

Medicare Managed Care Manual

Chapter 20 - Plan Communications Guide

Section 6 - Using the GROUCH System

(Rev. 50, 04-09-04)

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6.1 - System Description

(Rev. 50, 04-09-04)

The online GHP Report Output User Communication Help (GROUCH) System is used to select GHP Monthly report(s) or portions of report(s) to be transmitted electronically. This system

enables the user to build a transmission data set with selected reports and data, and to browse the reports and data online. Plans can browse the data for the particular contracts to which they have access. To transmit the reports and data to your site, use AGNS/HOD, NDM-PC, or NDM (host).

The GHP reports and data that may be selected are listed here:

1. Transaction Reply / Monthly
2. HMO Bill Itemization
3. Monthly Summary of Bills
4. Plan Payment
5. Payment Records
6. Demographic
7. Monthly Membership (Detail)
8. Monthly Membership Summary
9. Bonus Payment Report
10. Working Aged Transaction Status Report
11. Part B Claims Report
12. BIPA606 Payment Reduction Report
13. *HCC Diagnosis Data Report*

6.1.1 - System Contact

(Rev. 40, 11-14-03)

If you have problems accessing the HDC or accessing the GHP reports, call your CO contact (see [Appendix H](#)).

6.1.2 - GROUCH Users

(Rev. 40, 11-14-03)

Users of GROUCH are the Plan employees who need to receive the GHP Monthly reports electronically.

6.2 - Accessing GROUCH

(Rev. 40, 11-14-03)

6.2.1 - Requirements

(Rev. 40, 11-14-03)

To access GROUCH, you need a valid HDC (HITS) User ID and password. The User ID is a string of six to eight characters; the password is a string of six to eight characters. The HDC assigns you an initial password along with the User ID.

You are permitted to change your password at any time, but the system requires you to change the password every 60 days. You may not reuse a password that was used before unless it is older than four changes.

Should you forget your password, call your CO contact (see [Appendix H](#)). Should you make an error when you are entering your password, you may get locked out of HDC. Should that happen, reboot your system and try again. If you still cannot get in, call your CO contact (see [Appendix H](#)).

6.2.2 - System Logon

(Rev. 40, 11-14-03)

```
DEPARTMENT OF HEALTH AND HUMAN SERVICES                Terminal
HCFA DATA CENTER                                         LU08D113

                //
HH      HH      DDDDDDD///      CCCCCC
HH      HH      DD   ///D      CC      CC
HH      HH      DD   ///DD     CC      CC
HHHHHHHHHH      DD   /// DD     CC
HHHHHHHHHH      DD   -///DD     CC
HH      HH      DD   /// DD     CC      CC
HH      HH      DD/// DD      CC      CC
HH      HH      DD///DDDD      CCCCCC
                //
OFFICE OF COMPUTER AND COMMUNICATIONS SERVICES

PLEASE HIT 'ENTER' FOR APPLICATION SELECTION MENU
(THE ACTION DESK PHONE IS: (410)-786-2580 or 1-800-562-1963)
(THE HDC STATUS PHONE IS: (410)-786-2599)
!!!!!! PLEASE HIT PF12 AT THE APPLICATION MENU FOR LATEST HCFA NEWS !!!!!

***** B R O A D C A S T   M E S S A G E S *****
*****
FOR OS / 390 V2R5 IMPLEMENTATION REVIEW THE 'HDC NEWS' FOR THE
***** LATEST INFORMATION ALERTS *****
```

The HDC Logo screen appears when you have successfully connected to the HCFA mainframe.

Enter your HDC USERID on this screen and press <ENTER>. The TSO/E Logon screen (shown below) appears.

```
----- TSO/E LOGON -----
Enter LOGON parameters below:                                RACF LOGON parameters:
  Userid   ====> XXXX
  Password ====>
  Procedure ====> $TSUSER                                Group Ident  ====>
  Acct Nbr ====> 7XX7XX95000
  Size     ====> 4096
  Perform  ====>
  Command  ====> EX 'OG00.@BGD5050.PLANCOMM.CLIB(PLANCOMM) '
  Enter an 'S' before each option desired below:
      -Nomail      -Nonnotice      -Reconnect      -OIDcard
PF1/PF13 ==> Help   PF3/PF15 ==> Logoff   PA1 ==> Attention  PA2 ==> Refresh
You may request specific help information by entering a '?' in any entry field.
```

On the TSO/E Logon screen, log on with your HDC User ID, password, and account number. Also, in the COMMAND line, enter the following command:

EX 'OG00.@BGD5050.PLANCOMM.CLIB(PLANCOMM)'

Since this command remains on the TSO/E Logon screen, you need to enter it only the first time you logon.

