



**Medicare Advantage Prescription  
Drug (MAPD)  
Frequently Asked Questions (FAQs)  
2019**



## Table of Contents

Enrollment / Eligibility FAQs .....	3
Payment FAQs .....	11
Premium FAQs .....	12
EIDM / MARx UI FAQs .....	13
Risk Adjustment FAQs .....	14



Item #	Question	Answer	Date Added
<b>Enrollment / Eligibility FAQs</b>			
1.	The Announcement of the May 2019 Software states the transition period for submitting the Medicare Advantage Prescription Drug System (MARx) Batch Input Header Record is from May 13 to August 31. Does this also pertain to the new file naming convention, where the Plan can submit their Resource Access Control Facility (RACF) ID or a contract number in the file name, or must the MARx Batch Input Dataset Naming convention consist of the user's Plan contract number effective May 13?	<p>Please note that CMS has extended this transition period to December 31, 2019. The transition applies to the new names and header records, meaning Plans can submit as follows:</p> <ul style="list-style-type: none"> <li>• Continue to submit files as they do today; the file name and header record will be unchanged</li> <li>• Submit using the new naming and header</li> </ul> <p>Plans cannot submit a file with the old name and new header or vice versa.</p>	August 2019
2.	Why did I receive Transaction Reply Code (TRC) 373, "Rejected, Bene without MA Enrl or ICEP," when submitting enrollment using the Medicare Advantage Open Enrollment Period (MA-OEP) election type?	If an MA-OEP enrollment is rejecting, it is because the beneficiary has used their Initial Election Period (IEP), and not Initial Coverage Election Period (ICEP). Please resubmit the rejected enrollment using the "Initial Coverage Election Period" ("I").	August 2019



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Enrollment / Eligibility FAQs			
3.	How can I correct an issue where a Date of Death (DOD) shows in the Medicare Advantage Prescription Drug System (MARx), but is not verified as on record in the Social Security Administration (SSA) system?	CMS is unable to update a member's DOD. Members will have to contact the SSA to have the member's DOD updated. Once SSA updates the member's DOD, CMS will be notified. This also includes cases where the member is not deceased, although MARx has a DOD in the system. If the SSA system does not have a DOD and MARx does have a DOD, the Medicare Advantage Prescription Drug (MAPD) Help Desk should be contacted and the issue can be escalated to the Division of Medicare Enrollment Coordination (DMEC) for review and correction.	August 2019



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<b>Enrollment / Eligibility FAQs</b>			
4.	What guidance should I follow to address recently identified issues within the Medicare Advantage Prescription Drug System (MARx) for using election types “L” and “M” in the Special Enrollment Period (SEP) for dually-eligible and other low-income-subsidy (LIS) individuals (herein referred to as the “duals” SEP), and in the Medicare Advantage Open Enrollment Period (MA-OEP) for newly eligible beneficiaries?	Please review the communication entitled "MAPD Help Desk: Guidance for Prescription Drug Plans (PDP)/Medicare Advantage (MA)/Medicare Advantage Prescription Drug Plans (MAPD) to Correct the Medicare Advantage Open Election Period (MA-OEP) Election Type Code Rejections" submitted on January 31, 2019. Also, review the communication sent on July 8, 2019 entitled "MAPD Help Desk: Guidance for Prescription Drug Plans (PDP)/Medicare Advantage (MA)/Medicare Advantage Prescription Drug Plans (MAPD) to Correct "Duals" Special Election Period (SEP) and Medicare Advantage Open Election Period (MA-OEP) Election Type Code Rejections ". These communications both reflect temporary workarounds as CMS works on a fix to be implemented around November 2019.	August 2019



