

# Action List Guide

This guide provides information on how to complete the Action List in CROWNWeb.

ALL FACILITIES, including those affiliated with a batch submitting organization (DaVita, DCI, FMC, and NRAA), are responsible for manually processing the Action List, which contains records for notifications and accretions.

**In this guide you will find:**

- Things to Know
- Definitions
- Resolutions
- Resources

Facility staff are encouraged to review the [Notifications and Accretions—Facility Role course](#) and the [Notifications and Accretions Workshop video](#) to help them process any and all open items in the Action List.



## Things to Know

- All Action List items must be processed within 15 days.
- Notifications fall into two categories: REMIS identity and REMIS event. REMIS identity notifications are for a patient's first name, last name, date of birth, gender, Social Security Number, and Medicare Claim Number.
- Some Action List items reflect data already changed and/or corrected in CROWNWeb. The item must be manually accepted or rejected before being removed from the list.
- Action items for last name, first name, date of birth, gender, Social Security Number, and Medicare Claim Number automatically update CROWNWeb data when accepted.
- Action items for admit/discharge and dialysis treatments may require manually admitting/discharging or adding/deleting a treatment prior to accepting or rejecting the action item. Once you accept or reject the item, a warning appears to ensure you manually update the record.
- Each Action List item has three options for action.
  - **Accept:** The information provided by CMS (EDB/Other) is correct.
  - **Reject:** The information provided by CMS (EDB/Other) is not correct.
  - **Investigate:** More time is needed to determine the correct resolution option. This option extends the time to resolve the Action List item to 30 days.
- Once the action is selected there are two options to resolve the item.
  - **Submit:** You will have to click the "Ignore Warning" box that appears and click submit again in order for the item to resolve.
  - **Escalate:** The option allows the facility to escalate the Action List item to the Network. You should not escalate the item to the Network unless:
    - CMS reports a date of death for a patient that is still alive
    - The patient has transferred to another facility
    - The Network specifically asks you to do so

Visit [mycrownweb.org](http://mycrownweb.org) for more information.

## Definitions

**REMIS:** Renal Management Information System—a Medicare database managed by the Centers for Medicare & Medicaid (CMS) and Social Security Administration (SSA) that houses end stage renal disease (ESRD) patient information and communicates nightly with CROWNWeb to make sure patient records are up-to-date and accurate.

**Notification**—a record showing a discrepancy in patient data between what a CMS/SSA database has on record and what exists in CROWNWeb.

**Accretion**—a record that exists in a CMS/SSA database and believed to be ESRD, but has not been admitted into CROWNWeb as a patient. (An accretion may also occur for existing patients in CROWNWeb whose key identifiers are missing or incorrect.)

**EDB:** Enrollment Database—EDB is a repository for those patients with ESRD that includes their treatment histories and Medicare information.

**OTHER**—another database (not EDB) that houses ESRD patient information.

**Source**—the source of the data being compared in the notification (EDB, OTHER, and CROWNWeb).

**Value**—the data that is being compared in the notification.

**Ext. Source Effective Date**—the date that EDB or another database determined there was a data discrepancy for a patient's record (not the effective date of the information).

**CROWNWeb Create Date**—the date that CROWNWeb created the notification or accretion.

Source	Value	Facility	Treatment	Ext. Source Effective Date	CROWNWeb Create Date	Days Open	Status
OTHER	01/20/1993			03/05/2015	03/05/2015	4	New
CROWNWeb							

# Resolutions

## Accretion

EDB shows billing for a patient from your facility, but does not believe the patient has been admitted to any facility in CROWNWeb. Check your PART to make sure the patient has not already been admitted to your unit. If not and the information in the accretion is correct, you will accept the accretion and continue with the admission process. Reject the accretion if the patient is already admitted to or never treated at your facility.

## REMIS Identity Notification

REMIS identity notifications are created for discrepancies in the six key identifiers of a patient's attributes page: First Name, Last Name, Date of Birth, Gender, Social Security Number, and Medicare Claim Number. The notification most often comes from EDB and will almost always be accepted. When a notification is created that questions the information you have in CROWNWeb, you should determine the correct value by reviewing any legal documentation provided by the patient (Social Security card, Medicare card, driver's license, etc.) that will confirm the information. If the value from EDB matches the legal documentation, you will accept the notification. If it does not, you may reject the notification. (**Please note for Last Name notifications:** for patients who have changed their names due to events such as marriage, they should request new legal documentation from SSA in order for that to be the correct value.)

**NOTE:** For batch submitting organizations, changes you make to CROWNWeb should also be made in your internal system to ensure that patient data continues to be uploaded.

## REMIS Event Notification

REMIS event notifications are created for discrepancies in the admission or treatment data in a patient's admit/discharge summary. The notification will come from either EDB or OTHER. When a notification is created that questions the information you have in CROWNWeb, you should determine the correct value by thoroughly reviewing the admission and treatment information for your facility in the patient's admit/discharge summary. If the admission or treatment information in CROWNWeb is inaccurate, you will correct it and accept the notification. If the information in CROWNWeb is accurate, you may reject the notification.

## Resources

Manual processing of the Action List is mandatory. It keeps your patients' information up-to-date and accurate and can reduce the amount of additional work you put into the CMS-2744 Annual Facility Survey. CMS requires your Action Items be resolved within 15 days of being created. For more information on how to resolve your Action List items:

- My CROWNWeb—[mycrownweb.org](http://mycrownweb.org)
  - [Training course](#)
  - [Training video](#)
  - [CROWNWeb Data Management Guidelines](#)
- QualityNet Help Desk
  - Email: [qnetsupport-esrd@hcqis.org](mailto:qnetsupport-esrd@hcqis.org)
  - Phone: 866-288-8912
- The ESRD Network
  - End Stage Renal Disease Network of Texas, Inc. (ESRD Network 14)
    - Email: [crownweb@nw14.esrd.net](mailto:crownweb@nw14.esrd.net)
    - Phone: 972-503-3215
    - Booking an appointment: <https://booknow.appointment-plus.com/9e0k79v2/>
  - End Stage Renal Disease Network 8
    - Phone: (601) 936-9260
    - Booking an appointment: <https://booknow.appointment-plus.com/9e0k79v2/>



**DO NOT email patient-specific information (Name, SSN, DOB, etc.) to the QualityNet Help Desk or the Network office.**