Once the system logs the user on, the ISPF PRIMARY OPTION MENU then displays.

```
Menu Utilities Compilers Options Status Help
-----
ISPF Primary Option Menu
Date: 2000/05/22
Option ==> TSO GROUCH

0 Settings      Terminal and user parameters      User ID . : XXXX
1 View          Display source data or listings   Time. . . : 17:27
2 Edit          Create or change source data      Terminal. : 3278
3 Utilities     Perform utility functions         Screen. . : 1
4 Foreground    Interactive language processing   Language. : ENGLISH
5 Batch         Submit job for language processing Appl ID . : ISR
6 Command       Enter TSO or Workstation commands TSO logon : $TSUSER
7 Dialog Test   Perform dialog testing           TSO prefix: XXXX
8 LM Facility   Library administrator functions   System ID : SY90
9 IBM Products  IBM program development products  MVS acct. : BGDBGD50
10 SCLM         SW Configuration Library Manager  Release . : ISPF 4.5
11 Workplace    ISPF Object/Action Workplace
   D DB2        DB2 Related Products
   H HCFA       HCFA Software Products

Enter X to Terminate using log/list defaults
```

If the bottom two rows of the screen display the Function key assignments, enter **PFSHOW OFF** in the option field `OPTION ==>` and press `<ENTER>` to remove the lines prior to entering `GROUCH`. After exiting `GROUCH`, if you would like the Function key assignments to display, enter **PFSHOW ON** in the option field `OPTION==>` and press `<ENTER>`.

A screen will be displayed, and when the `READY` prompt displays on that screen type `ISPF` and press `<ENTER>`.

Type **TSO GROUCH** in the option field `OPTION ==>` and press `<ENTER>`.

The main screen for the GROUCH System displays.

```
00/05/23  -----  GHP REPORT OUTPUT USER COMM HELP  -----  XXXX
OPTION  ===>

                          PROD GROUCH News
04/20/2000 - The JUNE Payment Reports are available !!!
05/22/00 - NO UPDATED TAPES WERE RECEIVED FROM "CWF" FOR 06/01/00
          TO UPDATE THE WORKING AGED POSITIVE ADJUSTMENTS

04/20/2000 - MONTHLY MEMBERSHIP REPORT - The problem with the
ESRD rates for the months of (JAN, FEB, MAR, and APR 2000) HCFA
seems to be resolved. For more info use the INTERNET:
www.hcfa.gov/medicare/systinfo.htm

03/01/2000 - the Working Aged Adjustments will not appear on the
Transaction Reply or Mo. Membership Rpts. until March 24, 2000.

10/27/1999 - The BBA User Fee percentage for FY2000 will be 0.355.

Monthly Membership Detail:
Please note the record length change for the Data Format.
HKH.@BGD5050.PLNXXXXX.RMMYYYY.MONMEMR (report format)  (133)
HKH.@BGD5050.PLNXXXXX.RMMYYYY.MONMEMD (data format)   (170)
```

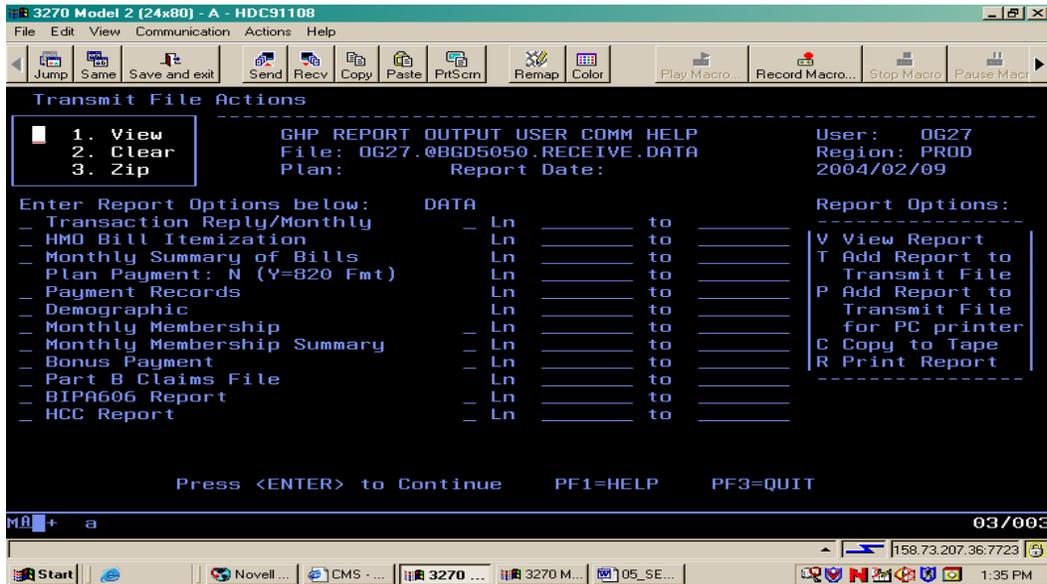
When the main screen for the GROUCH System displays, it will show the PROD GROUCH News screen that shows current news and information about the system.

Press <ENTER> and the GROUCH PROD screen will be displayed.

