

# Facility Details Guide

This guide provides information on how to update facility details and personnel in CROWNWeb.

## In this guide you will find:

- Things to Know
- Editing the Facility Details Page
- Editing Facility Personnel
- Resolutions
- Resources

ALL FACILITIES, including those affiliated with a batch submitting organization (DaVita, DCI, FMC, and NRAA), are required to maintain their facility details and personnel in CROWNWeb.

Facility staff are encouraged to review the training courses for editing [facility details](#) and [personnel](#) and update facility details and personnel quarterly or more frequently, as needed.

## Things to Know

- CMS expects you to maintain accurate facility details in CROWNWeb, which include the physical and mailing addresses, phone and fax numbers, non-Medicare services (e.g., Practices Dialyzer Reuse), and hours and shifts. This information is found on the Facility Details page in CROWNWeb.
  - You will not be able to update certain information on the Facility Details page that have to do with your certification or licensing, which includes any Medicare services (e.g., Home Hemo Training and Support) or the certified number of stations. This information can only be updated by your local ESRD Network.
- The information found on the Facility Details page in CROWNWeb is what is reported on the [Dialysis Facility Compare](#) website, which is updated quarterly.
- CMS expects you to maintain accurate facility personnel in CROWNWeb, which include the following positions:
  - Facility Administrator/Clinic Manager
  - Facility Data Contact
  - Facility Dietitian
  - Facility Head Nurse/Nurse Supervisor
  - Facility Medical Director
  - Facility Nephrologist
  - Facility Patient Representative (filled by a **patient**)
  - Facility Social Worker
  - Facility Disaster Contact
  - Facility Disaster Contact Back-up
- Accurate personnel is needed for proper communication between the facilities, the Networks, and CMS, as well as for CMS forms entry in CROWNWeb.
- You must be a CROWNWeb Facility Editor to make changes to the Facility Details and Personnel.

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

## Editing the Facility Details Page

- 1) From the *Home* screen, click the **Facilities** tab in the main menu.
- 2) Enter the search criteria. *Hint: Searching your CCN may be the fastest search. If more than one facility is listed from your search, click the hyperlinked **CROWN Fac ID** of the appropriate facility.*
- 3) Review your facility details for errors. If corrections are needed, click the **Edit Facility** tab in the gray sub-menu.
- 4) Make the necessary corrections and click **Submit**.

You may also set your facility default preferences from this page by clicking the **View Default Preferences** tab in the gray sub-menu and then the **Edit Default Preferences** tab.

**QualityNet**  
 Logged in as: crownWeb\

<a href="#">Home</a>	<a href="#">Facilities</a>	<a href="#">Patients</a>	<a href="#">Personnel</a>	<a href="#">Reports</a>	<a href="#">My Reports</a>	<a href="#">Clinical</a>	<a href="#">Form 2744</a>	<a href="#">Action List</a>
<a href="#">Search Facilities</a>	<a href="#">Add New Facility</a>	<a href="#">Saved Facilities (1)</a>						
<b>Edit Facility</b>	<a href="#">View Personnel</a>	<a href="#">View Default Preferences</a>	<a href="#">Facility Attestation</a>	<a href="#">Facility Ownership History</a>				

[Search Facilities](#) > [Facility Search Results](#) > View Facility

[Show Help](#)

### Facility Details (Submitted)

#### Facility Demographics

<b>Facility Legal Name:</b> ZZ CLOSED RENAL CARE GROUP	
<b>Facility DBA Name:</b> ZZ CLOSED RENAL CARE GROUP (Same as Legal Name <input checked="" type="checkbox"/> )	
<b>Facility CCN:</b>	<b>Facility NPI:</b>
<b>Network Facility Code:</b>	<b>Organizational Facility Code:</b>
<b>Phone Number:</b>	<b>Fax:</b>
<b>Facility E-Mail:</b>	<b>Website:</b>
<b>Network:</b>	

<b>Physical Address</b>	<b>Mailing Address (Same as Physical A</b>
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# Editing Facility Personnel

## To ADD Personnel

- 1) From the *Facility Details* screen, click the **View Personnel** tab in the gray sub-menu.
- 2) Click the **Add Personnel** tab in the blue sub-menu.
- 3) Enter the **Key Personnel Info**. *Hint: Nephrologists will need either a UPIN or an NPI entered in this section to show up on CMS form and treatment record drop-down menus.*
- 4) Enter the **Positions**. *Hints: If the **Facility DBA Name** does not auto-populate in this section, enter the **Facility CCN** and click **Go**. If the person holds more than one position at the facility, you can repeat step 4 by clicking the **Add Another Position** button.*
- 5) Enter the **Personnel Contact Info**. *Hint: This information is not required, but non-facility phone numbers (e.g., cell phone numbers) must be provided for the **Facility Disaster Contact** and the **Facility Disaster Contact Back-up**.*
- 6) Click **Submit**.

