CMS-2744 Error and Warning Resolution Guide

Are you receiving warnings and errors while generating your CMS-2744? Below are the most common warnings and errors received for the CMS-2744 form. Please read the suggested resolutions and follow any instructions provided. If the suggested resolutions do not resolve your warnings or errors, please contact CRAFT@projectcrownweb.org or qnetsupport@hcqis.org for other resolutions.

> **W1) Warning - There are "x" patients with a System Discharge that are not included in the totals in fields 08A - 13B.**
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> **E1) Error - The total number of patients (field 26) must equal the sum of the patients receiving care at the beginning of the survey period (field 03) plus the additions during the survey period (fields 04A through 07B) minus the losses during the survey period (fields 08A through 13B).**

System discharges are not counted as "losses" on the 2744, so Field 3 plus the sum of fields 04A through 07B minus the sum of fields 08A through 13B does not equal the ending total in Field 26. You should run your "Additions During Survey Period Report" in the gray sub-menu of the **Form 2744** tab in order to identify those patients with a discharge reason of **System Discharge**. You must then navigate to those patients' **Admit/Discharge Summaries** and edit the discharge reasons to what they should be (most often **Transfer**; please see the "Resolving a System Discharge Guide" on the Network website for further instructions on how to resolve system discharges). Once this has been done for all system discharged patients, you will need to re-generate your 2744. This should resolve the warning and error. If both have been resolved, barring any other errors or warnings, submit your form for acceptance.

At times, editing the discharge reasons may only resolve the warning. If the error remains, double check the **Treatment Summaries** of your survey period patients to ensure there are no duplicate treatments associated with the records or that the very first **Treatment Start Dates** at your unit for these patients are neither prior to nor after the **Admit Dates** to your unit from the **Admit/Discharge Summaries**. For example, if Patient A was admitted to your unit in the **Admit/Discharge Summary** on 9/1/2011, but his first **Treatment Record** at your unit has a start date of 4/5/2012, CROWNWeb is counting your census at the beginning of the survey period from the **Treatment Record** rather than the **Admit/Discharge Summary**, and Patient A has not been included in your Field 3 total. If this is the case, you will need to either edit the **Admit/Discharge Summary** or the **Treatment Record** to reflect the patient's first treatment at your unit and then re-generate your 2744. If the error has been resolved, barring any other errors or warnings, submit your form for acceptance.

W2) Warning - The total number of incenter patients receiving Other dialysis treatments (field 37) may be too high. Please verify this total.

"Incenter Dialysis Treatments (Including Training Treatments)" (Fields 36 and 37) are comprised of Hemodialysis (Field 36) and Other (Field 37) in-center treatments. "Other" refers to any PD training days, IPD treatment days, or non-dialysis treatments (e.g. ultrafiltration) performed in the dialysis center. Based on the number of patients receiving either in-center or home dialysis at your unit during the survey period, CROWNWeb believes your total number of "Other" treatments to be too high. Verify the number; it should be the number of DAYS that PD training was given, not the total number of exchanges. If it is correct, put a comment in the 2744 that you have verified that the number is correct and, barring any other errors or warnings, submit your form for acceptance.

W3) Warning - The total number of patients receiving care at the beginning of this survey period (field 03) must equal the total number of patients receiving care at the end of the last survey period for this facility (field 26). Please enter a comment.

Your beginning census as of January 1 of the survey year does not match your ending census as of December 31 of the previous survey year. If you are a batch submitting unit or have patients that transiently treat at batch submitting units, your previous and/or current survey year census may have been altered during an electronic data transmission. Run your "Additions During Survey Period Report" in the gray sub-menu of the **Form 2744** tab and filter the report to show only the patients at the beginning of the survey period (please see the "Filtering/Sorting CMS-2744 Reports – CROWNWeb Online Help" link on the Network website for instructions on how to filter your report). Determine if anyone is missing from the beginning census, if someone is on the beginning census that shouldn't be, or if someone is on the beginning census multiple times and make your corrections in CROWNWeb as necessary.

Duplicate admission records or treatment records (i.e. records with the same admit or treatment start dates) will throw off your counts. Duplicate records for patients admitted to your unit prior to the survey period will increase your beginning census total (Field 3). Duplicate records for patients admitted during the survey period will increase your additions counts (Fields 04A-07B) and possibly your ending census total (Field 26). Navigate to those patients' **Admit/Discharge Summaries** and/or **Treatment Summaries** and make corrections as necessary. Once this has been done, you will need to re-generate your 2744. This may or may not resolve the warning. If the warning is resolved, barring any other errors or warnings, submit your form for acceptance. If the warning is not resolved, you can compare your filtered "Additions During Survey Period Report" to your PART in CROWNWeb to determine which patient(s) is throwing off the count. You may also compare this report to the "Patients Receiving Care at End of Survey Period Report" from the **previous year** to determine which patient(s) is throwing off this count.

If the error persists, and you either know the count in Field 3 to be accurate or cannot determine why the count is off, type a comment in the comment field and submit your form for acceptance.