6.3 - GROUCH Options

(Rev. 50, 04-09-04)

The main screen for the GROUCH System is shown below.



Description of GROUCH Options

1. To View or Clear Transmit File: _ (V=View, C=Clear)

You may view the dataset or clear the dataset file for the next transmission.

2. T=Build Transmit File

You may select full reports. Select portions of the reports by entering lines “FROM” and “TO” in the LN columns (e.g., LN 1 to 1000).

3. P=Build Transmit File for PC Print

You may select reports with this option to build a PC-printable transmit file. **Do not use this option to select a report in data format; instead, use the “T” option.**

4. V=View Report/Data

The Browse option enables you to view the monthly reports and data online. The individual files created for each report can be browsed directly by selecting the report you want to browse from the main GROUCH Menu screen. When you are finished browsing, you are returned to the main GROUCH Menu screen.

5. D=Data Format

If you have requested the data format option for the Transaction Reply/Monthly, or Monthly Membership (Detail or Summary) reports, then both the report layout format and data format will be available for that report. If you enter “D” in the DATA field next to the Transaction Reply/Monthly, or Monthly Membership reports, then you will be selecting the data format. If the DATA field is left blank, then the report will default to the report layout format.

6. For HELP, press <F1>. To exit GROUCH, press <F3>.

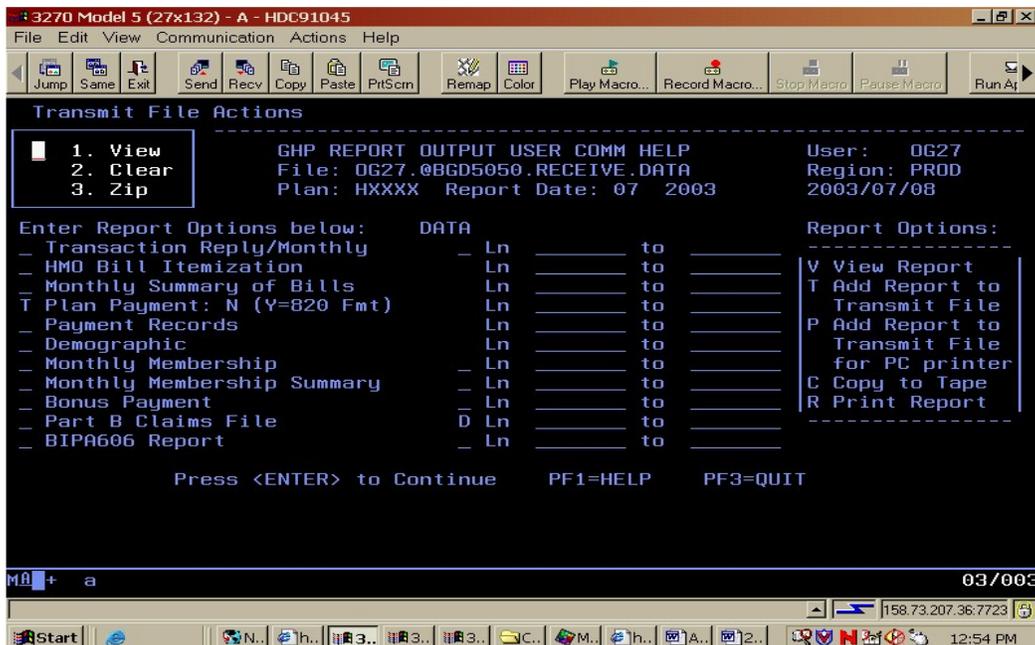
6.3.1 - Clear Transmit File

(Rev. 40, 11-14-03)

The reports/data that are contained in your Transmit File are not automatically deleted between each transmission. Prior to building your transmit file, you want to clear the Transmit File when you are preparing for a new transmission.

To clear the Transmit File, click on “Transmit File Actions” and press <ENTER>. A drop down menu will appear and the user should type the number 2 , press <ENTER> and the transmit file will clear. You receive a message stating that the Transmit File has been deleted and a new dataset is created when you build your transmit file.

If this is the first time you have used GROUCH and have never built the transmit file, you receive a message that the Transmit File does not exist and the dataset is created when you build your transmit file.



6.3.2 - View Report/Data

(Rev. 40, 11-14-03)

In order to view your GHP Monthly reports/data and Membership reports (Detail or Summary) online, use the View Report/Data option. This option is also helpful in selecting line numbers of a report when you need to transmit only a portion of a report.

To view the reports online, follow these steps:

1. Enter the Plan Number.
2. The DATE field defaults to the most current month and year for which the reports are available. To view prior months reports, enter the numeric month and year. **You may access prior months reports for up to one year.**
3. Enter “V” next to each report that you wish to view and press <ENTER>. When the report displays, you can see the line numbers for the report. It is helpful to know the line numbers should you have problems transmitting your report and wish to transmit a portion of the report that was not received. Use <F7> to page backward and <F8> to page forward in the report.
4. If you wish to view only a certain portion of a report, enter the first and last line number of that portion to the right of the report.
5. If you wish to view the data format for the Transaction Reply/Monthly, or Monthly Membership reports, then enter “V” next to the report and enter “D” in the DATA field and press <ENTER>. If the DATA field is left blank, then the report will default to the report layout format. The data format is only available if it has been requested by the M+C organization.
6. To return to the GROUCH screen, press <F3>.

