

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-20 One-Time Notification</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 553</b>	<b>Date: September 4, 2009</b>
	<b>Change Request 6590</b>

**Note to Contractors: Transmittal 528, dated August 3, 2009, is being rescinded and replaced with Transmittal 553, dated September 4, 2009. The ZIP Code for Pinnacle Business Solutions Inc., has been changed to 72114. All other information remains the same.**

**Subject:** New Workload Number for and Transition of the Part A Louisiana and Mississippi Workloads to PBSI, an Existing Title XVIII Fiscal Intermediary.

**I. SUMMARY OF CHANGES:** The Part A Louisiana and Mississippi workloads are currently processed by Trispan Health Services. The Centers for Medicare and Medicaid Services (CMS) anticipates that Trispan's Title XVIII contract will end no later than September 30, 2009. CMS had originally planned to move that workload to the J7 A/B MAC contractor. However, because that award has been protested, CMS will instead move that workload to Pinnacle Business Solutions Inc. (PBSI), an existing Title XVIII Fiscal Intermediary (FI). The purpose of this change request (CR) is to notify all interested parties of this transition and that CMS needs to change the contractor workload number for the Part A workloads in the states of Louisiana and Mississippi when that workload is transitioned to PBSI. That change is being made so that when the workload is processed by PBSI, it can be distinguished from the workload processed by Trispan Health Services for purposes of tracking and accounting.

New / Revised Material

Effective Date: September 30, 2009

Implementation Date: September 30, 2009

*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	

**III. FUNDING:**

**SECTION A:** For Fiscal Intermediaries and Carriers:

Funding for implementation activities will be provided to contractors through the regular budget process.

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

#### **IV. ATTACHMENTS:**

##### **One-Time Notification**

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

# Attachment – One-Time Notification

Pub. 100-20	Transmittal: 553	Date: September 4, 2009	Change Request: 6590
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**Note to Contractors: Transmittal 528, dated August 3, 2009, is being rescinded and replaced with Transmittal 553, dated September 4, 2009. The ZIP Code for Pinnacle Business Solutions Inc., has been changed to 72114. All other information remains the same.**

**SUBJECT: New Workload Number for and transition of the Part A Louisiana and Mississippi workloads to PBSI, an existing Title XVIII Fiscal Intermediary**

**Effective Date:** September 30, 2009

**Implementation Date:** September 30, 2009

## I. GENERAL INFORMATION

**A. Background:** The Part A Louisiana and Mississippi workloads are currently processed by TriSpan Health Services. The Centers for Medicare & Medicaid Services (CMS) anticipates that TriSpan's Title XVIII contract will end no later than September 30, 2009. CMS had originally planned to move that workload to the J7 A/B MAC contractor. However, because that award has been protested, CMS will instead move that workload to Pinnacle Business Solutions Inc. (PBSI), an existing Title XVIII Fiscal Intermediary (FI). Additionally, the Electronic Data Interchange (EDI) Front End system for this workload is being subcontracted to Palmetto GBA during this interim period. The purpose of this change request (CR) is to notify all interested parties of this transition and that CMS needs to change the contractor workload number for the Part A workloads in the states of Louisiana and Mississippi when that workload is transitioned to PBSI. That change is being made so that when the workload is processed by PBSI, it can be distinguished from the workload processed by TriSpan Health Services for purposes of tracking and accounting. This workload will be transitioned to PBSI as indicated below.

<u>PART A</u>	<u>Current Contractor ID</u>	<u>Effective Dates</u>	<u>New Contractor Number</u>
Louisiana	00230	09/30/2009	00233
Mississippi	00230	09/30/2009	00233

PBSI will be the new Title XVIII Fiscal Intermediary handling this workload. Its address is:

Pinnacle Business Solutions Inc.  
515 West Pershing Boulevard  
North Little Rock, AR.72114

Palmetto GBA will provide the EDI Front End system and support services. Its address is:

Palmetto GBA  
17 Technology Circle  
Columbia, SC 29203

The Louisiana and Mississippi Part A workloads are currently processed by:

TriSpan Health Services  
 6510 Old Canton Road  
 Ridgeland, Mississippi 39157

This CR is being issued because of the need to expeditiously transition these workloads.

