



CMS' CROWNWeb Application

# CROWNWeb 2014 and Beyond



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# Today's Presenter

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# Today's Agenda



- **CROWNWeb Clinical Data**
- **CMS Forms Reminder**
- **CROWNWeb System Updates**
- **ESRD-QIP Data Entry – Payment Year 2016**
- **CROWNWeb Training Materials**
- **Q&A**



# CROWNWeb Clinical Data

# Clinical Data Entry



- **Since June 2012, thousands of authorized users have utilized CROWNWeb to submit hundreds of thousands of patients' data to CMS.**
- **CROWNWeb's data has been used to support CMS initiatives and provide data to ESRD study groups for reporting purposes.**
- **Example of programs and groups that uses CROWNWeb data:**
  - ESRD Quality Incentive Program (ESRD QIP)
  - Quality Measures
  - Dialysis Facility Compare
  - United States Renal Data System (USRDS)
- **Facilities must report all available data for patients by their respective due dates.**

# 2015 Clinical Closures

- On Friday, September 19, 2014, CMS announced an update to the 2015 clinical closure periods.

Clinical Month(s)	Date of Closure for Clinical Submissions
October 2014 November 2014 December 2014	January 31, 2015 at 11:59 p.m. ET
January 2015	March 31, 2015 at 11:59 p.m. ET
February 2015	April 30, 2015 at 11:59 p.m. ET
March 2015	May 31, 2015 at 11:59 p.m. ET
April 2015	June 30, 2015 at 11:59 p.m. ET
May 2015	July 31, 2015 at 11:59 p.m. ET
June 2015	August 30, 2015 at 11:59 p.m. ET

- July 2015 and future months will close two months after the end of each month.



