

# CROWNWeb FAQ 2/01/09

## User Access to CROWNWeb

*Q: Will every person in my facility need to apply for individual access to CROWNWeb?*

**A:** Every user who will be logging in and/or entering data into CROWNWeb will need to apply for access to CROWNWeb. If a staff member at your facility will not be using CROWNWeb, there is no need to apply for access for that person. CMS requires individual logins for CROWNWeb due to HIPAA regulations and the need to track access to sensitive patient data within the CROWNWeb system. You cannot share a login and password with another user.

## CROWNWeb Download and Installation

*Q: What do I download in order to use CROWNWeb? How do I install it?*

**A:** CROWNWeb is a Web-based application, which means there is nothing to download. All that's required is a high-speed Internet connection and Internet Explorer. To view and print reports, however, you will need Adobe Reader version 6 or higher. Phase I facilities will be able to log on to the CROWNWeb site beginning February 1, 2009; other facilities will be granted access to this Web site at some date in the future.

## Data in CROWNWeb

*Q: Will my data appear in CROWNWeb as soon as it goes live?*

**A:** Most of it will. Anything that you send to the Network prior to the transition to CROWNWeb should be available in CROWNWeb.

## CROWNWeb Data Entry and Collection

*Q: What information will I be entering in CROWNWeb? How will I enter it?*

**A:** Staff members registered as "Facility Editors" will use CROWNWeb to admit patients, add forms, update patient records, and submit clinical information to CMS. This will be done through a series of forms displayed directly in Internet Explorer.

## Large Dialysis Organizations and CROWNWeb

*Q: I'm part of a Large Dialysis Organization (FMC, DaVita, or DCI). I'm confused about what I will be inputting manually, and what will be loaded for me by my corporation.*

**A:** As of this date, the LDOs have indicated that they will be batch loading clinical information, admit/discharge information, and treatment records. **HOWEVER** (this is important!), at the end of the day, each facility is responsible for making sure that data is entered into CROWNWeb. In testing, only 70-90% of the batch data was successfully imported into CROWNWeb. So, even though your LDO may be uploading the information, it is still **YOUR responsibility** to log into CROWNWeb and make sure that the information is accurate and complete. ALL facilities (including LDOs) will have to manually input 2728 and 2746 forms through the CROWNWeb interface. That information **will NOT** be loaded by your parent organization.

## VA Hospitals, Transplant Facilities, and CROWNWeb

*Q: Will VA Hospitals and/or Transplant Facilities be required to use CROWNWeb?*

**A:** No, Veterans' Administration Hospitals and Transplant Facilities are not required to use CROWNWeb at this time. These units will continue to submit forms to Network #15, who will then enter the forms into CROWNWeb on the facility's behalf.

## CROWNWeb and Existing Electronic Medical Record (EMR) Systems

*Q: We currently have an EMR system that we use to enter data; we fear that CROWNWeb is going to create double work for us. Can't we just connect our system to CROWNWeb and submit data that way?*

**A:** Only three organizations (FMC, DaVita, and DCI) were chosen by CMS to use the Electronic Data

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Interface at this time. CMS is aware that many facilities would like to use this functionality and hopes to broaden access to the batch loading in the future.

## Signatures and the 2728

**Q:** After we begin using CROWNWeb, will we still have to mail a 2728 form to the local SSA office and to the Network?

**A:** Once your facility begins using CROWNWeb you will no longer send paper versions of 2728s to the Network. For the SSA, you will print the completed 2728 out of CROWNWeb, have the nephrologist and the patient sign in **blue ink**, and then mail this signed 2728 to the local Social Security Administration office. **Blue ink** must be used for the signatures so that Social Security knows the form is an original and not a copy. SSA may reject 2728s that are copies, and this will create problems for your patients applying for Medicare. You will want to make a copy of the signed 2728 for the patient's medical record.

## PARS

**Q:** Will I still have to do a Patient Activity Report after CROWNWeb goes live?

**A:** Once your facility is authorized to use CROWNWeb you will no longer send monthly PARS to the Network office. Instead, you will sit down at your computer, log into CROWNWeb, and enter patient events directly into the online system. That said, you may want to use the PAR (the template) as a tool for capturing all of the activities that occur within a given month. Remember, you must verify all patient events at least monthly in CROWNWeb. The Network will no longer oversee this process.

## QIPS

**Q:** I keep hearing about QIPS. What is the difference between QIPS and CROWNWeb?

**A:** QIPS is the QualityNet Identification Provisioning System. Basically, it authorizes users to access CROWNWeb. Once users are authorized in QIPS, they will need to be assigned "roles" and "scope" in CROWNWeb. You can find more information at <http://www.esrdnet15.org/crownweb.html#qips>.

## Roles

**Q:** What roles should I assign people in CROWNWeb?

**A:** **Facility Viewers** can read data; **Facility Editors** can read data, update the information, and enter new information (Networks and CMS have exclusive control over some fields in CROWNWeb); **Facility Administrators** can only read data and assign user roles and scope in CROWNWeb, they cannot enter data. If the "Facility Administrator" requires the ability to edit patient or facility information, he/she should also be marked as a "Facility Editor."

## Helpdesk

**Q:** Who do I call if I am having trouble with CROWNWeb?

**A:** With process types of questions, call the Network at 303-831-8818. You should call the CROWNWeb Help Desk at 888-377-3431 if you are having problems related to technical issues. As a general rule, **call the Network if you have questions about the data that should be entered; and call the CROWNWeb Helpdesk if you have problems entering the information.**

## More Information on CROWNWeb

**Q:** Where can I get more information on CROWNWeb?

**A:** CMS has an authorized Web site for training and other information pertaining to CROWNWeb. That Web address is <http://www.projectcrownweb.org/>. In addition, Network 15 will post updates to our Web site as critical information is released: [www.esrdnet15.org/CROWNWeb.html](http://www.esrdnet15.org/CROWNWeb.html).