

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal:12846	Date: September 12, 2024
	Change Request 12742

SUBJECT: Migration of the Contractor Reporting of Operational and Workload Data (CROWD) to the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to provide instructions for the contractors to utilize the CMS Enterprise Portal for CROWD and discontinue use of the legacy system.

EFFECTIVE DATE: November 1, 2024

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: November 1, 2024

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revise information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	N/A

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

One Time Notification

Attachment - One-Time Notification

Pub. 100-20	Transmittal:12846	Date: September 12, 2024	Change Request: 12742
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SUBJECT: Migration of the Contractor Reporting of Operational and Workload Data (CROWD) to the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal

EFFECTIVE DATE: November 1, 2024

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: November 1, 2024

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to provide instructions for the contractors to utilize the CMS Enterprise Portal for CROWD and discontinue use of the legacy system.

II. GENERAL INFORMATION

A. Background: CMS is migrating CROWD to the CMS Enterprise Portal and decommissioning the legacy system.

B. Policy: Contractors shall utilize the CMS Enterprise Portal for CROWD, effective November 1, 2024, and discontinue use of the legacy system, effective October 16, 2024. Chapters 5 and 6 of the Internet-Only Manual (IOM) Publication (Pub.) 100-05, and Chapter 6 of the IOM Pub. 100-06 shall be updated to reflect this change via the companion CMS Change Request (CR) 12743.

Included as attachments to this CR are the *CROWD Reporting Requirements*, *CROWD Data File Requirements*, *CROWD Contractor Mapping*, draft *CROWD Data File Workbook*, and sample CROWD data files, all of which contain pertinent information regarding the data file submission (upload) requirements for CROWD via the CMS Enterprise Portal. Additionally, there will be 2 Roles and 19 Role Attributes/Details (a.k.a. CMS Contracts) available to the Part A/Part B (A/B) and Durable Medical Equipment (DME) Medicare Administrative Contractors (MACs), and the contractors for the Benefits Coordination & Recovery Center (BCRC), Commercial Repayment Center (CRC), and Railroad Retirement Board (RRB) for CROWD via the CMS Enterprise Portal. The contractors will be able to select more than one Role Attribute/Detail, but **only** one Role.

The two Roles will be **CROWD Contractor Point of Contact (POC)** and **CROWD Contractor**. The main difference between the two Roles is that the **CROWD Contractor POC** can perform activities related to data file submissions (uploads), whereas the **CROWD Contractor** cannot.

The following summarizes the capabilities of the corresponding Roles:

CROWD Contractor POC Capabilities

- Submit/Resubmit (upload) data files for CROWD via the CMS Enterprise Portal
- View the status of data file submissions for CROWD via the CMS Enterprise Portal
- Add/View file comments for data file submissions for CROWD via the CMS Enterprise Portal
- Request overrides for data file submissions (uploads) in a REJECTED status for CROWD via the CMS Enterprise Portal
- View/Export CROWD Forms, Tables, and Reports in MicroStrategy via the CMS Enterprise Portal

CROWD Contractor Capabilities

- View the status of data file submissions for CROWD via the CMS Enterprise Portal
- Add/View file comments for data file submissions for CROWD via the CMS Enterprise Portal
- View/Export CROWD Forms, Tables, and Reports in MicroStrategy via the CMS Enterprise Portal

The following 19 Role Attributes/Details associated with the above-referenced Roles depict the CMS contracts available for CROWD via the CMS Enterprise Portal:

- A/B MAC J5
- A/B MAC J6
- A/B MAC J8
- A/B MAC J15
- A/B MAC JE
- A/B MAC JF
- A/B MAC JH
- A/B MAC JJ
- A/B MAC JK
- A/B MAC JL
- A/B MAC JM
- A/B MAC JN
- BCRC
- CRC
- DME MAC JA
- DME MAC JB
- DME MAC JC
- DME MAC JD
- RRB

To request access to CROWD via the CMS Enterprise Portal, the contractors shall:

1. Type the following URL into the address bar: <https://portal.cms.gov> (Internet) or <https://portal.cms.cmsnet> (CMS VPN or CMS network),
2. Select the Help link to navigate to the CMS Enterprise Portal User Guide, and
3. Follow the steps for the “CMS Enterprise Portal Process,” **not** the “Enterprise User Administration (EUA) Process.”

