

1 CROWN SOPs



CROWNWeb

BATCH Error Record SOP

July 15, 2009

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CROWNWeb BATCH Error Record SOP

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2 DOCUMENT CONTROL

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3	July 15, 2009	Numerous updates submitted by CMS, CSC and Help Desk
4	Aug. 4, 2009	All feedback from Stakeholders has been added.
5	Aug. 27, 2009	All updates from TEP
6	Nov. 10, 2011	Updated References to QIMS

Document Approvals

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REFERENCES:

3 INTRODUCTION

PURPOSE

The purpose of this document is to define how BATCH files are received by and processed through CROWNWeb. This document will also define a high-level business process to be followed by BATCH participants.

CMS plans to introduce specific BATCH processing errors in an iterative cycle until the BATCH Error definitions and processes are complete. FMQAI will provide the definition of these errors provided by CROWNWeb System Developers, and create a business process flow that clearly defines the root cause of these errors along with a resolution.

BATCH Errors:

- **Error 400** - Could not find a unique facility with the given OrgFacilityCode.
- **Error 11221/11222** - Invalid Admit Reason: An exact match patient was found and the Admit Reason selected is invalid based on the next (11221) or previous (11222) admission record's Admit Reason with the same Transient Status.
- **Error 11216** - Invalid Admit Date: An exact match patient was found and the Admit Date selected is more than 5 days prior to the patient's previous admission record's Discharge Date with the same Transient Status.
- **Error 11207** - Discharge Date cannot be after the patient's next Admission Date.
- **Error 11205** - Discharge Date must be on or after the Admit Date.
- **Error 11206** - Discharge Date cannot be prior to the patient's last Treatment Date.
- **Error 11208** - Discharge Date must be after 1/1/1973.
- **Error 11209/11204** - The admission facility is not an open facility as of the entered Discharge Date.

4 ASSUMPTIONS

- This paper starts its definition when the BATCH file is submitted by the BATCH Submitting Organization (BSO) to CMS for processing through CROWNWeb.
- BATCH submission is a process to submit data electronically for ESRD patients which includes: patient demographic data, patient admit/discharge data, patient treatment data and patient clinical data.
- This paper does not define business processes specific to an individual Facility, BSO, ESRD Network Organization, and/or CMS Contractor.
- These are high level business processes that define the minimum business requirements.
- The Facility is responsible for the submission and accuracy of their own data regardless if there is a third party submitting the data on their behalf or not.
- The ESRD Networks have oversight of the data for their corresponding ESRD Network and assist BSOs and Facilities.

5 PAPER LAYOUT

This paper will define the highest level of record processing, which is the full cycle of the BATCH file entering CROWNWeb from initial submission to completion. This paper will also provide a breakout of specific errors in order to provide readers with an overall working knowledge of these errors, and information on how to resolve errors encountered.

Additionally, this paper will provide written text that defines any generic process along with flowcharts to describe each flow.

6 USE OF SUBJECT MATTER EXPERTS

FMQAI has consulted with subject matter experts (SMEs) to gather information and define a process to allow consistency nationwide. These SMEs consist of employees of ESRD Network Organizations, Facilities, CMS, and CMS's contractors. FMQAI will continue to use these sources to obtain the specific information needed.

7 GENERATE CROWN HELP DESK SERVICE REQUEST PROCEDURES

Generate CROWN Help Desk Service Request Procedures

1. The Stakeholder contacts CROWN Help Desk by e-mail, by web form, or by phone: esrdhd1@esrd.net, 1.888.ESRD.HD1, or through the CROWN Help Desk Portal <https://mrx-cw-eservice.gcrm.com/crown/welcome.aspx>
2. The Stakeholder explains issues/discrepancies to the CROWN Help Desk for issue documentation.
3. The CROWN Help Desk generates a service request and if unable to resolve, assigns to the appropriate party.
4. The CROWN Help Desk tracks and provides summary reports on outcomes for all service requests to CMS.

8 COMMUNICATION PROCEDURES

This communication procedure will outline generic steps to be taken when questions need to be answered outside one specific entity. The underlying premise of these communications is; the Facilities are responsible for their data. These procedures will include, but is not limited to ESRD Networks, Facilities, CROWN Help Desk, CMS and CMS's Contractors.

A BATCH Submitting Organization (BSO) is the organization that has been delegated the authority to submit data on behalf of a Facility. Communications procedures between the BSO and a Facility are internal processes for each Facility to define as part of its agreement with another entity to delegate authority.

This list is not meant to be a comprehensive list of all scenarios. The intent is to give guidelines that all entities can follow.

- A. It is appropriate for a Facility to contact another Facility (Exception: If prior Facility is within the same BSO entity, follow internal procedures; if a Facility has question for the prior Facility and is unable to contact them, contact the ESRD Network):
 - When a patient has previously received care at another Facility and the receiving Facility has questions about data submitted by (or on behalf of) or missing data from the previous Facility.
 - When a Facility gets a warning of a possible near match and wants to verify the six identifiers to admit the patient in CROWNWeb.
 - When a Facility has deleted an erroneous addition event and needs to advise the prior Facility to delete the erroneous System Discharge that occurred in CROWNWeb (NOTE: Main example of this would be a Facility accidentally transferring a patient in with the wrong status (i.e. permanent rather than transient) causing a System Discharge for the prior Facility. They should call the prior Facility advising them that the incident occurred so the prior Facility is aware that there is an erroneous discharge that needs to be removed).
- B. It is appropriate for a Facility to contact and ESRD Network:
 - For near match issues not related to transferring patient or that cannot be resolved through verification with the transferring Facility.
 - For discrepancies and/or questions between two Facilities about the correct way to report admit/discharge dates in CROWNWeb.
 - To correct or update Facility information for fields that they do not have permission to access.
 - When a Facility has questions about previously entered or missing data from another Facility and they are unable to contact the previous Facility.
- C. A Facility should open a service request through the CROWN Help Desk:
 - When there is a security log-in issue.
 - To report a CROWNWeb System bug or error message.
 - To report a CROWNWeb System enhancement request.
 - To receive answers to questions related to application usability.
 - When their CROWNWeb account has been inactive greater than 60 days and they need access.
 - When there are CROWNWeb data entry error/issues that cannot be resolved within their Corporation and their corresponding ESRD Network.
 - When a Facility has questions about previously entered or missing data from another Facility where the Facility is not within their Corporation and could not be resolved by the ESRD Network.
 - When the CROWNWeb System is down.
 - When an acute patient or an erroneously - entered patient should be removed.
- D. An ESRD Network should contact a Facility:

- When there are any CROWNWeb related discrepancies.
 - For follow-up on unresolved issues such as GAP patient or change requests not completed in a timely manner.
 - For follow-up on Facility pending Certification using the current standard operating procedures in place.
 - When there are noted problems with accuracy or timeliness of data entry.
 - When there are noted problems with clinical data entry (incorrect, missing, late).
- E. An ESRD Network should contact another ESRD Network:
- When a patient transfers from one ESRD Network to another ESRD Network and the ESRD Network encounters a problem with the patient that requires intervention from the previous ESRD Network.
- F. An ESRD Network should contact CMS:
- When a submitted CMS OMB form needs to be deleted.
 - When a Facility needs to be removed from a report such as Vascular Access Reporting (as defined in the Vascular Access Report SOP).
- G. An ESRD Network should open a service request through the CROWN Help Desk:
- When there is a security log-in issue or a security breach.
 - To report a CROWNWeb System enhancement request.
 - To receive answers to questions related to application usability.
 - When there are data entry errors/issues that cannot be resolved through the SUI.
 - To report a CROWNWeb bug or error message.
 - When there are system discrepancies and all other communication efforts have been exhausted.
 - When CROWNWeb System is down.
 - When duplicate patients need to be merged.

9 ERROR AND WARNING MESSAGES

CROWNWeb will generate error and warning messages for BATCH processing if:

- There is an error or warning in the received BATCH file sent by the Facility.
- When processing the record through CROWNWeb, there is a validation error or warning received.

These error messages or warnings are delivered back to the Facility that identifies the failed validation error and what record the error or warning occurred on. Once these errors are corrected, the Facility will resubmit the data.

NOTE: Warning messages will not stop the record from processing and can be fixed by the Facility at their discretion.

10 MAIN BATCH FLOW PROCESS

Main BATCH Flow Procedures

- A. The Facility captures the data from the patient and enters it into their proprietary system.
- B. The Facility uploads patient data to be processed through the CROWNWeb BATCH User Interface (UI). This data will include the patient's demographic data, admit/discharge data, treatment and clinical data.
- C. CROWNWeb performs a schema check on the BATCH file submitted.
 - If Errors are found in the schema that file is rejected and will need to be corrected by the corresponding Facility.
 - After the file is corrected it will be resubmitted by the corresponding Facility for processing.
- D. When the patient record from the BATCH file is processed into CROWNWeb, the System first looks for a mapping to identify the patient; if no match is found CROWNWeb uses a patient matching algorithm to identify the patient.
 - If the algorithm does not identify an existing patient as a match or near match, CROWNWeb will consider the patient as a "new patient" for further processing.
 - If the algorithm identifies the patient as a potential match for an existing patient, CROWNWeb will generate a "near match error" and will consider the submitted patient record as a new patient for further processing to identify other associated errors.
- E. If the patient was found by mapping or the matching algorithm, the patient's data will be overwritten with the submitted data from the BATCH file.
 - Submitted patient data:
 - Overwriting will be prohibited in BATCH for the six CROWNWeb patient identifiers (HICNUM, SSN, FName, LName, Date of Birth, Gender) for mapped patients (see exception below).
 - Overwriting of HICNUM for mapped patients will be permitted in BATCH processing if the existing CROWNWeb patient HICNUM is BLANK.
 - Admit/Discharge Data:
 - If CROWNWeb identifies the patient during BATCH file processing as one that already exists in the System, CROWNWeb will try to determine if the submitted admit/discharge record is a new admit/discharge record OR if it is an update to an existing admit/discharge record. (Note: Facility BATCH file admit/discharge information is submitted with a unique Facility admit/discharge identifier. Subsequent admit/discharge updates with the same identifier (ID) will be treated as updates). CROWNWeb will try to find an admit/discharge record for the patient with the same unique admit/discharge ID. If the record is not found with the help of unique ID, then CROWNWeb will try to find a matching admit/discharge record for the patient, searching for an admit/discharge record at the same facility within +/- 30 days of the submitted admit/discharge record. If an admit/discharge record is not found, then the submitted admit/discharge record is considered as a new record.
 - If the patient is new, admit discharge record is considered as a new record.
 - Treatment Data:
 - Treatment data is treated in the same manner as admit/discharge data. Every treatment record goes through matching logic of unique treatment ID. If the record is not found then the treatment record is searched with the help of Treatment Start Date and Treatment Type. If no record is found, it is considered a new treatment record.
 - Clinical Data:
 - "The last submitted clinical element is retained each month." Records are maintained based on the unique key patient ID, Facility, and clinical month.

- F. Each "patient or clinical" record from the submitted BATCH file will go through a series of validations in CROWNWeb.
 - CROWNWeb will record the processing information. For example: the fact that the record completed processing (with OR without errors and/or warnings) is recorded in a feedback file. This file can be downloaded by the user after all the records in the BATCH file complete processing. The feedback file contains details for each record that caused an error or warning.
- G. If Errors are encountered in the processing of BATCH file:
 - The Facility will research the error and try to correct the problem according to its internal processes.
 - If the Facility cannot correct the error they will contact the corresponding ESRD Network for assistance. (Note: Refer to the "Communications Process" for further detail.)
 - If needed the Facility will open a service request to have CROWNWeb Development Contractor's assistance. (Note: Refer to the "Generate CROWN Help Desk Service Request Procedures" for further detail.)
- H. If no error exists, CROWNWeb will finish processing the selected record, save it in CROWNWeb database, and the next record in the submitted BATCH file will be processed. (Note: Information will still be logged in the feedback file, even when no error/warnings were found for a record.)
- I. If there are no other potential records in the BATCH file to be processed, the process ends.
- J. After the file completes processing, the user can download the feedback file from the CROWNWeb UI.

11 ERROR 400

Error Code 400 definition: Could not find a unique facility with the given OrgFacilityCode.

- A. The records are processed through the CROWNWeb validation process.
- B. If the file has an OrgFacilityCode present and is mapped to a CROWNWeb Facility, the CROWNWeb System will continue to process the record through validation.
- C. If the facility mapping does not exist in CROWNWeb database an error code 400 is generated. (If the OrgFacilityCode is mapped to CROWNWeb Facility, the facility mapping exists and no error 400 is generated.)
 - The Facility will complete the CMS-10268 Delegation of Authority Form.
 - The Facility will send the completed CMS-10268 Delegation of Authority Form to the CROWN Help Desk in accordance with the submitted Facilities policies and procedures.
- D. The CROWN Help Desk will validate and process the CMS-10268 Delegation of Authority Form.
- E. The CROWN Help Desk will create and process a service request for the request.
- F. The CROWNWeb Development Contractors receives the service request and creates the mapping between the OrgFacilityCode and the CROWN Facility ID.
- G. After the mapping is completed, the CROWNWeb Development Contractors will enter the mapping information in the service request resolution and close the service request. This will create a system generated e-mail notifying the originator of resolution.

