

CMS Manual System

Pub 100-04 Medicare Claims Processing

Transmittal 780

Department of
Health &
Human Services
(DHHS)
Centers for
Medicare &
Medicaid Services
(CMS)
Date:
DECEMBER 16,
2005
Change Request
4207

SUBJECT: Common Working File (CWF) Database Extract into Next Generation Desktop (NGD) Data Mart

I. SUMMARY OF CHANGES: CWF to initiate and perform ongoing daily adjudicated claims extract into the Next Generation Desktop (NGD) data mart.

NEW/REVISED MATERIAL

EFFECTIVE DATE: April 1, 2006

IMPLEMENTATION DATE: April 3, 2006

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.*

N/A	Chapter / Section / Subsection / Title
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III. FUNDING:

No additional funding will be provided by CMS; Contractor activities are to be carried out within their FY 2006 operating budgets.

IV. ATTACHMENTS:

One-Time Notification

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

Attachment – One-Time Notification

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SUBJECT: Common Working File (CWF) Database Extract into Next Generation Desktop (NGD) Data Mart

I. GENERAL INFORMATION

A. Background:

The NGD data mart currently receives beneficiary demographic extracts from the 9 CWF Host Regions. These extracts are received on a daily basis and enable the 1-800 Medicare and Fee-for-service Customer Service Representatives (CSRs) to quickly respond to beneficiary inquiries without directly accessing the CWF shared system. Using the data mart is more efficient than directly accessing the CWF shared systems; it results in a shorter talk time and a larger return on investment. Additionally, the data mart lessens the number of CSRs/users stressing the CWF system.

CWF adjudicated claims shall now be added to these daily extracts as soon as possible in preparation for upcoming Medicare Modernization Action (MMA) Contracting Reform activities to transition beneficiary inquiries to Beneficiary Contact Centers (BCCs). The addition of CWF claims data to the NGD data mart will also allow CMS to provide responses to beneficiary claims inquiries 24/7 through multiple contact channels (i.e., internet, self-serve Interactive Voice Response (IVR), and call center applications).

It is critical to 1-800 Medicare Operations that the data mart start accumulating the daily CWF claims files as soon as possible to support the above initiatives.

B. Policy: N/A

II. BUSINESS REQUIREMENTS

“Shall” denotes a mandatory requirement

“Should” denotes an optional requirement

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		F I	R H H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
						F I S S	M C S	V M S	C W F	

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
F I S S	M C S					V M S	C W F			
4207.1	CWF Hosts shall schedule a second (in addition to the NGD beneficiary demographics extract) Connect:Direct (formerly NDM) job to transmit a copy of the daily claims extract currently sent to the National Claims History (NCH) repository to the NGD data center. This will be a duplicate of the daily files sent to the NCH from the 9 CWF host sites								X	
4207.2	CWF claims extract shall include all A/B/DMERC adjudicated claims. This includes Health Insurance Correction Request (HICR) adjustments. Adjudicated claims include paid and denied claims as well as all adjustments and manual corrections against claims.								X	

III. PROVIDER EDUCATION

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
F I S S	M C S					V M S	C W F			
	None									

IV. SUPPORTING INFORMATION AND POSSIBLE DESIGN CONSIDERATIONS

A. Other Instructions: None

X-Ref Requirement #	Instructions

B. Design Considerations:

X-Ref Requirement #	Recommendation for Medicare System Requirements

C. Interfaces: None

D. Contractor Financial Reporting /Workload Impact: None

E. Dependencies: None

F. Testing Considerations: None

V. SCHEDULE, CONTACTS, AND FUNDING

<p>Effective Date*: April 1, 2006</p> <p>Implementation Date: April 3, 2006</p> <p>Pre-Implementation Contact(s): Carol Davis CBC/BISG/DCCO (410-786-4391)</p> <p>Post-Implementation Contact(s): Carol Davis</p>	<p>No additional funding will be provided by CMS; contractor activities are to be carried out within their FY 2006 operating budgets.</p>
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