

## Heartland Kidney Network – CROWNWeb FAQ

A number of you have been attending the CROWNWeb/QIPS training WebEx this week, and this has generated some questions about QIPS, CROWNWeb and Phase 2 participation, which I've listed below with answers. This information will also be available on the main page of our website at [www.HeartlandKidney.org](http://www.HeartlandKidney.org)

**Question:** I can log into QIPS, but when I try to log into CROWNWeb it says my account hasn't been used in over 60 days and is inactive. How come I can't get in? And do I need my account reset?

**Answer:** QIPS and CROWNWeb are two different programs, but your QIPS account gives you access to CROWNWeb. However, CROWNWeb is turned off to everyone who is not participating in the Phase 1 roll out. The lockout message in CROWNWeb is misleading and should be ignored.

**Question:** After seeing the QIPS training I want to create more users for my facility, but QIPS won't let me. What is wrong?

**Answer:** QIPS will only let you create users for your facility if you originally selected Security Administrator on your QIPS enrollment form. You can update your access by filling out a new QIPS form at [https://www.qualitynet.org/crown/registration\\_form.pdf](https://www.qualitynet.org/crown/registration_form.pdf) **Only NEW accounts need notarization, UPDATES do NOT need notarization.** When updating your account to be a Security Administrator be sure to mark:

- Change User Account
- Date Requested
- QIPS/CROWNWeb user ID
- Fill in the rest of page one and SKIP the Notary section
- Complete page 2 except for the Internal Use section
- Get you manager's signature on both pages 1 and 2
- Mail USPS certified return receipt to the Network at the address below

**Question:** Can I be a Security Administrator for more than one facility, so that I can manage all the user accounts for those facilities?

**Answer:** NO! Unfortunately you can only be the Security Administrator for one Facility, so you can only manage user accounts for that one facility. If you have multiple facilities, you would need to select a different person to be Security Administrator for each one. Though you can have scope and roles in CROWNWeb to view or edit patient data in multiple facilities. Keep in mind these simple guidelines:

- Security Administrator is a QIPS function and simply gives you the ability to create, manage and delete user accounts.
- Roles and Scope is a CROWNWeb function that says WHAT you can do with patient data and WHICH facilities you can do it in.
- Page 1 of the QIPS form is largely all about QIPS access and proving who you are to CMS via notary.
- Page 2 of the QIPS form is largely about CROWNWeb access and what roles and which facilities you will have scope (access) to.

**Question:** I'm a Security Administrator and I've just entered some new forms into QIPS. Do I mail the completed application and paperwork tag to the Network or to the QIPS Processing Center?

**Answer:** To the QIPS Processing Center (see page 3 of the application for details). If you are a Security Administrator creating your own user accounts don't forget to fill out the bottom of page two "For Internal Use Only".

**Question:** When will CROWNWeb be rolled out?

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**Answer:** CROWNWeb is being rolled out in Phases to work out any last minute bugs and workflow issues, and to get a better estimate of staffing costs to the facilities.

- Phase 1 started in February for just eight facilities nationwide.
- Phase 2 will be expanded to include 10 volunteer facilities in each of the 18 networks sometime this summer. We will be recruiting facilities soon, and having existing QIPS accounts is a key factor. National rollout to all facilities will probably happen in the 4<sup>th</sup> quarter of 2009, though no dates have been given yet. Because QIPS accounts take so much time to create we are encouraging everyone to enroll before the fall.

**Question:** How can I participate in Phase 2 and what is required of Phase 2 facilities?

**Answer:** Phase 2 facilities must already have an adequate number of active QIPS accounts. We will be seeking a total of 5 facilities from the LDOs (Large Dialysis Organizations of DCI, DaVita and FMC/RCG), plus an additional 5 facilities from SDOs (Small Dialysis Organizations).

Local LDO facility staff will enter 2728 and 2746 forms, and update facility personnel using CROWNWeb, while the LDO corporate IT staff will extract clinical and treatment data weekly for automatic entry into CROWNWeb (this is called batch submission, or batch for short). The local LDO staff will work with LDO corporate IT and the Network to resolve any batch submission rejections, and to validate the accuracy of the batch submission data.

SDO facilities will use CROWNWeb to enter 2728 and 2746 forms, personnel updates, admit/discharge information and clinical data. Clinical data includes monthly labs, plus updates to AVF data on patients. Finally SDO staff will be asked to track and report weekly on the cost in person/hours spent each week so that a more accurate understanding of the costs for CROWNWeb can be determined.

Both groups will be asked to participate in a 30 minute weekly conference call with CMS and the Network to report and issues or concerns.

From Phase 1 we find that the first month is the most time consuming for the facility due to leaning a new process. Our Network's experience during Phase 1 is that the time dropped by over half in the second month.

Because Phase 2 isn't technically a "live" system, the Network will be doing dual entry of whatever the Phase 2 facilities enter into CROWNWeb into the current system used by the Network.

### Avoid Rejection

The QIPS application process is time consuming for you, the Network and the QIPS Processing Center. To avoid delay please be sure that you don't do any of the following:

- Don't use faxed copies of the forms, they will be rejected.
- Incomplete forms will be rejected. Be sure there aren't any blanks.
- Always use the most current version of the form from [https://www.qualitynet.org/crown/registration\\_form.pdf](https://www.qualitynet.org/crown/registration_form.pdf) , Older version are automatically rejected.
- Signatures should be on both page 1 and 2.
- There can be no duplication of signatures between Applicant, Manager and Security Administrator. For instance if you are the manager of the dialysis unit and are filling out an application for yourself, you cannot sign as Manager for yourself. You must have someone above you sign such as a Medical Director, CEO, Regional Director, etc. Also, if you are a Security Administrator and are completing and entering a new form on an employee and happen to be a clinic manager, you cannot sign the form as Manager and Security Administrator (in the Internal Use Section). You will need to have someone else sign as Manager on that form.

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- Make sure the form is legible. CMS will now accept handwritten form as long as they are legible. If it's subject to interpretation the QIPS Processing Center will reject and shred the form.