12 ERROR 11221/11222

Error Code 11221/11222 definition: Invalid Admit Reason: An exact match patient was found and the Admit Reason selected is invalid based on the next (11221) or prior (11222) admission record's Admit Reason with the same Transient Status.

- A. The submitted BATCH file is processing through validation.
- B. An exact match for the patient has been found in CROWNWeb.
- C. CROWNWeb determines if there is an existing admit reason in CROWNWeb. (The submitted BATCH file admit/discharge record either updates the existing CROWNWeb record or is inserted as a new record).
- D. Patient previous/next admit record is determined by the Admit Date in the processing record.
- E. Patient records from the BATCH file are being validated against its previous/next admit record.
 - If there is an existing admit reason in CROWNWeb, the BATCH file submitted Admit Reason is validated against the Admit Reason of the prior and next admit/discharge records in the BATCH file. (Refer to Appendix for correct Admit Reasons)
 - If the BATCH file does not have a valid Admit Reason for the previous or next admit record, the CROWNWeb record or the source system record needs to be changed. (The error information will be logged in the feedback file). Note: coordination is essential - not updating the source system to match CROWNWeb will cause data in CROWNWeb to be overwritten upon the next BATCH submission.
 - The Facility will upload updated BATCH file with the corrected admit/discharge information.
 - If there is not an existing admit record in CROWNWeb, the Admit Reason in the BATCH file will be used as the Admit Reason in CROWNWeb. (Refer to Appendix for the correct admit reasons)
- F. If the patient is transferred in from another Facility the ESRD Network may have to be involved. (See Communications Procedures)

13 ERROR 11216

Error Code 11216: Invalid Admit Date: An exact match patient was found and the Admit Date selected is more than five days prior to the patient's prior admission record's Discharge Date with the same Transient Status.

- A. The submitted BATCH file is processing through validation.
- B. An exact match for the patient has been found in CROWNWeb.
- C. Patient records are being validated using the Admit Dates.
- D. When the submitted Admit Date minus prior Discharge Date is greater than five days:
 - Check the source system to ensure data has been entered correctly.
 - If data is incorrect, correct source system.
 - Submit data for reprocessing through BATCH.
- E. Determine if the Facility needs to update the CROWNWeb data. (Note: Make sure the source system has been checked first, CROWNWeb data will be overwritten upon new BATCH submission.)
 - If the Facility does not have scope over patient data see the "Communications Process" section for direction.
- F. If the BATCH file contains a submitted Admit Date that is NOT more than five days prior to the patient's prior admission record's Discharge Date, CROWNWeb will process the record and move to the next validation check.
- G. If the patient is transferred in from another Facility the ESRD Network may have to be involved. (See Communication Procedures)

14 ERROR 11205

Error Code 11205 definition: Discharge Date must be on or after the Admit Date

- A. The Submitted BATCH file is processing through validation.
- B. An exact match for the patient has been found in CROWNWeb.
- C. If the Discharge Date is submitted in the BATCH file and it is less than the submitted Admit Date OR if the Discharge Date is NOT submitted in the BATCH file and the Discharge Date from matching admit discharge record is less than the submitted Admit Date.
 - Correct the BATCH file by updating the source system or correct data in CROWNWeb.
- D. If the source system needs to be updated the Facility will correct the data and resubmit the patient record for reprocessing through BATCH.
- E. If CROWNWeb needs to be updated the Facility will update CROWNWeb.
 - If the patient is transferred in from another Facility the ESRD Network may have to be involved. (See Communication Procedures section)

15 ERROR 11206

Error Code 11206 definition: Discharge Date cannot be prior to the patient's last treatment date.

- A. The submitted BATCH file is processing through validation.
- B. An exact match for the patient has been found in CROWNWeb.
- C. If the submitted Treatment Start Date record in the BATCH file is greater than the Discharge Date in CROWNWeb OR if the submitted Discharge Date in the BATCH file is prior to the admission's last treatment record's Treatment Start Date in CROWNWeb, the CROWNWeb record or the source system record needs to be changed.
 - If the CROWNWeb record needs to be change
 - The Facility will need to change either the Treatment Date or the Discharge Date.
 - If the source system needs to be changed
 - The Facility will update their source system with the correct admit/discharge date or the correct Treatment Start Date.
 - The Facility will resubmit the corrected record through BATCH.
- D. If the patient is transferred in from another Facility the ESRD Network may have to be involved. (See Communication Procedures section)

16 ERROR 11207

Error Code 11207 definition: Discharge Date cannot be after the patient's next Admission Date.

- A. The submitted BATCH file is processing through validation.
- B. An exact match for the patient has been found in CROWNWeb.
- C. If the BATCH file discharge information is BLANK and there exists a matching admit discharge record in CROWNWeb and the Discharge Date of that matching record is greater than Admit Date of next admit/discharge record in CROWNWeb; OR if the BATCH file Discharge Date information is NOT BLANK and is greater than the next admit record in CROWNWeb, the CROWNWeb record or the source system record needs to be changed.
- D. If the BATCH file discharge information is NOT BLANK and the CROWNWeb Discharge Date is greater than the BATCH file Admit Date for the next admit/discharge record; OR If the BATCH file Discharge Date information is greater than the next admit record in CROWNWeb, the CROWNWeb record or the source system record needs to be changed.
 - If the CROWNWeb record needs to be changed:
 - The Facility will need to change either the Treatment Date and/or the Discharge Date.
 - If the source system needs to be changed:
 - The Facility will update their source system with the correct admit/discharge data or the correct Treatment Start Date.
 - The Facility will resubmit the corrected record through BATCH.
- E. If the patient is transferred in from another facility the ESRD Network may have to be involved. (See Communication Procedures section)

17 ERROR 11208

Error Code 11208 definition: Discharge Date must be after 1/1/1973.

- A. The submitted BATCH file is processing through validation.
- B. An exact match for the patient has been found in CROWNWeb.
- C. If the BATCH file Discharge Date is not on or after January 1, 1973, the Facility will update their source system with the correct Discharge Date.
- D. The Facility will upload the BATCH file with the corrected discharge record.

