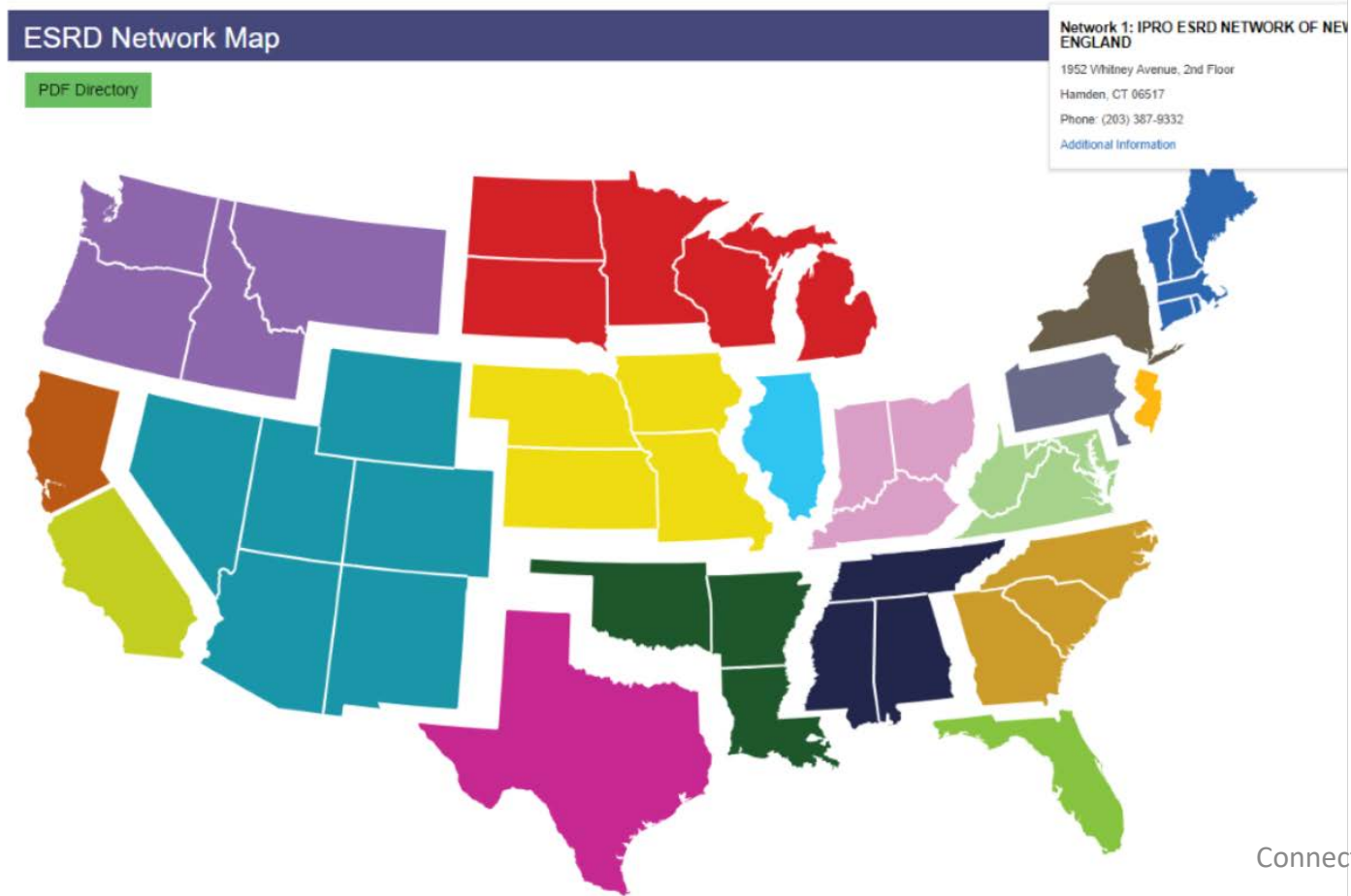
## Answer:

All ESRD Network contact information is available on the ESRD NCC website at [www.esrdncc.org](http://www.esrdncc.org).

New facility personnel are encouraged to visit the website and locate their ESRD Network.

# ESRD NCC Website

Once on the NCC website, select the “Network menu”. Hovering over your state will bring up a floating information box. Selecting the “additional information” hyperlink will allow for more information to be displayed.



# Additional Resources

## Question:

Do ESRD Networks have additional facility resources (training, guides, etc.)?

