



END STAGE RENAL DISEASE NETWORK OF TEXAS

CROWNWeb CMS-2728 and CMS-2746 Frequently Asked Questions (FAQ)

Answers to frequent CMS-2728 questions

- A CMS-2728 form is required for all chronic dialysis patients.
- The CMS-2728 form serves as both the Medicare ESRD benefits form and the ESRD patient registry form.
- Failure to submit a CMS-2728 form in a timely manner can affect a patient's benefits. A CMS-2728 is due within 45 days of Date Patient Started at Current Facility (Box #25).
- CROWNWeb will accept a CMS-2728 form without a patient's signature date **ONLY** if a death notice is reported in CROWNWeb. Do not forget to submit a CMS-2746 form!
- If the CMS-2728 form is in "Saved" status because the patient is unable or refuses to sign, write a comment in the remarks field (53) (e.g., NO PT SIGN).
- Hospitals and prisons **DO NOT** submit CMS-2728 forms to the Network office or CROWNWeb. This means the unit who provides the first outpatient treatment is responsible for completing a CMS-2728 form after admitting the patient as a "New ESRD Patient" in CROWNWeb.
- If the form is in 'Saved' status because the Serum Creatinine lab is more than 45 days prior to the most recent episode (field 24), write a comment in the remarks field (53) (e.g., labs greater than 45 days prior to most recent episode).
- If the patient recovers function after he/she was diagnosed **Chronic**, the dialysis unit will have to complete a CMS-2728 form. However, if the physician confirms the patient was Acute, the unit will not submit a CMS-2728 but will have to discharge the patient in CROWNWeb. The discharge reason will be "Acute."
 - **Note:** Acute patients should not be admitted into CROWNWeb, if so, discharge the patient as "Acute".
- If a patient is a new ESRD patient to the dialysis unit and CROWNWeb does not ask for a CMS-2728 form check the admit/discharge screen to make sure the admit reason displays "New ESRD Patient" and not "Transfer In."
- Submission via CROWNWeb submits the CMS-2728 form to CMS ONLY.
 - **Note:** This means that the original signed form must be submitted to your local Social Security Administration's office (if the patient is applying for ESRD Medicare benefits) to active those benefits!
- The facility will have to contact the QualityNet Help Desk at (866) 288-8912 to correct a submitted CMS-2728 form.
- CMS-2728 Tutorial: http://projectcrownweb.org/pcw_course/completing-cms-2728-form/

Answers to frequent CMS-2746 questions

- Complete the ESRD Death Notification, CMS-2746, **within 2 weeks of the date of death**. If the patient was a dialysis patient, the dialysis facility last responsible for the patient's maintenance dialysis (or home dialysis) must complete the form.
- If the facility discharges a patient with the "Death" event, the discharge date should be the patient's date of death not the date the facility staff logs into CROWNWeb to discharge the patient.
- Contact the QualityNet Help Desk at (866) 288-8912 if the facility encounters a "Permission Denied" message when clicking the **Edit 2746 (Saved)** tab.
- A facility will remain responsible for completing a CMS-2746 form if a patient is discharged from the unit and expires within 30 days of the discharge date OR if a patient has not been permanently transferred in by another Medicare certified dialysis unit.
 - The unit will go to the **View Patient Attributes** screen and enter the date of death and cause of death and NOT change the discharge date or discharge reason (e.g., Transfer, Discontinue, Involuntary, Lost to Follow Up, Recover Function) in the **Admit/Discharge Summary** screen.
- After 90 days of the date of death, the facility will no longer have the **Edit Patient** tab. If your facility needs to enter the primary cause of death, you will have to remove the "Death" event in the **Admit/Discharge Summary** screen.
 - To enter the primary cause of death, the CROWNWeb Facility Editor will go to the **View Patient Attributes** screen to enter the cause of death AND date of death.
- If the patient expires when being a transient patient, the patient's HOME dialysis facility is responsible for submitting a CMS-2746 form NOT the dialysis unit who treated the patient transiently.
- The facility will have to contact the QualityNet Help Desk at (866) 288-8912 to correct a submitted CMS-2746 form.
- CMS-2746 Tutorial: http://projectcrownweb.org/pcw_course/completing-cms-2746-form/

Please do not email any patient-specific information to the Network.

4040 McEwen Road, Suite 350, Dallas, Texas 75244
Phone: 972-503-3215 | Fax: 972-503-3219 | info@nw14.esrd.net | www.esrdnetwork.org

Supporting Quality Care

Updated: 9/24/2014