



**OFFICE OF INFORMATION SERVICES**

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**DATE:** October 25, 2006

**TO:** All Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Demonstration Organizations Systems Staff

**FROM:** Henry Chao /s/  
Deputy Director, Information Services Design and Development Group

**SUBJECT: Special TRR Communication – Week-at-a-Glance  
October 23<sup>rd</sup> through October 27<sup>th</sup>**

Except under specific circumstances, CMS has eliminated the creation of Special TRRs that had previously been used to communicate enrollment cleanup results to Plans. Since the reprocessed transactions would appear on a Plan's weekly/monthly TRR as well as on the Special TRRs pushed during the week, this process was determined to be redundant and no longer necessary.

CMS will continue to produce the Week-at-a-Glance memos, which will describe the specific conditions being addressed and the resultant transaction codes. Plans should expect to see the results on their next weekly/monthly TRRs.

Please note that Special TRRs may still be produced under specific circumstances as determined by CMS. In these cases, the Week-at-a-Glance memo will provide a description of the Special TRR, the expected file name of the Special TRR and the target date for transmission to the Plans.

**MBD UI Outage**

The MBD UI will be unavailable on October 27, 2006, from 6 a.m. - 8 a.m. ET

**General Reminder to all Plans** – CMS has changed the plan data submission cutoff date in November from November 15 to November 8, 2006. Please make necessary adjustments to your processes to meet this date.

**Disenrollment Transactions (Code 51)**

This cleanup is focused on addressing issues specific to disenrollments associated with transactions rejecting with TRC 165 and TRC 052.

1. CMS has addressed the underlying issues that caused a number of Plan submitted disenrollment transactions (Code 51) to reject with TRC 165 - System Delay.

In order to close the loop with the Plans, these transactions will be reprocessed; however no disenrollments from active contracts will occur as a result of this reprocessing. Plans should expect to receive TRCs indicating that the beneficiaries have already been disenrolled (i.e. TRC 050 – Disenrollment Rejected, Not Enrolled) or a legitimate reject code. Plans will not receive TRC 165.

2. A software problem was identified which incorrectly rejected Disenrollment Transactions with TRC 052 - Disenrollment Rejected, Duplicate Transaction. This problem has been corrected and the transactions will be reprocessed.

As a result of this reprocessing, Plans should expect to receive TRCs indicating that the disenrollment transactions have been accepted (i.e. TRC 013 – Disenrollment Accepted as Submitted) or rejected with a legitimate reject code.

Transactions reprocessed as a result of these cleanups will appear on the Plan's October 28<sup>th</sup> regular weekly TRR.

Please direct questions or concerns to the MMAHelp Desk at 1-800-927-8069 or via email to [mmahelp@cms.hhs.gov](mailto:mmahelp@cms.hhs.gov).