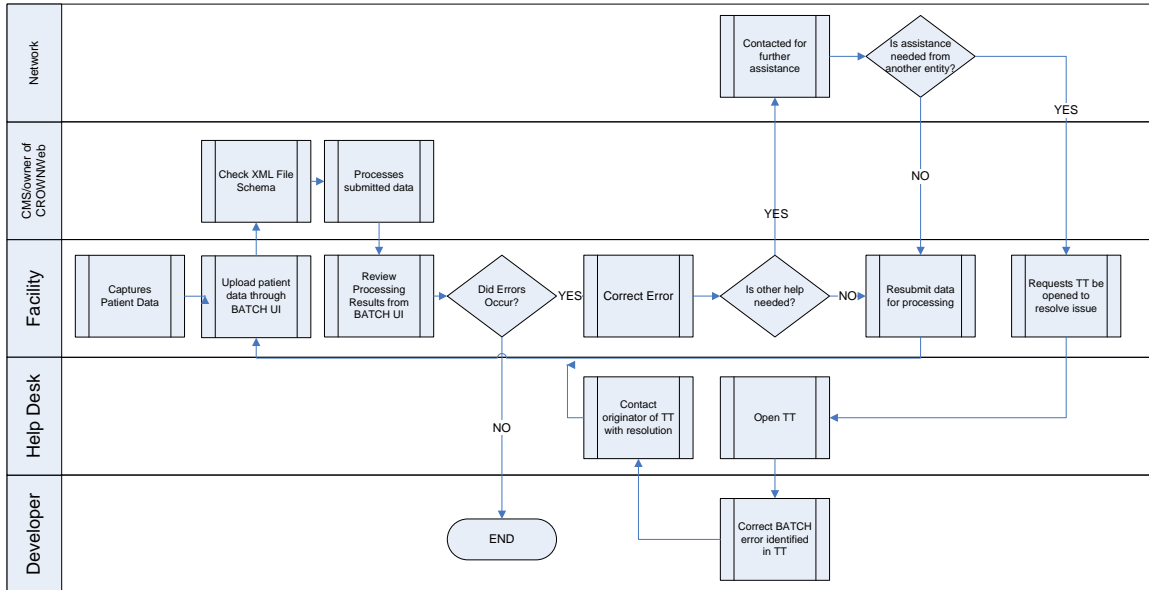
18 ERROR 11209/11204

Error Code 11209/11204 definition: The admission facility is not an open facility as of the entered discharge date.

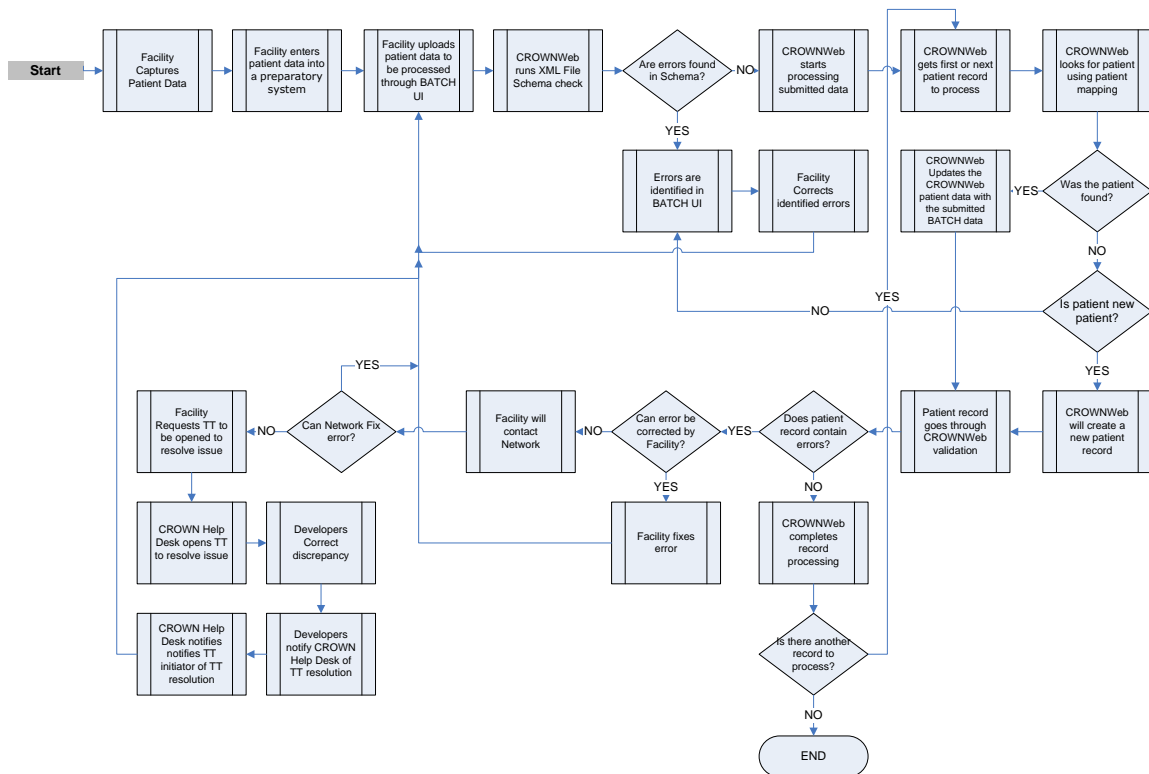
- A. The submitted BATCH file is processing through validation.
- B. An exact match for the patient has been found in CROWNWeb.
- C. If the BATCH file Discharge Date or CROWNWeb System generated Discharge Date is greater than the Facility Closed Date OR less than Facility Open Date, the CROWNWeb record or the source system record needs to be changed.
 - If the CROWNWeb record needs to be changed:
 - The Facility will need to change either the Treatment Date and/or the Discharge Date.
 - If the source system needs to be changed:
 - The Facility will update their source system with the correct Discharge Date and/or Facility Closed Date.
 - The Facility will resubmit the corrected record through BATCH.
- D. If the patient is transferred from or to another Facility, the ESRD Network may have to be involved. (See Communication Procedures section)

