



Partnering with YOU for SUCCESS in CROWNWeb

Let's talk about the CMS-2728 Form

The CMS-2728 Form is required by CMS for patient entitlement to Medicare benefits based on End Stage Renal Disease ESRD. There are 3 types of CMS-2728 Forms:

Initial: Required for all new ESRD patients (CMS is looking for units to submit within 10 days from patient's first dialysis; but still currently allows up to 45 days)

Supplemental: Required when an Initial 2728 has been previously submitted **and:**
A patient transitions to self-care dialysis within the first 3 months of initial dialysis; – **or** –
A patient has a transplant within the first 3 months of initial dialysis.

Re-entitlement: Required when a patient resumes treatment after Medicare benefits have terminated due to:
Patient restarting dialysis after one year or more of having recovered function or discontinued dialysis; – **or** –
Patient restarting dialysis after 3 years or more following a transplant; **-or** –
Patient has another transplant, 3 years or more following a transplant, with no dialysis in between.

CMS' End Stage Renal Disease Quality Reporting System (EQRS) team has established three data quality goals to work towards improving specific information within the CROWNWeb system. CMS has set target improvement rates outlined in the table below:

Decrease the number (percentage) of missing 2728 forms in CROWNWeb (baseline data January 31, 2016)	30%
Decrease the saved 2728 forms in CROWNWeb (baseline data January 31, 2016)	50%
Improve CROWNWeb clinical data quality and integrity: <ul style="list-style-type: none"> • Missing Data – 2013 Validations • Incorrect data 	20%

We want you to be successful with your CMS-2728 forms! If you are new to your role, be sure to review the tutorial on the mycrownweb.org website:



End-Stage Renal Disease Networks

To see which 2728 forms are due in your facility, go to the **Reports** in **CROWNWEB**. There are 2 reports that should be run **on a weekly basis**:

Missing Forms Report – This report identifies the 2728 and 2746 forms that have not been completed.

Saved Status Report – This report identifies all forms that are in a ‘Saved’ status.

When you are in the “Missing Forms Report” or “Saved Status Report” screen, you can make multiple selections by keeping the Shift key pressed. Running the report in **EXCEL** format will provide you a way to sort the data that is best for you.

* Form Type	2728 Initial 2728 Supplemental 2728 Re-entitlement 2746	* Select Treatment Type	Dialysis and Transplant Hemodialysis CAPD CCPD Other
* Form Due Status	Due Past Due		
* Select a Report Format	EXCEL		

CMS is monitoring compliance and tracking numbers of SAVED and MISSING 2728s! Let's work together to get our numbers down.

Here are a few slides from the CROWNWeb tutorial that you may find helpful:

When a Patient Cannot Sign the 2728 Form

What should be done if the patient is not able to sign the CMS-2728 (e.g., the patient is incapacitated or has expired)?

- For patients that are incapacitated, have a family member, guardian, or power of attorney sign the form for the patient.
- For patients that have expired, go into the patient's attributes and enter the **Date of Death** and **Reason for Death**. That will remove the “mandatory” mark for the patient's signature on the CMS-2728 form in CROWNWeb.
- Enter remarks in the **Remarks** field as to why the patient was not able to sign, and the form can be submitted.

Delete a Saved CMS-2728: If you need to delete a CMS-2728 Form, you can only do so if it's in a **SAVED STATUS**



End-Stage Renal Disease Networks

Delete a Submitted CMS-2728

What do you do if you discover a patient's social security number is wrong, their name not correct, or the wrong reason for the ESRD diagnosis was listed, and the CMS-2728 has been submitted?

Once you submit the CMS-2728 and send the signed hardcopy to the Social Security Administration, it can only be deleted in CROWNWeb by calling the **QualityNet Help Desk**.

The Help Desk confirms the deletion with the ESRD Network. The facility would submit a new CMS-2728 in CROWNWeb and forward to the Social Security Administration a new, signed hardcopy.

Older CMS-2728 Forms cannot be deleted by the Help Desk; only forms that are more recent can be deleted.

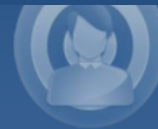
Troubleshooting

If you're having difficulty completing the CMS-2728 Form, the following tips might help you out:



- Ensure that the mandatory fields are completed on the *Patient Attributes* screen before creating a **CMS-2728**. This prevents having to navigate back and forth between the screens.
- A patient must be admitted as *New ESRD Patient* in order to add the **Initial CMS-2728 Form**.
- The **Initial 2728 Form** must be submitted by the facility the patient first dialyzed with.

If you're having difficulty completing the CMS-2728 Form, the following tips might help you out:



- An **Initial 2728 Form** must be submitted before the patient's modality can be changed in CROWNWeb, and before CROWNWeb triggers the **Supplemental 2728 Form**.
- Labs that are not in range will display a warning message. Click the checkbox to ignore the warning and continue with entering data.

To submit a ticket to your Network, (utilize your network number for the x: 1,2,6 or 9) NWxHelp@iproesrdnetwork.freshdesk.com
To reach IPRO's Knowledge Base and Customer Portal: <http://help.esrd.ipro.org>