



## How to Locate Notifications Assigned to Your Facility

QualityNet  
Logged in as: crownWeb  
Session expires in 13:49

Home Facilities Patients Personnel Reports My Reports Clinical Form 2744 **Action List** Admin

View Action List

View Action List  
Show Help

Action List - 37 Records Found

Filter for Actions

Action Type

Assigned To Facility

Facility CCN Facility NPI Go

Facility DBA Name

Assigned To Network

Network Network 11

Submit Clear Filters

1. From the *Home* screen, click **Action List**. The *View Action List* screen displays.
2. Select a facility from the **Facility DBA Name** drop-down list. This field auto-populates with facilities in your scope (unless you only have scope over one facility). [Optional] To select a specific facility, either enter the **Facility CCN** or the **Facility NPI**. Click **Go**.
3. Click **Submit**. The screen displays any notifications listed in a table.

## How to Resolve a Notification

QualityNet  
Logged in as: crownWeb  
Session expires in 13:49

Home Facilities Patients Personnel Reports My Reports Clinical Form 2744 Action List Admin

View Action List

View Action List > View Notification  
Show Help

View Notification

Patient Details ( ) Assigned To

Last Name: DOE First Name: EVE  
SSN: 000-00-0000 Medicare Claim Number: 000000000A  
Date of Birth: 01/01/1950 Gender: FEMALE

Notifications

First Name

Source	Value	Facility	Treatment	Ext. Source Effective Date	CROWNWeb Create Date	Days Open	Status
EDB	EVA			08/20/2013	08/22/2013	2	New
CROWNWeb	EVE						

Action Comments Comments History

Submit Reassign Escalate

1. In this example, the discrepancy is regarding the patient's first name.
  - a. The 1<sup>st</sup> source (EDB) has "EVA" as a first name. EDB stands for Enrollment Database and is it is used to determine Medicare coverage.
  - b. The 2<sup>nd</sup> source (CROWNWeb) has "EVE" as a first name.
2. If the source other than CROWNWeb (EDB) is correct, select *Accept* from the **Action** drop-down. If CROWNWeb is correct, select *Reject* from the **Action** drop-down.
3. After a selection has been made in the **Action** drop-down, click **Submit**.
4. Read the warning message that appears at the top of the screen. If further action is needed (such as editing a patient's admit date), edit the patient information in CROWNWeb and return to Notification to resolve after that action has been taken. If no further action is needed, click the **"To ignore warnings..."** checkbox, then click **Submit**.

Example: After investigation, I find that the patient's first name is EVA. I would select *Accept* from the **Action** drop-down and click **Submit**.

Note: If the patient is no longer at your facility, click **Escalate** to send the Notification to your Network with a note in the *Comments* section as to why you're escalating.