6.3.3 - Retrieve File Archive

(Rev. 40, 11-14-03)

NOTE: The reports are archived by the system after 30 days and deleted after a year. If the report is archived, you receive a message asking you whether you would like to restore the dataset for each report that is archived. Answer “Y” for yes and press <ENTER>. It takes several minutes for the reports to restore. You will eventually see a message telling you the dataset has been restored. Then you are able to view the reports.

6.3.4 - Build Transmit File

(Rev. 40, 11-14-03)

To build a file for transmission to receive your GHP monthly reports, follow these steps:

1. The build transmit file options “T” and “P” build a dataset for your transmission. If you are building a file for a new transmission, please clear the transmit dataset prior to building your transmit file. To clear the dataset, enter “C” in the line “To View or Clear Transmit File:” and press <ENTER>. A message displays telling you that your dataset has been deleted.

NOTE: If you are using GROUCH for the first time and have not used the Build Transmit File functions, you do not have a dataset to clear. The Transmit file is built for you when you select the reports to receive.

2. Enter the contract number in the PLAN field.
3. The DATE field defaults to the most current month and year for which the reports are available. To select prior months reports, enter the numeric month and year. **You may access prior months reports for up to a year.**
4. Enter a “T” next to each report you wish to receive and press <ENTER>. A message displays telling you that the reports you selected are being added to your Transmit File. If you are printing the report at a PC printer, use a “P” to select the report instead of a “T.” The “P” option converts the page control characters to enable proper paging when printing from a PC. **DO NOT** use the “P” option to select a report in data format instead use the “T” option. For example, if you are printing the Transaction Reply/Monthly Activity report at a PC printer, then select the report with a “P”; if you want to receive the Transaction Reply Report but will not be printing this report at a PC printer, select the report with a “T.” After entering “P” or “T” next to all the reports you wish to receive, press <ENTER>. Press <ENTER> when the messages are at the bottom of the screen to continue building the transmit file. When the last report is added, press <ENTER> to return to GROUCH.
5. If you wish to build a transmit file containing the data format for the Transaction Reply/Monthly, or Monthly Membership reports, then enter “T” next to the report and enter “D” in the DATA field and press <ENTER>. If the DATA field is left blank, the report will default to the report layout format. The data format is only available if it has been requested by the M+C organization.
6. Once your Transmit File is built, you can view what is in your dataset by entering “V” next to “To View or Clear Transmit File:” and pressing <ENTER>. Notice that each report is followed by a trailer that contains asterisks, the contract number, and the associated number of the report. The associated number of the report refers to the order in which the reports appear on the GROUCH screen. For example, the Transaction

Reply/Monthly Activity report is the first report on the screen and its associated number is "01." Press <F3> to return to the GROUCH screen.

7. If you have multiple contract numbers for which you wish to receive reports using only one transmission, you can continue to append the reports for the other contracts into your Transmit File. Notice that your prior selections have not been cleared. This enables you simply to change the contract number at the top of the screen and press <ENTER>. You can also modify the DATE field or select different reports for the other contracts.
8. If you wish to select only a certain portion of a report for transmission, enter the first and last line numbers of that portion of the report that you wish to receive.

NOTE: To find the line numbers, use the View Report/Data function.

9. Once you have created your Transmit File, you are ready to transmit the file.

6.3.5 - Building a Zipped Transmit File

(Rev. 40, 11-14-03)

Zip Grouch allows for compression of report files that will be downloaded to a PC. To access Zip Grouch you would do the following:

1. At the ISPF option menu -- Type TSO Grouch.
2. Clear your receive dataset by selecting Option "C" at the top of the menu. User will see the following message:

AS REQUESTED THE TOXX TRANSMIT FILE HAS BEEN DELETED. IT
WILL BE REBUILT UPON YOUR NEXT P/T REQUEST

3. Build the receive dataset by selecting a report with “P,” **not** “T.” User will see the following message:

HXXXX 09 1998 PLANPAY ADDED TO TOXX TRANSMIT FILE

NOTE: HXXXX = PLAN CONTRACT NUMBER
TOXX = USER ID

4. After the build is complete, at the top of the screen, next to the receive dataset name, enter AZ for zip. You will get a message similar to the following:

JOB XXXXZIP Submitted to create XXXX.@BGD5050.ZIP WITH MAINFRAME
EBCDIC CONVERSION TO PC ASCII

