

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

DATE: June 17, 2010

TO: All Part D Sponsors

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Electronic Correspondence Referral System (ECRS) Teleconference – Training and Q&A Session

This memorandum provides notification to Medicare Prescription Drug Plans regarding the opportunity to participate in a training and question and answer teleconference with the Centers for Medicare & Medicaid Services (CMS) and the Coordination of Benefits Contractor (COBC) regarding the ECRS process.

The ECRS is a Customer Information Control System (CICS) DB2 database stand-alone application that is used to notify the COBC electronically of new and/or possible updates to existing occurrences of other prescription drug coverage and to delete invalid occurrences. An “occurrence” is a period of time when a Medicare beneficiary has, or had, other prescription drug coverage that is/was either primary or secondary to Medicare Part D. Health plan sponsors need to assist the COBC in maintaining accurate records. This forum is being offered to provide training as well as to answer questions and engage in dialogue regarding ECRS users experience with the application and the reporting process.

Note: Computer Based Training (CBT) modules have been developed for each ECRS transmission method (i.e. online/flat file processes). Prescription drug plan sponsors can tailor their specific training needs by viewing the courses applicable to the methodology they selected. As a prerequisite to participating in the teleconference we would suggest completion of the applicable ECRS CBTs. All Prescription Drug Plan CBTs are available through the following link:
<http://nhassociates.na5.acrobat.com/drugplansponsorcurriculum/>

Pre-submitted questions will be answered during the teleconference. Please submit all questions to: Irene Nauke, INauke@ehmedicare.com, no later than Tuesday, June 22, 2010.

Teleconference Event for Prescription Drug Plan Sponsors

Electronic Correspondence Referral System (ECRS)

Training and Question and Answer Session

Date: June 24, 2010

Time: 1:00 PM – 3:00 PM Eastern Time Participation is by telephone only. (**NOTE:** The Centers for Medicare & Medicaid Services (CMS) will not have space for individuals/entities to participate onsite at CMS).

Call-in Line: 877-251-0301 (This is a direct dial in to the teleconference)

Pass Code: No passcode is needed

Please begin dialing in approximately 20-30 minutes before the call due to the large number of participants.

Agenda: Refer to the tentative agenda attached.

Questions for the call:

Please submit questions no later than Tuesday, June 22, 2010 to:
Irene Nauke, INauke@ehmedicare.com

Tentative Agenda for ECRS Training and Q&A
Teleconference Event on June 24, 2010

We recommend that callers review the ECRS CBTs prior to participating in the teleconference.

- I. Welcome
- II. Review of the ECRS flat file layouts and front end errors
- III. Question & Answer Session. Pre-submitted questions will be addressed first, and if time permits, additional questions will be allowed.
- IV. Summary/Closing