



Centers for Medicare & Medicaid Services - 7500 Security Boulevard - Baltimore, MD 21244

Conditions for Coverage Require Use of CROWNWeb by 2/1/09

On April 15, 2008, the Centers for Medicare & Medicaid Services published updated Conditions for Coverage for End-Stage Renal Disease Facilities in the Federal Register. These regulations modernize Medicare's ESRD health and safety Conditions for Coverage and update CMS standards for the delivery of safe, high quality care to dialysis patients. The revised regulations are patient-centered, reflect improvements in clinical standards of care, require the use of more advanced technology, and outline a framework to incorporate performance measures viewed by the scientific and medical communities to be related to the quality of care provided to dialysis patients.

Electronic Data Submission Requirement

The final rule requires the submission and maintenance of electronic patient and provider records for all dialysis facilities in the United States (§494.180(h)). This requirement takes effect on February 1, 2009. To support this mandate, CMS announces **CROWNWeb**, a web-based software application that all dialysis facilities will be required to use beginning February 1, 2009. **Use of CROWNWeb for data submission by February 1, 2009 is mandatory** to support CMS's goals of quality improvement and performance assessment, as well as to ensure prompt claims processing and reimbursement.

CROWNWeb Overview

CMS designed CROWNWeb to collect patient records, clinical performance measures (CPMs), and facility data. It includes a listing of all ESRD facilities within each Network, as well as employees and patients within each facility. Dialysis patients are assigned to the facility primarily responsible for their treatment and may be transferred from one facility to another as required. Your facility will create CMS-2728 and CMS-2746 forms using this system, and you can print copies of these forms for Social Security before submitting the data electronically. In addition, CROWNWeb can generate reports to assist you in maintaining required records and ensuring that Social Security receives required information.

Facility Staff

CROWNWeb contains a facility staff module that tracks your personnel and their roles within your dialysis facility. CMS and the Networks grant a Facility Administrator (an individual responsible for maintaining CROWNWeb data at your facility) permission to add and edit facility staff to the list, and the Facility Administrator may modify the permissions of facility staff to access certain data within CROWNWeb based on a need-to-see basis. These permissions also regulate which staff members may create, read, update, or delete other personnel records, including those for physicians and other members of the facility staff.

Patients

Patients are assigned to the dialysis facility primarily responsible for their treatment. Facilities can easily transfer patients to other facilities for transient care or in the event of an emergency. Staff members will be able to search for patients within their facilities who meet specific criteria. Once they locate the patient, they can view and edit the information for the selected patient and see a list of any forms that they may need to submit for that patient.

2728 and 2746 Forms

Facility personnel will create and submit 2728 and 2746 forms for patients using an on-screen data entry system. This includes generating an original, as well as submitting an updated or re-entitlement 2728 form. To save time, CROWNWeb pre-populates the patient information on the form using any data that already exists in the database. If all information needed to complete and submit the form is not available, you can save the form temporarily until you obtain the additional data, then continue to work on the form through completion. Once staff enters all required information, you can submit the 2728 to CMS and the Networks electronically, as well as print out the paper version for the physician signature (in blue ink), as required by Social Security.

CROWNWeb also pre-populates the 2746 form using any data that already exists in the database, and you can also save these for completion at a later time. When you submit either form, the system automatically performs an audit of the 2728 or 2746 to ensure that you have filled in all required information and notifies you if there is missing data.

Reports

CROWNWeb permits authorized facility staff to generate reports and copies of blank forms for their facility. The following reports and forms are available:

- Patient Forms
 - Blank 2728
 - 2728 Instructions
 - Blank 2746
 - 2746 Instructions
- Facility Reports
 - Facility and Personnel report – Permitted personnel can view a listing of all facilities and personnel within their scope. Facilities and personnel outside their scope will remain hidden, although CROWNWeb displays general facility information (name, hours of operation, etc.) for all facilities.
- Patient Records
 - Patient Roster Report – a listing of all current patients for a facility, or those within a specified date range.
- Audit Reports
 - Audit Forms Report – a listing of personnel, patients, facilities, 2728 and/or 2746 forms and treatment changes for facilities.
 - Audit Additions Report – a list of all new/added records for personnel, patients, facilities, 2728 forms, or 2746 forms entered into CROWNWeb by your facility.
 - Audit Deletions Report – a list of all personnel, patients, facilities, 2728 forms, or 2746 forms deleted from CROWNWeb by your facility.