PLEASE WAIT FOR JOB COMPLETION NOTIFICATION BEFORE
ACCESSING YOU RECEIVE DATASET AGAIN

////////////////////
ENTER Y IS ZIP JOB COMPLETION MESSAGE HAS BEEN RECEIVED OR TO
RETURN TO GROUCH MENU
ENTER J TO CHECK ZIP JOB STATUS
////////////////////
ENTER RESPONSE:

5. Press ENTER to return to the GROUCH Screen.
6. When the job completes, you will get a message similar to the following:

09.46.00 JOB02400 \$HASP 165 XXXXZIP ENDED AT HCFJES
CN(INTERNAL)

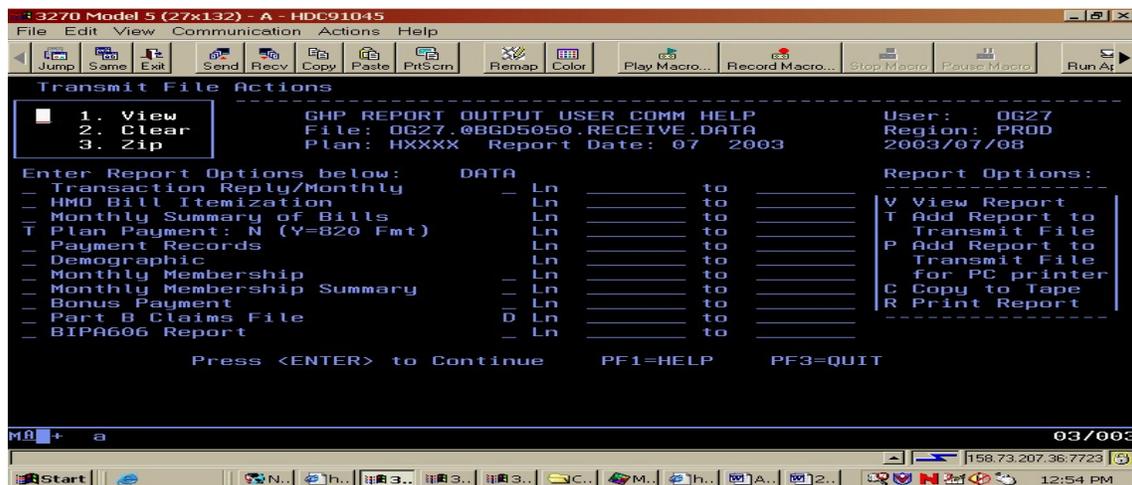
7. Now you can download the file. Exit ISPF and return to the READY PROMPT.
8. Use you DOS prompt on your PC and change to the directory of the zip file and enter PKUNZIP XX.YYY (which is the PC file name you chose for the download).

6.3.6 - View Transmit File

(Rev. 40, 11-14-03)

The Transmit File is a sequential file that is created by the GROUCH System; it is your own private file containing the GHP Monthly reports that you have selected to transmit to your site.

Once you have built your Transmit File, to view the Transmit File, click on “Transmit File Actions” and press <ENTER>. A drop down menu will appear and the user should type the number 1 , press <ENTER> and the transmit file will appear. To return to the GROUCH screen, press <F3>.



6.4 - Downloading Your GHP Monthly Reports

(Rev. 50, 04-09-04)

In preparing your GHP Monthly reports for download, you must create a Transmit File to download. The Transmit File is created through GROUCH. If you do not want to use GROUCH to create a Transmit File and would like to transfer each report separately, then you need the dataset naming convention of the individual report/data files. The following is a list of the naming conventions for each individual report:

1. Transaction Reply/Monthly:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.TRNREPLY (report layout format)
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.TRNDATA (data format)
2. HMO Bill Itemization:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.BILLITEM
3. Monthly Summary of Bills:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.SUMBILLS
4. Plan Payment:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.PLANPAY
5. Payment Records:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.PAYRECDS
6. Demographic:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.DEMOGRPH
7. Monthly Membership (Detail):
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.MONMEMR (report layout format)
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.MONMEMD (data format)
8. Monthly Summary Membership:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.MONMEMSR (report layout format)
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.MONMEMSD (data format)
9. Bonus Payment Report:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.BONUSRPT (report layout format)
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.BONUSDAT (data format)
10. Working Aged Transaction Status Report:
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.WKAGDRPT (report layout format)
HKH.@BGD5050.PLNXXXXXX.RMMYYYY.WKAGDDAT (data format)

11. BIPA606 Payment Reduction Report

HKH.@BGD5050.PLNXXXXXX.RMMYYYY.BIPA606D (data format)

HKH.@BGD5050.PLNXXXXXX.RMMYYYY.BIPA606R (report format)

12. BIPA606 Payment Reduction Report

HKH.@BGD5050.PLNXXXXXX.RMMYYYY.BIPA606D (data format)

HKH.@BGD5050.PLNXXXXXX.RMMYYYY.BIPA606R (report format)

13. HCC Diagnosis Data Report

HKH.@BGD5050.PLNXXXXXX.RMMYYYY.HCCMODD (data format)

HKH.@BGD5050.PLNXXXXXX.RMMYYYY.HCCMODR (report format)

NOTE: XXXXXX should be replaced with your contract number and MMYYYY should be replaced with the payment month and year of your report. For example, if the reports are for the payment date of January 2000, replace the date with 012000.

