



Outpatient Quality Program Systems and Stakeholder Support Team

November 2019 Town Hall

Presentation Transcript

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Oniel Delva:

Hello everyone and welcome. Thank you for joining us for today's discussion. This is the November 2019 Town Hall event. We appreciate you, again, being here with us, sharing a part of your day with us, and thank you, again, for joining. For today's discussion, we will spend time to recap the features, the things that were implemented and added to the CROWNWeb system during the 2019 calendar year, as well as take the time to briefly talk about things to come in 2020. We will look at some of the communication and training events and things that are to come during the 2020 year and we will actually ask you to share with us, once we get to that part via the chat feature, but you'll get to share with us what are some of the things you would like to see that the team put together, as well as discuss part of a future training event or call. You'll get to do that a little bit later. Today's call is being recorded. The recording would be made available within 10 business days via myCROWNWeb.org website and also there is a PDF copy of the slides that will be viewed as part of today's discussion that has been added to the website. Once the recording is available, it will be added there, as well as along with the PDF copy of the slides. Today's call, we do have close captioning available, which you should see automatically in the bottom right-hand side of your screen. If you need that, then you can glance at the bottom right-hand side of your screen, so you can see the closed-captioning text. Of course, with calls you are able to hear us verbally, but we do not have the ability to hear from you, but we would like to hear from you in the way that you can communicate with us, is through the Q&A feature, and in addition to the polling option, we will have a little bit later. But through the Q&A you have the ability to select all panelists when you are sending in questions and we will work towards providing you with a response before the call ends. However, we do know that there are some questions that may come in that we are not able to provide immediate response to, so we ask that you direct those questions to the CRAFT@MyCROWNWeb.org email account, as well as if there is an ESRD QIP-related question, you can send it to the Service Now tool that is utilized to support the Q&A tool. We will have a link at the end of the presentation where you access the PDF of the

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slides, where you can then directly lead to the appropriate channels to submit your questions, and also if you submitted a question to CRAFT, we are reviewing the questions that are submitted there as well, or provide responses to all the questions that are submitted, and hopefully as part of today's event, you might be able to receive an answer to a question that you might have.

Today's host and presenter, we do have one: P. Nicole Crenshaw, she's our CMS ESRD lead and myself. My name is Oniel Delva, I am the communications director for the ESRD Outreach Communication and Training. As you know with our calls, we do like to start off with what are some of the latest news and reminders. We do have, of course, the clinical closure that we like to provide. It is a reminder with the calls and, of course, you can see September 2019 clinical data is due by December 2, 2019, at 11:59 p.m. Pacific time, and you can see October and November dates as well. For this year, I would like to stress and remind folks that, of course, pay close attention to the clinical closure and submission date that CMS had, and we would like to cover them as part of the calls. We also have a list that is out on the myCROWNWeb.org website and if you currently do not know where that is stored, we can provide you with a link so you can get that information as well, but it is there to let you know, based on the clinical month and when exactly CMS is looking for you to submit the information by. As you know, once the month is closed, it is closed, and unfortunately cannot go back and enter clinical data for September 2019 after the December 2 date. This applies to all submission types and all submission or methods and email PD, etc. Thank you in advance for working to ensure the data is submitted within a timely manner.

Let's look at some of the updates that have been made to the CROWNWeb system. Of course, as with any computer system or software, CROWNWeb is frequently reviewed for enhancements and enhancements are applied based on a couple things. Applied based on a requirement, such as a need to allow users to complete various forms within the system, or complete other stations or requirements for the clinical data to be submitted by a certain time frame. In addition to requirements, enhancements are added to the system based on user suggestions. A suggestion may be to support, maybe the way that you do something in the system to help improve that. So, if you are a part of this world for a while, some things that are a part of this timeline where you might say I remember when that happened. This year 2019, actually marks 10 years since CROWNWeb was officially rolled out to be used by Medicare-certified facilities. 10 years ago, which would have been 2009, it wasn't used by all facilities. CMS phased in an approach where Phase 1 started [in] February 2009, where eight selected facilities were using the system