To optimize access to the CMS Enterprise Portal, the contractors shall open a browser window via Google Chrome (**preferred**), Microsoft Edge (Chromium), Mozilla Firefox, or Apple Safari; disable pop-up blockers (if allowed by their organization); enable JavaScript; and disable any Chrome browser extensions as these can impact the use of the CMS Enterprise Portal. The only computer input device needed to access the CMS Enterprise Portal is a keyboard; a mouse is not required, although it is recommended. For an enhanced user experience, the recommended display settings for CROWD are a scale and layout of 100% and screen resolution of 1920 x 1080.

III. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility								
		A/B MAC			DM E MA C	Shared-System Maintainers				Other
		A	B	HH H		FIS S	MC S	VM S	CW F	
12742.1	Contractors shall discontinue use of the	X	X	X	X					BCRC, CRC,

Number	Requirement	Responsibility								
		A/B MAC			DM E MA C	Shared-System Maintainers				Other
		A	B	HH H		FIS S	MC S	VM S	CW F	
	<ul style="list-style-type: none"> • <i>Reasonable Charge Reductions and Denials (ALIST)</i> • <i>Claims Received, Processed, Pending, Inquiries (BLIST)</i> • <i>EMC Breakout (ELIST)</i> • <i>Participating Physician data (FLIST)</i> • <i>Claims, Services and Charges Approved, Reduced (GLIST)</i> • <i>Appeals and Reopening data (HLIST)</i> • <i>MSP data (KLIST)</i> • <i>Comprehensive Limiting Charge (CLCCP) data (NLIST)</i> • <i>HPSA Quarterly Report (SLIST)</i> • <i>Claims Process Timeliness, EMC data for PRCD claims (TLIST)</i> • <i>Interest data (VLIST)</i> • <i>Special Purpose data entry (YLIST)</i> 									
12742.2	Contractors shall utilize the CMS Enterprise Portal for CROWD effective November 1, 2024.	X	X	X	X					BCRC, CRC, CROWD, RRB-SMAC
12742.2.1	Contractors requiring access to CROWD shall follow the instructions for the “CMS Enterprise Portal Process” (not the “EUA Process”) in the	X	X	X	X					BCRC, CRC, RRB-SMAC

Number	Requirement	Responsibility								
		A/B MAC			DM E MA C	Shared-System Maintainers				Other
		A	B	HH H		FIS S	MC S	VM S	CW F	
	CMS Enterprise Portal User Guide available via the Help link on the CMS Enterprise Portal to request access to CROWD and select the appropriate CROWD Role and Role Attributes/Details for their respective CMS contracts.									
12742.2.2	Contractors granted access to CROWD via the CROWD Contractor POC Role shall submit/resubmit (upload) space-delimited text (*.txt) files containing the data required for each applicable CROWD Form for their respective Workload Numbers and Business Segment Identifiers (BSIs) for the corresponding periods being reported via the CMS Enterprise Portal by the due dates for the specified frequency in accordance with the IOMs, as well as the <i>CROWD Reporting Requirements, CROWD Data File Requirements, and CROWD Contractor Mapping</i> documents attached to this CR.	X	X	X	X					BCRC, CRC, RRB-SMAC
12742.2.2.1	Contractors granted access to CROWD via the CROWD Contractor POC Role shall submit (upload) data files for CROWD via the CMS Enterprise Portal by the next business day should the specified due date fall on a weekend or Federal holiday.	X	X	X	X					BCRC, CRC, RRB-SMAC

