November 2019 Town Hall

With End-Stage Renal Disease (ESRD) Outreach, Communication, and Training (EOCT) Team

November 21, 2019–2 PM to 3 PM ET
Submitting Questions

Type questions in the “Q&A” section, located to the right 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 and Presenter

P. Nicole Crenshaw, MPA
ESRD Lead & Business Analyst, FAC-COR II

Oniel Delva, MS, CTT+
Communications Director
Latest News and Reminders
Clinical Closures apply to all Collection Types.
Clinical data submission applies to all submission methods.

<table>
<thead>
<tr>
<th>Clinical Month(s)</th>
<th>Date of Closure for Clinical Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2019</td>
<td>December 2, 2019 at 11:59 PM PT</td>
</tr>
<tr>
<td>October 2019</td>
<td>January 2, 2020 at 11:59 PM PT</td>
</tr>
<tr>
<td>November 2019</td>
<td>February 3, 2020 at 11:59 PM PT</td>
</tr>
</tbody>
</table>
2019 Recap:
CROWNWeb Features
April 2008
CMS published Updated Conditions for Coverage for ESRD facilities.

July 2009
CROWNWeb Phase II released to approximately 180 dialysis facilities nationwide.

May 2011
CROWNWeb Phase II released to approximately 360 dialysis facilities nationwide.

December 2011
CROWNWeb Phase III released with system enhancements.

May 2011
CROWNWeb Phase II released to approximately 360 dialysis facilities nationwide.

May 2014
CROWNWeb v4.4 released. Features Clinical “Save” and “N/A” options.

December 2012
CROWNWeb v4.1 released to support Facility Attestations and CMS-2744 submissions.

September 2014
CROWNWeb v4.5 released. Supports CMS-2728 automation.

October 2015
CROWNWeb v4.8 released. Includes updates that further supports the ESRD QIP.

December 2010
CROWNWeb National Release implemented for all Medicare-certified dialysis facilities.

June 2012
CROWNWeb National Release implemented for all Medicare-certified dialysis facilities.

December 2014
CROWNWeb v4.6 released. Supports CMS-2746 automation, and Clinical Carry-Over options.

2013
Behind the scenes updates applied to CROWNWeb to support system usability.

2008
2009
2010
2011
2012
2013
2014
2015
2016

May 2015
CROWNWeb v4.7 released. Includes Clinical updates and behind the scenes enhancements.

October 2015
CROWNWeb v4.1 released to support Facility Attestations and CMS-2744 submissions.

2016
Enterprise Identity Management (EIDM) and QualityNet Authorization and Role Management (QARM) released.
CMS also implemented enhancements in 2017 and 2018. The updates included the:

- Implementation of the CROWNWeb Facility Dashboard.
- Introduction of the ESRD Quality Reporting System (EQRS).
- Prevention of the deletion of treatment data that is associated with an existing CMS-2728.
- Validation of Admit Date.
- Auto-Acceptance of Medicare Claim Number (HICNUM) updates.
- Inclusion of additional International Classification of Diseases Tenth Revision codes in CROWNWeb.
New features were released into the EQRS and CROWNWeb systems, which included:

- Transient Patient Indicator
- Auto Accept for Date of Death
- CMS Certification Number (CCN) no longer required on CMS-2746
- Updates to CCN State Codes
- Pain Assessment Notice
- Social Security Number (SSN)/HICNUM Masking in CROWNWeb
The Transient Patient Indicator alerts facilities to patients with a status listed as “Yes.”

This update features an additional Transient Column on the Admit/Discharge screen.

Admit/Discharge Summary (Ima Patient - 2107778422)

<table>
<thead>
<tr>
<th>Admit Date</th>
<th>Admit Reason</th>
<th>Admit Facility</th>
<th>Transient Status</th>
<th>Discharge Date</th>
<th>Discharge Reason</th>
<th>Treatment</th>
<th>Physician</th>
<th>Treatment Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/01/2018</td>
<td>Transfer In</td>
<td>NOCTURNAL DIALYSIS SPA</td>
<td>Yes</td>
<td></td>
<td></td>
<td>Dialysis Facility/Center</td>
<td>Seckman, Michael</td>
<td>Treatment Summary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>142797 1669853206</td>
<td></td>
<td></td>
<td></td>
<td>Hemodialysis</td>
<td>UPIN: A12345</td>
<td></td>
</tr>
<tr>
<td>06/01/2018</td>
<td>New ESRD Patient</td>
<td>OCT Dialysis 392762 1003864208</td>
<td>No</td>
<td></td>
<td></td>
<td>Home Hemodialysis</td>
<td>Casey, Ben</td>
<td>Treatment Summary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>UPIN: A23456</td>
<td></td>
</tr>
</tbody>
</table>

*Fictitious patient data.*
This new feature will add a Date of Death event to all applicable patients who are not associated with a facility and have a transfer out event of:

- Lost To Follow Up
- Transfer Out
- Discontinue
- Other
• Facilities are able to enter patient information and forms in CROWNWeb while pending certification.