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and then from there, it gradually increased with Phase 2, where it increased to 180 facilities, and so on and so forth, where at that time, it gave CMS the ability to analyze how users were interacting or using the system and how they performed necessary enhancements and so on. And as the years progressed, additional things were added, of course, the national rollout occurred June 2012, where all Medicare-certified dialysis facilities were required to use the system and that was seven years ago. And as you can see, I am not going to go over everything that is listed here as part of this timeline, but as the years progressed, updates were applied to the system. Some changes were made, again, based on requirements, such as incorporating the ability to complete attestations for a component of the ESRD QIP was added to the system, and the requirements for certain forms to be completed via the system or added over the years, and changes to the way that folks complete the account registration process. You can see 2016, there was the introduction of [the] EIDM QARM registration process, so a lot of things have occurred and have taken place over the years. Now, the timeline stopped in 2016 because we can only fit so much on one slide. Here, you can see a quick overview of 2018 and some things that occurred. And we don't have time to speak to everything, of course, everything that has taken place over the years. And in a moment, we will talk briefly about 2019 and some of the things that occurred and are continuing to happen now, but on this slide you can see things that happened over the years. And focusing on that, implementation of the CROWNWeb facility dashboard. We hear a lot from users on how they really like the facility dashboard and how things are included as part of the dashboard, helps to call out the fields or areas within the system, I should say, that is in need of attention. People do let us know that they really enjoy that. EQRS was first introduced in 2018 when we started talking about EQRS and additional things, prevention of deletion of treatment data on the 2728 forms, validation of the admit dates, auto-acceptance of Medicare claim number updates, and inclusion of additional ICH, not ICH, but inclusion of additional ICD-10 codes in the CROWNWeb system. A lot of things have taken place over the years as it relates to features and things that have been added to the system in, again, to support data-reporting requirements. In 2019, there have been a lot of things implemented, as you see here and we will talk more in depth as it relates to these items listed here on your screen, but here, at a high-level, some of the things that took place in 2019, transient patient indicator, auto-accept for date of death, CCN no longer required on CMS-2746, updates to CCN state codes. So, on this list here, the first three actually are owed in a sense that they've been discussed as part of previous Town Hall events. Even the features I talked about a little bit ago, the bullet points listed earlier, we don't have time to cover everything, of course, as part of today's one-hour discussion, those were covered as part of a previous Town Hall event, and when you access a PDF copy of the slides, we do have a section that

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includes links that will take you directly to the Town Hall events that were held in 2019, with an overview of what was discussed as part of that event, and you can click on the link to take you directly to it, so you can access or hear exactly what took place at that time. The first three items listed transient indicator, auto-accept of date of death, and the CCN no longer required on CMS-2746 was covered as part of the previous call, but we will give you a brief overview today as well. The other three items listed, updates to CCN codes, pain assessment notice, as well as SSN and HICNUM masking in CROWNWeb, those are new. And actually, I will say that the last one, the SSN and HICNUM masking in CROWNWeb, we covered a little bit of regarding that during the September Town Hall, but some of the information is new. While some of you access previously held Town Hall events, you will be able to get access to the recording. That will give you in-depth breakdown as to what is expected or what CMS is looking for in those areas. Here, you can see, the breakdown of the list that I displayed a moment ago, focusing first on the “transient patient indicator.” Now, transient patients. The system has always given you the ability to indicate when a patient is a transient during the transferring in from another facility to yours. The “transient status” option or field is there, where you get a chance to indicate “yes” or “no,” the patient is transient. Now, I want to say though, since we are talking about transient patients, to provide a reminder, please make sure that you are using and remembering to come back and make the necessary updates to the transient selection to support data that’s in CROWNWeb, meaning we know that transient patient definition. If the patient is going to be there in your facility for 13 treatments or fewer than 30 days or less, then that’s, of course, when indicating that yes, this will be a temporary patient at my facility. Make sure to indicate selecting “yes” for the transient status, so CROWNWeb correctly registers or correctly identifies, captures of that information. Once the patient returns to his or her original facility or maybe transfers and go somewhere else within that timeframe, then please of course, make sure that you are updating the system to indicate the patient is no longer at your facility and no longer a transient. Here, on this admit/discharge screen, the update that is being reflected here, is letting us know or showing that the transient status is now listed on the admit/discharge screen, so that you are able to go back to review and say “yes, this is a transient still at my facility,” and again make the appropriate update as needed. So, that is listed. For auto-accept for date of death, here it’s letting us know that this feature will add a date of death to all applicable patients who are not associated with a facility and have a transfer out, lost-to-follow-up, discontinued, or other. This is speaking to gap patients who are not affiliated with the facility so they were discharged, but were admitted to a new facility in the CROWNWeb system and if that occurs, the patient then falls into a gap status and in this case, it is the update auto-accept date of death, if the person, unfortunately,