# Additional Resources: Answer

## Question:

Do ESRD Networks have additional facility resources (training, guides, etc.)?

## Answer:

The ESRD Networks have a large amount of informational resources on their individual websites. Each resource is tailored to that specific ESRD Network.

Additional training resources and materials can be found at [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org)



# CMS-2744 Annual Facility Survey

## Question:

When are the CMS-2744's due to the ESRD Networks?

# CMS-2744 Annual Facility Survey: Answer

## Question:

When are the CMS-2744's due to the ESRD Networks?

## Answer:

Each ESRD Network determines a unique facility due date in order to meet CMS' national submission deadline.

Facilities are encouraged to reach out to their ESRD Network for assistance.



# Frequent ESRD Network Questions

# CMS-2728 Form Submission

## Question:

If a patient did not sign the CMS-2728 Form, can it still be submitted?

# CMS-2728 Form Submission: Answer

## Question:

If a patient did not sign the CMS-2728 Form, can it still be submitted?

## Answer:

If the patient is still living, the form needs to be signed by the patient or their representative, and then submitted in CROWNWeb. A facility is responsible for the submission of the form even if the patient is receiving dialysis elsewhere.

If the patient has expired, the form can be submitted without the signature once the date and cause of death have been entered in CROWNWeb.

# CMS-2728 Form Corrections

## Question:

How do I make a correction on a submitted CMS-2728 Form?

# CMS-2728 Form Corrections: Answer

## Question:

How do I make a correction on a submitted CMS-2728 Form?

## Answer:

In order to make a correction to a submitted form, you must first make all applicable corrections in both your corporate system and in CROWNWeb. Once that has been completed, you may contact the help desk at 866-288-8912 and ask for the form to be updated.

As a reminder, forms in a saved status can still be modified prior to submission.

# Accessing EQRS

## Question:

How do I gain access into the EQRS System?



# Accessing EQRS: Answer

## Question:

How do I gain access into the EQRS System?

## Answer:

Facility personnel needing access to the EQRS System may use the EIDM and QARM Quick Start Guide located in the Education Menu at [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org). This guide will provide step-by-step instructions on creating an account and requesting access to your specific facility.



# MyCROWNWeb.org Resources



# New Resources at MyCROWNWeb.org

MyCROWNWeb.org has introduced three new resources on the Home and Education Pages.

- Calendar Year 2019 and 2020 Clinical Closure Schedule
- Country/Area of Origin or Ancestry Listing
- Enrolled/Principal Tribe Listing

# Clinical Closure Schedule

The Clinical Closure schedule lists all reporting months and the closure dates for calendar years 2019 and 2020.



**Calendar Year 2019 and 2020 Clinical Closure Schedule**

Clinical Closure dates apply to all Collection Types (Hemodialysis, Peritoneal Dialysis), and all clinical data submission methods. Additionally, Clinical Closures are at 11:59 PM PT for all facilities.

Clinical Month/Year	Clinical Closure Month/Year
December 2018	February 28, 2019
January 2019	April 1, 2019
February 2019	April 30, 2019
March 2019	May 31, 2019
April 2019	July 1, 2019
May 2019	July 31, 2019
June 2019	September 2, 2019
July 2019	September 30, 2019
August 2019	October 31, 2019
September 2019	December 2, 2019
October 2019	January 2, 2020
November 2019	January 31, 2020
December 2019	March 2, 2020

*Please note that the above dates are subject to change at any time.*

# Country/Area of Origin or Ancestry Listing

The Country/Area of Origin or Ancestry is a required field in CROWNWeb when a patient's ethnicity is marked as "Hispanic or Latino" or "Native Hawaiian or Other Pacific Islander".

**CMS** **CROWNWeb**  
The Official Patient Registry for the Medicare/Medicaid System

### Country/Area of Origin or Ancestry Listing

When admitting patients in CROWNWeb, the "Country/Area of Origin or Ancestry" field is enabled to allow a selection when patients claim an ethnicity of "Hispanic or Latino" or "Native Hawaiian or Other Pacific Islander". The below chart lists all current "Country/Area of Origin or Ancestry" available in CROWNWeb on the Patient Attributes screen for use with completion of the CMS-2728 Form.