When trying to download the Membership file 20 days after it is available, and the message that the file is not available appears, the file is archived. Please call your CO contact (see [Appendix H](#)) so an analyst can retrieve the Membership file from the archives, which will make the file available for download to the user.

For the record layouts of the Transaction Reply/Monthly Activity, and Monthly Membership reports, see [Appendix C](#). All datasets have been created with a record length of 133, except for the Monthly Membership Detail which has a length of 182 (effective 1/2001).

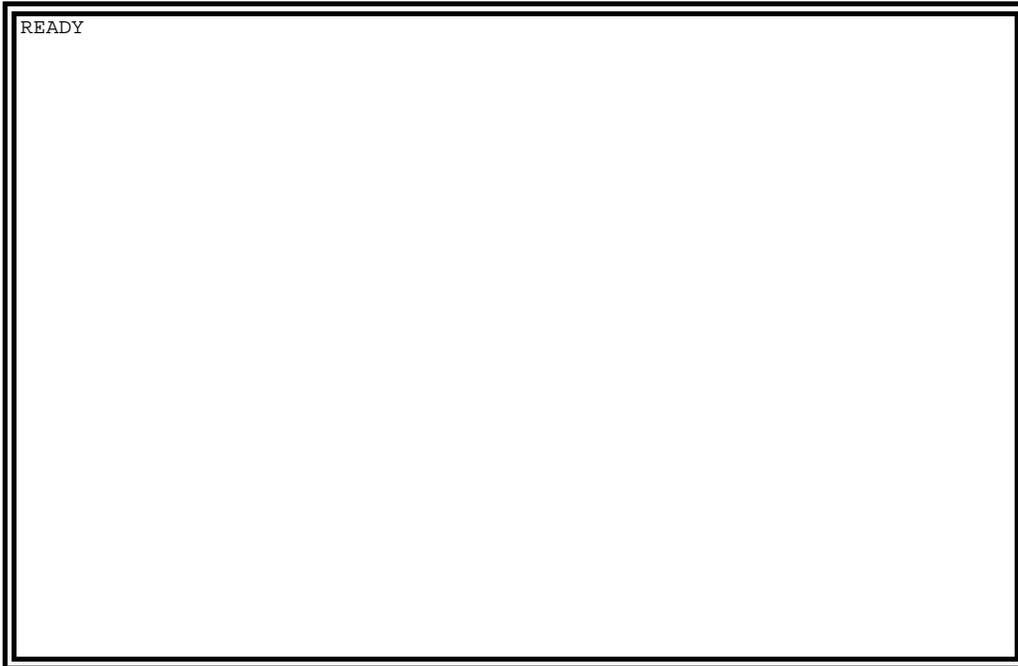
If you are using GROUCH and have created your Transmit File, the naming convention is as follows (where TOXX is your User ID):

TOXX.@BGD5050.RECEIVE.DATA

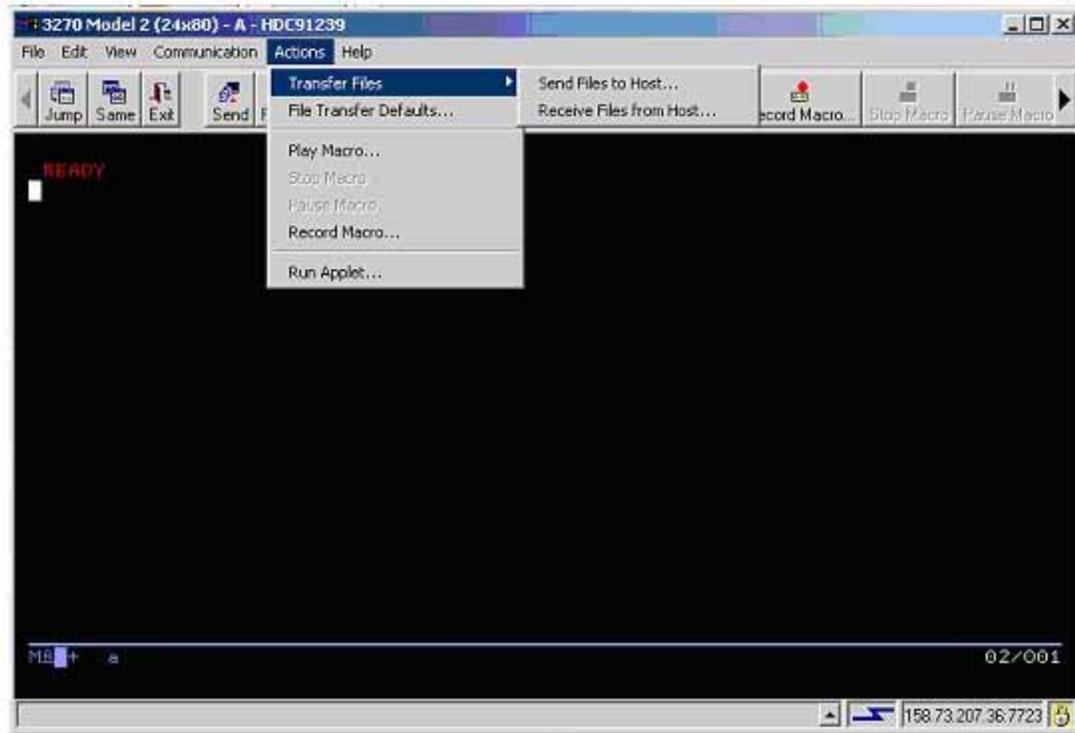
6.4.1 - Downloading Grouch Reports Using Host on Demand

