



**Centers for Medicare & Medicaid
Services
CMS eXpedited Life Cycle (XLC)**

**Electronic Retroactive Processing Transmission
(eRPT)
Plan User Manual**

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Table of Contents

1. Introduction	8
2. Overview	8
2.1 Project Diagrams	8
2.1.1 Pre-eRPT Implementation High-Level Business Process Diagram ...	8
2.1.2 Post-eRPT Implementation High-Level Business Process Diagram..	9
2.2 Conventions	10
2.3 Cautions & Warnings	10
3. Getting Started	11
3.1 Set-up Considerations	11
3.2 User Access Considerations	11
3.3 Accessing the System	11
3.4 System Organization & Navigation	14
3.5 Exiting the System	15
4. Using the System	17
4.1 eRPT Terminology	17
4.2 eRPT User Interface Menu	18
4.2.1 Search	18
4.2.2 Create a Package	21
4.3 Plan User Functions	23
4.3.1 Create Package - Submission Package	24
4.3.2 Create Package- Transaction Inquiry Package	41
4.3.3 Search Package	47
4.3.4 Steps to View a Package	50
4.3.5 Steps to update a Package	55
4.3.6 Steps to delete a Draft Package	63
4.3.7 Tracking a Package	65
4.3.8 View Response Documents added by the RPC via Notifications....	67
4.3.9 Search & View Response Documents	72
4.3.10 Add Response Documents to Review Package	74
4.4 Notifications	84
4.4.1 View Notifications	86
4.4.2 Acknowledge Notifications	87
4.4.3 View Selected Package	89
4.5 Convert 'xslm' document to 'xls' document	90
4.5.1 Steps to convert 'xslm' to 'xls'	91
5. Troubleshooting & Support	95
5.1 Error Messages	95
5.2 Special Considerations	95
5.3 Support Points of Contact	95

Appendix A	96
5.4 User Access	96
Appendix B	100
Appendix C	102
Appendix D	103
Acronyms.....	105
Glossary.....	106

List of Figures

Figure 1: Pre-eRPT Implementation High-Level Business Process Diagram.....	8
Figure 2: Post-eRPT Implementation High-Level Business Process Diagram	9
Figure 3: Terms and Conditions	12
Figure 4: Login	12
Figure 5: Incorrect Login	13
Figure 6: Successful Login - Create Package	14
Figure 7: Exiting the System	15
Figure 8: Exiting the System	16
Figure 9: Search.....	20
Figure 10: Create Package - Submission Package	24
Figure 11: Create Package - Submission Package	25
Figure 12: Create Package - Submission Package	26
Figure 13: Create Package - Submission Package	27
Figure 14: Create Package - Submission Package	28
Figure 15: Create Package - Submission Package	29
Figure 16: Create Package - Submission Package	30
Figure 17: Create Package - Submission Package	31
Figure 18: Create Package - Submission Package	32
Figure 19: Create Package - Submission Package	33
Figure 20: Create Package - Submission Package	34
Figure 21: Create Package - Submission Package	35
Figure 22: Create Package - Submission Package	36
Figure 23: Create Package - Submission Package	37
Figure 24: Create Package - Submission Package	38
Figure 25: Create Package - Submission Package	39
Figure 26: Create Package - Submission Package	39

Figure 27: Create Package - Submission Package	40
Figure 28: Create Package - Submission Package	40
Figure 29: Create Package - Transaction Inquiry	41
Figure 30: Create Package - Transaction Inquiry	42
Figure 31: Create Package - Transaction Inquiry	43
Figure 32: Create Package - Transaction Inquiry	44
Figure 33: Create Package - Transaction Inquiry	45
Figure 34: Create Package - Transaction Inquiry	45
Figure 35: Create Package - Transaction Inquiry	46
Figure 36: Create Package - Transaction Inquiry	46
Figure 37: Create Package - Transaction Inquiry	47
Figure 38: Search Package	47
Figure 39: Search Package	48
Figure 40: Search Package	49
Figure 41: View Package	50
Figure 42: View Package	51
Figure 43: View Package Document	52
Figure 44: View Package Documents	53
Figure 45: Save a Document.....	54
Figure 46: Update a Package.....	55
Figure 47: Update a Package.....	56
Figure 48: Update a Package.....	57
Figure 49: Update a Package.....	58
Figure 50: Update Package.....	59
Figure 51: Update Package.....	60
Figure 52: Update Package.....	60
Figure 53: Update Package.....	61

