

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2342	Date: August 9, 2019
	Change Request 11376

SUBJECT: Supplemental to Change Request (CR) 10829 Medicare Appeals System (MAS) Data Collection Web Services Pilot (DCP) Additional Appeals Reporting Requirements for the Pilot Jurisdictions (JD and J15)

I. SUMMARY OF CHANGES: As a result of the Medicare Appeals System (MAS) Data Collection Pilot (DCP) requirements gathering sessions to define the Part B and Durable Medical Equipment (DME) data elements for appeals workload (Business Requirement 10829.1), CMS has determined additional data reporting requirements for the two pilot jurisdictions. The MAS DCP work currently underway under Change Request (CR) 10829 shall continue with its goal to establish web service connections between the MAC contractors (Jurisdiction D and Jurisdiction 15, referenced as ‘Pilot Contractors’) and the Medicare Appeals System (MAS). The purpose of this CR is to mandate the required appeals data elements for Part B and DME as well as increase the required frequency of reporting. The data elements are specified in Attachment A. The MACs shall be responsible for collecting all required data elements, working with CMS and CGI to incorporate these data elements into the work begun under CR 10829 to develop and connect to web services with the purpose of transferring the required data elements into MAS on a daily basis for CMS and MAC reporting purposes. These reporting requirements apply only to the Pilot Contractors. The Part B and DME MAS reporting established under this pilot shall be used for data validation purposes at this time and shall not impact current Quality Assurance Surveillance Plan Reporting (QASP) reporting requirements until further direction from CMS.

EFFECTIVE DATE: November 12, 2019

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

IMPLEMENTATION DATE: November 12, 2019

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.

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	N/A

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:

One Time Notification

Attachment - One-Time Notification

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SUBJECT: Supplemental to Change Request (CR) 10829 Medicare Appeals System (MAS) Data Collection Web Services Pilot (DCP) Additional Appeals Reporting Requirements for the Pilot Jurisdictions (JD and J15)

EFFECTIVE DATE: November 12, 2019

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I. GENERAL INFORMATION

A. Background: The Medicare Appeals System (MAS) is an integral part of CMS' management and oversight the appeals process and appeals data and reporting. Access to appeals data in a single system of record allows CMS to closely monitor workload trends. Currently, MAS is the appeals system of record for Level 1 Part A, all Level 2, and all Level 3 appeals. Expanding MAS to include Level 1 Part B and DME data for the selected J15 and JD contractors shall provide additional data elements for future reporting, greater ease of future reporting for CMS, an electronic appeals case file at Level 1 in a CMS appeals system of record. This pilot is a step toward achieving consistent appeals data collection across Level 1 appeals data.

B. Policy: As a result of the Medicare Appeals System (MAS) Data Collection Pilot (DCP) requirements gathering sessions to define the Part B and Durable Medical Equipment (DME) data elements for appeals workload (Business Requirement 10829.1), CMS has determined additional data reporting requirements for the two pilot jurisdictions. The MAS DCP work currently underway under Change Request (CR) 10829 shall continue with its goal to establish web service connections between the MAC contractors (Jurisdiction D and Jurisdiction 15, referenced as 'Pilot Contractors') and the Medicare Appeals System (MAS). The purpose of this CR is to mandate the required appeals data elements for Part B and DME as well as increase the required frequency of reporting. The data elements are specified in Attachment A, please review each tab of Attachment A for all required appeals data elements. The MACs shall be responsible for collecting all required data elements, working with CMS and CGI to incorporate these data elements into the work begun under CR 10829 to develop and connect to web services with the purpose of transferring the required data elements into MAS on a daily basis for CMS and MAC reporting purposes. These reporting requirements apply only to the Pilot Contractors. The Part B and DME MAS reporting established under this pilot shall be used for data validation purposes at this time and shall not impact current Quality Assurance Surveillance Plan Reporting (QASP) reporting requirements until further direction from CMS.

After the pilot is live, CMS and the pilot MACs shall run reports to validate the data requested in Attachment A to ensure data consistency amongst MAS reporting (Cognos), what is reported in CROWD, as well as the MAC internal systems. If the pilot is determined to be successful, expansion shall occur to other MAC jurisdictions using this web service approach. Quality Assurance Surveillance Plans (QASPs) reporting for the Pilot Contractors shall continue to be conducted utilizing CROWD data until specified by CMS.

II. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility									
		A/B MAC			D M E M A C	Shared- System Maintainers				Other	
		A	B	H H H		F I S S	M C S	V M S	C W F		
11376.1	Pilot Contractors (Jurisdiction D and Jurisdiction 15) shall validate the complete list of data elements provided in Attachment A to determine readiness.		X		X						
11376.1.1	Pilot Contractors shall develop and provide CMS with a schedule for how and when the data element will be operationalize and send within 10 days, if the data elements are not currently captured by their internal system(s).		X		X						
11376.1.1 .1	Pilot Contractors shall email the schedule to michael.torrisi@cms.hhs.gov and Lekeisha.Johnson@cms.hhs.gov .		X		X						
11376.2	Pilot Contractors shall be ready to begin reporting the data elements in Attachment A no later than 90 business days after issuance of this CR.		X		X						
11376.2.1	The Pilot Contractors shall be aware that instructions on when to begin reporting specific data elements shall be provided by CMS in collaboration with the MAS Maintainer.		X		X						
11376.2.2	Pilot Contractors shall assume they are responsible for providing all of the attached data elements. As the MAS Maintainer develops their technical requirements, some data elements may be able to be provided by MAS or by MAS communicating with other source systems. Also, some data elements may be removed at CMS direction due to complexity.		X		X						
11376.3	The Pilot Contractors shall work with the MAS Maintainer to build out and provide the data elements to be incorporated into the following MAS Web Services: <ol style="list-style-type: none"> 1. Closed 2. Create 3. Reopen 4. Post Close/Update/Additional Info 		X		X						
11376.3.1	The Pilot Contractors shall be aware that the specified data elements for each web service shall be provided by the MAS maintainer.		X		X						

Number	Requirement	Responsibility									
		A/B MAC		H H H	D M E M A C	Shared- System Maintainers				Other	
		A	B			F I S S	M C S	V M S	C W F		
11376.3.1 .1	The Pilot Contractors shall be aware that the development order and deliverable dates for the web services shall be determined as project schedule is developed.		X		X						
11376.3.1 .2	The Pilot Contractors shall be aware that the Closed web service shall include the complete case file including all pieces of documentation and attachments.		X		X						
11376.3.1 .3	The Pilot Contractors shall be aware that the Create web service should include minimum basic elements to create an appeal in MAS.		X		X						
11376.3.1 .4	The Pilot Contractors shall be aware that the Reopen web service should include elements and attachments related to a reopening.		X		X						
11376.3.1 .5	The Pilot Contractors shall be aware that the Post Close web service should provide any updates to data to the appeal since it was closed.		X		X						
11376.3.1 .6	The Pilot Contractors shall be aware that the Additional Info web service should include additional attachments added to the appeal as is it developed on a daily basis.		X		X						
11376.4	Pilot Contractors shall transmit the web services between the Pilot Contractors and MAS at a daily frequency.		X		X						
11376.4.1	The Pilot Contractors shall be aware that the Level 1 Part B and DME data should appear in MAS at the same frequency as Level 1 Part A data.		X		X						
11376.5	The Pilot Contractors shall collaborate with the MAS system maintainer for any further understanding of MAS fields and refining of data element definitions.		X		X						
11376.6	The Pilot Contractors shall notify CMS and the MAS maintainer of any modifications to the CR 10829 project schedule based on the impact of the incorporation of the requirements under this new CR within 60 days of issuance of this CR.		X		X						

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility			
		A/B MAC		D M E	C E D I
		A	B	H H H	M A C
	None				

IV. SUPPORTING INFORMATION

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

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

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

V. CONTACTS

Pre-Implementation Contact(s): Michael Torrisi, 410-786-6319 or michael.torrisi@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: 1

WEB SERVICE	
Date Reviewed:	
Reviewers:	

Entity			
Web Service			
Area	Field	Definition within MAS	List of Values
N/A	Consumer ID	A unique organization-based value that is used to establish trust between the web service consumer and provider.	
	Jurisdiction	A value used to tell the web service provider the jurisdiction the web service request is intended for.	

