

# Business Requirements

Pub. 100-05	Transmittal: 3	Date: October 24, 2003	Change Request 2917
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## I. GENERAL INFORMATION

### A. Background:

- **Electronic Correspondence Referral System (ECRS) “Send to CWF” Switch Error**

On May 30, 2003, the Coordination of Benefits Contractor (COBC) transmitted ECRS Version 6.0 to all data centers for testing through established AT&T Global Network and Advantis telecommunication lines. A problem was identified through the testing process that will be corrected in the next version of ECRS. Since a work around solution has been established, a replacement version of ECRS was not distributed.

For Non-EGHP MSP Types, the “Send to CWF” indicator is automatically set to an “N” (no) when minimum HUSP fields are not present and there is not complete attorney or insurer name, address information, diagnosis, and date of loss. An error was discovered during testing where this switch is incorrectly setting to an “N” if either the attorney or the insurer is present on the record. Both entities are not required on the ECRS non-EGHP transaction.

Medicare contractors shall use the status and reason codes in ECRS to verify that the record is being processed and not under development at the COBC. The status and reason codes that are applicable are outlined below:

	Status	Reason
Being Processed by COB	IP	02
Underdevelopment at COB	IP	03

Contractors and CMS Regional Offices (ROs) shall contact the Group Health Incorporated (GHI) helpdesk if you receive an error message or are experiencing a systems problem related to ECRS. If the ROs receive no response from the GHI helpdesk, they shall contact Danielle Barbour.

- **Retrieval of Beneficiary Address**

After the integration of the System Networking Electronic Correspondence Referral System (SNECRS) into ECRS, the retrieval of beneficiary information after entering the HICN on the CWF Assistance Detail Screen or the MSP Inquiry Detail Screen, is retrieved from the COB database. If the information is not found within the COB database, a search is performed in the CWF. In some instances, the information retrieved from the COB database is different than what is on the CWF. The CMS has requested that the COBC take steps to insure that the address that they are retrieving is an accurate address, and that the COB database and CWF are in sync.

Medicare contractors and CMS ROs shall contact the GHI helpdesk if you receive an error message or are experiencing a systems problem related to ECRS. If the ROs receive no response from the GHI helpdesk, they shall contact Danielle Barbour at 410-786-6468.

- **Lead Contractor Reassignment**

Currently ECRS allows the lead contractor and ROs to reassign the lead in all non-EGHP cases where change of venue is not applicable. Change in venue only occurs in workers' compensation cases. The ECRS logic will be changed to only allow lead contractor reassignment in workers' compensation cases. This change will be effective with the implementation of this notification. Contractors and ROs will receive a reason code "90"- Unauthorized CV request for this MSP type. Contact your RO. The ROs are to contact Danielle Barbour at 410-786-6468.

**B. Policy:**

To insure that Medicare contractors know that their ECRS requests are being processed the COBC has implemented a workaround.

**C. Provider Education:** None.

**II. BUSINESS REQUIREMENTS**

*"Shall" denotes a mandatory requirement*

*"Should" denotes an optional requirement*

<b>Requirement #</b>	<b>Requirements</b>	<b>Responsibility</b>
1	Contractors shall ignore the "N" switch in Non-EGHP cases where either the attorney or the insurer is present on the record.	Intermediaries and Carriers
2	Contractors shall use the status and reason codes in ECRS to verify that the record is being processed and not under development at COB.  Being Processed by COB Status IP Reason 02  Underdevelopment at COB Status IP Reason 03	Intermediaries and Carriers
3	COBC shall take steps to insure that CWF and COBC databases are in sync.	COBC
4	Medicare contractors and CMS Regional Offices shall contact the GHI helpdesk, 212-615-4357, if they receive an error message or are experiencing a systems problem related to ECRS.	Intermediaries and Carriers and Regional Offices
5	If the Medicare contractors receive no response, they shall contact their RO MSP Coordinator.	Intermediaries and Carriers
6	If the ROs receive no response from the GHI helpdesk, they shall contact Danielle Barbour at 410-786-6468 or email at <a href="mailto:dbarbour@cms.hhs.gov">dbarbour@cms.hhs.gov</a> .	Regional Offices
7	The ECRS logic will be changed to only allow lead contractor reassignment in workers' compensation cases. This change will be effective with the implementation of this notification.	COBC

8	When requesting a venue change, contractors will receive a reason code "90"- Unauthorized CV request for this MSP type. Contact your RO.	Intermediaries and Carriers
	Contractors shall send all lead changes via ECRS. COBC consortia representatives will not make lead changes on behalf of the lead contractor if contacted via phone. If a COBC consortia rep receives such a request, the lead will be told to contact their RO MSP representative.	Intermediaries and Carriers

### III. SUPPORTING INFORMATION AND POSSIBLE DESIGN CONSIDERATIONS

#### A. Other Instructions:

X-Ref Requirement #	Instructions
3	Medicare contractor may notice that beneficiary address information on the ECRS request does not match what is on CWF.

#### B. Design Considerations: N/A

X-Ref Requirement #	Recommendation for Medicare System Requirements

#### C. Interfaces: N/A

#### D. Contractor Financial Reporting /Workload Impact: N/A

#### E. Dependencies: N/A

#### F. Testing Considerations: N/A

### IV. OTHER CHANGES N/A

Citation	Change

### SCHEDULE, CONTACTS, AND FUNDING

<b>Effective Date: August 4, 2003</b> <b>Implementation Date: November 7, 2003</b> <b>Pre-Implementation Contact(s): Pat Murphy 410-786-8123</b> <b>Post-Implementation Contact(s): GHI Helpdesk 212-615-4357</b>	These instructions should be implemented within your current operating budget.
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