Figure 54: Update Package.....	62
Figure 55: Delete a Draft Package	63
Figure 56: Delete a Draft Package	64
Figure 57: Delete a Draft Package	65
Figure 58: View Package Status	66
Figure 59: View Package Status in Package Details.....	67
Figure 60: View Response Documents via Notifications	68
Figure 61: View Response Documents via Notifications	69
Figure 62: View Response Documents via Notifications	69
Figure 63: View the Response Documents via Notifications	70
Figure 64: View Response Documents via Notifications	70
Figure 65: View Response Documents via Notifications	71
Figure 66: View Response Documents via Notifications	71
Figure 67: View Response Documents via Notifications	72
Figure 68: Search & View Response Documents	73
Figure 69: Search & View Response Documents	73
Figure 70: Search & View Response Document	74
Figure 71: Search Review Package	75
Figure 72: Search Review Package	75
Figure 73: Access Review Package via Notifications	76
Figure 74: Access Review Package via Notifications	76
Figure 75: Access Review Package via Notifications	77
Figure 76: Access Review Package via Notifications	77
Figure 77: Access Review Package via Notifications	78
Figure 78: Complete Review Package with Response Documents.....	78
Figure 79: Complete Review Package with Response Documents.....	79
Figure 80: Complete Review Package with Response Documents.....	80

Figure 81: Complete Review Package with Response Documents.....	81
Figure 82: Complete Review Package with Response Documents.....	81
Figure 83: Complete Review Package with Response Documents.....	82
Figure 84: Complete Review Package with Response Documents.....	82
Figure 85: Complete Review Package with Response Documents.....	83
Figure 86: Notifications.....	86
Figure 87: View Notifications.....	86
Figure 88: Acknowledge Notifications	87
Figure 89: Acknowledge Notifications	88
Figure 90: Acknowledge Notifications	88
Figure 91: View Selected Package	89
Figure 92: View Selected Package	89
Figure 93: xlsx Documents.....	90
Figure 94: Steps to convert 'xlsx' to 'xls'.....	91
Figure 95: Steps to convert 'xlsx' to 'xls'.....	91
Figure 96: Steps to convert 'xlsx' to 'xls'.....	92
Figure 97: Steps to convert 'xlsx' to 'xls'.....	92
Figure 98: Steps to convert 'xlsx' to 'xls'.....	93
Figure 99: Steps to convert 'xlsx' to 'xls'.....	93
Figure 100: Steps to convert 'xlsx' to 'xls'.....	94

List of Tables

Table 1: Post-eRPT Implementation Process Event Description	10
Table 2: eRPT Notifications.....	84
Table 3: Support Point of Contact	95
Table 4: Submission Package.....	96
Table 5: EDV / Pay Val Review Packages	97
Table 6: Transaction Inquiry Package.....	98
Table 7: Package Status & Description	100
Table 7: Document Selection	102
Table 8: Required Documents for Package Submission	103
Table 9: Acronyms	105
Table 10: Glossary	106

1. Introduction

The basic purpose of this project is to provide retroactive processing documentation from the Plans to the Retroactive Processing Contractor (RPC). There are four user roles involved with eRPT. This User Manual provides the information necessary for Plan users to effectively use the Electronic Retroactive Processing Transmission (eRPT) application.