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passes away while not being associated with the facility in the CROWNWeb system. Now, we're going to talk about CCNs. The CMS certification numbers as far as today's discussion, with the first one here, and you can enter patient information and forms in CROWNWeb while pending certification. But, the system was updated to allow or support facilities ability to submit 2746 forms without a CCN listed in CROWNWeb, and this functionality was previously covered as part of the update that was added for the 2728 form, and this is letting us know that the same was applied to the 2746 death notification form. The items I will cover in a moment actually will be new to some folks. This is the first time we're covering them as part of a Town Hall event and here we're talking about the CCN state codes. If you think about 30 years ago where we were with the number of Medicare-certified dialysis facilities throughout the nation compared to where we are now, of course, some growth has taken place. An increase and a change was needed in order to allow for the system to accept additional CCN for facilities that now are required to be entered in the system. Through the CCNs and state codes and updates that have been made to the system, the CCN is the first state-code identifier, which are the first two digits of the provider ID, was updated to now the system will accept alphanumeric's for select states. In a moment, I will show you a list of the states and a breakdown of the format of the way that it will be accepted in the system for those particular states and, again, once you access a PDF copy of the slides, if you are in one of the states, you will be able to see the breakdown and how the system will accept this submission. CMS added the new CCN state codes to the existing list of codes as of April 22, 2019, to support the increased number of facilities. The screenshot, you can see where it's highlighted in yellow, where the facility CCN [is]. Historically, this has been numbers only, six digits, but you can see the "A" at the beginning, letting you know that this has been added to the system and here is a list of the states and the way the CROWNWeb system will support alpha-numeric entry in CROWNWeb. Starting with California, you can see it is A0 and A1, Florida A2, Louisiana A3, and so on. So there are nine that are listed here, and as I mentioned, once you access a PDF copy of the slides, if you're affiliated with any of these states, just know that you will now have the ability to enter the alpha-numeric state code entry in CROWNWeb, whether it is appropriate or necessary for your facility. For this update here, as of March 1, 2019, I know that we covered this as part of a previous Town Hall discussion, but the system was updated. CMS no longer requires facilities to submit pain assessment data in CROWNWeb. However, the system did continue to provide facilities with the ability to review the previously reported data in the system. This update actually is the inclusion of a notice to the dashboard and basically reminding folks, those who are accessing it in the fact that the information is still displayed, but CMS as [of] March 1, 2019, no longer required the reporting of pain

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assessment data in the CROWNWeb system. So, this message indicates although CMS no longer requires facilities to submit pain assessment data starting March 1, 2019, the pain assessment screen will remain active for facilities to review previously data. That's been added to the facility dashboard as an additional reminder, so that those who are logging in will know that they will not be required to report the information via the CROWNWeb system. For the CCN and HICNUM masking, we touched a little on this during the September 2019 Town Hall event and the system has been updated to support the Social Security Number Removal Initiative and CMS's transition to Medicare Beneficiary IDs. Here, when the users are logged into the system, which you probably have seen this already if you've logged into CROWNWeb as of late, the system has been updated where there are screens in CROWNWeb, as well as reports. The reports were covered as part of the September Town Hall and provided a long list of reports and screens within CROWNWeb that have been updated to support this. But, Social Security numbers are masked with capital "X"s and the last four digits are displayed and for the HICNUM, it is the first digit that is displayed and the "X"s for the middle of the six digits, and then the last four you can see listed here. The format has not changed, so for the Social Security number, the nine digits that are typically used [are] still remaining the same, and CROWNWeb will now when you are viewing the information, it does not display the full Social Security number. But, when someone is needing to edit the information, click "Edit" and it will refresh to allow the information to display, so that you can make the necessary edits and updates, but that will not be displayed on screen at all times once someone accesses the system. The full Social Security number will be stored in the database on the back end. So, just know that that information is there and it's not lost. Now, here, you can see a lot of updates and a lot of things have been added to the system and we added these as additional changes that were added so additional system updates, the supplemental training form, the form 2728 re-entitlement form, and updates were applied, as well as the accretions section within the CROWNWeb system enhancements were added to those areas as well.

