

The QIPS to QIMS Transition Q & A

Question	Answer
<p>It sounds like QIPS is going down in January 2011, when will QIMS be available?</p>	<p>QIPS will be taken offline in early to mid January 2011. It will be replaced with QIMS when CROWNWeb Phase III goes live in January 2011. CMS will announce the date QIPS will be offline and the date Phase III users will need to officially use QIMS instead of QIPS to manage their CROWNWeb account information.</p>
<p>Since QIMS will require users to complete an annual security awareness training, who will be responsible for ensuring that each user completes his/her training?</p>	<p>End-User Managers and Security Administrators will be responsible for ensuring that users have completed all of the steps required to access the CROWNWeb system.</p>
<p>If you are not currently using CROWNWeb, but have a Security Administrator - would it be best to wait for QIMS to register new users?</p>	<p>No. You should NOT wait to register users to use CROWNWeb. All users should continue to register/maintain access to CROWNWeb via the QIPS system until further notice. Users with established QIPS accounts will have their account information automatically converted over into QIMS.</p>
<p>In QIMS, can the End-User Manager and Security Administrator be the same person?</p>	<p>No. The End-User Manager must be a different person from the Security Administrator (Similar to QIPS).</p>
<p>Will CROWNWeb & QIPS be down at the same time?</p>	<p>When Phase II officially ends, there is an expected down-time for CROWNWeb to allow current patient and facility data to be moved into the system for Phase III users. Details regarding any downtime will be shared by CMS as we get closer to Phase III.</p>
<p>In QIPS, users are able to edit the address fields only. Will they be able to edit "other" required fields in the system or does an "update" form</p>	<p>If a user needs to make changes to other fields in QIPS, they need to submit a QIPS form checking the Change User Account box at the top of the</p>

need to be submitted to the CROWN Help Desk?	form. No notarization is required to make changes.
How much of their profile details will QIMS users be able to edits?	<p>Users will be able to update their phone numbers and email addresses through self-service features in QIMS. Other attributes, such as their name and personal address will require change by their Security Official. QIMS will not require paperwork for changes completed by the QIMS User or Security Official processes.</p> <p>Some changes within QIMS, such as QIMS role changes and End-User Manager changes will require approval, but this will be facilitated with workflow functionality provided within QIMS, requiring no paperwork. You will learn more about these features in upcoming training and communications.</p> <p>Paperwork will only be required if additional role and scope for CROWNWeb is required for an existing user because these types of CROWNWeb access details are not processed through QIMS.</p>
We are not active in CROWNWeb, what are we supposed to be doing every 59 days regarding the QIPS info?	QIPS registered users who are not participating in CROWNWeb Phase II need to log in to QIPS every 60 days to update their password.
For those of us who are not using CROWNWeb yet, when will we find out when our clinic will start using CROWNWeb?	If you are interested in participating in Phase III of the CROWNWeb program (starting January 2011), you should let your Network know as soon as possible. Phase III will include at least 360 facilities nationwide, which means approximately 20 facilities per Network. The national rollout to all ESRD facilities is expected to occur in late Spring 2011.
Will the QIPS form be acceptable for entry into QIMS? Or will the QIPS form be terminated as of a certain date (like the CAS forms were)?	<p>After a specified date which has not yet been determined, the QIPS Form will no longer be accepted for new accounts. The date will be designed to ensure that all paperwork can be effectively processed prior to the cutover date for the new QIMS system.</p> <p>Part of the new QIMS online registration process is the generation and pre-population of data for the QIMS Registration Form that requesting users will</p>

	print at the end of the process.
Who do I contact if my QIPS account is locked or expired?	Users with locked or expired accounts must contact their appointed QIPS Security Administrator or the CROWN Help Desk to reset their passwords. If you are your facility's Security Administrator, you will need to contact the Network Security Administrator, who you registered with at your ESRD Network.
What is the process to register someone as an End-User Manager in QIMS?	The process to register an End-User Manager in QIMS will be the same as the process to register a user. The End-User Manager will need to go through the process of obtaining a user account. If individuals who are or expect to be End-User Managers wish to register early, they should register for a QIPS account.
What happens if we haven't been logging in every 60 days?	Users must log into QIPS (soon to be QIMS) at least once in every 60 days for their accounts to remain active. An account that is unused for more than 60 days will lock. If a user's account locks or expires, the user must contact his/her Security Administrator or CROWN Help Desk for assistance.
With QIMS, will Security Administrators be able to manage users in multiple facilities that they oversee? Currently in QIPS, a Security Administrator is able to manage users at one facility only.	While the exact design for managing the Security Officials for the facilities has not yet completed, it is the intention that Security Officials will be able to manage QIMS Users in all the facilities where they are designated as a Security Official.
How complicated is it to reset a QIPS password?	Users who believe their passwords have expired should use the "Forgot Password" link to log in to QIPS. If that doesn't work, they will need to contact their Security Administrator and ask that their password be reset.
With QIMS, will each user form need to be notarized, as it is with QIPS?	It is expected that users registering for a QIMS account will be face-to-face with their Security Administrator at the time of registration and the Security Administrator will be able to authenticate the users' application. Under circumstances where this is not possible, which should be very rare, there will be another process in place. That process is yet to be defined.

<p>Will QIMS allow a user to have scope over multiple facilities, crossing two or more Networks?</p>	<p>A user's ability to access data for multiple facilities, crossing two or more Networks is currently being reviewed by CMS. Details regarding this will be communicated to the community.</p>
<p>How do we handle registering a user who works at multiple medical centers that are not a part of the same organizations?</p>	<p>Facilities are responsible for ensuring that individuals who will need access to their patient data have an account set up. If an individual works at multiple unrelated facilities, he/she must have a separate account for each facility. (Example: Someone working at DaVita cannot view the patient data in an FMC system. If he/she works for both organizations he/she will need two separate user IDs.)</p>
<p>Will QIMS allow users to be associated with and manage users at more than one facility?</p>	<p>For End User Managers, the answer is similar to the Security Official question above related to facilities: While the exact design for managing the End User Managers for the facilities has not yet completed, it is the intention that Managers will be able to manage QIMS Users in all the facilities where they are designated as a Manager. For general QIMS Users, the design is also intended to allow the capability for associating users with more than one facility, but since that relationship has an impact on the access for CROWNWeb, this process is currently being reviewed to determine what CROWNWeb impacts there will be, if any.</p>
<p>With Multi-Factor Authentication, Will we have to phone in and get a PIN number every time we enter into CROWNWeb to use it?</p>	<p>CROWNWeb users will not have to phone in to get a PIN. Actually, the <i>system</i> will call the user and give them the PIN. CROWNWeb users will be required to supply a PIN number every time they log in to CROWNWeb to complete the Multi-Factor Authentication process. Details regarding how often users will need to obtain a new identity verifier after navigating away from CROWNWeb without logging out and then returning is being finalized and will be communicated to the community.</p> <p>The delivery method of the PIN code is selected by the User and stored in their profile. The methods can be via text on their Cell phone (SMS Text Messaging device), spoken to them over a regular</p>

Phone number, or sent to their Email address in an email message. The cell phone number is a new field in the QIMS profile, but the other two methods are currently existing fields in QIPS. QIMS Users will be able to update these fields in QIMS themselves. Current QIPS Users that need to update the phone or email information prior to cutover to QIMS will need to work with their Security Administrator to have those fields updated. This is highly encouraged for a smooth transition, especially if your information has changed.