(Rev. 40, 11-14-03)

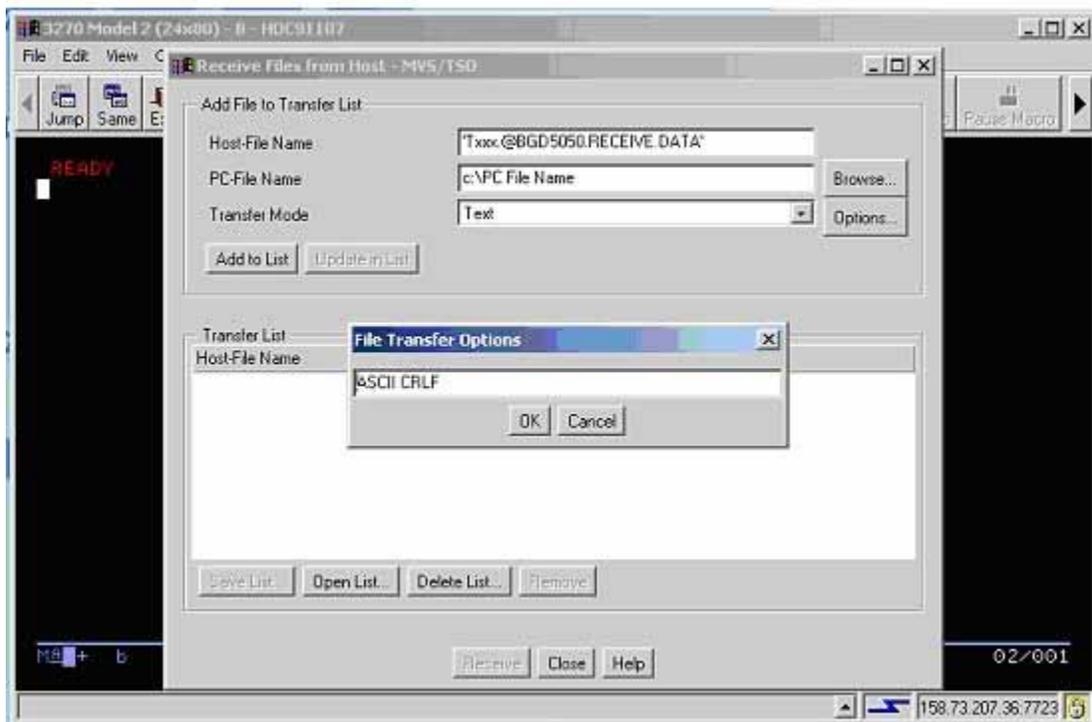
User must logon to TSO and type =X at the ISPF PRIMARY OPTIONS screen to be at the READY prompt.



