



How to fix Medicare status on Facility Survey in CROWNWeb?

If you are getting an error – “The total number of Medicare patients (fields 27, 28, 29) must equal the total number of patients (field 26).” it means the Medicare status of the patients is not correct. Here are steps to resolve this error.

Run the report called "Patient's Medicare Status Report" in CROWNWeb under 2744 tab. Look at column for "Medicare Eligibility status". 1 indicates "Medicare" 2 indicates "Medicare pending" and 3 indicate "Non Medicare". To change, go to patient record. Under patient attributes page click on Edit. Then click on patient attributes history. Then click on edit patient attributes history. Scroll down and edit patient Medicare status. Click “Submit” at the bottom. Then go in to 2744, click on edit and then generate. It should update the information.

1. From the Home screen, click Patients. The Search for Patients screen displays.
2. Enter the desired information to search for the patient, and then click Search. The Patient Search Results screen displays.
3. Click the desired patient's CROWN UPI link. The View Patient Attributes screen displays.
4. Click Edit Patient in the sub-menu. The Edit Patient Attributes screen displays.
5. Apply desired changes to the patient's record, and then click Submit.
6. The View Patient Attributes screen displays the message “View Patient Details –SUBMITTED.”
7. Go to 2744 tab and regenerate the survey and if error disappears and the numbers are correct, then submit the form.