## To DELETE Personnel

- 1) From the *Facility Details* screen, click the **View Personnel** tab in the gray sub-menu.
- 2) Click on the blue hyperlinked name of the person you wish to delete.
- 3) Click the **Edit Personnel** tab in the gray sub-menu.
- 4) Click **Delete**.

You will not be able to delete the personnel record if the person is associated with any CMS forms or treatment records in CROWNWeb. In this instance, you will follow steps 1-3, click the **Inactive Record** checkbox in the **Key Personnel Info** section, and click **Submit**.

### Edit Personnel

Key Personnel Info
Inactive Record <input checked="" type="checkbox"/>

**DO NOT** inactivate personnel records that have active positions at other facilities. Please follow the steps provided **to remove positions from a personnel record**.

## Editing Facility Personnel (cont.)

### To REMOVE POSITIONS from a Personnel Record

- 1) From the *Facility Details* screen, click the **View Personnel** tab in the gray sub-menu.
- 2) Click on the blue hyperlinked name of the person you wish to remove.
- 3) Click the **Edit Personnel** tab in the gray sub-menu.
- 4) Click the checkbox of the position(s) you wish to remove.
- 5) Click the **Remove Position** button below the **Positions** section. *The screen will refresh.*
- 6) Click **Submit**.

Positions	
After you are finished adding and/or removing positions, click the Submit button at the bottom of the page to process the transaction.	
<input checked="" type="checkbox"/> Position # 1	
Facility CCN	45 XXXX <input type="text"/> <sup>1</sup> Facility NPI <input type="text"/> <input type="button" value="Go"/>
Facility DBA Name	RCG (1400000XXX) <input type="text"/>
Job Description	Facility Nephrologist <input type="text"/> Job Code FNEPH <input type="text"/>
Job Title	<input type="text"/>
<input type="checkbox"/> Position # 2	
<sup>1</sup> Facility CCN	45 XXXX <input type="text"/> <sup>1</sup> Facility NPI <input type="text"/> <input type="button" value="Go"/>
Facility DBA Name	RENAL CARE GROUP (1400XXXXXX) <input type="text"/>
Job Description	Facility Nephrologist <input type="text"/> Job Code FNEPH <input type="text"/>
Job Title	<input type="text"/>

## Resolutions for Editing Facility Details

When you click **Submit**, you may receive warnings or errors. Warnings (in green) can be ignored by clicking the checkbox above the warning. Errors (in red) must be resolved. Some common errors and issues include:

Issue 1: The system says the effective date has to be after the last effective date.

- Some corrections to the Facility Details page may require you to update the **Effective Date**. The **Effective Date** should be the date the change took place. For example, if your facility changes its close time from 5:00PM to 9:00PM as of November 15, and you are updating the hours in CROWNWeb on December 2, the **Effective Date** will be November 15.

Issue 2: The fields that need to be corrected are disabled (grayed out).

- Disabled fields can only be updated by your local ESRD Network. Your local ESRD Network may need documentation, such as a CMS Certification Letter or a re-issued ESRD license from the state, in order to make the changes requested.

Issue 3: A physician on the personnel list is still practicing at the facility, but is no longer the Medical Director.

- Follow the steps **to remove positions from a personnel record**.

Issue 4: A physician/staff member no longer practices at the facility, but CROWNWeb won't allow the record to be removed.

- Follow the steps to inactivate a record. If the record has positions at other facilities, follow the steps to remove positions from a personnel record. If you are unable to do either operation, contact your local ESRD Network.

Issue 5: A physician is on the personnel list, but doesn't show up in a form drop-down menu.

- The personnel record must contain a 6-digit UPIN or 10-digit NPI. Edit the record to add this information. The record may also have been marked as inactive. Reactivate the record by unchecking the **Inactive Record** checkbox.

If you receive any other error while trying to edit personnel records, contact your local ESRD Network for assistance.

# Resources

Maintaining your Facility Details and Personnel are mandatory exercises in the use of CROWNWeb. Accurate facility and personnel information is vital for proper communication between facilities, the Network, and CMS. For more information on how to edit facility and personnel information in CROWNWeb:

- My CROWNWeb—[mycrownweb.org](http://mycrownweb.org)
  - [Training course—Facility Details](#)
  - [Training course—Personnel](#)
  - [CROWNWeb Online Help](#)
  - [CROWNWeb Help Portal](#)
- QualityNet Help Desk
  - Email: [qnetsupport-esrd@hcqis.org](mailto:qnetsupport-esrd@hcqis.org)
  - Phone: 866-288-8912
- Your local ESRD Network
  - Southeastern Kidney Council, Inc. (ESRD Network 6)
    - [crownweb@nw6.esrd.net](mailto:crownweb@nw6.esrd.net) OR 919-855-0882 ext. 6209
  - Network 8, Inc. (ESRD Network 8)
    - [crownweb@nw8.esrd.net](mailto:crownweb@nw8.esrd.net) OR 601-936-9260 ext. 6710
  - End Stage Renal Disease Network of Texas, Inc. (ESRD Network 14)
    - [crownweb@nw14.esrd.net](mailto:crownweb@nw14.esrd.net) OR 972-503-3215



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