The following applications or entities will need to accommodate the new contractor legacy workload number for both testing and production: BESS, CAFM, CERT, CMIS, the CMS Baltimore data center, COBA, CROWD, CSAMS, CWF, DCS, ECPS, ECRS, FISS, HCIS, HIGLAS, IRIS, the LCD, LOLA, MSPRC, National Part B Pricing Files, NGD, the NPI crosswalk, QIES (formerly known as OSCAR), PECOS, PIES, PIMR, PORS, PS&R, the PSC or ZPIC, PSOR, PULSE, REMAS, REMIS, STAR and the Zip Code File.

**B. Policy: N/A**

**II. BUSINESS REQUIREMENTS TABLE**

Number	Requirement	A / B  M A C	D M  M A C	F I	C A R R I E R	R H I	Shared-System Maintainers				OTHER
							F I S S	M C S	V M S	C W F	
6590.1	The CDS EDC shall provide all of the support necessary to successfully transition the Part A Louisiana, and Mississippi workloads to PBSI, including (but not limited to) production support, testing, and coordination.										CDS EDC
6590.2	PBSI shall provide project management, testing, and any other services necessary to achieve the transition of the Part A Louisiana and Mississippi workload to its environment. This shall include (but not be limited to) working with the outgoing legacy contractor (TriSpan), the FISS maintainer, the CDS EDC, the EDI front end subcontractor (Palmetto GBA) and all other entities						X				PBSI, TriSpan, CDS EDC, Palmetto GBA

Number	Requirement	A / B  M A C	D M E  M A C	F I    	C A R R I E R	R H H I	Shared-System Maintainers				OTHER	
							F I S S	M C S	V M S	C W F		
								as applicable to ensure the success of the transition.				
6590.3	The CDS EDC, PBSI, CWF, FISS, Palmetto GBA and the Medicare applications or entities listed in this CR shall perform the modifications needed to accommodate the new contractor workload number of 00233 (Part A Louisiana and Mississippi).						X			X	PBSI, Palmetto GBA, All entities or applications listed in this CR.	
6590.3.1	PBSI, FISS, CWF, PECOS, and all entities listed in this CR shall associate all providers whose claims are currently processed under contractor workload number 00230 with the new contractor workload number of 00233 as of the effective date of the transition regardless of the provider's business segment indicator (BSI).						X			X	PBSI, PECOS and all entities or applications listed in this CR.	
6590.4	This Business Requirement intentionally left blank.											
6590.5	CWF shall read the Contractor Number and BSI Number in history when applicable for the IUR (Informational Unsolicited Response) and reports process.										X	
6590.5.1	If a provider's claims are currently processed under contractor workload number 00230, CWF shall send the IURs for that provider to the new contractor workload number of 00233.										X	PBSI

Number	Requirement	A / B  M A C	D M E  M A C	F I	C A R R I E R	R H H I	Shared-System Maintainers				OTHER
							F	M	V	C	
							I S S	C S	M S	W F	
6590.6	At least 2 weeks prior to the transition of the Part A Louisiana and Mississippi workload or following an affirmative “GO” decision (whichever occurs later) PBSI shall request CMS to drop out of service area (OSA) processing during the transition period. PBSI shall use the language in 6590.6.1. The request shall be sent to Kathryn.Woytan@cms.hhs.gov.										PBSI
6590.6.1	<p>The following language shall be used by PBSI to request the dropping of OSA processing as per BR 6590.6.</p> <p>“This Drop OSA request is associated with CMS CR 6590 for the Part A Louisiana and Mississippi workload transition for the dropping of CWF Out of Service Area (OSA) transactions.</p> <p>We are requesting authorization by CMS for the dropping of OSA transactions for the Part A Louisiana and Mississippi workload that is being transitioned to PBSI. The Drop Date should be <i>(insert Month, Day and Year)</i>.</p> <p>Cutover for this workload is <i>(insert Month, Day(s) and Year)</i>, and the first shared system batch cycle is scheduled for October 1, 2009. Therefore, the OSA Restart Date should be October 1, 2009.</p> <p>The last cycle at the outgoing contractor will be sent to the CWF host on <i>(insert Month, Day and Year)</i>. This last file received will be returned to the outgoing contractor.</p>										PBSI