19 FLOWCHARTS

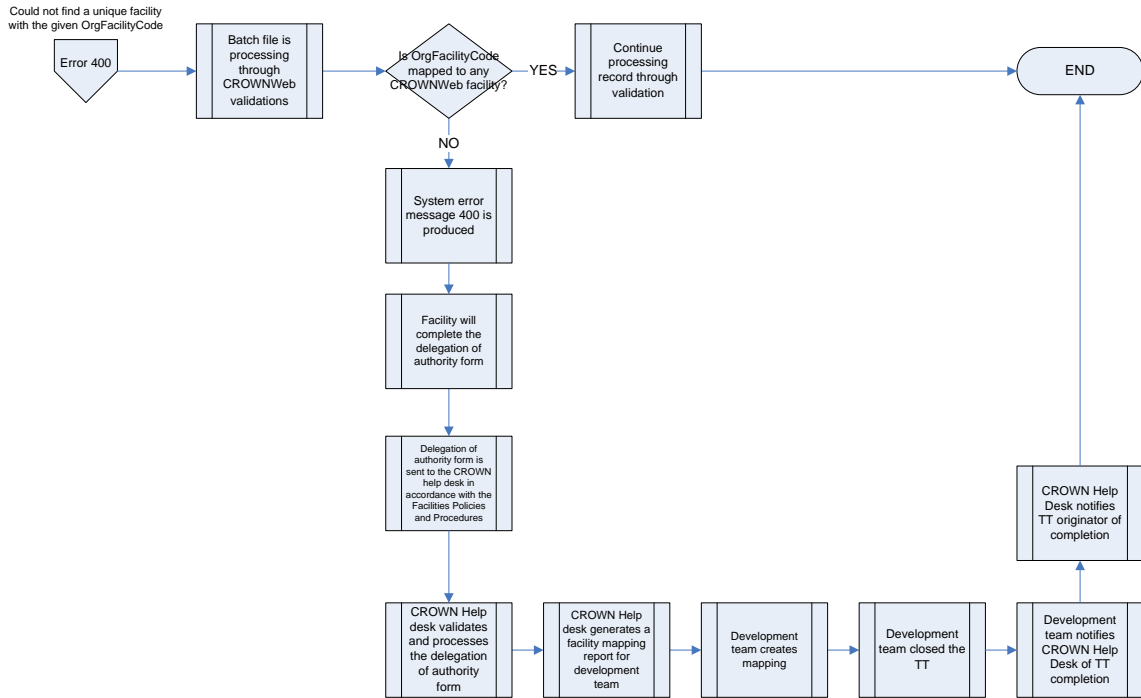
Swimlane



BATCH Record Processing



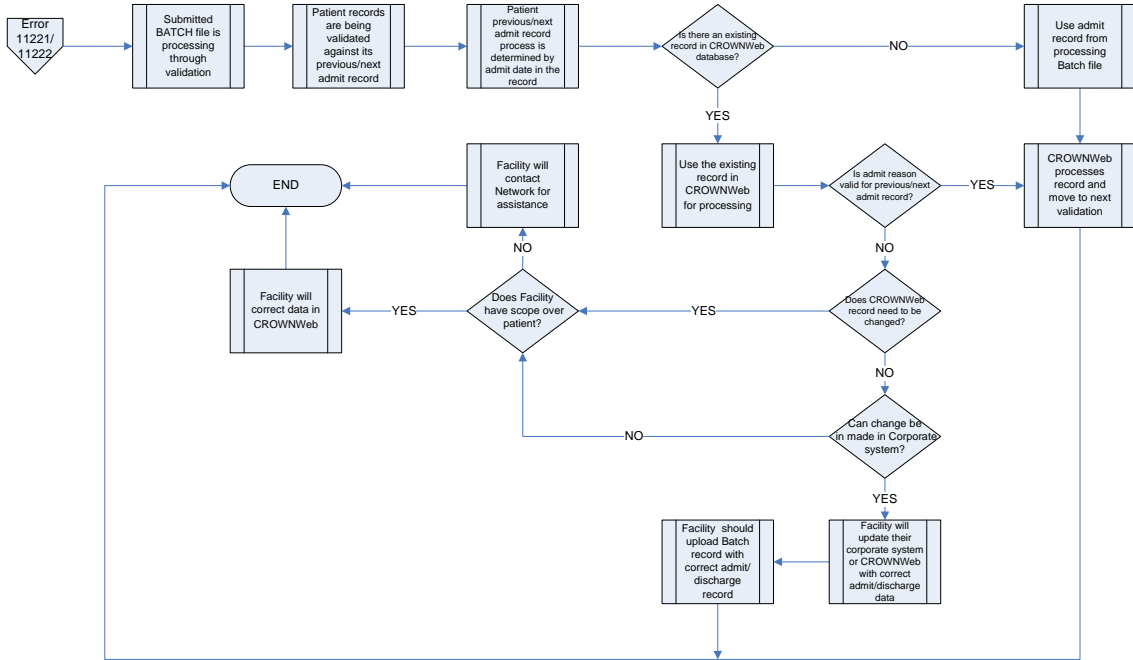
BATCH Error 400



BATCH Error 11221/11222

Error 11221 – Invalid Admit Reason: An exact match patient was found and the Admit Reason selected is invalid based on the next admission record's Admit Reason with the same Transient Status

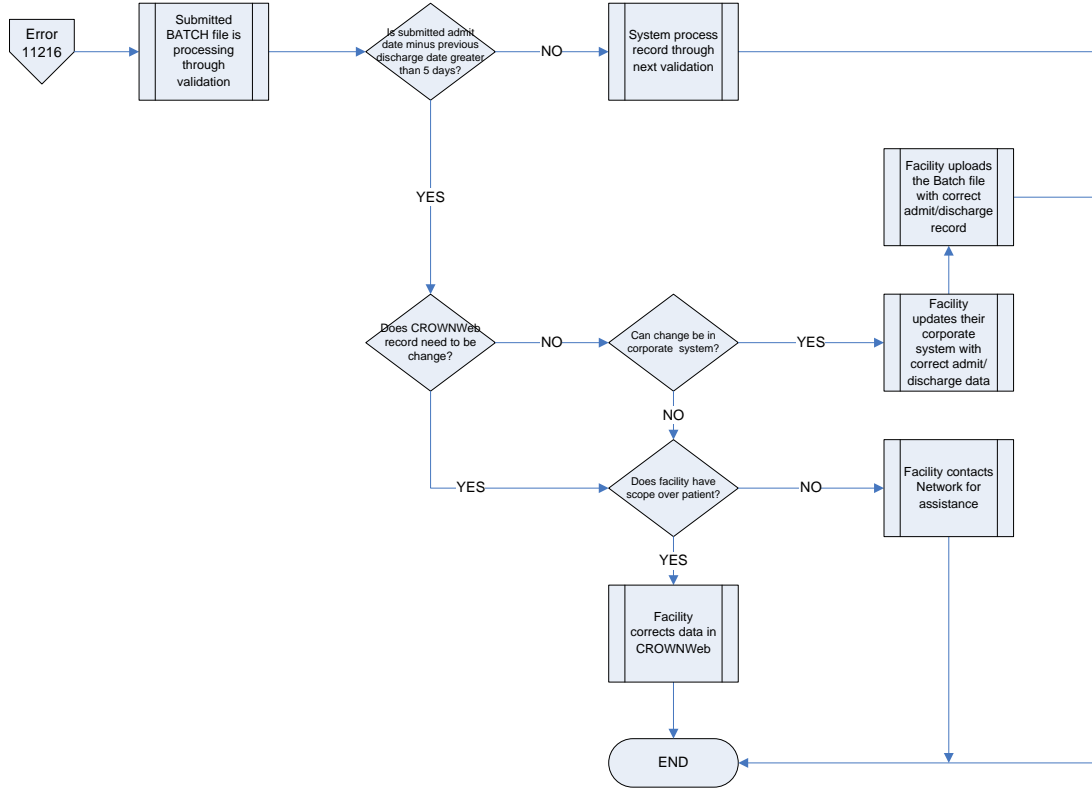
Error 11222 – Invalid Admit Reason: An exact match patient was found and the Admit Reason selected is invalid based on the previous admission record's Admit Reason with the same Transient Status