Number	Requirement	Responsibility								
		A/B MAC			DM E MA C	Shared-System Maintainers				Other
		A	B	HH H		FIS S	MC S	VM S	CW F	
	<p>hints, which the contractors may customize to enter data, perform limited validations, and create space-delimited text (*.txt) files for submission (upload) to CROWD via the CMS Enterprise Portal. Sample data files are attached to this CR for reference.</p> <p>Note: The draft <i>CROWD Data File Workbook</i> document is attached to this CR for review and comment. The final version containing additional validations, albeit still limited, will be available via the CMS Enterprise Portal no later than November 1, 2024.</p>									
12742.4	CMS shall provide the contractors options for attending a 3-hour, virtual training session for CROWD during the last week of August 2024 and an opportunity to perform User Testing for CROWD via the CMS Enterprise Portal during September 2024.									CMS, CROWD
12742.4.1	<p>Contractors granted access to CROWD via the CROWD Contractor POC Role for User Testing shall:</p> <ol style="list-style-type: none"> 1. Access/Navigate the CMS Enterprise Portal for CROWD. 2. Submit/Resubmit (upload) data files for CROWD via 	X	X	X	X					BCRC, CRC, RRB-SMAC

Number	Requirement	Responsibility								
		A/B MAC			DM E MA C	Shared-System Maintainers				Other
		A	B	HH H		FIS S	MC S	VM S	CW F	
	<p>the CMS Enterprise Portal.</p> <p>3. View the status of data file submissions for CROWD via the CMS Enterprise Portal.</p> <p>4. Add/View file comments for data file submissions for CROWD via the CMS Enterprise Portal.</p> <p>5. Request overrides for data file submissions in a Rejected status for CROWD via the CMS Enterprise Portal.</p> <p>6. View/Export CROWD Forms, Tables, and Reports in MicroStrategy via the CMS Enterprise Portal.</p> <p>7. Confirm that the corresponding data in MicroStrategy for CROWD matches that in the legacy CROWD system for the respective periods.</p>									
12742.4.2	<p>Contractors granted access to CROWD via the CROWD Contractor Role for User Testing shall:</p> <p>1. Access/Navigate the CMS Enterprise Portal for CROWD.</p>	X	X	X	X					BCRC, CRC, RRB-SMAC

Number	Requirement	Responsibility								
		A/B MAC			DM E MA C	Shared-System Maintainers				Other
		A	B	HH H		FIS S	MC S	VM S	CW F	
12742.6	Contractors shall continue with their existing processes for using the legacy CROWD system should the implementation of this CR be postponed to a later date.	X	X	X	X					BCRC, CRC, CROWD, RRB-SMAC

IV. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			DME MAC	CEDI
		A	B	HHH		
	None					

V. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements:

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:
12742.2	Refer to the companion CMS CR 12743 for the corresponding updates to Chapters 5 and 6 of the IOM Pub. 100-05, and Chapter 6 of the IOM Pub. 100-06 related to the migration of CROWD to the CMS Enterprise Portal.

Section B: All other recommendations and supporting information:N/A

VI. CONTACTS

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VII. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is

not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

ATTACHMENTS: 5

The purpose of this document is to communicate the requirements for the proper submission (upload) of data files for CROWD via the CMS Enterprise Portal and prevent errors from being generated during validation.

File Type

CROWD supports the submission (upload) of space-delimited text files with a “.txt” extension **only**. The file size must be greater than 0 bytes but **not** more than 2 MB, and the file name can **only** contain the following valid characters:

- Numbers (0–9)
- Lowercase Letters (a–z)
- Uppercase Letters (A–Z)
- Space ()
- Exclamation Mark (!)
- Apostrophe (‘)
- Left Parenthesis (()
- Right Parenthesis ())
- Hyphen (-)
- Period (.)
- Underscore (_)

File Content

The data file consists of the following components for each CROWD Form: a one-line header record and the required number of data records. Each data element in the header record and data record must be separated by a space. Multiple CROWD Forms for one or more Workload Numbers and Business Segment Identifiers (BSIs) can be included in the same file submission (upload) if each CROWD Form represented in the data file is identified by a separate header record.

All data elements are required. Missing or improperly formatted data elements in the header record and/or data record will generate errors during validation. Errors will also be generated if:

- The first line in the file is **not** a header record.
- The header record contains extraneous data elements.
- The header record is repeated in the same file.
- The header record contains a period that is **not** due yet or exceeds the retention requirement for CROWD, which is the previous 10 calendar years up to and including the current calendar year on a rolling basis.