Number	Requirement	A / B  M A C	D M E  M A C	F I    	C A R R I E R	R H H I	Shared-System Maintainers				OTHER
							F I S S	M C S	V M S	C W F	
	The first cycle at the new contractor will be sent to the CWF Host on October 1, 2009. The first file received will be returned to the new contractor.”										
6590.7	FISS, CWF, PBSI, and the Medicare applications or entities listed in the CR shall be able to implement the new contractor workload number by the effective date listed in this CR for that workload for the purpose of ongoing production. In the event the transition needs to be delayed, these entities or applications shall be able to accommodate the delay within five business days of receiving notification from CMS.						X			X	PBSI, all entities or applications listed in this CR
6590.8	CWF, FISS shall make system changes (if any are required) so that any claims or adjustments associated with contractor workload number 00230 can continue to be processed (when appropriate) following the effective date of the contractor transition.						X			X	PBSI
6590.9	FISS, CWF, PBSI and the Medicare applications or entities listed in this CR shall make required systems changes to cross refer claims processed using the existing contractor workload number to the new contractor workload number to facilitate the processing of adjustment claims and other situations which need to cross refer to the original claim.						X			X	PBSI, all entities or applications listed in this CR
6590.10	Where practical, CWF, FISS, Palmetto GBA and the entities or Medicare applications listed in the CR shall be able to implement the new contractor workload numbers 3 weeks prior to the effective date of the CR						X			X	PBSI, Palmetto GBA, all entities or applications listed in the

Number	Requirement	A / B  M A C	D M E  M A C	F I    	C A R R I E R	R H I	Shared-System Maintainers				OTHER
							F I S S	M C S	V M S	C W F	
	for the purpose of testing with the Medicare contractor.										CR
6590.11	CAFM shall be modified to reflect the new contractor workload numbers, as necessary.										CAFM
6590.12	CERT shall be modified to reflect the new contractor workload numbers, as necessary.										CERT
6590.13	The CERT Review Contractor in consultation with the CMS CERT business owner shall take whatever actions it deems appropriate to associate the claims of providers assigned to the new contractor workload numbers with the previous Medicare contractor workload number.										CERT
6590.14	CMIS shall be modified to reflect the new contractor workload number, as necessary.										CMIS
6590.15	CROWD shall be modified to reflect the new contractor workload number, as necessary.										CROWD
6590.16	CSAMS shall be modified to reflect the new contractor workload number, as necessary.										CSAMS
6590.17	The CMS Debt Collection System (DCS) shall be modified to reflect the new contractor workload number, as necessary.										DCS
6590.17.1	PBSI shall manually adjust the DCS to reflect those providers whose contractor workload number has been changed. This is necessary because if this change is not made, any updates (collection or recall) would be sent to the original contractor workload number.										PBSI
6590.18	ECRS shall be modified to reflect the new contractor workload number, as necessary.										ECRS

Number	Requirement	A / B  M A C	D M E  M A C	F I    	C A R R I E R	R H H I	Shared-System Maintainers				OTHER
							F	M	V	C	
							I S S	C S	M S	W F	
6590.19	The NPI Crosswalk Contractor shall modify the system to accept the new contractor workload number.										NPI Crosswalk Contractor
6590.20	The contractor currently processing the workloads covered by this CR, PBSI, and the CDS EDC shall work together to contact the CMS Baltimore data center ( <a href="mailto:Donald.Dimitriou@cms.hhs.gov">Donald.Dimitriou@cms.hhs.gov</a> ) to set up file transfer protocols (where necessary) in accordance with the CMS Enterprise File Transfer (EFT) Infrastructure standard so that crosswalk files can be received by the new contractor workload number. When this file transfer process is in place, the contractors currently processing the workloads covered by this CR shall send in a complete master provider file containing the new contractor workload number to the NPI crosswalk. The NPI crosswalk shall send back a file with the NPI to legacy crosswalk. Then daily files shall be sent and returned. The contractor using the new number shall also set up file transfers to correctly send files as described in JSM-06545. (Refer to CR 5040, 5041)			X							PBSI, TriSpan, EDC, CMS Baltimore Data Center
6590.21	NGD shall be modified to reflect the new contractor workload number, as necessary.										NGD
6590.22	PIMR shall be modified to reflect the new contractor workload number, as necessary.										PIMR
6590.23	PSOR shall be modified to reflect the new contractor workload number, as necessary.										PSOR
6590.24	PULSE shall be modified to reflect the new contractor workload number, as necessary.										PULSE
6590.25	REMAS shall be modified to reflect										REMAS