APPEAL	
Date Reviewed:	
Reviewers:	

Entity
Appeal

Area	Field	Definition within MAS	List of Values
Appeal General	Appeal Workflow Type	The classification of the path an appeal record will take or has taken (General, Dismissed, Misrouted, Misfiled, No Count/Inquiry)	General Dismissed Misrouted Misfiled No Count/Inquiry
Appeal General	Creation Source	Identifies the source responsible for the creation of the appeal record.	Adj Org Manual Portal
Appeal General	External Appeal #	The value for the same appeal record in the adjudicating organization's internal system. This allows the cases to be tied together.	
Appeal Intake	Request Rec'd Date	The date the request was received by the adjudicating organization. This is used as the start date when calculating adjudication timeliness.	
Appeal Intake	Medicare Type	The classification of the type of Medicare the appeal record represents (FFS-Part A only, FFS-Part B of A, FFS-Part B only).	FFS-Part B only
Appeal Intake	Appeal Category	The classification of the type of service the appeal record represents (Office-based Lab/X-ray, Medical/Surgical Supplies, etc.).	03-Acute Inpatient Hospital 04-Office-based Lab/X-Ray 05-Nursing Home 06-Outpatient Therapies / CORF 07-Ground Transportation 08-Home Health 11-Hospice 12-Non-Medicare Benefit 21-Out of Area 24-Skilled Nursing Facility 26-Air Ambulance 30-Pathology/Laboratory 31-Imaging/Radiology 32-Drugs 33-Vision Services 34-Chiropractic 35-Dental 39-AC Dismissal 41-Outpatient Hospital / ASC 42-Acute Inpatient Rehab 43-Acute Inpatient Psych 44-Outpt Psych/Com Mental Hlth 45-Partial Psych Hosp 46-Intermediate Care 47-Long Term Care Hospital 48-Rual Health Clinic 49-ESRD Facility

Appeal Intake	Appellant Type	The classification of the type of appellant the appeal record is for (Provider, Beneficiary, Representative, etc.).	Advocacy Group Attorney Authorized Rep - Beneficiary Authorized Rep - Provider Beneficiary Congress Member Estate Family Non-Contract Provider Non-participating Provider Other PTAN Provider Pharmacy/Pharmacist Plan Plan Contact Prescribing Physician Provider Provider Contact Representative State Medicaid Agency
Appeal Intake	AC/QIO #	The number for the Affiliated Contractor/Quality Improvement Organization (i.e. contract #) associated to the appeal record.	
Appeal Intake	Init Det Date	The oldest paid date out of the claim(s) associated to the appeal record.	
Appeal Intake	Untimely Filed	A flag indicating whether or not the appeal record was filed untimely.	Y N
Appeal Intake	Misrouted Appeal Rec'd From	The MAC organization who sent the misrouted appeal record to your MACs office.	
Appeal Intake	Request Notes	Tracks notes from the adjudicating organization about the appeal record (up to 256 characters).	
Special Appeal Types	RAC	The name of the Recovery Audit Contractor (RAC) who reviewed one or more of the claims associated to the appeal record.	
Special Appeal Types	ZPIC/UPIC	The name of the Zone Program Integrity Contractor/Unified Program Integrity Contractor (ZPIC/UPIC) who reviewed one or more claims associated to the	
Special Appeal Types	MSP	The name of the Medicare Secondary Payer (MSP) who reviewed one or more of the claims associated to the appeal record.	
Special Appeal Types	Other Special Appeal Types	The classification of a type of contractor/program/other that is not a RAC, ZPIC/UPIC, or MSP but is affiliated with one or more claims associated to the appeal record.	FPS GAO OIG PCR Pre Pay MR Prior Auth QIO SMRC Other

Special Appeal Types	Overpayment	A flag indicating whether or not an overpayment occurred for one or more of the claims associated to the appeal record.	Y N
Special Appeal Types	Extrapolation	A flag indicating whether or not extrapolation occurred for one or more of the claims associated to the appeal record.	Y N
Special Appeal Types	Jimmo	Identifies whether or not the appeal record is involved with the CMS Therapy case.	Y N
Special Appeal Types	CERT	A flag indicating whether or not one or more claims associated to the appeal record have been reviewed by the Comprehensive Error Rate Testing (CERT) program.	Y N
Appeal Processing	Good Cause	A flag indicating whether or not the appeal record involves good cause.	Y N
Appeal Processing	Extension	A flag indicating whether or not a 14 day extension has been added to the appeal record's deadline.	Y N
Appeal Processing	Deadline Extended Date	The date the deadline of the appeal record was extended in MAS.	
Decision	Decision Issued Date	The date a decision was issued for an appeal record. This is used as the end date when calculating adjudication timeliness.	
Decision	Dismissal Reason	The reason why the appeal record is being dismissed.	Party Fail to Make Valid Appeal Req Appt of rep if Incomplete or Absent Failure to File Timely No Right to Appeal Withdrawn
Decision	No Count/Inquiry Reason	Identifies the reason why the appeal record has been classified as a no count or an inquiry.	Duplicate Inquiry Internal Routing Error Medical Review Reopening Other
Claims/Parties Info	Date of Service - From	The date the services for the appeal record started.	
Claims/Parties Info	Date of Service - To	The date the services for an appeal record ended.	
Misroutes/Misfiles	Appeal Sent To	The name of the MAC, QIC, or ALJ organization that the misrouted or misfiled appeal record/case file was sent to.	
Misroutes/Misfiles	Appeal Sent Date	The date the misrouted or misfiled appeal record/case file was sent to the appropriate MAC, QIC, or ALJ organization.	
Request Add Info	Requested Date	The date addition information was requested for an appeal record.	
Request Add Info	Requested From	The classification of the type of party that the additional information was request from (Beneficiary, Provider, Contractor) for an appeal record.	Beneficiary Provider Contractor