Header Record

The header record consists of the following data elements:

Sequence	Data Element (<i>applicable CROWD Forms</i>)	Format*
1	Form (<i>all Forms</i>)	FORM=X
2	Workload Number (<i>all Forms</i>)	NNNNNN
3	BSI (<i>all Forms</i>)	AAA
4	Calendar Year (<i>all Forms</i>)	NNNN
5	Calendar Month (<i>Forms 7, B, D, E, F, H, J, K, L, T, U, V, W, & Y</i>) <i>or</i> Calendar Quarter (<i>Forms A, C, G, I, N, Q, & S</i>)	N
6	Working Days (<i>Forms B & D</i>), Bill/Claim Type (<i>Forms E, T, & U</i>), <i>or</i> Special Project (<i>Forms K & L</i>)	N, AAA, <i>or</i> XXXX

*Data Type:

A = Alphabetic Character

N = Numeric Character

X = Alphanumeric Character

Acceptable values for the data elements that comprise the header record are as follows:

Data Element	Acceptable Values
Form	<p>The six-position Form starts with “FORM=” as the first five positions and ends with the last (i.e., sixth) position being the Form Code that corresponds with the CROWD Form for which the data is being reported. The “CROWD Forms” worksheet in the <i>CROWD Reporting Requirements</i> document lists the acceptable values for the Form Code, which are 7, A, B, C, D, E, F, G, H, I, J, K, L, N, Q, S, T, U, V, W, and Y.</p> <p><i>This is required for all CROWD Forms.</i></p>
Workload Number	<p>The six-position Workload Number corresponds with the data being reported and requires a leading zero in the first position. The <i>CROWD Contractor Mapping</i> document lists the acceptable values for the Workload Number.</p> <p><i>This is required for all CROWD Forms.</i></p>
BSI	<p>The three-position BSI corresponds with the data being reported. The <i>CROWD Contractor Mapping</i> document lists the acceptable values for the BSI.</p> <p><i>This is required for all CROWD Forms.</i></p>
Calendar Year	<p>The four-position Calendar Year (e.g., 2024) corresponds with the period being reported.</p> <p><i>This is required for all CROWD Forms.</i></p>
Calendar Month	<p>The one- to two-position Calendar Month from 1 to 12 (i.e., January to December) corresponds with the period being reported. The acceptable values are as follows:</p> <p>Month: 1=January, 2=February, 3=March, 4=April, 5=May, 6=June, 7=July, 8=August, 9=September, 10=October, 11=November, and 12=December</p> <p><i>This is only required for CROWD Forms 7, B, D, E, F, H, J, K, L, T, U, V, W, and Y, which have a frequency of “Monthly” or “Annual” as referenced in the “CROWD Forms” worksheet of the CROWD Reporting Requirements document. For CROWD Form F, “1” is the only acceptable value.</i></p>
Calendar Quarter	<p>The one-position Calendar Quarter from 1 to 4 corresponds with the period being reported. The acceptable values are as follows:</p> <p>Quarter: 1=January–March, 2=April–June, 3=July–September, and 4=October–December</p>

	<i>This is only required for CROWD Forms A, C, G, I, N, Q, and S, which have a frequency of “Quarterly” as referenced in the “CROWD Forms” worksheet of the CROWD Reporting Requirements document.</i>
Working Days	The one- to two-position number of Working Days scheduled for the period being reported, less any days where no claims were processed because of a strike, snowstorm, etc. Also, Saturdays, Sundays, and holidays shall not be counted in accordance with Chapter 6 of the Internet-Only Manual (IOM) Publication (Pub.) 100-06. The acceptable values for the number of Working Days are 0 through 31. <i>This is only required for CROWD Forms B and D.</i>
Bill/Claim Type	The three-position Bill/Claim Type corresponds with the data being reported. The acceptable values for Bill/Claim Types are specified in Chapter 6 of the IOM Pub. 100-06. <i>This is only required for CROWD Forms E, T, and U.</i>
Special Project	The four-position CROWD Special Project code corresponds with the data being reported. The acceptable values for the “CROWD Special Project Numbers” are specified in Chapters 5 and 6 of the IOM Pub. 100-05. <i>This is only required for CROWD Forms K and L.</i>