Let's take a look and talk briefly over the next few slides of some of the things that are to come. As you saw a moment ago, some of the updates that were applied in 2019 are a lot, so 2020 will be no different, where it will actually be a very busy year for CMS. There will be a lot of updates and changes that will be applied and CMS will continue to expand the development of its EQRS system. So, new features and enhancements will be new functionality and introduced to the community over the 2020 calendar year as we move forward. There will be a new way to register for an account, which we will touch on briefly, when we get to discussing

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how users have and will continue to access the system. That will be covered briefly once we talk about training that is to come.

Now let's talk a little regarding three features that some of you may currently use. Once you access the system, you'll start to see it in place. And additional things that will be pushed out as we continue to move forth to support your reporting of patient data starting with the 2020 calendar year. Now, the first thing you can see here, we have covering medication reconciliation, so MedRec. Here, we have a definition of MedRec. The process of identifying the most accurate list of all medications that the patient is taking, including name, dosage, frequency, the route, and such as it relates to supporting the patient. Now, of course, patient safety is at the front, the heart of you do, what CMS does, so keeping that in mind, this is to help to support that. CMS adopted MedRec reporting measures for the ESRD QIP measure set, beginning with Payment Year 2022. Again, it's to help measure assesses, whether a facility has appropriately evaluated a patient's medications. In the CROWNWeb system itself, the system has been updated to allow supporting of MedRec data for hemodialysis and peritoneal dialysis patients. This will be done via the "Manage Clinical" screen or sections within the CROWNWeb system. Once the user logs in and they go to the "Manage Clinical" screen, it's listed as part of the different sections within the clinical screen that users can access. And MedRec training will take place January 2020. At the bottom of this slide, you can see we have a screenshot of the fields within the CROWNWeb system, where it is showing the three fields to support reporting of information where the medication reconciliation clinician type, that is a drop-down list, providing users with the ability to make selections from the list. And so, if you select a physician, nurse, or pharmacist, that is displayed as part of the list of the drop-down. The MedRec date is listed, as well as the MedRec clinician name as a free text or open field for you to put in the appropriate information. As mentioned, MedRec training will be provided January 2020, and so as of part of today's discussion we want to provide you with a high-level overview of that field and give you a chance to look at some of the things that will be caught out or requirements as it relates with area, and how folks will be able to support that by entering the necessary information in the CROWNWeb system.

We will continue our discussion by talking about the ICH CAHPS® data reporting. ICH CAHPS® data reporting in CROWNWeb will follow the same process as it has in previous years. Where the screenshot you can see here is letting folks, those who are required to submit this information via CROWNWeb, it gives you a chance to see where it says during the eligible period, and in this case, which will be calendar year 2018. Does the facility treat fewer or did your facility treat fewer than 30 eligible

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patients for the ICH CAHPS® reporting measure? The user would attest that their facility is not eligible for the ICH CAHPS® reporting measure due to the items that are listed. ICH CAHPS® training will be provided, as well in January 2020, and I want to cover as part of today's discussion at a high level, a look at some of the things to come as it relates to the ICH CAHPS® data reporting in CROWNWeb. Clinical depression screening will follow processes in previous years and here, you can see the breakdown of clinical depression and assessment period that will occur January 1, 2020–December 31, 2020. Users will be able to enter the data during the entire assessment period and are given two months past the end of the assessment period to complete the reporting. So, two months past December 31, 2020 to complete the reporting and, again, the same thing, clinical depression screening and follow-up will be covered during training that will be given in January 2020. So, January 2020 will be a very busy month for us with training and a very busy month for you, as well, with staying in the know and up to date with things that are to come out to ensure you are staying on top of your data reporting. With that said, stay tuned, a lot of announcements will be submitted to the community to let you know when you can register for the various training sessions that I mentioned moment ago: the MedRec training, ICH CAHPS® training, and clinical depression training. We will send you an announcement to let you know when it is being offered, and as well as additional training or things that will take place during the 2020 calendar year. Stay tuned and we will make sure that you are all in the know with what is going on and making sure that we provide you with the information needed for you to continue to submit your data via the CROWNWeb system and meeting the requirements.