2. Overview

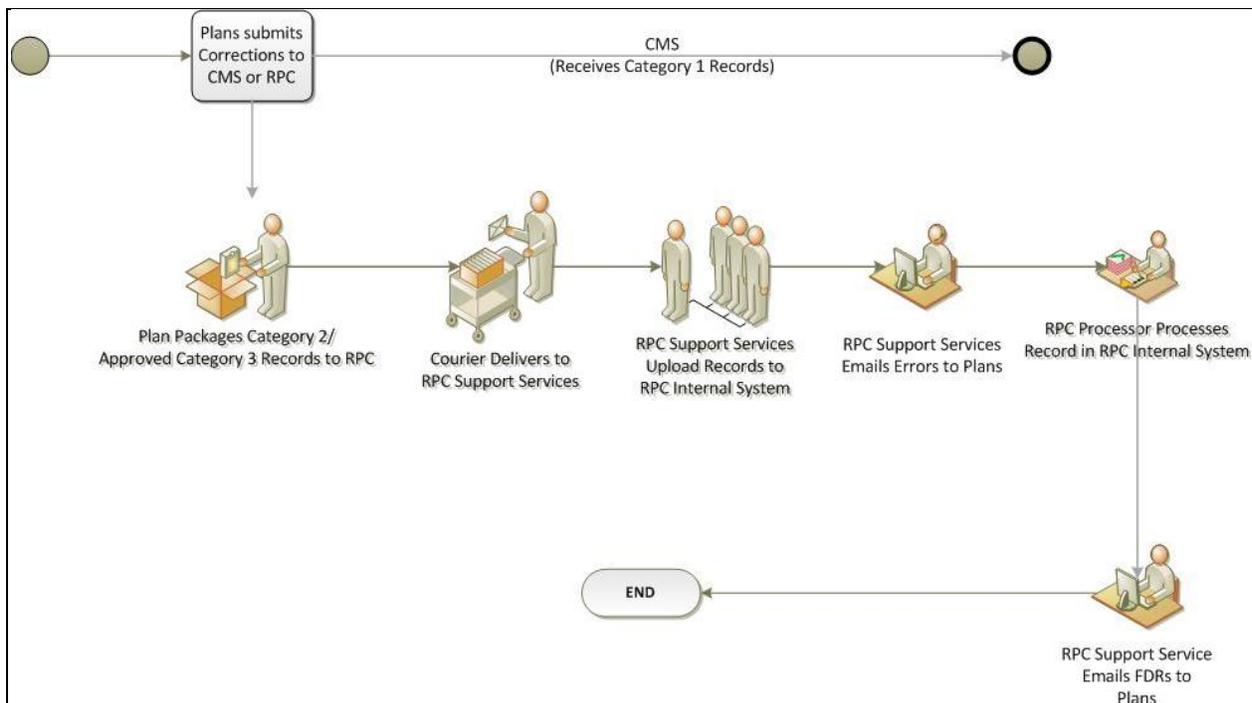
Currently, Medicare Advantage and Prescription Drug Plans communicate with the Retroactive Processing Contractor (RPC) in several different ways. They submit requests on CD's through a secure mail courier (UPS, FEDEX, USPS, etc.) and they receive encrypted email communications from the RPC through PK Ware. There are rare occasions where the RPC receives paper requests. In the current environment there are often questions about security with the mail system and complications with firewalls involving PK Ware.

2.1 Project Diagrams

The diagrams for the eRPT application project includes As-Is and To-Be business process models and work context diagram.

