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| <b>CMS Manual System</b>                   | <b>Department of Health &amp; Human Services (DHHS)</b>   |
| <b>Pub 100-05 Medicare Secondary Payer</b> | <b>Centers for Medicare &amp; Medicaid Services (CMS)</b> |
| <b>Transmittal 122</b>                     | <b>Date: August 17, 2018</b>                              |
|  | <b>Change Request 10887</b>                               |

**SUBJECT: Electronic Correspondence Referral System (ECRS) Enhanced Functionality**

**I. SUMMARY OF CHANGES:** Through this instruction, the Centers for Medicare & Medicaid Services (CMS) is updating the Electronic Correspondence Referral System (ECRS) Web User Guide to provide information and instructions on the enhancements to the ECRS Web tracking, reporting, searching, viewing and exporting functionality. The ECRS Web Quick Reference Card has also been updated (date only).

**EFFECTIVE DATE: July 2, 2018**

*\*Unless otherwise specified, the effective date is the date of service.*

**IMPLEMENTATION DATE: September 17, 2018**

*Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.*

**II. CHANGES IN MANUAL INSTRUCTIONS:** (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

| <b>R/N/D</b> | <b>CHAPTER / SECTION / SUBSECTION / TITLE</b>                                |
|--------------|--|
| R            | 5/5.1- Electronic Correspondence Referral System (ECRS) Web User Guide       |
| R            | 5/5.2- Electronic Correspondence Referral System (ECRS) Quick Reference Card |

**III. FUNDING:**

**For Medicare Administrative Contractors (MACs):**

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

**IV. ATTACHMENTS:**

**Business Requirements  
Manual Instruction**

# Attachment - Business Requirements

|                    |                         |                              |                              |
|--------------------|-------------------------|------------------------------|------------------------------|
| <b>Pub. 100-05</b> | <b>Transmittal: 122</b> | <b>Date: August 17, 2018</b> | <b>Change Request: 10887</b> |
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## I. GENERAL INFORMATION

**A. Background:** The Electronic Correspondence Referral System (ECRS) provides a means for Medicare Administrative Contractors (MACs) and the CMS Regional Offices (ROs) to correspond electronically with the Benefits Coordination & Recovery Center (BCRC). MACs and CMS ROs commonly use ECRS Web to convey information about new Medicare Secondary Payer (MSP) occurrences and the need for updating and deleting pre-existing MSP auxiliary file data.

This change request informs the Medicare Administrative Contractors (MACs) of modifications to the ECRS web application to reflect updated functionality. The ECRS Web User Guide (version 6.1) is being updated to reflect these changes and provide guidance on how the A/B and Durable Medical Equipment (DME) MACs shall utilize the new enhancements.

**B. Policy:** All A/B MACs and DME MACs shall use the 6.1 version of the ECRS Web User Guide for guidance in submitting ECRS requests.

## II. BUSINESS REQUIREMENTS TABLE

*"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.*

| Number  | Requirement   | Responsibility |   |   |         |                           |   |   |   |       |                                 |
|---------|---|----------------|---|---|---------|---------------------------|---|---|---|-------|---------------------------------|
|         |   | A/B MAC        |   |   | DME MAC | Shared-System Maintainers |   |   |   | Other |                                 |
|         |   | A              | B | H |         | F                         | M | V | C |       |                                 |
| 10887.1 | All ECRS Web Users shall refer to the ECRS User Guide Version 6.1 for instructions concerning submission of ECRS requests and to learn about the most recent ECRS enhancements. | X              | X | X | X       |                           |   |   |   |       | BCRC, CRC, MQA, MSPIC, RRB-SMAC |

## III. PROVIDER EDUCATION TABLE

| Number | Requirement | Responsibility |     |    |
|--------|-------------|----------------|-----|----|
|        |             | A/B MAC        | DME | CE |
|        |             |                |     |    |

|  |      |   |   |             |             |   |
|--|------|---|---|-------------|-------------|---|
|  |      | A | B | H<br>H<br>H | M<br>A<br>C | I |
|  | None |   |   |             |             |   |

**IV. SUPPORTING INFORMATION**

**Section A: Recommendations and supporting information associated with listed requirements: N/A**

*"Should" denotes a recommendation.*

|                                 |   |
|---------------------------------|---|
| <b>X-Ref Requirement Number</b> | <b>Recommendations or other supporting information: N/A</b> |
|---------------------------------|---|

**Section B: All other recommendations and supporting information: N/A**

**V. CONTACTS**

**Pre-Implementation Contact(s):** Brian Pabst, 410-786-2487 or Brian.Pabst@cms.hhs.gov , Vanessa Jackson, 410-786-3276 or Vanessa.Jackson@cms.hhs.gov

**Post-Implementation Contact(s):** Contact your Contracting Officer's Representative (COR).

**VI. FUNDING**

**Section A: For Medicare Administrative Contractors (MACs):**

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

**ATTACHMENTS: 0**