

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-01 Medicare General Information, Eligibility, and Entitlement	Centers for Medicare & Medicaid Services (CMS)
Transmittal 102	Date: September 30, 2016
	Change Request 9785

SUBJECT: Internet Only Manual (IOM) Publication 100-01 - General Information, Eligibility, and Entitlement, Chapter 7 - Contract Administrative Requirements, Section 40 – Shared System Maintainer Responsibilities for Systems Releases

I. SUMMARY OF CHANGES: Updating information found in IOM Publication 100-01, Chapter 7, Section 40 and its subsections. General Information, Eligibility and Entitlement Contract Administrative Requirements - Shared System Maintainer Responsibilities for System Releases

EFFECTIVE DATE: November 2, 2016

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

IMPLEMENTATION DATE: November 2, 2016

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
R	7/40/40.1.1/ Standard Terminology Chart

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

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I. GENERAL INFORMATION

A. Background: Internet Only Manual (IOM) Publication 100-01 General Information, Eligibility, and Entitlement, Chapter 7 - Contract Administrative Requirements, Section 40 – Shared System Maintainer Responsibilities for Systems Releases.

B. Policy: N/A

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	
9785.1	Shared System Maintainers shall follow instructions outlined in attached IOM publication 100-01, Chapter 7 updates.					X	X	X	X	
9785.2	The Single Testing Contractor (STC) shall follow instructions outlined in attached IOM publication 100-01, Chapter 7 updates.									STC

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility
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		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:

"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): Barb Pecoraro, 410.786.6188 or barbara.pecoraro@cms.hhs.gov

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

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

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ATTACHMENTS: 0

40.1.1 - Standard Terminology Chart

(Rev.102, Issued: 09-30-16, Effective: 11-02-16, Implementation: 11-02-16)

STANDARD <i>TERMINOLOGY</i> FOR ALL SHARED SYSTEM MAINTAINERS (SSM) AND THE SINGLE TESTING CONTRACTOR (STC)	DESCRIPTION
QUESTION	Request for assistance and/or reported potential system problem
PROBLEM	Confirmed system and/or documentation problems
CR	Change Request - Any software modification made to the system as a result of a CMS mandate, user or maintainer initiated action
CMS STATUS	CMS needs take action by answering a question, finalizing an instruction, etc.
NSC (non-system change) STATUS	CMS CR does not require shared system change. May require A/B MAC maintenance
RESEARCH STATUS	The system maintainer completes high level review of required changes by analyzing them and determining the intent of the change request
REQS STATUS	The system maintainer finalizes the business requirements
WALKTHROUGH STATUS	The system maintainer presents the systems solution to the CR in a structured walkthrough discussion with CMS and Beta testers
WORK STATUS	The system maintainer completes technical design, coding and unit testing the system change
ALPHA TESTING	Maintainer System Testing
BETA TESTING	Testing (Beta)
UAT	User Acceptance Testing
USER STATUS	Back to user to provide more information or examples, assess solution
SCHED STATUS	Scheduled to go out with a release date assigned for implementation
RESOLVED	PROBLEM has been resolved: question answered, potential system anomaly explained or correction identified and scheduled for release
RELEASE	Quarterly Releases are planned and scheduled in advance; normally contain changes due to routine maintenance
FOLLOW-UP	What Maintainers send out to augment a release or correct PROBLEMS directly related to a newly-installed release

STANDARD TERMINOLOGY FOR ALL SHARED SYSTEM MAINTAINERS (SSM) AND THE SINGLE TESTING CONTRACTOR (STC)	DESCRIPTION
EMER RELEASE	What Maintainers send out to fix Priority 1, 2, and urgent PROBLEMS or when there are critical processing errors that must be resolved immediately
OFF-QTR RELEASE	What Maintainers send out to fix non-urgent PROBLEMS between releases or to prepare for an upcoming release (e.g. update provider profile data)
TEST CASE	A description of an input situation and of the expected results associated with a specific test objective. (a Test Case may optionally include test steps provide to additional granularity)
TEST SET	A group of test cases with a common goal (e.g., a test set to validate a specific CR, a regression test set)