2.1.1 Pre-eRPT Implementation High-Level Business Process Diagram

Figure 1: Pre-eRPT Implementation High-Level Business Process Diagram



2.1.2 Post-eRPT Implementation High-Level Business Process Diagram

Figure 2: Post-eRPT Implementation High-Level Business Process Diagram

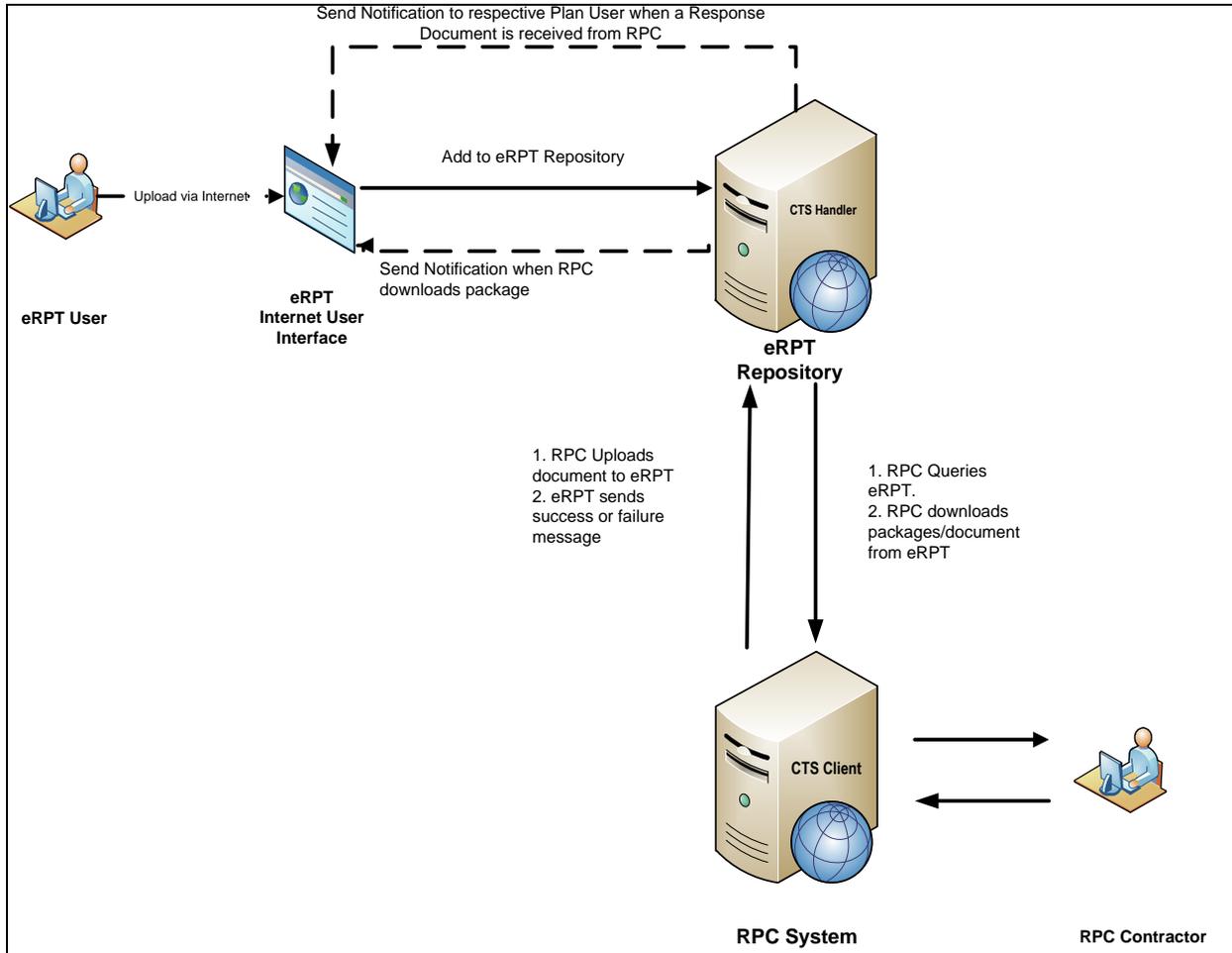


Table 1: Post-eRPT Implementation Process Event Description

Events	Description
1.	Plan Representative will submit the Package using the user interface. The eRPT application will capture the time when the Package is submitted. The eRPT user interface will also display a message to the submitter if the document is uploaded successfully. If there is any error during the upload, the user will be notified in the user interface. The user interface will also display the number of documents that were uploaded in the display message.
2.	Packages are retrieved from the eRPT application by the RPC at a defined interval. Based on the requests received by the RPC system eRPT application will send necessary response. RPC contractor can continue with their process after a Package is retrieved from the eRPT application to review all the documents and provide the required Response Documents (FDR, Error Reports etc.).
2.a	Once the Package is retrieved by RPC, a notification is sent out to the Package submitter.
3.	RPC can now upload the Package into to the RPC system, work on the Package and send the necessary response for the Package back to the eRPT application.
3.a	Once a response document is added by RPC to a Package a notification is created and sent out to the respective Plan User.

Note: The dotted line in the Post-eRPT Implementation Process diagram refers to the instance when a notification message will be sent to the respective user within the eRPT application.

Please review Appendix A for user rights to the user interface for the eRPT application.

2.2 Conventions

This document provides screen prints and corresponding narrative to describe how to use eRPT.

When an action is required on the part of the reader, it is indicated by a line beginning with the word "Action:" For example:

Action: Click on OK.

Fields or buttons to be acted upon are indicated in bold italics in the Action statement; links to be acted upon are indicated as links in underlined blue text in the Action statement.

Note: The term 'user' is used throughout this document to refer to a person who requires and/or has acquired access to the eRPT application.

2.3 Cautions & Warnings

None

3. Getting Started

The following provides an overview of how to access the system and navigate through the system.

3.1 Set-up Considerations

CMS screens are designed to be viewed at a minimum screen resolution of 800 x 600. To optimize your access to eRPT:

- 1) Please disable pop-up blockers prior to attempting access to eRPT.

Use Internet Explorer, version 6.0 or higher.