Here, we will talk about some of the resources that are available that the team has produced, as well as items and topics and things that were covered as part of previous Town Hall events. The Town Hall events we hold on the last Thursday of each month, where we cover the hot items that we continue to hear from the user community about, or from CMS, and items that are submitted via the chat during the events, and items that are submitted via the CRAFT mailbox, and so on. So, here is a reminder that this is covered with the previous Town Hall event, so you can go out and access it and, as I mentioned, once you get the download or obtain the PDF copy of the slides, these links, January 2019, February 2019, and so on, they are active or it will take you directly to that event if there is something that is listed that you want to get additional information on and you can go directly to that event, so that you can get the information and see what was discussed as part of that call. I am not go over each one of these in great length, but we will let you know some of the things that we cover. So, for example, back in March, Understanding the ESRD Data Management Guidelines. The Data Management Guidelines [PDF] is

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available via MyCROWNWeb.org website, where it provides information regarding CROWNWeb data reporting and the frequency and the deadline by when certain things should be submitted. We do know clinical data in the various forms and we have information for when those should be entered in CROWNWeb, but when a patient comes to your facility, how long is it recommended that you not wait, but when should you admit that patient to your facility once they arrive? Or once a person leaves the facility and when should you complete a discharge, as well as the partner verification which we touched on before, when is it recommended that you complete PART verification CROWNWeb, as well as notifications, accretions, and so on. All of those things are covered in part of the Data Management Guidelines. So, if you access March 2019 Town Hall event, you will get the training materials needed to get full understanding of the Data Management Guidelines. Clinical tips and shortcuts were covered in April. We do, at times, dedicate the Town Hall events to cover frequently asked questions. On May 2019, questions that were submitted via the CRAFT mailbox, as well as CMS has, the Help Desk has and continues to receive. We were able to cover some of those with that event and so you can access those trainings or responses, the CMS-approved responses that were given as part of that event back in May. We're covering some of these and not going into great length, as I mentioned.

We did have KCER, the kidney committee emergency response team on to touch some of the things how CROWNWeb data helps to support their needs and efforts. We do touch a lot on not just what you need to do in CROWNWeb, but what exactly is it supporting and why am I entering this information in CROWNWeb. We do cover that as part of the Town Hall discussion and that event, we covered, or had KCER, about how the information you report helps them with the efforts and hopes to support patients in with their needs and support the ESRD Networks, as well during an emergency.

The August 2019 Town Hall event. If you don't access any of the ones that I covered, I will stress that the August 2019 Town Hall event was really good as it relates to covering the ultrafiltration requirements in the reporting of that information in CROWNWeb. We continue to get ultrafiltration questions, but if you access that, the ultrafiltration portion starts with slide 26. Don't quote me on that but I believe it starts with slide 26 as part of that and when you access the PDF, you can see the information that was covered. The ultrafiltration session that was provided, it broke down all the different scenarios as it relates to patients coming to your facility. This is a Monday, Wednesday, Friday patient and this is a Tuesday, Thursday, Saturday patient and the patient comes to my facility every day and so on, and whatever the scenario may be. The ultrafiltration training that was given as part of the August 2019 Town

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Hall event broke it all down to assist you all with getting a good understanding of what CMS is asking for and in that section and how you continue to stay on top of your data reporting. During the last call, we had facility representatives on and while talking to one of the speakers, she shared with me that the August 2019 ultrafiltration training is what helped her understand, grasping what is required for that field or that section within CROWNWeb and gave her the ability to communicate it to others in the facility, and so that everyone is on the same page. Again, access that if you have not done so as of yet.

And for these, we covered the Social Security and HICNUM masking in September, and last month was a good session where we introduced the ESRD Community of Practice series that we were starting, where we had the opportunity to feature three facility representatives, who talked about how they are using the CROWNWeb system and best practices that they put in place at their facility to help ensure that they are submitting that within a timely manner... such as, utilizing the admit worksheet on the MyCROWNWeb.org website, and the 2728 worksheets to obtain the necessary information ahead of time before coming into CROWNWeb, and attempting to enter the data because now, they had everything required in the proper order that is entered in CROWNWeb. So, we cover that, in addition to other things that they do at their facility. Appointing a CROWNWeb specialist was also mentioned as part of the call, where that facility or the organization dedicated one person to ensure that everything that is required for this month for all patients are entered in CROWNWeb, and helping them to stay on top of everything.

Here, you can see we also have December listed and I will say, once we end today's session, we are giving you the ability to register and join us for the December event where during that session we will cover Understanding the Payment Year 2020, ESRD QIP Final Performance Score Report. We will have representatives for another organization, called Arbor, on to assist us with that discussion and provide you with an update regarding, not just how to access final report, but giving you an additional understanding as to how to understand it as well. Please access the previously held events, as mentioned, so that you can continue to stay in the loop. And once we end the session today, you will get the opportunity to register to join the December Town Hall. You can register early to secure your spot.