Data Records

Data records correspond with the lines on the CROWD Forms. The data elements in the data records correspond with the values reported (a.k.a. Reporting Items) in the columns for the respective lines on the CROWD Forms. The number of Reporting Items vary from line-to-line for several of the CROWD Forms such that the number of data elements required for the respective data records will also vary in the corresponding data files. The data elements for the data records are referred to as “L{#},C{#}” in the *CROWD Reporting Requirements* document and corresponding error messages generated during validation. The acceptable values for the data elements in the data records for the CROWD Forms are specified in Chapters 5 and 6 of the IOM Pub. 100-05 and Chapter 6 of the IOM Pub. 100-06.

The data elements in the data records do **not** need leading zeroes to make them all a uniform length. Extraneous data records and data elements in the data records in the data file will be ignored during validation if the file layout and data type requirements are met. For example:

1. If **only** seven data records are required for the respective CROWD Form, but the corresponding data file contains eight data records, then the last (i.e., eighth) data record will be ignored during the file submission (upload) process.
2. If **only** two data elements are required (e.g., L1,C1 and L1,C3) for the respective data record, but the corresponding data record in the data file contains three data elements (e.g., L1,C1; L1,C2; and L1,C3), then the last (i.e., third) data element (i.e., L1,C3) will be ignored during the file submission (upload) process.

The acceptable data types for the values associated with the data elements in the data records vary by CROWD Form and include integers (positive and negative), decimal numbers (which **cannot** exceed the required number of decimal places), text (e.g., line labels/descriptions, codes, etc.), and/or symbols (a minus sign (-) and/or a decimal point (.)). Invalid data types will generate errors during validation.

If the value for a Reporting Item is negative (e.g., a negative adjustment) as specified in the above-referenced IOMs, then the corresponding data element in the data record must be preceded by a minus sign (-). Conversely, if the value for a Reporting Item is positive (e.g., a positive adjustment), the corresponding

data element in the data record must **not** be preceded by a plus sign (+). A plus sign (+) will generate an error during validation. Data elements in data records whose values include decimal numbers that are **not** required or exceed the required number of decimal places to the right of the decimal point, as specified in the above-referenced IOMs for the respective Reporting Items, will also generate errors during validation.

If there is no data to report for the respective Reporting Item (e.g., lines that are inactive or **not** applicable), then the value that corresponds with the data element in the data record should be 0. If the value for a data element in the data record for a Reporting Item is the same as the value for a data element for another Reporting Item, then the value for the data element will need to be repeated in the data record for the other Reporting Item. Data elements associated with values for Reporting Items that will be pre-filled and/or calculated by CROWD must still be included in the respective data record. However, errors will **only** be generated during validation if the value for the corresponding data element included in the data record is **not** a valid data type.

Special Consideration

The following require special consideration to prevent errors during validation:

Form Anomalies

Forms B and D (monthly)

The header records for Forms B and D must include the one- to two-position number of Working Days for the corresponding period.

Form C (quarterly)

A data record is required for each applicable two-position State (ST) code for Form C, and the two-position ST code must be the first data element in the respective data record. A data record is **not** required for the ST code if there is no data to report for the corresponding period.

Form E (monthly)

The corresponding line labels/descriptions for Form E must be the first data element in the respective data records, and the data elements associated with the values for all six “Adjustments for CPEP CPT Calculations” displayed on the right side of the CROWD Form must be appended to the first data record. Also, the corresponding data file for Part A must include a header record for every Bill Type (i.e., INP, OUT, SNF, HHA, HPC, COR, ERD, LAB, and OTH, **not** TOT). Likewise, the corresponding data file for Part B must include a header record for every Claim Type (i.e., PAR **and** TOT).

Forms G and I (quarterly)

The data records that correspond with Lines 3, 13, 23, and 27 on Form G should **only** have two data elements (i.e., one for the value that corresponds with the Reporting Item for Column 1 and one for the value that corresponds with the Reporting Item for Column 3). Similarly, the data records that correspond with Lines 4 through 6 as well as Lines 7B and 8A on Form I should **only** have two data elements (i.e., one for the value that corresponds with the respective Reporting Item for Column 4 and one for the value that corresponds with the respective Reporting Item for Column 5).