• This update allows facilities to submit a CMS-2746 Form without a CCN listed in CROWNWeb.

• This functionality was applied to the CMS-2728 Form in an earlier release.
For over 30 years, the state code identifier (first two digits of the provider ID) was a two-digit number.

CMS added new CCN state codes to the existing codes as of 4/22/2019 to support the increased number of facilities.
CROWNWeb now supports alpha-numeric state codes for the following:

<table>
<thead>
<tr>
<th>State</th>
<th>Code1</th>
<th>Code2</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>A0 and A1</td>
<td></td>
</tr>
<tr>
<td>Michigan</td>
<td>A4</td>
<td></td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>A7</td>
<td></td>
</tr>
<tr>
<td>Florida</td>
<td>A2</td>
<td></td>
</tr>
<tr>
<td>Mississippi</td>
<td>A5</td>
<td></td>
</tr>
<tr>
<td>Tennessee</td>
<td>A8</td>
<td></td>
</tr>
<tr>
<td>Louisiana</td>
<td>A3</td>
<td></td>
</tr>
<tr>
<td>Ohio</td>
<td>A6</td>
<td></td>
</tr>
<tr>
<td>Texas</td>
<td>A9</td>
<td></td>
</tr>
</tbody>
</table>
As of **March 1, 2019**, CMS no longer required facilities to submit Pain Assessment data in CROWNWeb.

- The Pain Assessment screen remained active for facilities to review previously reported data in the system.

A notice is now available on the Facility Dashboard to inform users that Pain Assessment data is no longer required.
CROWNWeb users will notice masked SSN and HICNUM on Patient Attributes and Reports screens.

- This update supports the Social Security Number Removal Initiative and CMS’ transition to Medicare Beneficiary Identifiers.
The User Experience:

SSN

- SSN is masked using capital X’s except for the last 4 digits on submission/saved.
- The current SSN format is used. (ex. XXX-XX-1234)
- The full SSN is visible when editing data.
- The full SSN is stored in the database.

HICNUM

- Only the second through sixth digits of the HICNUM are masked (ex. 2XXXXX123B)
- The current formats for SSN and HICNUM have not changed.
## Additional System Updates

<table>
<thead>
<tr>
<th>Category</th>
<th>Update Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supplemental Training Form</strong></td>
<td>CROWNWeb was updated to remove the requirement for the Supplemental Training Form for Non-Medicare facilities when an initial CMS-2728 form is submitted with Section D completed.</td>
</tr>
<tr>
<td><strong>Form 2728 Re-Entitlement</strong></td>
<td>CROWNWeb was updated to ensure that Section-C is populated on the Re-Entitlement CMS-2728 form, when an ESRD patient has a transient admission in-between their transplant and their admission after transplant failed.</td>
</tr>
<tr>
<td><strong>Accretions</strong></td>
<td>CROWNWeb was updated to accurately assign accretions to a Non-Medicare facility without a facility CCN.</td>
</tr>
</tbody>
</table>
2020 Vision:
A Glance of Things to Come
What is Medication Reconciliation (MedRec)?
The process of identifying the most accurate list of all medications that the patient is taking, including name, dosage, frequency, and route, by comparing the medical record to an external list of medications obtained from a patient, hospital, or other provider.

MedRec and the ESRD QIP:
• CMS adopted the MedRec reporting measure for the ESRD QIP measure set, beginning with Payment Year 2022.
• The MedRec measure assesses whether a facility has appropriately evaluated a patient’s medications.

CROWNWeb will allow data reporting for hemodialysis and peritoneal dialysis patients to support MedRec.

All MedRec fields are accessible via the Manage Clinical screen in CROWNWeb.

MedRec training will be provided January 2020.

CROWNWeb fields:
- Medication Reconciliation Clinician Type
- Medication Reconciliation Date
- Medication Reconciliation Clinician Name
Facilities will be able to submit their In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS) Survey attestations in CROWNWeb during the attestation open period.

ICH CAHPS training will be provided January 2020.
The Clinical Depression assessment period will run from January 1, 2020 to December 31, 2020.

Users will be able to enter data during the entire assessment period, and are given two months past the end of the assessment period to complete their reporting.