* Please Reference Tables for Discharge Reasons and Admission Reasons

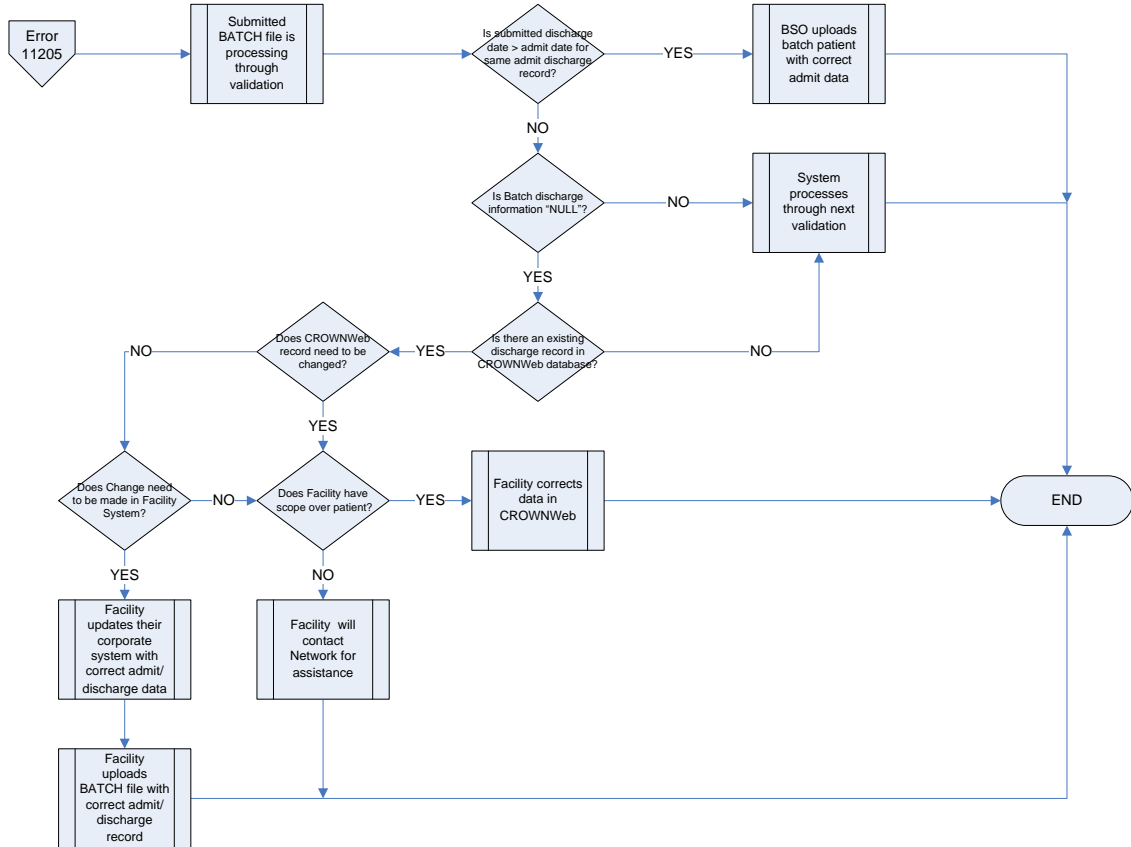
BATCH Error 11216

Invalid Admit Date: An exact match patient was found and the Admit Date selected is more than 5 days prior to the patient's previous admission record's Discharge Date with the same Transient Status