# **CMS Forms Completion and Submission Refreshers**

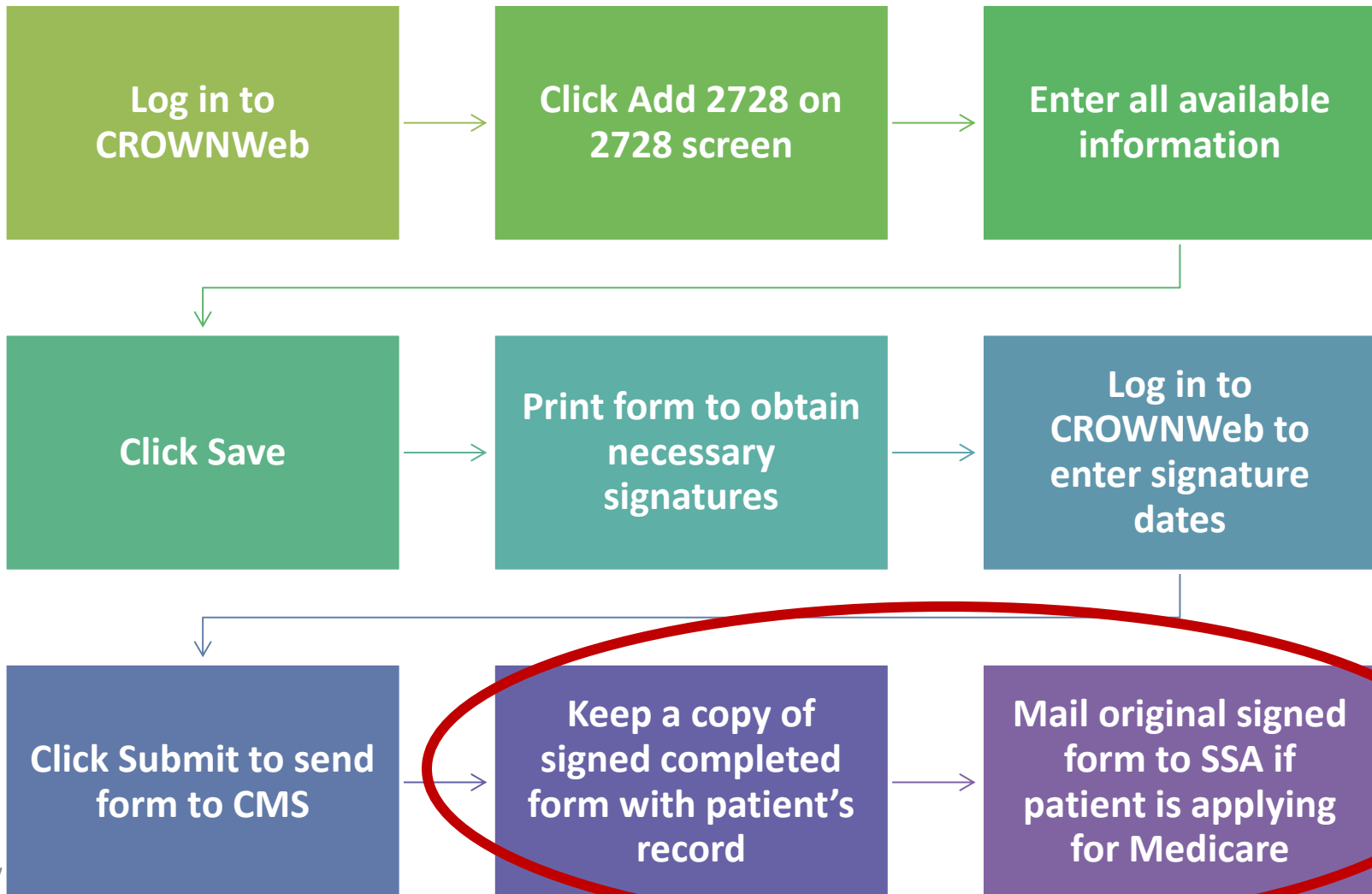
# CMS-2728 Form Completion



- CMS requires a CMS-2728 form for all chronic dialysis patients.
- The CMS-2728 form serves as both the Medicare ESRD benefits form and the ESRD patient registry form.
- Facilities initiate the process of completing the CMS-2728 form in CROWNWeb.
- Submission via CROWNWeb submits the CMS-2728 form to CMS ONLY.
- **NOTE:** This means that facilities still must submit a paper version of the signed form to the local Social Security Administration's office (if the patient is applying for ESRD Medicare benefits) to activate those benefits!

# CMS-2728 Completion Process

The CMS-2728 completion process in CROWNWeb:



# CMS-2746 Form Completion

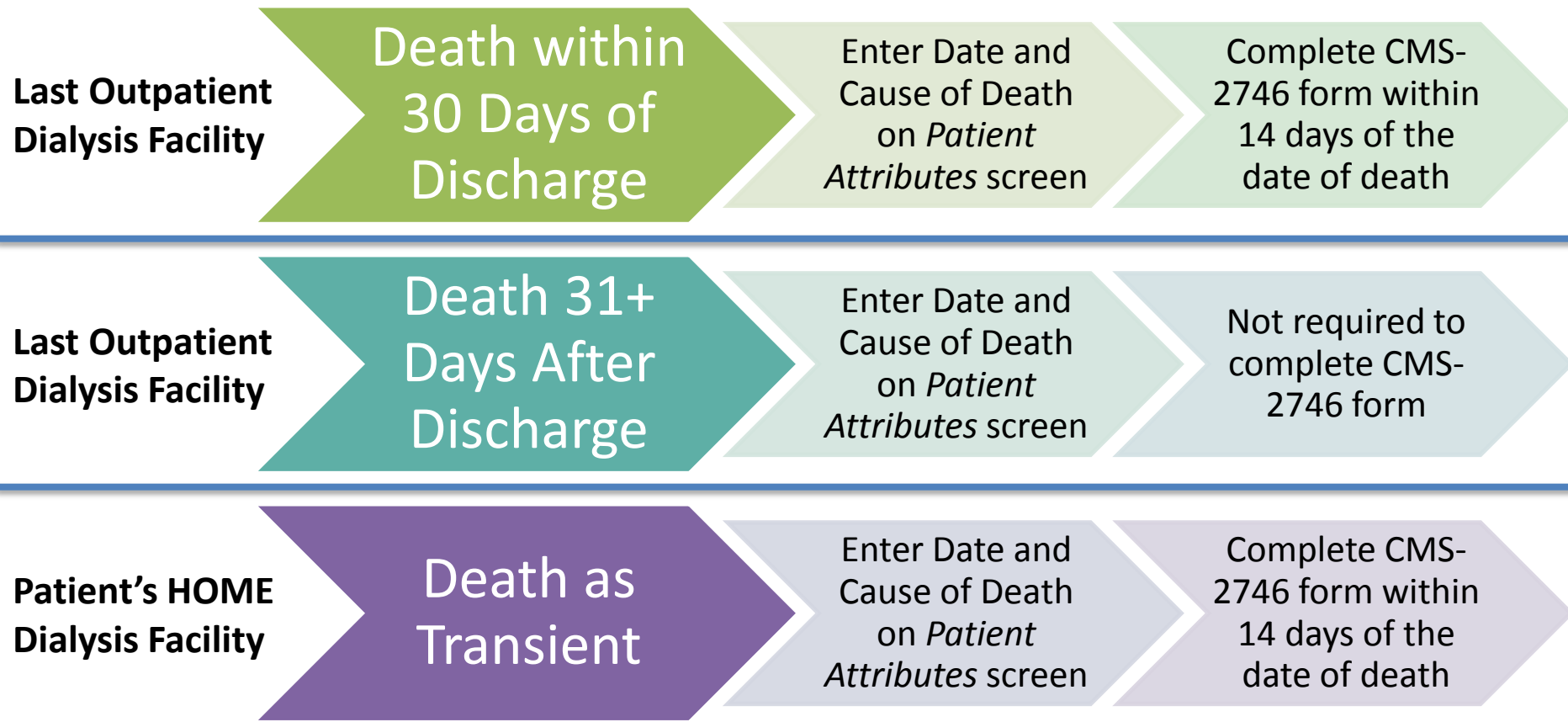
- When completing a CMS-2746 form, it is important to know two key pieces of information:
  1. Who is responsible for the form?
  2. What is the submission deadline?
- Different situations can affect who is responsible. For instance:
  1. Patient passes away within 30 days of a discharge.
  2. Patient passes away 31+ days after a discharge.
  3. Patient passes away as a transient.
- **Submission Deadline:**

## Distribution of Copies:

Complete the ESRD Death Notification, CMS-2746, within 2 weeks of the date of death. If the patient was a dialysis patient, the dialysis facility last responsible for the patient's maintenance dialysis (or home dialysis) must complete this form. If the patient was a transplant patient, the transplant center is responsible for completing this form.