Forms H and J (monthly)

Certain line numbers are split across the columns on Forms H (i.e., Lines 13 to 22 for Column 1 and Lines 23 to 32 for Column 2, as well as Lines 40 to 47 and 55 to 62 for Column 1) and J (i.e., Lines 25 to 34 and Lines 35 to 44 for Column 1). However, the corresponding data records should be in sequential order beneath each other (i.e., instead of alongside one another) in the data file.

Forms K and L (monthly)

The data files for Forms K and L must include a header record for each applicable four-position CROWD Special Project code (**not** SPEC and TOT). A header record is **not** required for the CROWD Special Project code if there is no data to report for the corresponding period.

Form T (monthly)

The data file for Form T must include a header record for every Claim Type (i.e., PHY, DME, LAB, AMB, OTH, UNA, and PAR, **not** TOT).

Form U (monthly)

The data file for Form U must include a header record for every Bill Type (i.e., INP, OUT, SNF, HHA, HPC, COR, ERD, LAB, and OTH, **not** TOT).

Form Y (monthly)

A data record is required for each applicable four-position Special Purpose Code (SPC) for Form Y, and the four-position SPC must be the first data element in the respective data record. A data record is **not** required for the SPC if there is no data to report for the corresponding period.

Form Dependencies

During validation, CROWD must pre-fill, calculate, and/or compare values within and/or across various CROWD Forms and periods creating dependencies that also require special consideration. As such:

Part A

- Form U (monthly) must be submitted (uploaded) in the same file or prior to Form E (monthly).
- FORM D (all monthlies for the quarter) must be submitted (uploaded) prior to Form C (quarterly).
- Form C (quarterly) must be submitted (uploaded) in the same file or prior to Form I (quarterly).

Part B

- Form T (monthly) must be submitted (uploaded) in the same file or prior to Form E (monthly).
- Form B (all monthlies for the quarter) must be submitted (uploaded) prior to Form A (quarterly) and Form G (monthly).
- Form A (quarterly) must be submitted (uploaded) in the same file or prior to Form G (quarterly).

Therefore, the corresponding CROWD Forms for Part A should be submitted (uploaded) in the following sequence when **not** in the same file:

1. Form U (monthly)
2. Form E (monthly)
3. Form D (monthlies for the quarter)
4. Form C (quarterly)
5. Form I (quarterly)

Likewise, the corresponding CROWD Forms for Part B should be submitted (uploaded) in the following sequence when **not** in the same file:

1. Form T (monthly)
2. Form E (monthly)
3. Form B (monthlies for the quarter)
4. Form A (quarterly)
5. Form G (quarterly)

Due to these and other form dependencies, submissions (uploads) of certain CROWD Forms may require CMS review/approval to prevent data integrity issues with one or more Forms already “ACCEPTED” by CROWD. When necessary, an error message will be generated indicating such.

Error Handling

CROWD has an all or nothing approach for error handling such that errors generated during validation will prevent the processing of all the Forms in the corresponding file. When this occurs, the errors generated

must be corrected prior to submitting (uploading) the file again. However, a “REJECTED” file may **not** require correcting if an OVERRIDE is REQUESTED and approved by CMS.

To expedite error resolution, the Forms in the file that did **not** generate errors during validation should be separated and submitted (uploaded) via another file for processing while working to correct the errors for the other Forms in the file. Once a Form has been “ACCEPTED” by CROWD, a replacement file (a.k.a. supplemental) will need to be submitted (uploaded) to make any changes/corrections, including to negate a Form by submitting a supplemental with zeros as the values for all the data elements for the corresponding data records.

Reference Material

Other useful information can be found in the following documents, which are accessible via links on the Reference Material page under Resources and the bottom navigation bar in the CMS Enterprise Portal:

- Chapters 5 and 6 of the IOM Pub. 100-05
- Chapter 6 of the IOM Pub. 100-06
- *CROWD Contractor Mapping*
- *CROWD Reporting Requirements*
- *CROWD Data File Workbook*
- *CROWD User Guide (under development)*
- Sample CROWD Data Files