Number	Requirement	A / B  M A C	D M E  M A C	F I   	C A R R I E R	R H I	Shared-System Maintainers				OTHER
							F I S S	M C S	V M S	C W F	
	the new contractor workload number, as necessary.										
6590.26	REMIS shall be modified to reflect the new contractor workload number, as necessary.										REMIS
6590.27	COBA shall be modified to reflect the new contractor workload number, as necessary.										COBA COBC
6590.28	The individual PSCs/ZPICs shall make any necessary modifications if needed to reflect the new contractor workload number.										PSC/ZPICs
6590.29	LOLA shall be modified to reflect the new contractor workload number, as necessary.										LOLA
6590.30	STAR shall be modified to reflect the new contractor workload number, as necessary.										STAR
6590.31	HCIS shall be modified to reflect the new contractor workload number, as necessary.										HCIS
6590.32	BESS shall be modified to reflect the new contractor workload number, as necessary.										BESS
6590.33	All free or low cost billing software supplied by Palmetto GBA shall be upgraded to reflect the new contractor workload number.										Palmetto GBA
	Business Requirement 6590.34 deleted.										
6590.35	PECOS shall create a nightly extract file for the new contractor workload number 00233. The CDS EDC processing this workload shall make arrangements to pick up this file after the PECOS system maintainer, Jessica Hoffman, has granted the CDS EDC access to the file.										PECOS CDS/EDC
6590.35.1	Any user at PBSI who wants access to the new contractor workload number shall submit paper work as per the instructions in the on line Help (FAQ)										PBSI

Number	Requirement	A / B  M A C	D M E  M A C	F I    	C A R R I E R	R H H I	Shared-System Maintainers				OTHER	
							F	M	V	C		
							I S S	C S	M S	W F		
	section of PECOS at least 6 weeks prior to the effective date for the transition of that workload. The paperwork should be sent to Alisha Banks (Alisha.Banks@cms.hhs.gov) and Jessica Hoffman (Jessica.Hoffman@cms.hhs.gov.) (The user must do this in order to have access to the enrollments under the new contractor workload number.)											
6590.35.2	<p>PECOS will be modified to reflect the new contractor workload number. The PECOS team shall make all internal code changes to PECOS Administrative Interface (AI) and PECOS Provider Interface (PI) in order to accommodate the new contractor workload number of 00233.</p> <p>PECOS will delete all reference to the old contractor IDs. PECOS will remove all users from the old contractor IDs. PECOS will delete the old nightly export file names and access rights.</p>										PECOS	
6590.35.3	<p>PBSI shall be responsible for manually correcting any enrollment record that fails to move systematically to the new contractor number due to a PECOS audit issue. This may require revalidation of the provider.</p> <p>PBSI shall be responsible for manually correcting any enrollment that fails to process due to a PECOS audit issue after completion of the move to the new contractor number. This may require revalidation of the provider.</p>										PBSI	
6590.36	QIES (the Quality Improvement Evaluation System, formerly known											QIES

Number	Requirement	A / B  M A C	D M E  M A C	F I   	C A R R I E R	R H I	Shared-System Maintainers				OTHER
							F	M	V	C	
							I S S	C S	M S	W F	
	as OSCAR) shall be modified to reflect the new contractor workload number, as necessary.										
6590.37	PORS shall be modified to reflect the new contractor workload number, as necessary.										PORS
6590.38	PS&R shall be modified to reflect the new contractor workload number, as necessary.										PS&R
6590.39	IRIS shall be modified to reflect the new contractor workload number, as necessary.										IRIS
6590.40	CWF ELGE module shall be modified to reflect the new contractor workload number, as necessary.										CWF ELGE
6590.41	The CMS Baltimore Data Center shall modify its records to reflect the new contractor workload number.										CMS
6590.42	ECPS (which was formerly known as SuperOp) shall be modified to reflect the new contractor workload number, as necessary.										ECPS
6590.43	FISS shall work with the CWF and the CDS EDC to ensure history files can be cross referred to the new contractor workload number dating back at least 27 months.						X				EDC
6590.44	PBSI shall make any changes necessary to ensure its non-base applications and reports support the Part A Louisiana and Mississippi customer information control system (CICS) user acceptance testing (UAT) & production regions and the new contractor workload number.										PBSI
	Business Requirement 6590.45 deleted.										
6590.46	PIES (the Provider Inquiries Evaluation System) shall make any changes necessary to accommodate the new contractor workload number.										PIES
6590.47	The Local Coverage Determination										LCD