Initial Det Reopening	Initial Det Reopening Indicator	A flag indicating whether or not the appeal record is an initial determination reopening or a redetermination.	Y N
Initial Det Reopening	Init Det Reopen Reason	The reason why the initial determination is being reopened (Contractor Error vs Provider Error)	Contractor Error Provider Error
Initial Det Reopening	Initiated By	The classification of who initiated the initial determination reopening (Claimant Initiated vs Own Motion).	Claimant Initiated Own Motion
Initial Det Reopening	Init Det Reopen Type	The classification of the type of initial determination reopening (Clerical vs Non Clerical).	CER - Init Determination Non-CER - Init Determination

CLAIMS	
Date Reviewed:	
Reviewers:	

Entity
Claims

Area	Field	Definition within MAS	List of Values
Claims	Claim #	The number used to identify the claim from one of the Medicare claim source systems.	
Claims	PTAN #	The Provider Transaction Access Number (PTAN) which is a Medicare-only number issued to providers by Medicare Administrative Contractors (MACs) upon enrollment to Medicare.	
Claims	Provider/Supplier Type	The classification of the type of work the Provider/Supplier provides (Ambulance, Medical Supplies Dealer, Durable Med Eq. Dealer, etc.).	Ambulance Ambulatory Surgical Center Anesthesia Assistant Audiologist Chiropractor Clinical Psychologist Clinical Social Worker Community Mental H. Ctr CORF Dentist Durable Med Eq. Dealer Free Standing Clinic Free-Standing Birthing Center H. Based Indp Renal Dia. Ctr Home Health Agency Hospice Hospital Hospital Emergency Room Hospital Outpatient Department Independent laboratory Indp Diag. Test Facility Mammography Screening Center MCO Med Doctor (MD, Osteopath) Medical Supplies Dealer Nurse Occupational Therapist
Claims	HIC #	The unique Health Insurance Claim Number (HICN) assigned to an individual for the purpose of identifying him/her as a Medicare beneficiary.	
Claims	MBI	The unique Medicare Beneficiary Identifier (MBI) assigned to an individual for the purpose of identifying him/her as a Medicare beneficiary. This number was created to replace the HIC #.	
Claims	NPI	The unique Nation Provider Identifier (NPI) assigned to a covered health care provider.	

DECISIONS	
Date Reviewed:	
Reviewers:	

Entity			
Decisions			
Area	Field	Definition within MAS	List of Values
Claim Disposition	Disposition	A derived field that stores the logical roll up of dispositions for the claim record.	Favorable Partially Favorable Unfavorable
Claim Disposition	Clinician Review Notes	Notes relating to the claim that a Clinician would like to track.	
Claim Disposition	Original Liability	The classification of the liable party when the claim was received.	Bene - ABN Bene - Non Covered Services Medicare No Liability Provider Provider - Non Covered Services Shared Liability
Claim Disposition	End Liability	The classification of the liable party after a decision has been made for the claim.	Bene - ABN Bene - Non Covered Services Medicare No Liability Provider Provider - Non Covered Services Shared Liability
Claim Disposition	Reversal Reason	The reason why the original liability is different from the end liability for a claim.	1 - Found new documentation/evidence persuasive 2- Interpreted/applied law or Medicare policy differently 3 - Applied different law or Medicare policy 4 - Found CMS contractor did not meet procedural requirements 10 - Other
Claim Disposition Line Item	Disposition	The decision made on the claim line item.	Favorable Partially Favorable Unfavorable
Claim Disposition Line Item	Explanation	Additional notes related to the decision for the claim line item that a user would like to track.	
Claim Disposition Line Item	Disposition Date	The date the disposition was entered into MAS.	