1. Click on **Actions**
2. Click on **Receive Files from Host.**

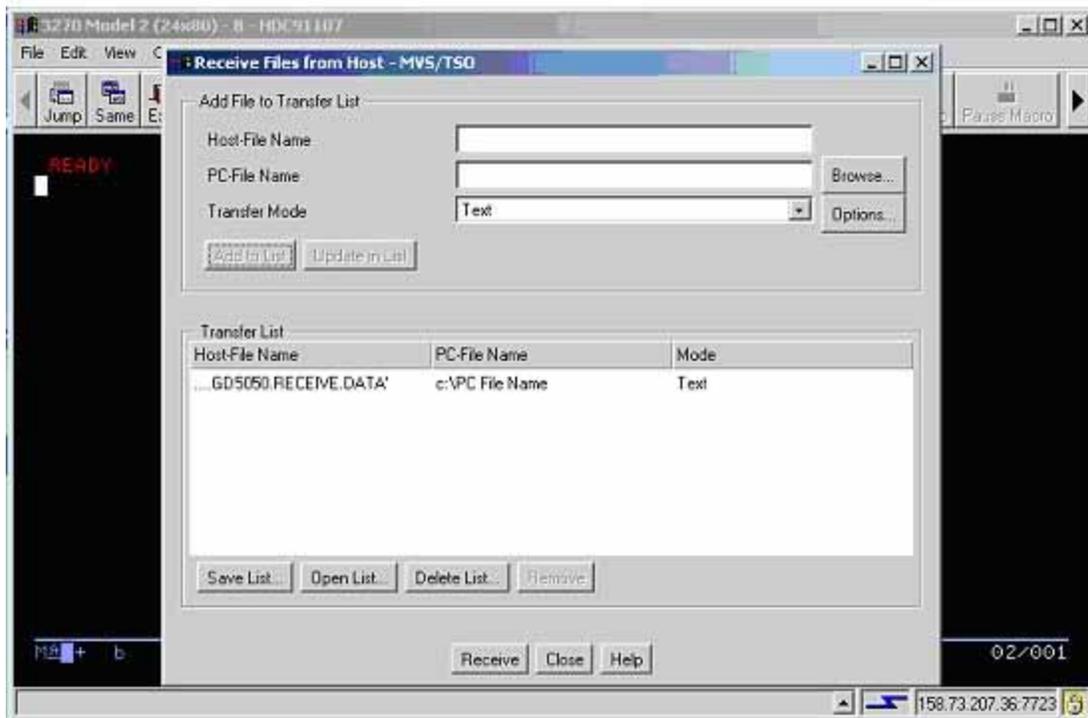


3. In the HOST-FILE NAME block type (single quotes)
'Txxx.@BGD5050.RECEIVE.DATA'
4. In PC-FILE NAME type **C:\PC FILE NAME** (this is the name the user gives the report)
5. Click on **OPTIONS** and be sure that **ASCII** and **CRLF** are typed in the box.
6. The **TRANSFER MODE** box should read **TEXT**.
7. Click on **OK** on the **FILE TRANSFER OPTIONS**.
8. Click on **ADD TO LIST**.



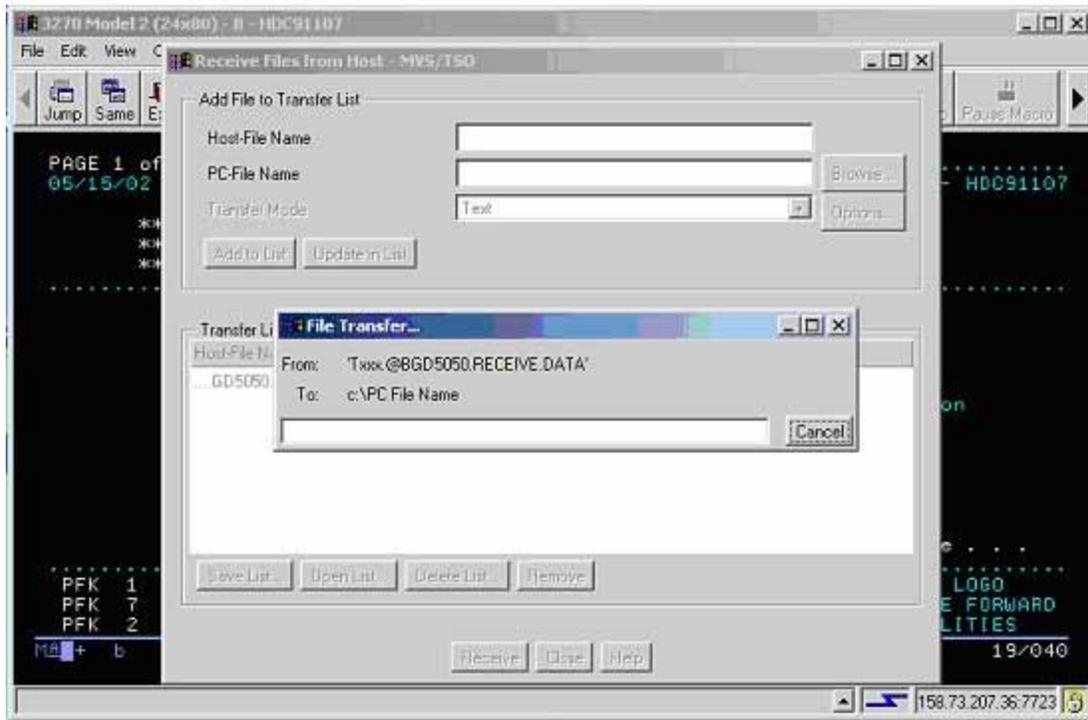
9. Click 1 time on the entry in the **TRANSFER LIST** block.

10. Click on **RECEIVE**.



The user will see the file begin to transfer along with how many bytes are transferring.

Once the file is finished transferring the FILE TRANSFER window will simply disappear.



6.4.2 - Downloading Zipped Reports

(Rev. 40, 11-14-03)

In the “Data Set Name” entry field, type the name of the mainframe data set that will be downloaded. For example: **TXXX.@BGD5050.ZIP** (Use when downloading a zip format from HDC.)

TXXX = user id

NOTE: When downloading zipped GROUCH files, click the Binary and the Append boxes.