UNITED STATES	BHUTAN	CONGO
AFGHANISTAN	BOLIVIA	CONGO, THE DEMOCRATIC REPUBLIC OF THE
ALAND ISLANDS	BOSNIA AND HERZEGOVINA	COOK ISLANDS
ALBANIA	BOTSWANA	COSTA RICA
ALGERIA	BOUVET ISLAND	COTE D'IVOIRE
AMERICAN SAMOA	BRAZIL	CROATIA
ANDORRA	BRITISH INDIAN OCEAN TERRITORY	CUBA
ANGOLA	BRUNEI DARUSSALAM	CYPRUS
ANGUILLA	BULGARIA	CZECH REPUBLIC
ANTARCTICA	BURKINA FASO	DENMARK
ANTIGUA AND BARBUDA	BURUNDI	DJIBOUTI
ARGENTINA	CAMBODIA	DOMINICA
ARMENIA	CAMEROON	DOMINICAN REPUBLIC
ARUBA	CANADA	ECUADOR
AUSTRALIA	CAPE VERDE	EGYPT
AUSTRIA	CAYMAN ISLANDS	EL SALVADOR
AZERBAIJAN	CENTRAL AFRICAN REPUBLIC	EQUATORIAL GUINEA
BAHAMAS	CHAD	ERITREA
BAHRAIN	CHILE	ESTONIA
BANGLADESH	CHINA	ETHIOPIA
BARBADOS	CHRISTMAS ISLAND	FALKLAND ISLANDS (MALVINAS)
BELARUS	COCOS (KEELING) ISLANDS	FAROE ISLANDS
BELGIUM	COLOMBIA	FIJI
BELIZE	COMOROS	FINLAND
BENIN		FRANCE
BERMUDA		

Country/Area of Origin or Ancestry Listing • Published: 2/10/19

# Enrolled/Principal Tribe Listing

The Enrolled/Principal Tribe is a required field in CROWNWeb when a patient's race is marked as "America Indian/Alaska Native".

**Enrolled/Principal Tribe Listing**

When admitting patients in CROWNWeb, the "Enrolled/Principal Tribe" field is enabled to allow a selection when patients claim a race of "American Indian/Alaska Native". The below chart lists all current "Enrolled/Principal Tribe" available in CROWNWeb on the Patient Attributes screen for use with completion of the CMS-2728 Form.

Acoma	Bad River Band-Chippewa Wisconsin	Caddo
Ak Chin Indian Comm. - Papago - Arizona	Bannock	Cahto-Laytonville Ranch - California
Alabama & Coushatta Tribes of Texas	Barona Capitan Grande-Dieg-California	Cahuilla
Alabama-Quassarte-Creek-Oklahoma	Barona Group-Capitan Grande - California	Cahuilla Mission-California
Alaskan Indian	Bay Mills-Chippewa-Minnesota	Campo Band-Diegueno - California
Aleut	Berry Creek Ranch - Maidu - California	Canadian Indian
Alturas Ranch -Pit River - California	Big Lagoon Ranch -Smith River - California	Capais
Apache	Big Pine Band - Paiute - California	Capitan Grande-Diegueno - California
Apache Tribe of Oklahoma	Big Sandy Ranch -Mono - California	Cayuga
Apache, Ft. Sill	Big Valley Ranch -Pomo/Pit - California	Cayuga-Seneca
Apache, Jicarilla	Bishop - Paiute/Shoshone - California	Cedarville Ranch North Paite - California
Apache, Mescalero	Blackfeet	Celilo-Wyam Board
Apache, Yavapai	Blue Lake Rancheria - California	Chchal De He Band-Colusa - California
Apache-Kiowa	Boise Forte Band-Chippewa - Minnesota	Chetahis, Confederated Tribes
Aqua-Caiente-Cahuilla-California	Bridgeport Paiute Colony - California	Chemehuevi
Arapahoe	Buena Vista Ranch - Mewuk - California	Cherae Heights-Trinidad - California
Arapahoe-Cheyenne	Burns Paiute Colony - Oregon	Cherokee
Arikara	Cabazon-Cahuilla Mission-California	Cherokee-Delaware
Arrostock (Indian Association)		Cherokee-Shawnee
Assiniboine		Cherokk (Eastern Bank)
Assiniboine & Sioux - Montana		Cheyenne
Assiniboine/Sioux - Montana		Cheyenne River Sioux - South Dakota
Augustine-Cahuilla Mission-California		

# Questions



# For Further Information...

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# Thanks for Attending!

**Our next CROWNWeb  
Town Hall will be held:**

**Date: March 28, 2019**

**Time: 2pm-3pm EDT**

