



BEST PRACTICES FOR TIMELY SUBMISSION OF CMS FORMS

Below are common barriers and corresponding best practices to help with submitting CMS forms on time. These best practices have been tested and shared by dialysis facilities in our 5-state region, and we encourage all facilities to implement these proven best practices.

BARRIER: OBTAINING NEPHROLOGIST SIGNATURES

- Know your facility's nephrologist rounding days and have CMS forms ready for their review and signature (**no blue pen needed**).
- Fax or secure message nephrologists to obtain their signatures on CMS 2728 forms – reference our [CMS 2728 Form Signatures Guide](#).
- Use approved e-signatures when possible.
- Review CMS form progress towards completion, missing components on forms, and form due dates at the facility's monthly QAPI meetings with the facility's Medical Director.

BARRIER: FACILITY PROCESSES

- **Track CMS form due dates!** Use a wall calendar, centralized whiteboard, Outlook calendar/reminders, or a simple spreadsheet to keep track of upcoming CMS form due dates for each patient.
- Review EQRS and CMS form training materials at mycrownweb.org.
- Schedule EQRS onboarding (training) with Midwest Kidney Network for all new EQRS users, contact alli.bailey@midwestkidneynetwork.org to arrange this training.
- Ensure at least one (preferably two) staff member(s) always has access to EQRS and knows how to submit CMS forms.
- Facility Administrators and Social Workers should have EQRS access, especially as a back-up role to the facility's Administrative Assistant.

BARRIER: OBTAINING MEDICAL INFORMATION

- Work with the patient's nephrologist to obtain missing information such as a hospital dialysis start date or a date of death/cause of death.
- Use state death registries to look up dates of death for CMS 2746 forms.
- Work with local hospitals to gain viewer-only access to their EMR for purview over dialysis patients.

BARRIER: OBTAINING PATIENT SIGNATURES

- **Help the patient understand the repercussions of not having a completed CMS 2728 form (negative impact to transplant waitlisting, travel, Medicare entitlement, etc.).**
- Use translators, when appropriate, to help the patient understand what and why they are signing the CMS 2728 form.