# CMS-2746 Completion Process

## The CMS-2746 completion process in CROWNWeb:





# **CROWNWeb System Updates**

# Implemented Updates



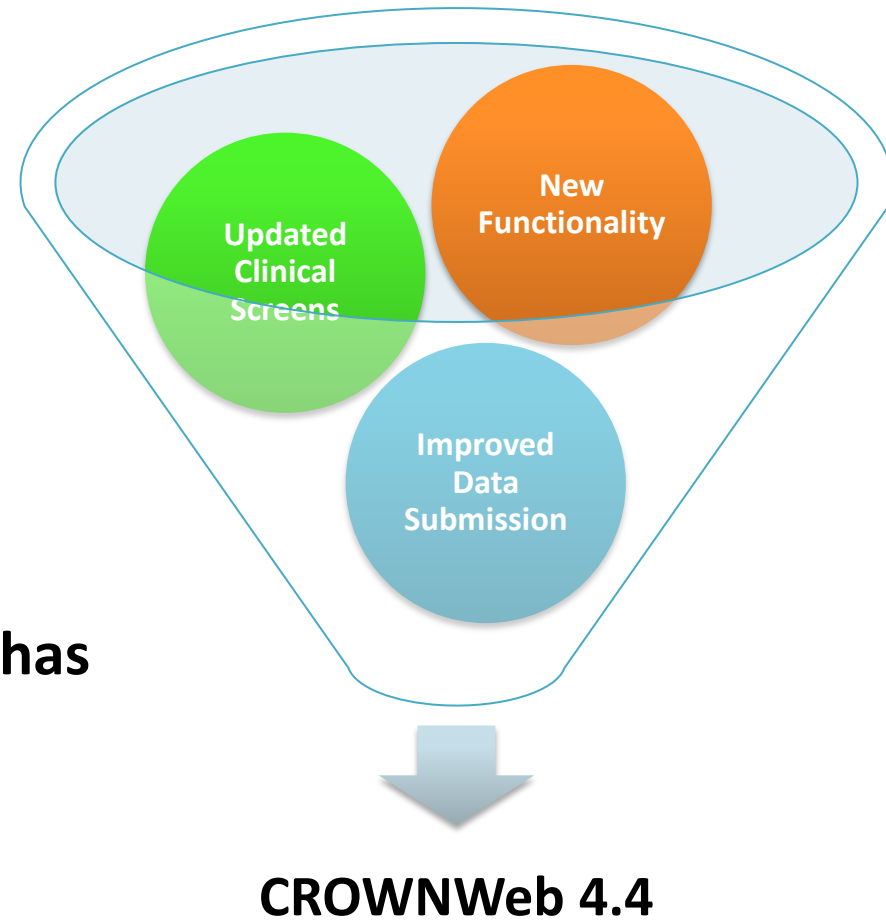
- **Currently, CMS has implemented two CROWNWeb system updates, with another planned for December 2014.**
- **Some major modifications or enhancements and small updates were added to CROWNWeb.**
- **Many changes were behind the scenes and helped support system performance. Some changes introduced new functionality in CROWNWeb.**
- **Examples of implemented CROWNWeb updates:**
  - Clinical “Save” button
  - Clinical Not Available “N/A” checkboxes
  - CMS-2728 form automation support
  - Missing Forms and Saved Status Reports



# CROWNWeb 4.4

# CROWNWeb 4.4 Overview

- CMS released CROWNWeb 4.4 on Wednesday, May 28, 2014.
- CROWNWeb 4.4 features a number of updates that were based on user feedback.
- Most updates were to the *Clinical* screens of CROWNWeb.
- The *Clinical* screen in CROWNWeb has been streamlined, redesigned, and enhanced with new features.



# Clinical “Save” Button

- CROWNWeb now features a **SAVE** button on each *Clinical* screen.
- When entering data, users can stop clinical entry at any point, save it, then return to it later to finish.
- Saved data can be updated at anytime, as long as the clinical month is still open.

The screenshot displays the 'Clinical Values' interface for 'Anemia Management'. It features two main input fields: '\* Hemoglobin (Hgb) (g/dL)' and '\* Ferritin (ng/mL)'. Each field includes a text input box, a radio button for 'N/A', and a date selector (mm/dd/yyyy). Below these fields, there are partially visible labels for 'Nitros (BU)' and 'A'. At the bottom of the form, there are four buttons: 'Save', 'Submit', 'Reset', and 'Delete'. The 'Save' button is highlighted with a red rectangular box, and a mouse cursor is pointing at it.

# “N/A” Checkbox Overview

- CROWNWeb now features N/A checkboxes on the *Clinical* screens to allow users to indicate when values are NOT AVAILABLE.
- CROWNWeb provides users with two ways to indicate if lab values are N/A for a patient during a clinical month:
  1. A master N/A checkbox that lets users indicate that “No Clinical Data Available For All Collection Types.”
  2. N/A boxes for individual fields.

The screenshot displays the 'Anemia Management' form with the following fields and N/A checkboxes:

Field Label	Value	N/A Checkbox	Date
* Hemoglobin (Hgb) (g/dL)	10.0	<input type="checkbox"/>	05/21/2014
* Ferritin (ng/mL)		<input checked="" type="checkbox"/>	mm/dd/yyyy
* Iron Saturation (TSAT) (%)		<input checked="" type="checkbox"/>	mm/dd/yyyy
* Reticulocyte Hemoglobin (CHR) (pg)		<input type="checkbox"/>	mm/dd/yyyy

A red box highlights the Ferritin, Iron Saturation, and Reticulocyte Hemoglobin fields, and a mouse cursor is pointing at the N/A checkbox for Iron Saturation.