I will cover a couple things and I believe this is the last section that we have listed to cover as part of today's call. We are wanting to keep you in the loop as it relates to some of the things that's to come in 2020. You just covered a lot Oniel. You just covered things that have [been] implemented and you went over some of the things to come. You mentioned MedRec,

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ICH CAHPS®, and clinical depression. But when are we going to get these trainings, which I touched a little bit on those things but, as well as what are changes that are to come and what can I look forward to in 2020? Save the date, 2020 Communication and Training event, and I will give you the list of some of those things in a moment. EOCT, our team is responsible for making sure that we continue to inform you, the ESRD community, on the things that are taking place as it relates to CROWNWeb, the ESRD QIP system and communicating some of those things to support that side of the house, as well as the REMIS system, Renal Management Information System. Some of you might be familiar with CROWNWeb and ESRD QIP, but maybe not so much with REMIS, but we support those areas. And [in] 2020, moving forward with continuing to support those areas to make sure that you all know what is to come. EOCT has produced and hosted over 27 online training modules on the MyCROWNWeb.org website. These training modules, they cover tasks that you complete in the CROWNWeb system and we review these and in 2020, we will go do the same and review these to implement necessary updates knowing that [there are] system changes to come. Know that you can continue to access that via the MyCROWNWeb.org website. We have the 11 training videos and seven Quick Start Guides, the CROWNWeb online help tool, so all of those are available. We do have the User Training, the Town Hall events that you are on, as well as ad hoc training webinars. So, if we learn based on community feedback that a training module might be needed, an online tutorial might be needed for insert CROWNWeb feature here, and ad hoc training that we might do/produce something to make available online, or hold a 30-minute training event or one-hour training event, if needed. I have covered a little as to the training and communication materials we developed based on upcoming system releases, educational needs, and community feedback, as well as community collaboration.

Let's look at the list of 2020 planned events. The events and dates are subject to change, based on how the day is, based on needs, and so on. The new User Training event, I wanted to share that. We historically held those on the second Tuesday of each month. But, starting in 2020, we will move those to the third Tuesday of each month. If you are new to CROWNWeb, and/or if you need a refresher then, we hold those events to cover everything in the CROWNWeb system from how to submit a patient, all the way to how to complete a 2746, and how to do notifications. Our new User Training events are open to any- and everyone to attend those who are new, those who are seasoned with using CROWNWeb. And, if you have questions or given the changes to come, maybe you want additional information as to how you can submit particular things in CROWNWeb, and you can join us for that event. So it's moving to the third Tuesday of each month to give us the ability to announce it a little bit sooner or

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provide more information to the user community, so that's giving me ample time for registration and folks to attend. Town Hall events will remain on the last Thursday of each month. The MedRec training, as I mentioned, coming January 2020. ICH CAHPS® training coming January 2020. And I currently don't have it listed here, but I wanted to mention also the local depression screening coming and it is, yes you guessed it, January 2020. We will be covering the 2744 Annual Facility Survey. We typically do training for that in the spring, so the start of the year. So, expect announcements and things to come out for the 2744 Annual Facility Survey training to be made available Spring 2020. As you can see, the last item on the list will show the additional training and things that are held as needed to cover ESRD system enhancements. A lot taking place [in] 2020, so look out for the announcements that're to come. Continuing with training and events that will be held in January 2020, CMS will be transitioning to, and I mentioned this a little bit earlier, for the account provisioning process, the way the folks are able to register for the way they can access the ESRD system, such as CROWNWeb. There is an introduction into a new way that folks will complete their registration by following the process identified as what is known as HARP—HCQIS Access Roles and Profile system. So, training for that will be provided January 2020 so this may be new to some of you and you might be wondering, what is Oniel talking about? HARP, what is this? We will cover that a little bit more in detail in January 2020, but HARP, a high-level overview, is a secure identity management portal provided by CMS and users using EIDM, the Enterprise Identity Data Management system, as well as QARM to complete the registration. But, HARP will support this area by allowing users to create their accounts and establish credentials in order to access ESRD systems. So, more information will be made available, regarding this area or this new system I should say, but I want to let you know that HARP training is coming January 2020.

