



CROWNWeb

Users Locked out of Their QIPS Account

November 11, 2009

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2 DOCUMENT CONTROL

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3 INTRODUCTION

PURPOSE

The purpose of this document is to define how an end user will get their QIPS account reactivated when they are locked out. I will go over the process of who to contact first and each step of the way when there is no success and requires escalation.

4 ASSUMPTIONS

- User already has a QIPS account assigned to them
- The account has not been permanently disabled for security reasons
- The account has not been disabled for reasons of no longer needed
- The account has not been disabled because a user is on leave

5 PAPER LAYOUT

This paper will define the highest level the steps an end user would take and the entity to contact to have their QIPS account unlocked.

There will be written text defining any generic processes along with flowchart to help with the understanding of the 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

These communication procedures 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.

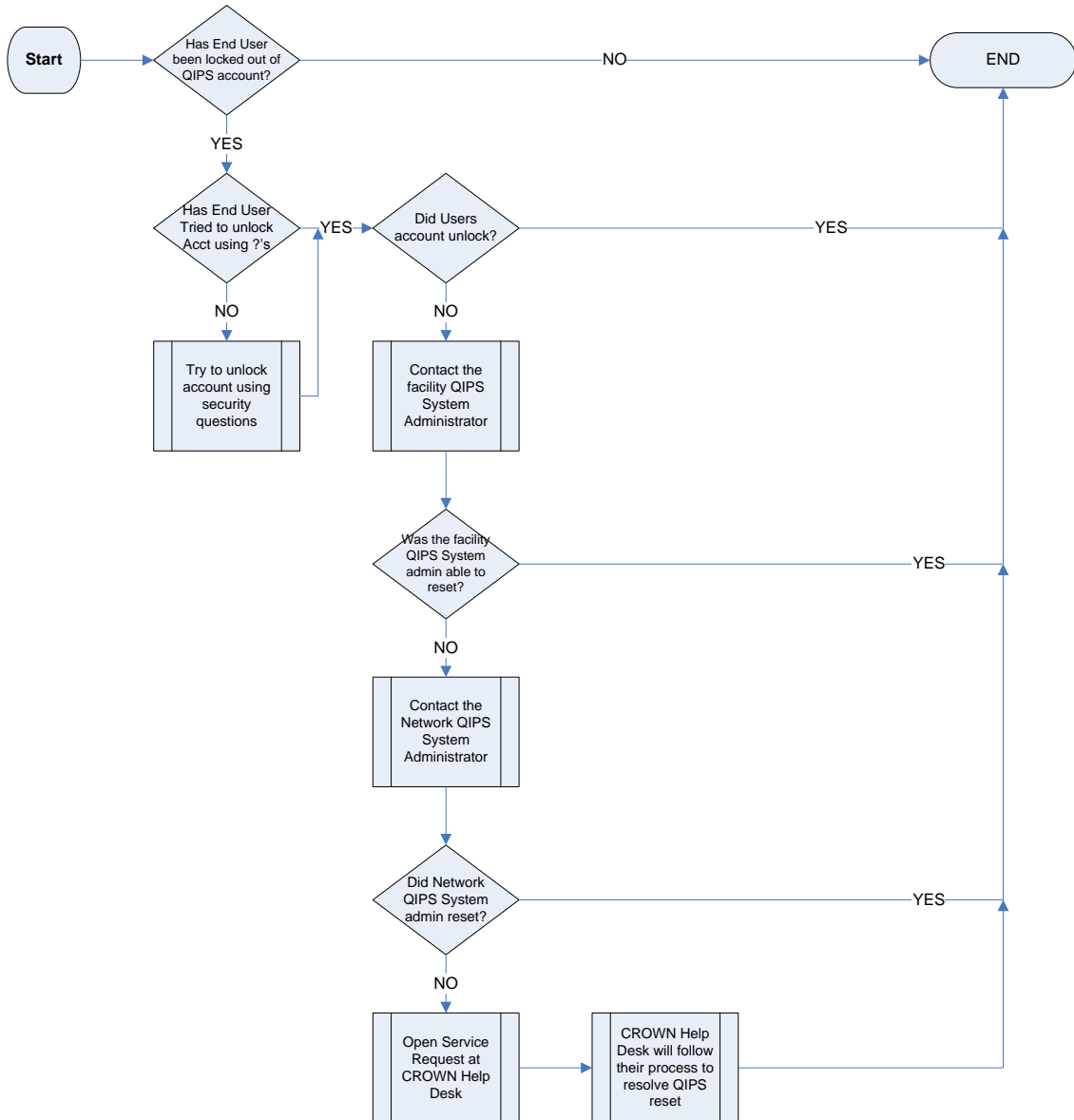
9 PROCEDURES

Users Locked out of Their QIPS Account

- A. The end user has been locked out of their QIPS account and should have access.
 - The end user will try to reset their password using the reset password functionality in QIPS. This process requires answering the security questions provided during registration.
- B. If the end user is unsuccessful gaining access to their account using the security questions, he/she will contact their Facility QIPS Security Administrator.
 - The Facility QIPS Security Administrator will reset the password for the end user.
- C. If there is not a Facility QIPS Security Administrator able to assist the end user for whatever reason, the end user contacts the ESRD Network QIPS Security Administrator.
 - The ESRD Network QIPS Security Administrator will reset the password for the end user.
- D. If both the Facility QIPS Security Administrator and the ESRD Network QIPS Security Administrator have tried to resolve the problem without success, the end user opens a Service Request at the CROWN Help Desk.
- E. The CROWN Help Desk will follow its processes to work the submitted service request.

10 FLOWCHARTS

Users Locked out of Their QIPS Accounts



11 DEFINITIONS AND ACRONYMS

#	Word	Definition
11.1	BATCH	Electronic data submission.
