

Form CMS-2728 Updates (Version 2023): Frequently Asked Questions

Question 1: When are facilities expected to start using version 2023 Form CMS-2728?

Answer: There are many factors at play concerning when the updated Form CMS-2728 will be available. The Centers for Medicare & Medicaid Services (CMS) will provide information on when the form will be automatically generated and available in the End Stage Renal Disease (ESRD) Quality Reporting System (EQRS) at a later date.

Question 2: What happens to the previous versions of Form CMS-2728 that are in an older format?

Answer: Older versions of Form CMS-2728 that have been submitted in EQRS will remain in their original Form CMS-2728 format.

Question 3: What happens if there is data entry on an older version of Form CMS-2728 and it is in a saved status when the updated version 2023 Form CMS-2728 goes live in EQRS?

Answer: Any Form CMS-2728 that is saved or submitted in EQRS before the version 2023 Form CMS-2728 goes live will remain in the original Form CMS-2728 version. Any Form CMS-2728 that is generated in EQRS after the version 2023 Form CMS-2728 goes live will be in the updated 2023 version Form CMS-2728.

Question 4: Does a version 2023 Form CMS-2728 need to be generated in EQRS if the previous version of the Form CMS-2728 is in a saved status in EQRS?

Answer: No. The version 2023 Form CMS-2728 does not need to be generated or submitted in EQRS if a previous version of the Form CMS-2728 was already started and is in a saved status in EQRS.

Question 5: Why was the Form CMS-2728 updated and why are there so many changes to the form?

Answer: CMS updated the Form CMS-2728 to:

- Align and modernize form language across CMS programs with an emphasis on health equity
- Improve accuracy and quality of ESRD data being reported to CMS
- Collect additional information on dialysis treatment options education and patient understanding of treatment options to better address the needs of the ESRD patients
- Collect information on social determinants of health to better address the needs of ESRD patients
- Allow flexibility in reporting laboratory values (if values are not available within 30 days of admission)
- Allow flexibility to close the form if it cannot be signed by the patient

Question 6: Who at the facility should complete the Form CMS-2728?

Answer: Anyone who has access to EQRS can complete and submit the Form CMS-2728 electronically in EQRS. The Facility should determine the most appropriate individual(s) to complete the form. Per the Form CMS-2728 instructions, the form is to be completed by the attending physician, head nurse, or social worker involved in the patient's treatment of renal disease. For additional information, please refer to the Form CMS-2728 instructions (listed at the end of the online form) available on the [CMS.gov](https://www.cms.gov) website.

Question 7: How do I know which field items are mandatory to complete in the updated Form CMS-2728?

Answer: Field items with a red asterisk indicate a required response. Some field items become conditionally required based on a response from a previous field item; any conditionally enabled fields are also labeled with a red asterisk to indicate that they have become a required response. The conditionally required field items on the updated version 2023 Form CMS-2728 are 37, 38a, 38b, and 40.

Question 8: What if I need to submit a Supplemental or Re-entitlement Form CMS-2728?

Answer: EQRS will automatically generate a Supplemental or Re-entitlement Form CMS-2728 in the system based on the completion of the Initial Form CMS-2728. Complete and submit the Supplemental or Re-entitlement Form CMS-2728 electronically in EQRS by providing responses for the required fields.

- A Supplemental Form CMS-2728 must be completed for a patient who has received a kidney transplant or trained for self-care dialysis within the first three months of the first date of dialysis from the Initial Form CMS-2728.

Note: EQRS does not require a Supplemental Form CMS-2728 for patients 65 years or older since these patients are entitled to Medicare benefits.

- A Re-entitlement Form CMS-2728 must be completed for a patient who stopped dialysis for more than 12 months and has now returned to dialysis or received a kidney transplant. The Re-entitlement Form CMS-2728 must also be completed for a patient who has returned to dialysis or has received a kidney transplant more than three years after their previous kidney transplant.

Question 9: Is there additional information about the Form CMS-2728 updates?

Answer: Additional information on the Form CMS-2728 updates is available on the [Education](https://www.MyCROWNWeb.org) page on www.MyCROWNWeb.org:

- *Form CMS-2728 Updates On-demand Training Module* ([slides](#) and [recording](#))
- [Reference Guide: Form CMS-2728 Updates](#)

For reference, the updated Form CMS-2728 is posted on [CMS.gov](https://www.cms.gov):

<https://www.cms.gov/medicare/cms-forms/cms-forms/downloads/cms2728.pdf>.

Question 10: Who do I contact to request a modification to a Form CMS-2728?

Answer: For assistance with modifying a version 2018 or newer Form CMS-2728, contact your ESRD Network. Use this link to find the contact information for your Network:

<https://www.esrdncc.org/en/ESRD-network-map/>.

For assistance with modifying a version 2014 or earlier Form CMS-2728, contact the Center for Clinical Standards and Quality (CCSQ) Service Center. The CCSQ Service Center can be reached via phone at **(866) 288-8912**, email at **qnetsupport-esrd@cms.hhs.gov**, or by going to [CCSQ Support Central](#).

EQRS users can submit a request to modify a submitted Form CMS-2728 within 60 days of submitting the form in EQRS, except for field item 34. A request to modify field item 34, the Date Regular Chronic Dialysis Began, can be submitted at any time. Only the facility who originally submitted the Form CMS-2728 in EQRS can request a form change.

Question 11: Who can I contact for questions about completing the Form CMS-2728 in EQRS?

Answer: For clarification questions (such as "Does a specific patient require a Form CMS-2728?") or questions about obtaining signatures, contact your ESRD Network:

<https://www.esrdncc.org/en/ESRD-network-map/>.

For general questions about completing the form, use the [QualityNet Q&A Tool](#).

Lastly, for technical issues with entering patient information in the form in EQRS, contact the CCSQ Service Center via phone at **866-288-8912**, email at **qnetsupport-esrd@cms.hhs.gov**, or online at [CCSQ Support Central](#).