A few more slides and then Matt, I will turn it over to you to see if there are things we may receive via chat or the Q&A if we are able to provide an answer to some of these verbally as part of today's discussion. We wanted to show you for 2020 Town Hall events, we have been thinking a lot about what are some of the things that can be covered during this one-hour time that we spend with the user community. Here, this is not in any particular order, so if you're looking at this thinking January, we will cover this, February we will cover that, and so on, but not in any particular order, but this is a list of all the different things and some of these might get covered together as part one event and some of them may be it's own one-hour session, whatever it might be, but just a list of things that are to come for 2020 Town Hall events, the Road to EQRS, and providing additional information there, and the Community of Practice series. We received feedback from the community and we see how you enjoy having

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the facility representatives on to talk about how to use this system and tips and tricks that they've put in place to help expediting and improving data reporting via CROWNWeb. Understanding MedRec, we'll touch a little bit on that. We at times would like to have whenever possible the QualityNet helpdesk on our calls, as well as other representatives from other organizations that support this area on to talk about some of the things that they see on their end. What are some of the top questions that you are receiving, what are some of the ways folks can connect with you sooner or quicker, and what is the best method of communication? So, whatever the questions might be, we would like to have them on to provide ways to support you all as you submit your data and use various systems. Tips and tricks, we do cover as part of the events as well so, just a list of some of the things that we are currently planning and looking into doing for the 2020 Town Hall events.

Now earlier, I mentioned the fact that we have a lot of resources that are available via the MyCROWNWeb.org website and here we have a few things to let you know, things to come. We are looking into creating new additional ESRD EQRS/CROWNWeb worksheets. We received word that folks who have used the admit worksheet, the 2728 worksheet, where again, it follows the exact process, the flow of how one would enter that information in CROWNWeb based on the beginning to the end, and we're looking at creating additional worksheets to be made available via MyCROWNWeb.org: clinical worksheets, faster access worksheets, and partner verification worksheet, you know, updating treatment records worksheets, and so on, so we are looking into the possibility of creating those, so look for those things to be announced.

Additional tutorials, online tutorials, I mentioned that we have 27 currently, so we're looking at updating to make more available as needed, as well as to update the existing ones, and EQRS best practices, and looking to send out information again to help you with reporting information in the system and what are things you can do to help expedite and improve how you report that information in CROWNWeb. That will be an additional resource available and then as mentioned earlier, the Clinical Closure schedule on the MyCROWNWeb.org website has the 2019/2020 clinical closure schedule and we will make another one or update that to reflect the 2020 date for your reporting of data in CROWNWeb. All events, when we hold them, you can register for and you'll have access to materials via the MyCROWNWeb.org website. You have the information listed here and we do cover materials during our training, or our online tutorials and newsletters, and so on. But, I am going to pause for a moment and we have about nine minutes. Matt, I am going to turn it over to you in a moment to see some of the questions we received. But, we went to take advantage of this time to ask you to use the

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chat feature to say, “Hey, what communication and training materials would you like to see produced in 2020?” Go ahead and use the chat option and send to all panelists, please, to let us know, what training or communication materials would you like us to add to the list for 2020 for us to cover? Alright. Going to pause for a moment to give you the chance to submit your response to this chat question. I see a couple coming in, so again, use the chat feature to submit to us, and we are currently monitoring your responses we have received, and will jump into the Q&A, and turn it over to Matt to help us with some of the things that we received via Q&A. I saw one come in a moment ago about 2744 directions, how to use spreadsheets so thank you so much for sending that in, Karen. I saw also earlier someone referenced deep dive, so that will be added to the list of communication that’s covered in 2020. The Town Hall events, the deep dive, we will take a moment and drill down a little bit further at data reporting in CROWNWeb. Spreadsheets and reports, perfect thank you. I saw a couple things come in for MedRec and that training will be covered in January 2020, and it is open to anyone to attend, I believe I saw that a moment ago, so you should attend that training, and we will offer to anyone at your facility who you believe needs to receive the information or obtain the training, please feel free to share that out with anyone at your unit, so that they can obtain the necessary information. With that, just continue to send in your comments and if you would like to share with us, what are some of the communication training things you would like us to cover in 2020? Feel free to continue to use the chat feature to submit your comments to us but at this time, I will also pause and turn it over to Matt to see what questions we have received via Q&A. Matt?

Matt McDonough:

Can you hear me?

Oniel Delva:

Yes.

Matt McDonough:

We’ve got a bunch of questions that came in and folks submitting ideas for suggested trainings in the Q&A window as well. We will archive those. We see them coming in and wanted you to know that they are there. So, couple questions came in on MedRec, and you’ve already addressed one, actually. The question was a clarification that facilities ... The question is, “Will facilities be required to enter MedRec data not until reporting of January 2020 clinical data, is that the case?”