Number	Requirement	A / B	D M E	F I	C A R R I E R	R H I	Shared-System Maintainers				OTHER		
							M A C	M A C	F I S S	M C S		V M S	C W F
	(LCD) Database shall be updated to reflect the new contractor workload number.										Database		
6590.48	The Medicare Secondary Payer Recovery Contractor (MSPRC) shall make any changes necessary to accommodate the new contractor workload number.										MSPRC		
6590.49	Provide EDI System for the receipt of inbound EDI transactions, ASC X12 4010 837 and 276 transactions as well as outbound transactions, 997, 835, and 277.										Palmetto GBA		
6590.50	Provide EDI Technical support to the provider community, including EDI agreement management.										Palmetto GBA		
6590.51	Route in-bound flat files for all inbound transactions received nightly to the EDC and receive out bound flat files for all outbound transactions nightly from the EDC.										Palmetto GBA		
6590.52	Accept the current TriSpan Payer ID (00230) for the period of August 10, 2007 to September 30, 2009 (the cutoff date) and then accept 00233 effective October 1, 2009.										Palmetto GBA		

### III. PROVIDER EDUCATION TABLE

Number	Requirement	A / B	D M E	F I	C A R R I E R	R H I	Shared-System Maintainers				OTHER	
							M A C	M A C	F I S S	V M S		C W F
6590.53	Both TriSpan Health Services and PBSI shall post this entire instruction, or a direct link to this instruction, on their										PBSI, TriSpan	

Number	Requirement	A / B  M A C	D M M A C	F I  I E R	C A R R I E R	R H H I  S S	Shared-System Maintainers				OTHER
							F I S S		V M S	C W F	
	Web sites and include information about it in a listserv message within 1 week of the release of this instruction. In addition, the entire instruction must be included in the Contractors next regularly scheduled bulletin. Both PBSI and TriSpan may provide additional localized information that would benefit their provider community in regards to this transition.										
6590.54	TriSpan Health Services shall prepare an article explaining the contractor workload transition for Part A Louisiana and Mississippi. Following approval of this article by the CMS Transition coordinator (Alan.Conroy@cms.hhs.gov), TriSpan Health Services shall post this article, or a direct link to this article, on its Web site and include information about it in a listserv message as soon as possible and no later than 30 days prior to the effective date of the CR. Once the article is posted, it shall be included in the contractor's next regularly scheduled bulletin.										PBSI, TriSpan
6590.55	Palmetto GBA shall consult with both PBSI and TriSpan to prepare articles and materials explaining the activities associated with the EDI front end transition. The materials should address any changes to the billing software, early boarding (if applicable), DDE changes, etc. Palmetto GBA shall also provide on going communications as necessary.										Palmetto GBA

**IV. SUPPORTING INFORMATION**

**A. For any recommendations and supporting information associated with listed requirements, use the box below:**

*Use "Should" to denote a recommendation.*

X-Ref Requirement Number	Recommendations or other supporting information:

**B. For all other recommendations and supporting information, use this space:**

This CR is necessary in order to continue to process the Medicare Part A Louisiana and Mississippi workloads after the current FI for that workload, TriSpan Health Services, leaves the program.

**V. CONTACTS**

**Pre-Implementation Contact(s):** [Scott.Levine@cms.hhs.gov](mailto:Scott.Levine@cms.hhs.gov), 212-616-2337, [Steven.Felsenberg@cms.hhs.gov](mailto:Steven.Felsenberg@cms.hhs.gov), 410-786-2693

**Post-Implementation Contact(s):** [Scott.Levine@cms.hhs.gov](mailto:Scott.Levine@cms.hhs.gov), 212-616-2337, [Steven.Felsenberg@cms.hhs.gov](mailto:Steven.Felsenberg@cms.hhs.gov), 410-786-2693

**VI. FUNDING**

**A. Fiscal Intermediaries and Carriers:**

Funding for implementation activities will be provided to contractors through the regular budget process.

**B. Medicare Administrative Contractors (MACs):**

Not applicable.