Missing CMS Forms Guide

This guide provides information on how to find and complete missing forms in CROWNWeb.

ALL FACILITIES, including those affiliated with a batch submitting organization (DaVita, DCI, FMC, and NRAA), are required to manually submit CMS forms in CROWNWeb.

Facility staff are encouraged to review the training courses for completing CMS forms and CMS forms workshop video to help them correctly and accurately complete any missing CMS forms.

In this guide you will find:

- Things to Know
- Steps to Find Missing Forms
- Steps to Complete Missing Forms
- Resolutions
- Resources

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Things to Know

- The CMS-2728 is the *End Stage Renal Disease Medical Evidence Report* for *Medicare Entitlement and/or Patient Registration* form. It not only allows the Social Security Administration (SSA) to properly entitle patients, but also adds them to the national registry of persons with end stage renal disease (ESRD), whether or not they apply for and/or receive Medicare benefits.
  - An initial CMS-2728 must be completed for all patients who are new to ESRD.
    - Transient rules **do not apply** to new ESRD patients.
  - A re-entitlement CMS-2728 must be completed for all patients returning to outpatient dialysis after:
    - One or more years of not receiving outpatient dialysis
    - Three or more years after receiving a kidney transplant
  - A supplemental CMS-2728 must be completed for all patients beginning training for a self-care modality within the first three months of initiating dialysis.
- The CMS-2728 must be submitted within 45 days of the patient beginning dialysis at your unit; however, CMS is moving toward these forms being submitted within 10 days of the patient starting dialysis.
- The CMS-2728 must be signed by the physician in blue ink.
- Patients have the right not to sign the CMS-2728.
  - If the patient has expired, you may submit the CMS-2728 without a signature.
- CMS-2728s should not be completed for acute patients.
- The CMS-2746 is the *Death Notification* form. It must be completed for all patients who expire while receiving outpatient dialysis.
  - The CMS-2746 must be submitted within two weeks (14 days) of the patient's date of death.
  - The CMS-2746 does not need to be signed by the physician or sent to SSA.

Visit mycrownweb.org for more information.

Steps to Find Missing Forms

1) From the CROWNWeb *Home* screen, click the **Reports** tab in the main menu.

2) Click on the *Missing Forms Report*.

3) Select the report criteria. *It is recommended that you select all form types, all treatment types, and both form statuses (hold Ctrl key as you click to select all)*.

4) Click **Finish**. *Once the report generates, you can access it on the **My Reports** tab in the main menu*.

Steps to Find Saved Forms

1) From the CROWNWeb *Home* screen, click the **Reports** tab in the main menu.

2) Click on the *Saved Status Report*.

3) Select the report criteria. *It is recommended that you select all form types (hold Ctrl key as you click to select all)*.

4) Click **Finish**. *Once the report generates, you can access it on the **My Reports** tab in the main menu*.

Steps to Complete Missing CMS-2728 Forms

1) From the patient's attributes page, click the **2728** tab in the gray sub-menu. *Prior to clicking the tab, make sure all data is populated on the attributes page, including race, ethnicity, country or area of origin (if applicable), and current employment status*.

2) Click the **Add 2728** button on the right hand side of the screen.

3) Enter the required information for all relevant sections of the form (do not enter anything in signature sections). *This includes the GFR calculation method at the bottom of the form*.

4) Click **Save** at the bottom of the screen.

5) Click **Print**. *All required information (except the signatures) must be populated in order for the form to print*.

6) Obtain the required signatures from the doctor and patient.

7) From the patient's attributes page, click the **2728** tab in the gray sub-menu.

8) Click the hyperlinked form in saved status.

9) Click the **Edit 2728** tab in the gray sub-menu.

10) Enter the signature dates in the appropriate fields.

11) Click **Submit**.

Steps to Complete Saved CMS-2728 Forms

1) From the patient's attributes page, click the **2728** tab in the gray sub-menu.

2) Click the hyperlinked form in saved status.

3) Click the **Edit 2728** tab in the gray sub-menu.

4) Enter the missing required information for all relevant sections of the form. *This includes the GFR calculation method at the bottom of the form*.

5) Click **Submit**.

Steps to Complete Missing CMS-2746 Forms

1) From the patient's attributes page, click the **Edit Patient** tab in the gray sub-menu.