Oniel Delva:

The facilities without the ability to report MedRec data starting January 2020 to go with the January 2020 clinical data that's reported via the CROWNWeb system, it’s supporting until the year 2022.

Matt McDonough:

Excellent, thank you. Another MedRec question, and I think I can answer this one, but feel free to jump in and correct me if I [am] misspoken. “In terms of the names that are entered in the MedRec clinician name box, this will follow all of CROWNWeb’s personnel rules? Is that correct, they need to be in the system before they can be entered?”

Oniel Delva:

That is [an] open field and it’s a free text so that they can enter in the appropriate information in that area.

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- Matt McDonough:** Thank you and I learned something today. I don't know the answer to this, Oniel, so I will bounce it off you, "Will the MedRec data populate from month-to-month?"
- Oniel Delva:** The MedRec data entry, there are a lot of great questions, I guess this is a plug for, please join us in January 2020 for MedRec training.
- Matt McDonough:** That was actually my next comment.
- Oniel Delva:** The MedRec entry will be required monthly in the CROWNWeb system and we will look into as we prepare for our training, come January 2020, a lot of these are great questions and we welcome for you to continue to send them in via the chat window, as well as in a moment, I will show you the ESRD QIP-related questions, Service Now, and soon, but we are capturing these questions, and we will work towards providing answers during that training event to, again, make sure that you are well informed, but it will be required that you enter the monthly in the CROWNWeb system, but I noted to take back to developers, to obtain additional information regarding to auto-populate from month to month, but we are supposed to verify or do it monthly, so, of course, in the system, we want to make sure that you enter the appropriate date for when it was performed during the reporting month.
- Matt McDonough:** Great, thank you. As Oniel mentioned, there may be some question that we don't get to or have to do more research on, so, if we don't get to your question, just know we are archiving those. I know, Oniel, we've jumped around with different questions regarding 2744, in terms of the timelines. I am not going to address the timeline and specifically right now, there will be specific 2744 training that is forthcoming. Is that correct?
- Oniel Delva:** That is correct. So, usually, we provide that during the February/March timeframe so, [it will] follow most likely a similar schedule, and an announcement will go out to the community, but yes, we will cover the 2744. I saw another question regarding MedRec training, who should attend, and will we make the training available, and we recommend that if we can have everyone at the unit attend, that would be awesome, so you know what to do. Once we send it out, feel free to connect and put it on speaker or whatever [it] might be so that anyone at your unit is required to know what to do as it relates to providing the information to support the entry data in CROWNWeb, as well as the person who is reporting the information in CROWNWeb, that they are informed, so please join us for that event.
- Matt McDonough:** One comment on the MedRec training that just came in and I agree with this is please allow ample Q&A time at the end. There is a lot of community questions. One more question, I know we are getting up against the three o'clock time, couple questions came in about reports in CROWNWeb, and will they [be] updated soon? I do know, although I don't have a definitive timeline, they are being looked at currently, in the last meeting we were at in Baltimore, and there is a effort to look at those to make it more useful, and so your voice on reports is being heard and I'm

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sure there is more information forthcoming in the future, and on what the reports might look like. Oniel, I think we've got a minute left so back to you.

Oniel Delva:

Also I saw, how do I access the previous topics? Once you access the copy of the slides, you actually will be able to link directly to the previous topics that were covered as part of the Town Hall events, and also we have those listed on the events tab on the MyCROWNWeb.org website, and you can obtain that information there.

As mentioned a little bit ago, please join us for the December 2019 Town Hall event. As part of that event, we will cover Understanding the Payment Year 2020 ESRD QIP Final Performance Score and you can register for the event using this link. Once we have the event, you will automatically be presented with the ability to provide feedback as part of the post-event evaluation and to register for next month's session.

Announcements and things will go out again regarding next month's session. Here, as always if you have questions, you can use [the] Help Form on [the] MyCROWNWeb.org website, but if you have ESRD QIP-specific questions, please use the ESRD QIP Service Now Q&A tool, and you can access that link and, if you currently do not have it, once you access a PDF copy of today's deck. Thank you everyone. Thank you for spending part of your day with us and hope to see you on a future Town Hall event. Have a great day everyone. This will conclude today's call. Thank you.