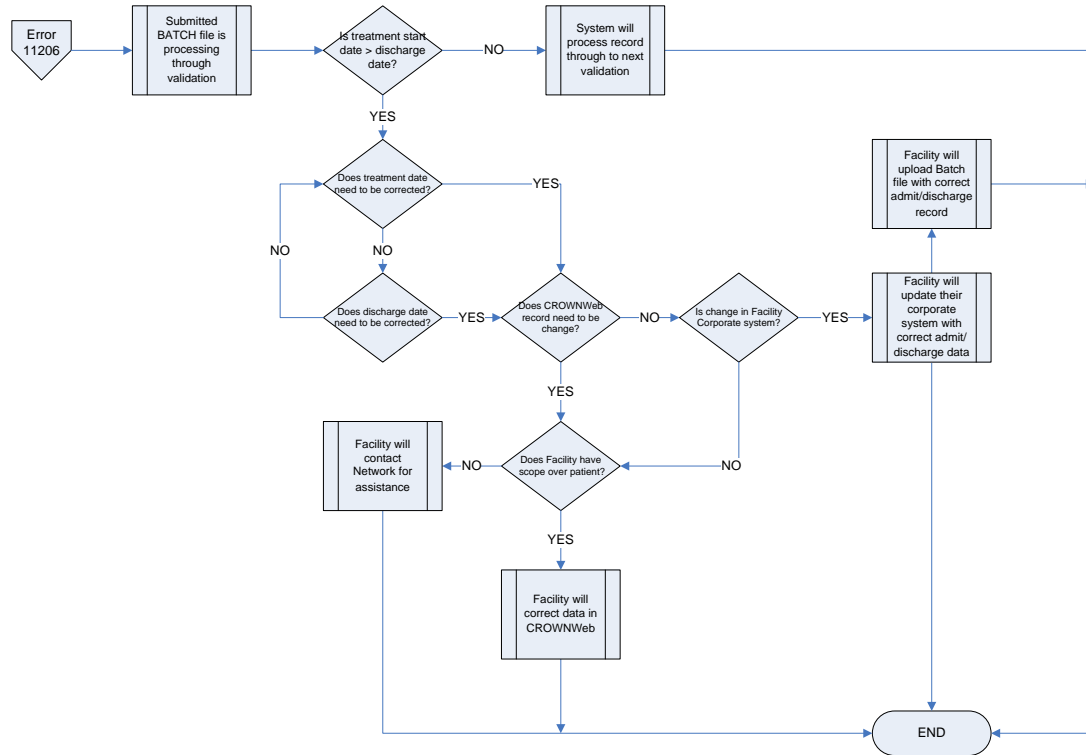
BATCH Error 11205

Discharge Date must be on or after the Admit Date



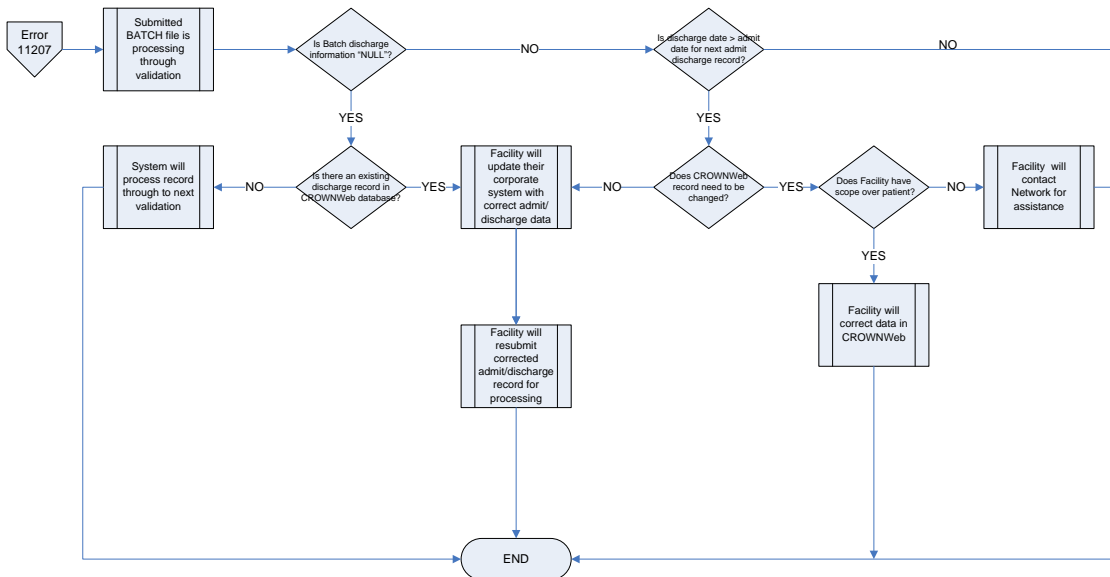
BATCH Error 11206

Discharge Date cannot be prior to the patients last treatment date



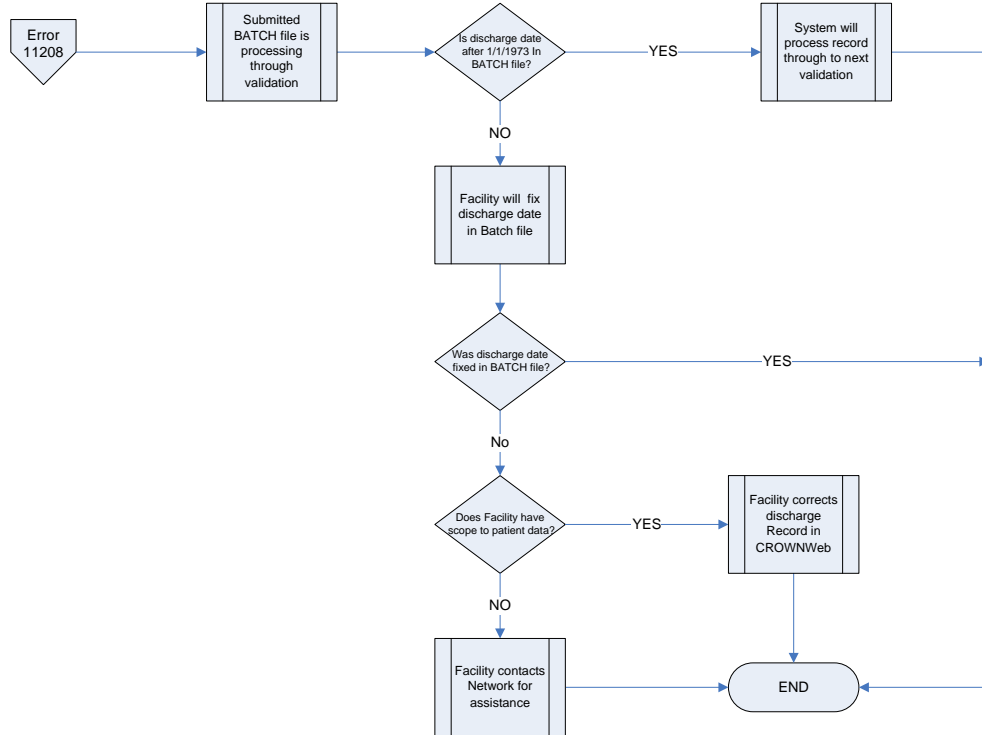
BATCH Error 11207

Discharge Date cannot be after the patients next admission date



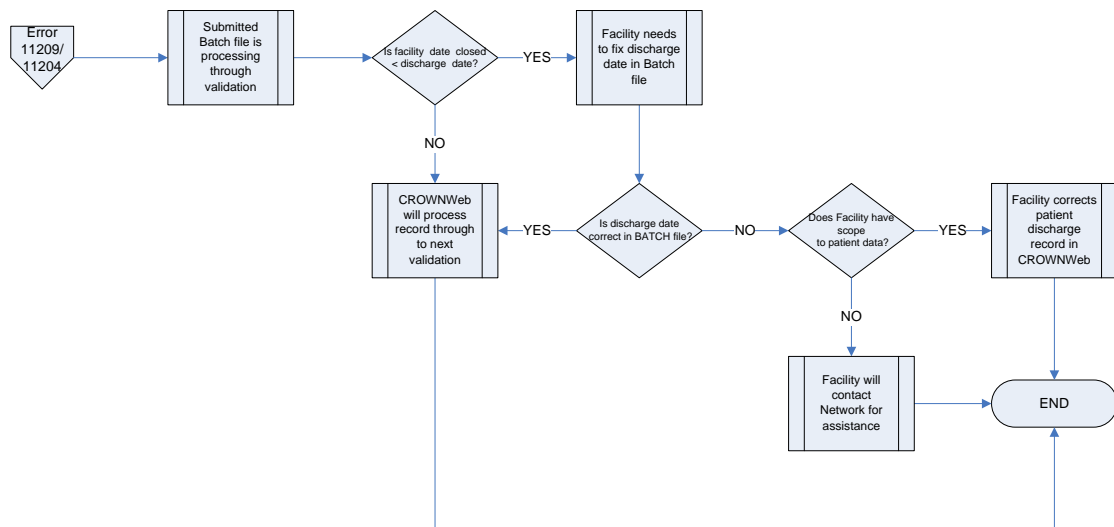
BATCH Error 11208

Discharge Date must be on or after 1/1/1973.