BENEFICIARY	
Date Reviewed:	
Reviewers:	

Entity			
Beneficiary			
Area	Field	Definition within MAS	List of Values
Representative	Relationship	The relationship the representative has with the beneficiary.	Bene is Policy Holder Cadaver Donor Employee Foster Child Grandchild Grandparent Dependent Handicapped Dependent Injured Plaintiff Life Partner Minor Depndnt of Minor Depndnt Natrl Chld Insrd no Fnancl Rsp Natrl Chld, Insurd Fnancl Resp Niece/Nephew Organ Donor Parent Sponsored Dependent Spouse Stepchild Unknown Ward of the Court
Representative	Rep Type	The classification of the type of representative the person is for the beneficiary.	Appointed Representative Authorized Representative Rep Payee

PARTIES	
Date Reviewed:	
Reviewers:	

Entity
Parties

Area	Field	Definition within MAS	List of Values
Contacts	Party Representing	The classification of the type of party the contact is representing (Beneficiary, Attorney, etc.).	Advocacy Group Attorney Beneficiary Estate Family Provider State Medicaid Agency Other
Contacts	Requestor	Identifies who requested the appeal.	Y N
Contacts	Power of Attorney	Individual who may make official decisions on behalf of the appellant.	Y N
Contacts	Appointed Representative	Indicator noting the person will represent dealings with the contractor.	Y N
Contacts	Appointment of Rep Form	Indicator noting who the individual, including an attorney, to act as his/her representative in dealings with the contractor.	Y N
Contacts	Rep Appointment Date	The date the party representative scheduled the appointment	
Organizations	Org Contact	Individual who is the point of contact for the organization.	
Organizations	Requestor	Identifies who requested the appeal	Y N
Organizations	Appointed Representative	Indicator noting the organization will represent dealings with the contractor.	Y N
Organizations	Representative Appointment Date	The date the party representative scheduled the appointment.	

DOCUMENTS	
Date Reviewed:	
Reviewers:	

Entity
Documents

Area	Field	Definition within MAS	List of Values
General	Checksum	The MD5 algorithm hash function value of a file that is used to verify the data integrity of a file received by MAS.	
General	Document Name	The file name of the document.	
General	Document Type	The classification of the type of the document.	Appeal Case File Batch Appeal Request and Additional Documentation Post Decision Correspondence/Inquiry MAC Correspondence, Documentation, and Decision Post MAC Correspondence, Documentation, and Decision Additional Information Request Document Effectuation Notice
General	HIC#/MBI	The document is related to the beneficiary with this unique beneficiary identifier (HICN or MBI).	
General	Claim #	The document is related to the claim with this claim #.	
General	Description	Description of the document.	
General	Date Received	The date the document was received by the organization. This is manually entered by a user.	

NOTES	
Date Reviewed:	
Reviewers:	

Entity			
Notes			
Area	Field	Definition within MAS	List of Values
General	Appeal Notes	Notes a user would like to track related to the appeal.	

EFFECTUATIONS	
Date Reviewed:	
Reviewers:	

Entity			
Effectuations			
Area	Field	Definition within MAS	List of Values
General	Effectuation Instructions	Instructions a user enters explaining what needs to happen to effectuate a claim stemming from a Level 1 appeal record.	
General	Effectuation Paid Date	The date the paid was issued for the effectuated claim. This is used as the end date when calculating effectuation timeliness.	
General	Effectuation Notice Rec'd Date	The date the effectuation notice for a claim was received from the QIC or ALJ.	
General	No Action Needed	A flag indicating whether or not effectuation needed to occur for the claim. Records with this flag are not included in claim effectuation counts.	Y N
General	Effectuation Assignment	The user ID of the individual assigned to the effectuation record.	
General	Effectuation Start Date	The start date when calculating effectuation timeliness.	
General	Medicare Reimbursement Amount	The amount of money for Medicare reimbursement.	
General	Provider Reimbursement Amount	The amount of money for Provider reimbursement.	
General	Extrapolation	A flag indicating whether or not the claim is involved with extrapolation.	Y N