Clinical Depression training will be provided January 2020.
2019 Resources: Access Them Today
# 2019 Town Hall Topics

<table>
<thead>
<tr>
<th>Month</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>January 2019</strong></td>
<td>Completing Calendar Year 2018 CROWNWeb reporting requirements: ICH CAHPS Attestation, Pain Assessment, Depression Screening, and the CMS-2744 Annual Facility Survey</td>
</tr>
<tr>
<td><strong>February 2019</strong></td>
<td>Question and Answer session with the Senior ESRD Networks Lead, Renee Dupee</td>
</tr>
<tr>
<td><strong>March 2019</strong></td>
<td>Understanding the ESRD Data Management Guidelines</td>
</tr>
<tr>
<td><strong>April 2019</strong></td>
<td>Clinical tips and shortcuts</td>
</tr>
</tbody>
</table>
## 2019 Town Hall Topics

<table>
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<tr>
<th>Month</th>
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<tbody>
<tr>
<td><strong>May 2019</strong></td>
<td>ESRD Frequently Asked Questions (FAQs)</td>
</tr>
<tr>
<td><strong>June 2019</strong></td>
<td>Discussion with the Kidney Community Emergency Response team</td>
</tr>
<tr>
<td><strong>July 2019</strong></td>
<td>Understanding the ESRD Quality Incentive Program (QIP) System Quick Start Guide. ESRD QIP Preview Period 2019 frequently asked questions</td>
</tr>
<tr>
<td><strong>August 2019</strong></td>
<td>Ultrafiltration training and ESRD Systems Data Accuracy review</td>
</tr>
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</table>
# 2019 Town Hall Topics

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<tr>
<td><strong>September 2019</strong></td>
<td>SSN and HICNUM masking in CROWNWeb. Deep Dive Series: Completing PART Verifications and Managing Clinical Data in CROWNWeb</td>
</tr>
<tr>
<td><strong>October 2019</strong></td>
<td>ESRD Community of Practice: Best practices to aid data reporting. Deep Dive Series: Managing admits and discharges in CROWNWeb</td>
</tr>
<tr>
<td><strong>November 2019</strong></td>
<td>2019 Recap and 2020 Vision</td>
</tr>
<tr>
<td><strong>December 2019</strong></td>
<td>Understanding the ESRD QIP Final Performance Score Report</td>
</tr>
</tbody>
</table>
Save the Date:
2020 Communications and Training
Developing Communications and Training

• EOCT is responsible for leading communication and training efforts for the following ESRD Systems:
  – EQRS
    • CROWNWeb
    • ESRD QIP
    • Renal Management Information System (REMIS)

• EOCT has produced and hosts:
  – Over 27 online training modules
  – 11 training videos
  – Seven quick start guides
  – A CROWNWeb Online Help tool
  – Monthly New User Training
  – Monthly CROWNWeb Town Hall events
  – Ad hoc training webinars
• EOCT develops communication and training materials based on, but not limited to:
  – Upcoming system releases
  – Educational needs
  – Community feedback
  – Community collaboration

The following pages provide an overview of planned 2020 EOCT events.
Save the Date: 2020 EOCT Events

New User Trainings
- Moving to the third Tuesday of each month.

Town Hall Events
- Held the last Thursday of each month.

Medication Reconciliation Training
- Coming January 2020.

ICH CAHPS Training
- Coming January 2020.

Completing the CMS-2744 Annual Facility Survey
- Coming Spring 2020.

ESRD System Enhancement Trainings
- Will be held as needed.

*Dates subject to change.
HCQIS Access Roles and Profile (HARP) System Training
   – Coming January 2020

What is HARP?

• HARP is a secure identity management portal provided by CMS.

• Currently, users manage their credentials and access to organizations through the Enterprise Identity Data Management system (EIDM).

• HARP will allow users to create their account and establish credentials in order to access ESRD Systems.
2020 Town Hall Topic Bank

• The Road to EQRS
• ESRD Community of Practice Series
• ESRD Deep Dive Series
• Understanding Medication Reconciliation
• Entering ICH CAHPS Data in CROWNWeb
• Accessing Your ESRD QIP Preview Period Reports
• Accessing and Understanding The ESRD QIP Final Performance Score Report
• Reporting Clinical Depression Data in CROWNWeb
• Frequently Asked Questions
• Using EQRS for ESRD Data Reporting
• QualityNet Help Desk Support
• 10 Tips to Entering CROWNWeb Data
• How to Access Available Resources
• How EQRS Data Supports the ESRD Community
2020 Resources to Come

• New EQRS/CROWNWeb worksheets

• Updated and additional online tutorials

• EQRS Best Practices

• 2020 Clinical Closure Schedule
Developing Communications and Training

- All event announcement and registration are posted on [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org).
- Users can register for meetings and access materials, as well as post-event recordings.
- Users are encouraged to submit training and Town Hall ideas to [CRAFT@MyCROWNWeb.org](mailto:CRAFT@MyCROWNWeb.org).
- All training requests are reviewed for consideration. Topics are developed as:
  - Training webinars
  - Online tutorials
  - Quick Start Guides
  - Newsletters
Chat Question

What communication and training materials would you like to see produced in 2020?

Use the chat option to respond. Send comments to “All Panelists.”
Questions
Our next Town Hall Event will be held on December 19, 2019.

Topic: Understanding the Payment Year (PY) 2020 ESRD QIP Final Performance Score Report

Registration: https://mycrownweb.org/pcw_community_events/december-2019-town-hall/

QualityNet Help Desk: 1-866-288-8912

Website: http://www.MyCROWNWeb.org

ESRD QIP Questions: ESRD QIP ServiceNow Q&A Tool

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!