

How We Can Help



Administrative Support

- Provide education and assistance regarding CMS requirements
- Communicate essential information that will affect facilities via mail, e-mail or fax
- Represent the needs of the renal community, patients, and providers to CMS
- Develop collaborative partnerships to promote improved quality outcomes for patients
- Inform facilities about Network goals and activities

Quality Improvement

- Provide education and assistance regarding CMS/Network directed QI projects
- Clarify instructions for clinical data collection
- Provide expertise and education on vascular access issues
- Assist with resources for the Conditions for Coverage implementation
- Analyze data on national, regional and local patterns of care for QI planning
- Assist facilities with developing internal Quality Assessment and Performance Improvement Projects (QAPI) and action plans
- Provide education and information on immunizations (hepatitis, pneumococcal, and influenza)

Patient Services

- Assist with resolution of grievances
- Assist in identifying treatment options for patients
- Case Consultation
- Educate on the Decreasing Dialysis Patient-Provider Conflict toolbox
- Assist with navigating the Involuntary Discharge/Transfer process

Provide resources and referrals for ESRD related education

Data/Information Management

Assist facilities in maintaining up to date patient information in CROWNWeb

Development of updates regarding CROWNWeb and QIMS

Education and assistance regarding compliance (CMS Forms processing, timeliness and accuracy)

Review CMS-issued reports and notify facilities of actions that need to be taken in CROWNWeb

Provide materials to assist in QIMS account registration and maintenance

Educate facilities on preventing Security Violations

Statistical data regarding patient populations

Communication services (e-mail lists, directories, etc.) for providers and patients

Network Staff

In our effort to provide the highest level of service, listed below are the Network departments and staff who will assist you with specific questions and information. Please post the following information for easy reference.

Office: 888-268-1539

Fax: 888-280-8669

Toll-free Number: 1-800-637-4767