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<b>Enrollment / Eligibility FAQs</b>			
5.	Under 'Entitlement information' on the Medicare Advantage Prescription Drug System (MARx) Beneficiary: Eligibility (M232) screen, what are the option codes and what do they mean?	<p>These codes are used to show why the beneficiaries are or are not entitled to that benefit.</p> <ul style="list-style-type: none"> <li>• Y – Currently entitled, premium is payable</li> <li>• E – Free Part A entitlement</li> <li>• G – Entitled due to good cause</li> <li>• C – No longer entitled due to disability cessation</li> <li>• S – Terminated, no longer entitled under ESRD</li> <li>• T – Terminated for non-payment of premiums</li> <li>• W – Voluntary withdrawal from premium Part A coverage</li> <li>• X – Free Part A terminated due to Title II termination</li> <li>• D – Coverage was denied</li> <li>• F – Terminated due to invalid enrollment or enrollment voided</li> <li>• H – Not eligible for free Part A, or did not enroll for premium Part A</li> <li>• R – Refused benefits</li> <li>• N – Not a valid SSA HIC, but used by HCFA's Third Party system</li> </ul>	August 2019



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<b>Enrollment / Eligibility FAQs</b>			
6.	Can a beneficiary's Part D be added retroactively when the Parts A and B are determined to be retroactive?	42 CFR § 423.30 (a)(3) Retroactive Part A or Part B determinations: Individuals who become entitled to Medicare Part A or enrolled in Medicare Part B for a retroactive effective date are Part D eligible as of the month in which a notice of entitlement [to] Part A or enrollment in Part B is provided.	August 2019
7.	I am submitting an enrollment with the Medicare Advantage Open Enrollment Period (MA-OEP) election type for members enrolled in Medicare Advantage Prescription Drug Plan (PDP); why is this rejecting on Transaction Reply Code 104 (Rejected; Invalid or Missing Election Type)?	The MA-OEP is available for Employer Group Health Plans. Please see the memo entitled "Guidance to Correct MA-OEP Election Type Code Rejections" under "Downloads" on the MAPD Help desk website: <a href="https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/mapdhelpdesk/index.html">https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/mapdhelpdesk/index.html</a> .	May 2019



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Enrollment / Eligibility FAQs			
8.	Who can use the Medicare Advantage Open Enrollment Period (MA-OEP) and when can they use it?	<p>The following outlines the individuals who can use the MA-OEP and when they can use it:</p> <ul style="list-style-type: none"> <li>• Individuals enrolled in Medicare Advantage (MA) Plans as of January 1 (MA-OEP occurs January 1 - March 31) that are currently enrolled in a MA or MAPD plan</li> <li>• New Medicare beneficiaries who are enrolled in an MA Plan during their Initial Coverage Election Period (MA-OEP occurs the month of entitlement to Part A and Part B – the last day of the 3rd month of entitlement).</li> </ul>	May 2019





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<b>Enrollment / Eligibility FAQs</b>			
9.	Can a Plan use the Medicare Advantage Open Enrollment Period (MA-OEP) election type if the member is enrolled in a Medicare and Medicaid Plan (MMP) at the time of enrollment?	MMPs are unable to use the MA-OEP. Due to the logic and parameters within the Medicare Advantage Prescription Drug System (MARx), all demonstration Plans are excluded, including Medicare Savings Accounts (MSAs) and MMPs, which are both considered demonstration Plans. Because MARx does not consider MMPs to be Medicare Advantage (MA) Plans, the enrollment request with MA-OEP election type would be rejected. CMS is working on a change request to allow MMPs to submit MA-OEPs for next year's MA-OEP.	May 2019
10.	Is Medicare Advantage Open Enrollment Period (MA-OEP) only available for use during the first three (3) months of the year?	The new election type code MA-OEP will allow Plans to accept and process elections made by Medicare Advantage (MA) enrollees during the first three (3) months of each year, or newly MA-eligible individuals during the first three (3) months they have Medicare Parts A and B entitlement, beginning January 1, 2019.	May 2019



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<b>Enrollment / Eligibility FAQs</b>			
11.	Can Plans use the "M" election type more than once in a given year?	A member can only elect to enroll in a Plan utilizing the "M" election type once in any given year. If a member's enrollment or disenrollment processed with an "M" election type is already effective, any future enrollments or disenrollments with an "M" election type within the same year will reject with a Transaction Reply Code (TRC) 104 (Rejected; Invalid or Missing Election Type).	May 2019
12.	Why did I receive several Transaction Reply Code (TRC) 072 on the 1/15/2019 and 1/16/2019 Daily Transaction Reply Reports (DTRRs)?	As a result of the Common Working File database (CWF) processing a data refresh on Hospice on January 12, 2019, a high volume of TRC records were populated to the January 14, 2019 Medicare Advantage Prescription Drug System (MARx) DTRR. The CWF data refresh triggered MARx to process past Hospice data and communicate TRC 072s (Hospice Status Terminated) to the Plans and most of the beneficiaries involved were deceased. Plans are directed to determine if they previously received the Hospice record, and if the record has caused a change to the overall Hospice period in their system. In most cases, the record is not going to have an impact on the period, yet if it does, Plans should update their systems accordingly.	May 2019