# Carry Over Data Overview

- As part of CROWNWeb 4.4, many clinical fields, such as vaccination entries, were designed to carry over from month-to-month.
- An issue occurred that prevented users from taking full advantage of the carry over features.
- CMS, the QualityNet Help Desk, and CROWNWeb support teams were informed of the situation.
- CMS researched and monitored the issue and plan to implement a resolution in December 2014.
- Facilities must continue to enter monthly clinical data until the implemented update.





CROWNWeb 4.5

# CROWNWeb 4.5 Released

- CMS released CROWNWeb 4.5 on September 10, 2014.
- CROWNWeb 4.5 features a number of updates to increase efficiency and provide more detailed information to users.
- Updates were provided for both Electronic Data Interchange (EDI) and Single User Interface (SUI) users.
- Key updates include:
  1. Ability to automatically complete and submit CMS-2728 forms to CMS (paper form to SSA still required)
  2. New Facility Reports:
    - Saved Status Report
    - Missing Forms Report



Streamlined  
Automation  
of Data

EDI User  
Updates

SUI User  
Updates

# CMS-2728 Automation



- **CMS has laid the foundation for CROWNWeb to support the electronic population and submission of CMS-2728 forms.**
- **Allows facilities that submit data via EDI to automatically populate a majority of fields on the CMS-2728 form.**
- **Forms can be automatically saved and automatically submitted to CMS directly from CROWNWeb without manual interaction.**
- **Facilities must still print a paper version of the form, obtain the required signatures, and send to the SSA.**
- **CMS will announce more information on the expected utilization of this feature in the near future.**

# CROWNWeb Reports

- Facility-level users now have access to two CROWNWeb reports that will assist with data submission and management efforts:
  1. Missing Forms Report
  2. Saved Status Report

**Reports**

**Facility Report**

**Facility Personnel Report**  
The Facility Personnel Report allows users to run and print a report which includes facility details including location, status, shifts and services. It also provides a detailed list of all Personnel associated with the selected facility including full name, position, UPIN, email, and contact information for selected in Scope facilities.

**Missing Forms Report**  
This report identifies CMS 2728 and CMS 2746 forms that have not been completed. This is based on the patient treatment information.

**Saved Status Report**  
This report identifies all forms that are in a 'Saved' status.

# Missing Forms Report

- Used by facilities to obtain a list of patients that are missing specified CMS-2728 and CMS-2746 forms.
- Can obtain a list of open or past due forms.

[Facility Reports](#) > Missing Forms Report

## Missing Forms Report

**Criteria Selection**

* <b>Select One or More Facilities</b>	CROWNWeb Dialysis Center (600000035) Student B11 Dialysis (2100003275) Student B16 Dialysis (2100003280) Student B25 Dialysis (2100003289)	
* <b>Form Type</b>	2728 Initial 2728 Supplemental 2728 Re-entitlement 2746	* <b>Select Treatment Type</b>
* <b>Form Due Status</b>	Due Past Due	Dialysis and Transplant Hemodialysis CAPD CCPD
* <b>Select a Report Format</b>	EXCEL ▾	

# Saved Status Report

- Used by facilities to obtain a list of patients with CMS forms in a **SAVED** (not submitted yet) status.

[Facility Reports](#) > Saved Status Report

## Saved Status Report

**Criteria Selection**

\* **Select One or More Facilities**

CROWNWeb Dialysis Center (600000035)  
Student B11 Dialysis (2100003275)  
Student B16 Dialysis (2100003280)  
Student B25 Dialysis (2100003289)

\* **Form Type**

2728 Initial  
2728 Supplemental  
2728 Re-entitlement  
2746

\* **Select a Report Format** EXCEL ▾



# CROWNWeb 4.6

# CROWNWeb 4.6 Overview

- In December 2014, CMS plans to release CROWNWeb 4.6.
- CROWNWeb 4.6 will introduce over 10 new functionality and system enhancements.
- Examples of CROWNWeb 4.6 updates:

CMS-2746 Automation Support

Lab Entry from External Source

ICH CAHPS Verbiage Update

Notification and Accretion Filters

Transplant Discharge



# ESRD QIP Data Entry

# Updated ESRD QIP Screens

- **QIP Attestations on the *Facility* screen in CROWNWeb now reduced to three attestations:**
  - Anemia Management
  - Mineral Metabolism
  - ICH CAHPS
- **National Healthcare Safety Network (NHSN) Reporting has been removed from CROWNWeb for Payment Year 2016.**
- **Only “N/A” values require manual entry – Yes/No removed.**
- **More info coming during Attestation Training in December.**
- **Details regarding the ESRD QIP can be found on the ESRD Measures tab at <http://www.dialysisreports.org/>.**

# Anemia Management Attestation

During the performance period, did your facility treat 1 or 0 eligible patients for the Anemia Management Reporting measure?

- N/A:** I attest that my facility is not eligible for the Anemia Management Reporting measure because it treated 1 or 0 eligible patients over the course of the entire performance period.

## Anemia Management Attestation

Last Updated by on

During the performance period, did your facility treat 1 or 0 eligible patients for the Anemia Management Reporting measure?

N/A: I attest that my facility is not eligible for the Anemia Management Reporting measure because it treated 1 or 0 eligible patients over the course of the entire performance period.

Note: In this case, "eligible patients" are defined as:

- 1) In-center Medicare patients who have been treated at least 7 times by the facility during any reporting month; or
- 2) Home dialysis Medicare patients for whom the facility submits a claim during any reporting month.

Anemia Management  
Attestation

I Trainer A1  
Attest on behalf of

**Note:** Performance period = 2014

<http://www.dialysisreports.org/pdf/esrd/public-measures/AnemiaManagement-Reporting-2016FR.pdf>

10/8/2014

# ICH CAHPS Attestation

During the performance period, did your facility treat less than 30 eligible patients for the ICH CAHPS Reporting measure?

- N/A:** I attest that my facility is not eligible for the ICH CAHPS Reporting measure because it treated less than 30 eligible patients over the course of the entire performance period.

## ICH CAHPS Attestation

Last Updated by on

During the performance period, did your facility treat less than 30 eligible patients for the ICH CAHPS Reporting measure?

N/A: I attest that my facility is not eligible for the ICH CAHPS Reporting measure because it treated less than 30 eligible patients over the course of the entire performance period.

Note: In this case, "eligible patients" are defined as in-center hemodialysis patients who:

- 1) Are 18 years and older; and
- 2) Have been treated at the facility for 3 months or longer; and
- 3) Are not known to be receiving hospice care

Patients who 1) receive dialysis at a skilled nursing facility but do not reside in a nursing home; 2) live in an assisted living facility or similar type of residence; or 3) are homeless are eligible for the measure if they meet the eligibility criteria listed above.

ICH CAHPS Attestation

I Trainer A1  
Attest on behalf of

**Note:** Performance period = 2014

<http://www.dialysisreports.org/pdf/esrd/public-measures/ICHCAHPS-2016FR.pdf>

# Mineral Metabolism

During the performance period, did your facility treat 1 or 0 eligible patients for the Mineral Metabolism Reporting measure?

- N/A:** I attest that my facility is not eligible for the Mineral Metabolism Reporting measure because it treated 1 or 0 eligible patients over the course of the entire performance period.

## Mineral Metabolism Attestation

Last Updated by on

During the performance period, did your facility treat 1 or 0 eligible patients for the Mineral Metabolism Reporting measure?

N/A: I attest that my facility is not eligible for the Mineral Metabolism Reporting measure because it treated 1 or 0 eligible patients over the course of the entire performance period.

Note: In this case, "eligible patients" are defined as:

- 1) In-center Medicare patients who have been treated at least 7 times by the facility during any reporting month; or
- 2) Home dialysis Medicare patients for whom the facility submits a claim during any reporting month.

