

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

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

Answer: The Centers for Medicare & Medicaid Services (CMS) will require facilities to begin using Form CMS-2728 (Version 2023) in EQRS on October 1, 2024. On this date, the new Form CMS-2728 (Version 2023) will automatically generate in EQRS, and older versions of the form will no longer be accepted for new Form CMS-2728 submissions.

Question 2: How will the new Form CMS-2728 (Version 2023) impact our data submission processes?

Answer: There is no change to how facilities may submit the Form CMS-2728 (Version 2023). However, effective on October 1, 2024, CMS requires completion of the new fields in Sections A, B, and F of the form (see [Reference Guide: Form CMS-2728 Updates](#)) before facilities submit the form to the Social Security Administration (SSA). Additionally, CMS reserves the right to add/modify future required fields as necessary to support agency projects and goals.

Question 3: What happens to the previous versions of Form CMS-2728 that are in an older format?

Answer: Any Form CMS-2728s submitted by facilities in EQRS prior to October 1, 2024, will remain in their original format. No facility action or update is required for these forms.

Question 4: What happens to saved versions of the old Form CMS-2728 when the updated Form CMS-2728 (Version 2023) goes live in EQRS on October 1?

Answer: Any Form CMS-2728 that is saved or submitted in EQRS before the Form CMS-2728 (Version 2023) goes live on October 1, 2024, will remain in its original version. Only Form CMS-2728s generated in EQRS after the Form CMS-2728 (Version 2023) goes live on October 1 will be in the updated format.

Question 5: Does a new Form CMS-2728 (Version 2023) need to be generated in EQRS if an older version of the Form CMS-2728 is in a saved status in EQRS?

Answer: No. Users do not need to generate or submit a new Form CMS-2728 (Version 2023) in EQRS if the older version of the Form CMS-2728 was begun and is in a saved status in EQRS prior to October 1, 2024.

Question 6: 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 social determinants of health data 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 forms that cannot be signed by the patient

Question 7: Who at the facility should complete the Form CMS-2728?

Answer: Per the form instructions, the form is to be completed by the attending physician, head nurse, or social worker involved in the patient’s treatment. The Facility should determine the most appropriate individual(s) to complete the form in EQRS. For additional information, please refer to the Form CMS-2728 instructions (listed at the end of the online form) available on the CMS.gov website.

Question 8: How do I know which field items are mandatory when completing the updated Form CMS-2728 in EQRS?

Answer: Field items with a red asterisk indicate a required response. Some field items will 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 are now required. While all items marked with a red asterisk are required, completion of the new fields in Section A, Section B, and Section F of the form (outlined in the [Reference Guide: Form CMS-2728 Updates](#)) are required before facilities submit the form to the Social Security Administration (SSA).

In addition to fields marked with an asterisk, there are now several fields marked as “no longer applicable.” Fields that are designated “no longer applicable” will not be accessible once the new 2728 becomes available in EQRS, and this information cannot be entered. All fields that are “no longer applicable” are indicated in the [Reference Guide: Form CMS-2728 Updates](#) as such.

Question 9: 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 10: Is there additional information about the Form CMS-2728 updates?

Answer: Additional information on the Form CMS-2728 updates is available on the [Education](#) 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/medicare/cms-forms/cms-forms/downloads/cms2728.pdf>.

Question 11: 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 12: 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](#).