11.2	BSO	BATCH Submitting Organization (BSO)
11.3	CCN	CMS Certification Number (CCN) also known as Provider Number.
11.4	CROWN Facility Unique Identifier	A system-generated unique characters used in CROWNWeb System to identify a specific Facility.
11.5	CROWNWeb	Consolidated Renal Operations in a Web Enabled Network.
11.6	CMS Designated System Administrator	Is the person or entity responsible as determined by CMS for programmatically merging duplicate patient records to include: Patient Attributes, Admissions and Discharges, Treatment, and Clinical Records (when appropriate) as well as deleting erroneous CMS OMB Forms.
11.7	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).
11.8	Data Mapping	Compiled data element programmed to connect between two distinct entities.
11.9	Delegation of Authority Form	CMS-10268 Form verifying that the ESRD Facility delegated their corporate entity to submit data to CMS on their behalf.
11.10	Dialysis Facility	A unit (hospital-based or free-standing), which is approved to furnish dialysis services directly to ESRD patients.
11.11	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.
11.12	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."
11.13	Incident Report	A form containing details of incidents involving any component of an IT Infrastructure or any aspect of the IT service.
11.14	ISG	Information System Group (ISG) at the Centers for Medicare and Medicaid Services (CMS)
11.15	OrgFacilityCode	Organization Facility Code. This is the ESRD Facility's corporate organization number.
11.16	QIPS	The QualityNet Identity Provisioning System (QIPS) 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.
11.17	QIPS Account	A CMS approved form to request for ESRD dialysis facility

#	Word	Definition
	Form	users access to CROWNWeb System.
11.18	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).
11.19	Security Administrator	Security Administrator (SA) assists in registering new staff members for CROWNWeb System. They help ensure security for CROWNWeb users.
11.20	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.
11.21	SME	A Subject Matter Expert (SME) is a person who is an expert in a particular area.
11.22	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.
11.23	Source System	A database, application, file, or other storage facility from which the data in a data warehouse is derived.
11.24	XSD Error	Error generated from XML validation prior to being submitted into CROWNWeb for processing during BATCH submission.