Mineral Metabolism Attestation

  
  
 N/A

I Trainer A1  
Attest on behalf of

**Note:** Performance period = 2014

<http://www.dialysisreports.org/pdf/esrd/public-measures/MineralMetabolism-Reporting-2016FR.pdf>

10/8/2014

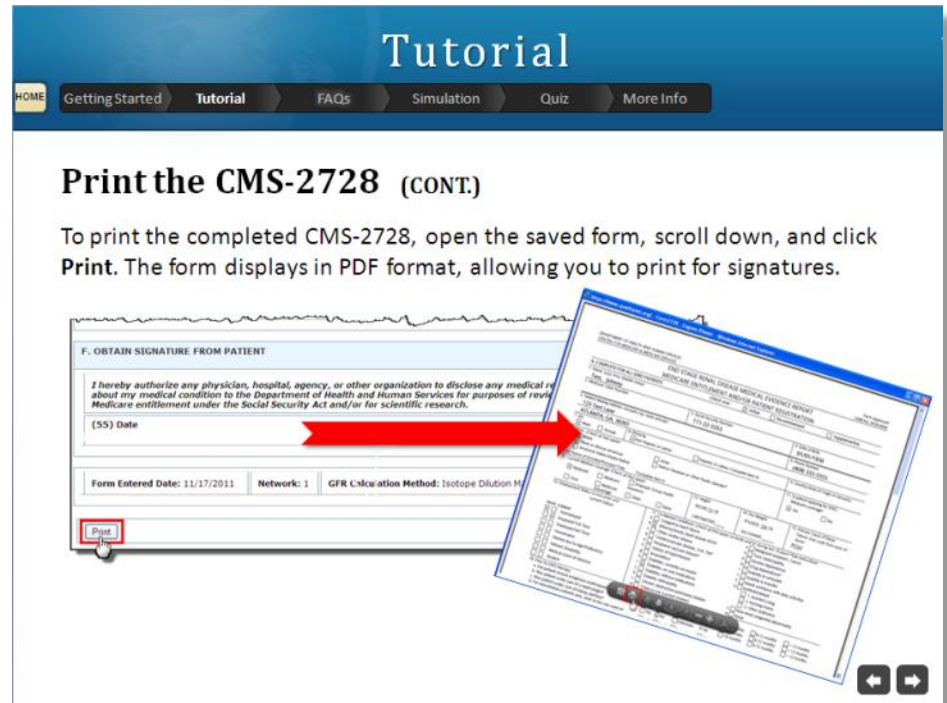


# **CROWNWeb**

## **Training Materials**

# Online Tutorials

- Twenty-four (24) courses available
- Can be accessed 24/7 on your time, at your pace, from any computer/Internet connection
- Updated to cover all the CROWNWeb tasks in CROWNWeb
- Can track progress and completion



The screenshot shows a web interface titled "Tutorial" with a navigation bar containing "HOME", "Getting Started", "Tutorial", "FAQs", "Simulation", "Quiz", and "More Info". The main content area is titled "Print the CMS-2728 (CONT.)" and contains the following text: "To print the completed CMS-2728, open the saved form, scroll down, and click Print. The form displays in PDF format, allowing you to print for signatures." Below the text, there are two overlapping images of the CMS-2728 form. The left image is a screenshot of the form in a web browser, with a red box around the "Print" button at the bottom left. A red arrow points from this button to the right image, which is a larger, more detailed view of the form, showing various fields and a signature strip at the bottom.

# CROWNWeb Help Page

- Provides an easy to read submission form that captures technical, training, and improvement-related questions
- Allows users to receive confirmation of the query submission



The CROWNWeb Online Help System is provided by the CROWNWeb Outreach, Communications, and Training (OCT) Team through FMQAI.

HOW CAN WE HELP YOU TODAY?

Technical Support

▼ I know what I'm supposed to do, but something in CROWNWeb isn't working the way it should. ▼

Training Support

▼ I don't know how to do something in CROWNWeb. ▼

Improving CROWNWeb

▼ I have an idea how to make CROWNWeb better. ▼

Other

▼ Something that doesn't fit in the three areas above. ▼

<http://help.projectcrownweb.org/>

# Questions



# Thank You

For Further Information...

Help Me Form:

<http://help.projectcrownweb.org/>

QualityNet Help Desk:  
1-866-288-8912

Website:

<http://www.projectcrownweb.org>



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