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Payment FAQs			
13.	Per the Announcement of the May 2019 Software Release, there was update to the Monthly Membership Report (MMR) Data File field. The memo mentions removing the field Original Reason for Entitlement Code (OREC); is there another field that provides this information?	CMS has vetted the need for Plans to receive the OREC, and determined to continue to populate the data on the MMR data file.	August 2019
14.	I have not yet received End Stage Renal Disease (ESRD) payment because member's ESRD status is not updated in the Medicare Advantage Prescription Drug System (MARx); what can I do to correct the issue and ensure payment is received?	Please contact the Quality Net Help Desk at 1-866-288-8912 or via email at <a href="mailto:qnetsupport@sdps.org">qnetsupport@sdps.org</a> for questions involving an incorrect or missing ESRD period, which is thereby causing incorrect payments.	August 2019



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<b>Payment FAQs</b>			
15.	Why are Social Security Administration (SSA) premium withholding payments not paid in the month a Plan receives the acceptance Transaction Reply Code (TRC)?	SSA premium withhold payments are always paid at least one month in arrears. For new withholding status, it is possible that the Plan will not receive their first payment for up to three (3) months after the withholding is accepted to allow SSA time to complete the withholding process on their end. For example: withholding approved for 2/1/2019 may not be paid to the Plan until May 2019, and would then include 2/1/2019, 3/1/2019, and 4/1/2019.	May 2019
<b>Premium FAQs</b>			
16.	Why did I receive several Transaction Reply Code (TRC) 290 on the 2/12/2019 Daily Transaction Reply Report (DTRR)?	A Medicare Advantage Prescription Drug System (MARx) data cleanup was conducted involving missing second Initial Enrollment Period (IEP) Number of Uncovered Months (NUNCMO) resets. The data cleanup inserted the missing second IEP NUNCMO resets going back to 2006 in some cases. Plans received TRC 290 (IEP NUNCMO RESET) on the 2/12/2019 DTRR with Cleanup ID CS2998. Plans should use this data to update their systems according to their normal business processes for this TRC. Any resulting Late Enrollment Penalty (LEP) refunds will appear on the April 2019 LEP distributed in March 2019.	May 2019



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<b>EIDM / MARx UI FAQs</b>			
17.	Are the password requirements for the Medicare Advantage Prescription Drug System (MARx) and Enterprise Identity Management (EIDM) the same?	<p>EIDM password requirements are different than the requirements for MARx passwords. The MARx password requirements are:</p> <ul style="list-style-type: none"> <li>• Password needs to be EXACTLY 8 Characters in length – no more, no less.</li> <li>• NO Special Characters.</li> <li>• Must have at least 1 Upper Case Letter, 1 Lower Case Letter, and 1 Number.</li> <li>• CANNOT start with a Number.</li> <li>• CANNOT be a Dictionary Word</li> </ul>	May 2019
18.	As a brand new user to the Medicare Advantage Prescription Drug System (MARx), how long before I am able to access the MARx application?	New users will be required to wait up to 24-48 hours before they will be able to log into the MARx application.	May 2019
19.	Can I have multiple Enterprise Identity Management (EIDM) accounts?	No one can have multiple accounts. If you believe you have a previous EIDM account, please contact the MAPD Help Desk to confirm if your account is still active before registering for a new one.	May 2019



Item #	Question	Answer	Date Added
Risk Adjustment FAQs			
20.	Where can I direct a question about data within the Medicare Advantage Organization (MAO) 004 Report?	The MAO-004 report contains risk adjustment information. Please contact RiskAdjustment@cms.hhs.gov for assistance.	August 2019