BATCH Error 11209/11204

The admission facility is not an open facility as of the entered Discharge Date.



Discharges Allowed Table

		Discharge Reasons										
		A=Allow N=Not Allow S=System Generated										
		Acute	Death	Discontinue	Lost to Follow Up	Recover Function	Involuntary	Other	Transplant in US	Transplant Outside US	Transfer	Transplant Failed
Admission Record Admit Reason	New ESRD Patient (Dialysis)	A	A	A	A	A	A	A	A	A	N	S
	New ESRD Patient (Transplant)	N	A	N	A	N	N	N	A	A	A	S
	Transfer In	N	A	A	A	A	A	A	A	A	N	S
	Restart	N	A	A	A	A	A	A	A	A	N	S
	Dialysis After Transplant Failed	N	A	A	A	A	A	A	A	A	N	S
	Dialysis in Support of Transplant	N	A	N	A	A	A	A	A	A	N	S
	Transplant	N	A	N	A	N	N	N	A	A	N	S

Prev Disc - Next Admit Allowed

		Admission Reasons						
		A=Allow N=Not Allow						
		New ESRD Patient (Dialysis)	New ESRD Patient (Transplant)	Transfer In	Restart	Dialysis After Transplant Failed	Dialysis in Support of Transplant	Transplant
Previous Admission Record Discharge Reason	Acute	N	N	N	N	N	N	N
	Death	N	N	N	N	N	N	N
	Discontinue	N	N	N	A	N	N	A
	Lost to Follow Up	N	N	A	A	A	A	A
	Recover Function	N	N	N	A	N	N	A
	Involuntary	N	N	A	N	N	N	A
	Other	N	N	A	A	N	N	A
	Transplant in US	N	N	N	N	A	A	A
	Transplant Outside US	N	N	N	N	A	A	A
	Transfer	N	N	A	N	N	N	N
	Transplant Failed	N	N	N	N	A	N	A
	System Discharge	N	N	A	A	A	A	A

Prev Admit - Next Admit Allowed

		Next Admission Record Admission Reasons						
		A=Allow N=Not Allow						
		New ESRD Patient (Dialysis)	New ESRD Patient (Transplant)	Transfer In	Restart	Dialysis After Transplant Failed	Dialysis in Support of Transplant	Transplant
Previous Admission Record Admit Reason	New ESRD Patient (Dialysis)	N	N	A	A	N	N	A
	New ESRD Patient (Transplant)	N	N	N	N	A	A	A
	Transfer In	N	N	A	A	N	N	A
	Restart	N	N	A	A	N	N	A
	Dialysis After Transplant Failed	N	N	A	A	N	N	A
	Dialysis in Support of Transplant	N	N	N	N	A	A	A
	Transplant	N	N	N	N	A	A	A

20 DEFINITIONS AND ACRONYMS

Word	Definition
BATCH	Electronic data submission.
BSO	BATCH Submitting Organization (BSO)
CCN	CMS Certification Number (CCN) also known as Provider Number.
CROWN Facility Unique Identifier	A system-generated unique characters used in CROWNWeb System to identify a specific Facility.
CROWNWeb	Consolidated Renal Operations in a Web Enabled Network.
Data Integrity Issue(s)	Issue(s) relating to the viability of the system or the integrity of the data is endangered by a situation requiring immediate investigation or a facility is unable to use CROWNWeb, and it appears that the problem can only be resolved by CROWNWeb Development Contractor's action (that is, it's not a password problem, a user-registration problem, and internet connectivity problem, or a problem with the user's own computer).
Data Mapping	Compiled data element programmed to connect between two distinct entities.
Delegation of Authority Form	CMS-10268 Form verifying that the ESRD Facility delegated their corporate entity to submit data to CMS on their behalf.
Dialysis Facility	A unit (hospital-based or free-standing), which is approved to furnish dialysis services directly to ESRD patients.
ESRD Network Organization	Coordinator of Medicare-related ESRD activities for a Medicare approved ESRD facilities in a designated geographic area. Also referred to as "ESRD Network."
End Stage Renal Disease (ESRD)	The stage of renal impairment that appears irreversible and permanent, and requires a regular course of dialysis or kidney transplantation to maintain life.
ISG	Information System Group (ISG) at the Centers for Medicare and Medicaid Services (CMS)
Incident Report	A form containing details of incidents involving any component of an IT Infrastructure or any aspect of the IT service.
OrgFacilityCode	Organization Facility Code. This is the ESRD Facility's corporate organization number.
QIMS	The QualityNet Identity Management System (QIMS) allows CMS, ESRD Network and Facility Security Administrator (SA) the abilities to register new staff members for CROWNWeb, ensure security for CROWNWeb users, minimize the risk of security incidents, and assist in the secure management of patient information.
QIMS Account Form	A CMS approved form to request for ESRD dialysis facility users access to CROWNWeb System.
SME	A Subject Matter Expert (SME) is a person who is an expert in a particular area.

Word	Definition
SOP	Standard Operating Procedures (SOP) are written procedures prescribed for repetitive use as a practice, in accordance with agreed upon specifications aimed at obtaining a desired outcome.
Scope	“Scope” refers to CROWNWeb data that a particular user is allowed to access (typically because it is necessary to complete activities required by the Medicare program). Example: If you work in Facility A, ordinarily data pertaining to a particular patient’s time of treatment at Facility A is “in scope” for you. Patient data relating to times before or after the patient was in your facility’s care are usually “out of scope” for you. Scope controls the access of facility(s) where user can perform their role (tasks they can do).
Security Administrator	Security Administrator (SA) assists in registering new staff members for CROWNWeb System. They help ensure security for CROWNWeb users.
Service Request	A Service Request is a mechanism used to track the detection, reporting, and potential resolution of identified problem. Service Request and/or any industry standard terminology.
Source System	A database, application, file, or other storage facility from which the data in a data warehouse is derived.
XSD Error	Error generated from XML validation prior to being submitted into CROWNWeb for processing during BATCH submission.