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W4) Warning – The facility certification date is not in the survey period but the beginning population is 0. Please add a comment.

E2) Error – This facility has not closed and the beginning population (field 03) and the total patients (field 26) are incorrect.

E3) Error – The Total number of patients receiving care at the beginning of the survey period (field 03) cannot equal 0 if the facility has not closed.

E4) Error - Total Patients (field 26) cannot equal 0 if the facility has not closed.

All of your fields have zeros. Click **Edit** in the gray sub-menu and then click **Generate**. Your fields will populate based on the information in CROWNWeb. This will resolve these warnings and errors. Other warnings and errors may occur. Resolve any new warnings and errors and then submit your form for acceptance.

If your unit is not yet Medicare certified and you are voluntarily completing the CMS-2744 or if your facility has closed, you may receive any of these warnings or errors. Enter comments in the comment field that satisfy the warning and/or error and submit your form for acceptance.

E5) Error - The total number of Medicare patients (fields 27, 28, 29) must equal the total number of patients (field 26).

All of your permanent patients as of December 31 of the survey year must have a **Medicare Enrollment** status entered on their **Patient Attributes Pages**. You should run your "Patient Eligibility Status Report" in the gray sub-menu of the **Form 2744** tab in order to determine which of your patients are missing Medicare Enrollment statuses. These patients will have a blank value in the "Medicare Enrollment Status" column of the report. Navigate to their attributes pages and enter their **Medicare Enrollment** statuses. The **effective date** of these statuses should be sometime during or prior to the survey year. The best practice for Medicare statuses (Currently Enrolled in Medicare Coverage), if the patients are currently enrolled, is to have effective dates of when they were entitled to **Medicare Part B**, found on their Medicare cards (or Medicare Part A, if that is the only Medicare to which they are entitled). If the patients have no Medicare (No Medicare Coverage) or Medicare is pending (Medicare Application Pending), the best practice is to put the patients' admit dates to your unit.

If all permanent patients in your unit have Medicare statuses populated, but you are still receiving this error, make sure that the effective dates are sometime during or prior to the survey year. You may review all Medicare status histories for all patients by clicking on the **View Patient Attribute History** tab in the gray sub-menu of the patients' attributes pages. If no history exists with an effective date sometime during or prior to the survey year, click **Edit Patient Attribute History** in the gray sub-menu of the history page and either edit the current history or add a history prior to the current one. Once this is done for all patients missing a valid Medicare status for the survey period, you will need to re-generate

your 2744. This should resolve the error. If the error is resolved, barring any other errors or warnings, submit your form for acceptance.

> **E6) Error - The total number of patients receiving incenter hemodialysis (field 14) cannot be greater than the total number of incenter hemodialysis treatments including training (field 36). Hemodialysis total is incorrect.**

Either the total for Field 14 is inaccurate or the total for Field 36 is inaccurate. Your in-center hemodialysis population (Field 14) should never be greater than the total number of in-center hemodialysis treatments (Field 36) since the treatment total should be the total number of treatments administered by your unit during the survey period. If you have in-center patients, the total in Field 14 should never be 0. Furthermore, Field 36 is not asking for the total number of hemodialysis patients, but the total number of treatments. The number of treatments will fluctuate depending on missed treatments, extra treatments, or frequent treatments, but it will usually be a large number in comparison to your in-center population. This number, more often than not, will be in the 1000s. Your billing department should have this information. You should correct this field and re-generate your 2744. This should resolve the error. If the error is resolved, barring any other errors or warnings, submit your form for acceptance.

> **E7) Error-the total number of patients attending school (field 35) cannot be greater than the total number of patients receiving Vocational Rehabilitation services (field 33). The number of patients attending school is incorrect.**

This error may be erroneous. CMS and the Network are aware that patients may attend school outside of the Vocational Rehabilitation program. If this is the case, you should type a comment in the comment field that your school patients do not attend through the Voc Rehab program and submit your form for acceptance.

You should make sure that all of your patients' Voc Rehab and school statuses are accurate on the **Patient Attributes Pages**. You should run your "Vocational Rehabilitation Report" in the gray sub-menu of the **Form 2744** tab to determine which patients have an inaccurate school or Voc Rehab status. Navigate to the patients' attributes pages. If there are no Voc Rehab or school statuses selected in the **Misc Info** boxes, click **Edit** in the gray-sub menu and select a Voc Rehab and school status for each patient. The effective date should be when the status went into effect, but if you don't know that date, it should at least be some time during the survey year.

If a Voc Rehab or school status is already populated, but it or the effective date is incorrect, click the **View Patient Attribute History** tab in the gray sub-menu. Click the **Edit Patient Attribute History** tab in the gray sub-menu and edit the Voc Rehab or school status and/or effective date. Once these statuses have been corrected, you will need to re-generate your 2744. This should resolve the error. If the error is resolved, barring any other errors or warnings, submit your form for acceptance. If the error is not resolved, but you know that every patient's Voc Rehab and School statuses are accurate, put a comment attesting that these fields are correct for all patients and submit your form for acceptance.

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