



# End-stage renal disease patient eligibility requirements

## End-stage renal disease (ESRD) patient eligibility requirements

The following criteria must be met for a patient to be considered ESRD-eligible by the Centers for Medicare & Medicaid Services (CMS):

- The patient must have claims that demonstrate hemodialysis or peritoneal dialysis, or be admitted to a hospital for transplant or services required prior to transplant.
- If eligible based on dialysis, the patient must be receiving services in an outpatient facility or performing self dialysis at home.
- The healthcare provider must update the patient's ESRD status in CROWNWeb, the website that CMS requires a provider to use to update a patient's ESRD status, within 45 days following the third month of dialysis.

## Tips to successfully transmit the CMS 2728 form in the EQRS system (CROWNWeb)

The CMS “**End-stage renal disease medical evidence report Medicare entitlement and/or patient registration**” form is commonly known as the “2728” form. Since March 2021, CMS has required members’ ESRD status to be submitted through the EQRS (CROWNWeb) with the following fields, which are required to successfully submit the member’s 2728 form:

- Ensure ESRD chronic date is listed in CROWNWeb
- Ensure members current Medicare ID (MBI) is listed in EQRS
- Ensure the patient and doctor signature dates are listed
- Members information is not transmitted to CMS if it is not in **submit** status

If the patient’s file will not open within CROWNWeb, please contact the ESRD National Coordinating Center (NCC) by visiting <https://esrdncc.org/en/ESRD-network-map/>, where you will see the ESRD network map. Click on your state to find contact information for the appropriate ESRD network organization.

When transmitting the 2728 form from CROWNWeb to the Medicare Advantage and Prescription Drug (MARx) system, the form must be in “submit” status. If the form is in “save” status, it will not successfully transmit to MARx. Please note that Humana cannot transmit an ESRD status directly to CMS; only the healthcare provider can update the ESRD status in CROWNWeb.

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After the provider updates the patient's status in CROWNWeb, Humana is notified through the MARx system.

CMS guidelines for ESRD candidate eligibility and criteria can be found within the Medicare Managed Care Manual, Chapter 2, Sections 20.2, 20.2.1, 20.2.2 and 20.2.3 or at [www.cms.gov/Medicare/Health-Plans/HealthPlansGenInfo/downloads/mc86c02.pdf](http://www.cms.gov/Medicare/Health-Plans/HealthPlansGenInfo/downloads/mc86c02.pdf).

Additional information regarding detail around the provider's responsibility to update CROWNWeb can be found within the CROWNWeb training materials and documents or at [www.myCROWNWeb.org](http://www.myCROWNWeb.org).