



End Stage Renal Disease (ESRD) Quality Reporting System (EQRS)

ESRD Outreach, Communication, and Training (EOCT)

EOCT March 2024 Town Hall Question and Answer Summary Document

Speakers

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March 14, 2024
2:00 p.m. Eastern Time (ET)

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This Q&A summary was modified to reflect the most up-to-date information about EQRS features and functions. As of the posting date, this document will not be updated any further. This document was modified for grammar. It answers provider questions submitted during the event. Subject-matter experts developed the responses during and after the event.

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General Webinar Questions

Question 1: How can I obtain the slides from the March 14, 2024, Town Hall event?

The March 2024 Town Hall event materials (including the slides, recording, and transcript) are available on the [Events](#) page on www.MYCROWNWeb.org.

Form CMS-2728 Questions

Question 2: What version of the Form Centers for Medicare & Medicaid Services (CMS)-2728 should facilities be using?

Facilities should continue to use and generate the existing Form CMS-2728 in the End Stage Renal Disease (ESRD) Quality Reporting System (EQRS) until further notice. CMS will notify the ESRD community when the updated version 2023 CMS-Form 2728 is available in EQRS.

The updated version 2023 Form CMS-2728 with the form instructions is available on the [CMS.gov](#) website: <https://www.cms.gov/medicare/cms-forms/cms-forms/downloads/cms2728.pdf>.

For additional information on the updated version 2023 Form CMS-2728, please refer to the following resources available on www.MyCROWNWeb.org:

- On Demand Training: Form CMS-2728 Updates ([slides](#), [recording](#), and [transcript](#))
- [Reference Guide: Form CMS-2728 Updates](#)
- [Form CMS-2728 Updates: FAQs](#)

Question 3: Will there be any changes (including formatting changes) to the updated version 2023 Form CMS-2728 before it goes into use?

Yes. On March 19, 2024, CMS updated the format to the version 2023 Form CMS-2728 to improve readability and aesthetics of the form. The version 2023 Form CMS-2728 with the updated format is available on the [CMS.gov](#) website. Facilities should continue to use and generate the existing version 2018 Form CMS-2728 in EQRS until CMS provides notification that the updated version 2023 CMS-Form 2728 is available for use in EQRS.

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Question 4: **Are facilities able to print the current version of the Form CMS-2728 that is being used in EQRS?**

Yes. Facilities can print the existing version 2018 Form CMS-2728 from EQRS. All required form fields must be completed (except for the signature fields and signature dates fields) in order to print a saved form.

Question 5: **Will the updated version 2023 Form CMS-2728 need to be submitted to the local Social Security Administration (SSA) office?**

Yes. Facilities will need to continue to submit the Form CMS-2728 to their local SSA office. Submitting the form to the local SSA office ensures that patient Medicare benefits will be activated, and the facility is reimbursed for services rendered.

Question 6: **Can facilities start using electronic signatures for the Form CMS-2728?**

No. Until the version 2023 Form CMS-2728 is available in EQRS, facilities must continue to use the existing version 2018 Form CMS-2728 that is generated in EQRS. After the version 2023 Form CMS-2728 becomes available in EQRS, CMS will begin exploring ways to capture electronic signature for the 2728. Refer to the instructions for field 62 on the version 2023 Form CMS-2728 for more information about using e-signatures. The form instructions can be viewed [CMS.gov](https://www.cms.gov/medicare/cms-forms/cms-forms/downloads/cms2728.pdf) website: <https://www.cms.gov/medicare/cms-forms/cms-forms/downloads/cms2728.pdf>

Question 7: **Since there are many new fields on the updated version 2023 Form CMS-2728, will facilities have more time to complete the version 2023 Form CMS-2728 once it goes live in EQRS?**

No. CMS will still require facilities to submit the version 2023 Form CMS-2728 within 45 days from the patient starting chronic dialysis at the facility. However, per the updated version 2023 Form CMS-2728 instructions, if a patient transfers prior to the form being signed, the original admitting facility will have 75 days to obtain the doctor's signature. Refer to the instructions for field 63 on the version 2023 Form CMS-2728 for more information about the timeframe for obtaining a doctor's signature. The form instructions can be viewed [CMS.gov](https://www.cms.gov/medicare/cms-forms/cms-forms/downloads/cms2728.pdf) website: <https://www.cms.gov/medicare/cms-forms/cms-forms/downloads/cms2728.pdf>

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Medication Reconciliation (MedRec) Questions

Question 8: **Is the MedRec data automatically transferred electronically into EQRS, or does it need to be entered manually?**

EQRS users should consult their organization for guidance to find out if MedRec data (including the new “Was medication reconciliation performed in this clinical month?” field) is automatically batch submitted into EQRS. CMS recommends that facilities audit batch submitted prior to data submission deadlines to ensure all data is submitted to EQRS.

Question 9: **Which facility staff can conduct medication reconciliations with patients?**

As specified in the [ESRD Quality Incentive Program \(QIP\) Technical Measure Specifications](#), medication reconciliations can be performed by the following eligible professionals:

- Physician
- Nurse
- Advanced Registered Nurse Practitioner (ARNP)
- Physician’s Assistant (PA)
- Pharmacist
- Pharmacy technician.

Anyone with an EQRS editor role can enter data in EQRS. Facilities should determine who at the facility should enter data into EQRS.

Question 10: **Will CMS be adding MedRec dashboard reports in EQRS?**

Currently EQRS does not have MedRec dashboard reports available. CMS will continue to add new dashboards to the Reports screen in EQRS and will notify the ESRD community via email about new dashboard releases in EQRS.

Influenza Vaccination Dashboard Reports Questions

Question 11: **What should I do if the Facility Influenza Dashboard reports do not reflect any data even though I have entered influenza vaccination data in EQRS?**

This is a technical issue. For assistance with EQRS technical issues, EQRS users should contact the Center for Clinical Standards and Quality (CCSQ) Service Center. The CCSQ Service Center is open Monday-Friday 8 a.m. to 8 p.m. Eastern Time and can be reached via phone at **866-**

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288-8912, email at qnet-support-esrd@cms.hhs.gov or online at the [CCSQ Support Center](#).

Please note: Facility Influenza Dashboard reports only reflect data for the current influenza season which is August 1st through April 30th.

CMS Form-2744 Annual ESRD Facility Survey Questions

Question 12: I am unable to edit my facility's CMS-2744 Annual ESRD Facility Survey that is in draft status in EQRS. I have editing permission, but the EQRS is not allowing me to correct any data on the survey draft. What do I do?

For assistance with editing or correcting data on the 2744 survey draft, contact your local ESRD Network. To find your ESRD Network contact information, visit the ESRD NCC website: <https://esrdncc.org/en/ESRD-network-map/>.

Question 13: What do I report for the staffing count on the CMS-2744 Annual ESRD Facility Survey? Do I count all staff throughout 2023 or the number of staff as of December 31, 2023?

Report the total number of staff as of the last day of the year (December 31, 2023) on the 2744 survey. For additional information on how to complete the 2744 survey, please refer to the [CMS-2744 Training Aid](#) available on the [Education](#) on www.MyCROWNWeb.org.