2) Scroll to the bottom and enter the **Date of Death** and **Death Code** in the *Medical Info* box.

3) Click **Submit**.

4) Click the **Add 2746 (0)** tab in the gray sub-menu.

5) Enter the required information for all relevant sections of the form.

6) Click **Submit**.

Steps to Complete Saved CMS-2746 Forms

1) From the patient's attributes page, click the **Edit 2746 (Saved)** tab in the gray sub-menu.

2) Enter the missing required information for all relevant sections of the form.

3) Click **Submit**.

Note: For patients that are no longer at your unit or who have been deceased for more than 90 days, you may not be able to edit the attributes page in order to complete these forms. Please see the *Resolutions* sections for tips on how to enter this information.

Resolutions for CMS-2728 Forms

When you click **Submit**, you may receive warnings or errors. Warnings (in green) can be ignored by clicking the checkbox above the warning. Errors (in red) must be resolved. Some common errors and issues include:

Issue 1: The form is missing current employment (field 16).

- Current employment is entered on the patient's attributes page and is pulled into the form when you click **Edit 2728**.

Issue 2: The system won't accept the lab dates (fields 19a-c).

- Lab dates must be within 45 day prior to the date in field 24. You should exhaust all means of collecting this data. If you cannot, there is no resolution to this issue.
    - At this time, the only mandatory lab value is *serum creatinine* (field 19b). Focus your efforts on that value.

Issue 3: The system says to select Medicare for current medical coverage (field 12), but the patient didn't have Medicare at the time that he/she admitted to the facility.

- The patient may now have Medicare and a Medicare Claim Number has been populated in field 2. You can remove the Medicare Claim Number from the attributes page in order to submit an accurate form. Remember to replace the Medicare Claim Number on the attributes page after you have submitted the form!

Issue 4: The system says to enter the race and/or ethnicity, but those options are disabled (grayed out) on the attributes page.

- Contact the QualityNet Help Desk.

Issue 5: The system says that field 36 has to be the same date as field 24, but those fields are auto-populated by the system.

- Contact your local ESRD Network.

Issue 6: What GFR calculation method should be chosen?

- Contact the lab that does your facility's blood work and ask what method it uses.

Issue 7: The patient is no longer in scope and the attributes page can't be edited.

- Contact the facility where the patient now dialyzes or your local ESRD Network.

Resolutions for CMS-2746 Forms

When you click **Submit**, you may receive warnings or errors. Warnings (in green) can be ignored by clicking the checkbox above the warning. Errors (in red) must be resolved. Some common errors and issues include:

Issue 1: The form is missing the primary cause of death.

- Cause of death is entered on the patient's attributes page and is pulled into the form when you click **Edit 2746**.

    - If the cause of death still doesn't populate after adding it to the attributes page, contact the QualityNet Help Desk.

Issue 2: The patient's autopsy hasn't been completed yet, but the form is almost due.

- The Network encourages accuracy of the data entered on the form.

Issue 3: The cause of death is unknown.

- You should exhaust all means of collecting this data. **As a last resort**, you may use code 99 for unknown cause.

Issue 4: The primary cause of death does not have a code listed.

- Use code 98 (Other), which will open the text box and allow you to type in the cause of death.

Issue 5: The patient is no longer in scope and the attributes page can't be edited.

- Contact your local ESRD Network.

Note: If you are still unable to submit your missing forms, please see the *Resources* section for additional information.

Resources

Manually submitting CMS forms is a mandatory exercise in the use of CROWNWeb. CMS forms must be submitted by the deadlines set forth by CMS. For more information on how to accurately submit CMS forms in CROWNWeb:

- My CROWNWeb—mycrownweb.org
    - Training courses
    - Training video
    - CROWNWeb Online Help
    - CROWNWeb Help Portal
    - CROWNWeb Data Management Guidelines
- QualityNet Help Desk
    - Email: qnetsupport-esrd@hcqis.org
    - Phone: 866-288-8912
- The ESRD Network
    - End Stage Renal Disease Network of Texas, Inc. (ESRD Network 14)
        - crownweb@nw14.esrd.net OR 972-503-3215

DO NOT email patient-specific information (Name, SSN, DOB, etc.) to the QualityNet Help Desk or the Network office.

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