Security and Cost

CROWNWeb uses an encryption technology that assures privacy, confidentiality, and security for electronic communications consistent with applicable HIPAA and Privacy Act statutes and related regulations. CROWNWeb also meets applicable security criteria included in the CMS Information Security Acceptable Risk Safeguards (ARS) policy (<http://www.cms.hhs.gov/InformationSecurity/Downloads/ARS.pdf>), which contains a broad set of CMS security controls based upon National Institute of Standards and Technology (NIST) requirements.

CMS will provide dialysis facilities with access to CROWNWeb free of charge once the facility completes a verification and authorization process. This verification process will require proper ID and a notarized application. Your facility can begin the verification process starting in October 2008.

System Requirements

To access CROWNWeb, a facility must have a computer connected to the Internet that meets the minimum specifications outlined in the table below. Most computers built within the last four years will meet these minimum requirements. High-speed Internet connectivity (DSL, cable, or faster) is recommended.

	Minimum	Suggested
Internet Browser	IE 6.0	IE 6.0 or Later
Operating System	Windows 98 SE2	Windows 2000 or XP
Processor Speed	Pentium (or equivalent) 66 megahertz (MHz)	Pentium 4 (or equivalent) 1.8 gigahertz (GHz) or faster
Available RAM	64 megabytes (MB)	128 megabytes (MB)
Document Viewer	Adobe Acrobat Reader 6	Adobe Acrobat Reader 6+
Internet Connection	56 Kbps dial-up	High speed (DSL, cable, or faster)

Your facility's computer system must meet the minimum system requirements by February 1, 2009.

Training

CMS will provide training on CROWNWeb to facilities in two venues:

- Face-to-face training at a variety of locations across the United States
- Online training available via a central website 24 hours a day, 7 days a week

CMS will provide online training at no cost to the facility. The core CROWNWeb training program will consist of a series of online courses totaling approximately two hours. This core instruction will cover the main functions of CROWNWeb, and additional modules will be available. While face-to-face training may require your facility incurring travel costs, there is no fee to attend the actual training. CMS recommends attending face-to-face training, and has made this type of training available for those that prefer this method of instruction.

Training is currently scheduled to commence in December 2008 and continue through early March 2009. CMS will release more information on dates and locations as soon as they are confirmed.

Milestone Dates

Dates to remember for the CROWNWeb application are:

- **ASAP** – Contact CRAFT@nw7.esrd.net with any questions regarding the CROWNWeb minimum system requirements.
- **October-December 2008** – Begin the CROWNWeb registration process for your facility.
- **December 2008–March 2009** – Attend training on the use of CROWNWeb.
- **February 1, 2009** – Begin submitting data electronically via CROWNWeb.

Need More Information?

If you have any questions regarding CROWNWeb, please contact the CROWNWeb team directly via e-mail at CRAFT@nw7.esrd.net.

Minimum System Requirement Checklist

The following checklist will assist your facility in verifying that your computer system meets the minimum CROWNWeb requirements. If you would like a more detailed explanation of the system requirements, please contact the CROWNWeb team at CRAFT@NW7.esrd.net.

Please Note: Please submit any questions regarding these requirements as soon as possible. If we receive no questions from your facility, then your facility will be marked as expecting no system requirements issues for the February 1, 2009 CROWNWeb implementation date.

Requirements Checklist

The minimum CROWNWeb requirements are listed below:

Item	Minimum Requirement
_____ Internet access speed	56KBps dial-up minimum (DSL, Cable or faster recommended)
_____ Browser version	IE 6.0 minimum (IE 6.0 or higher recommended)
_____ Operating System	Windows 98 SE2 minimum (Windows 2000 or XP recommended)
_____ Processor Speed	66 MHz Pentium (or equivalent) processor minimum (1.8 GHz or greater Pentium 4 or equivalent processor recommended)
_____ Random Access Memory (RAM)	64 MB for Win98 SE2 (128 MB or more recommended)

The work upon which this publication is based was performed under Contract Number HHSM-500-2006-NW007C entitled End Stage Renal Disease Networks Organization for the State of Florida, sponsored by the Centers for Medicare and Medicaid Services, Department of Health and Human Services. The content of this publication does not necessarily reflect the views or policies of the Department of Health and Human Services, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.

The author assumes full responsibility for the accuracy and completeness of the ideas presented. This article is a direct result of the Health Care Quality Improvement Program initiated by the Centers for Medicare & Medicaid Services, which has encouraged identification of quality improvement projects derived from analysis of patterns of care, and therefore required no special funding on the part of this contractor. Ideas and contributions to the author concerning experience in engaging with issues presented are welcomed.