

## 2728 Tips: Faxing Process for Physician Signatures

- **Requirement:** Centers for Medicare and Medicaid Services (CMS) requires that completed 2728 End-Stage Renal Disease (ESRD) Medical Evidence Report forms are submitted into the ESRD Quality Reporting System (EQRS) within **45 days** of the patient starting dialysis.
- **Best Practice:** If physicians are taking two weeks or longer to sign 2728 forms, the dialysis facility should set up a faxing process with the physicians' offices to obtain their signatures sooner. The 2728 form **does not** require an original signature.

### Tips for Establishing a Faxing Process with Physician Offices:

- ✓ **Remind physicians of the CMS requirement.** Obtain their agreement to start the new faxing process with their office staff.
- ✓ **Use a tracker and set reminders.** Make sure you track faxes and send reminders when forms are not returned on time.
- ✓ **Create a primary fax cover sheet.** The fax cover sheet should indicate information required from the physician, where the form should be signed and when the form must be signed and returned by (within five business days is a good time frame).
- ✓ **Use secure fax lines.** Ensure the fax machine is connected to a secure, dedicated line.
- ✓ **Confirm receipt.** Always call the doctor's office to confirm the form was received.
- ✓ **Designate a secure area or folder in the facility to secure returned forms.** Alert all staff of the importance of receiving the completed 2728 forms back and inform them where to place the returned faxes.
- ✓ **Verify signatures are complete.** Physicians must sign at line 62. The physician will also sign on line 57b if the patient is training to do home dialysis.
- ✓ **Have a backup EQRS user.** Have at least one other person at the facility who can enter the returned forms in EQRS timely.

**For more information and other important tips for submitting CMS 2728 forms timely, please review our [Tips for Submitting 2728 Forms](#).**