3.2 User Access Considerations

There are three user groups for the eRPT application.

1 The first group of users is the Plans. Plans will utilize their Individuals Authorized Access to the CMS Computer Services (IACS) ID (7 digit CMS User Id) to access the system through the Internet website provided.

2 The second and third group of users is the CMS Central Office and the Regional Office Account Managers. This group should utilize their EUA ID to access the eRPT application through the Internet or Intranet website provided.

3.3 Accessing the System

The Plans will have access to the eRPT application if they currently have access to the following Medicare Advantage and Prescription Drug System (MARx) roles:

- mama-representative
- mama-mcorepuiupdate

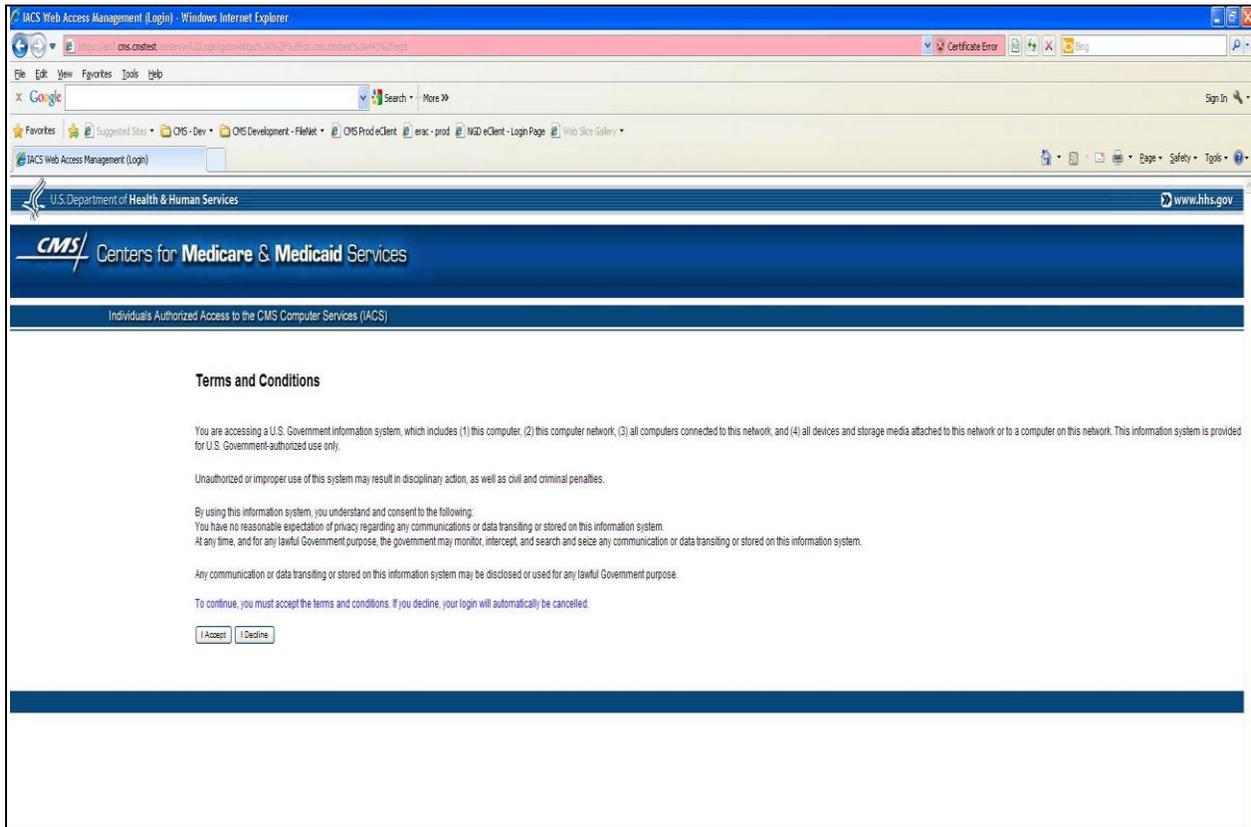
If they do not have access to MARx, they will need to request access by going into IACS and obtaining MARx access. They will need to select either the mama-representative or the mama-mcorepuiupdate role. Plans can only have access to one MARx role so only one role can be selected.

- 1 The eRPT application can be accessed using the following URL:

<https://erpt.cms.hhs.gov/erpt/>

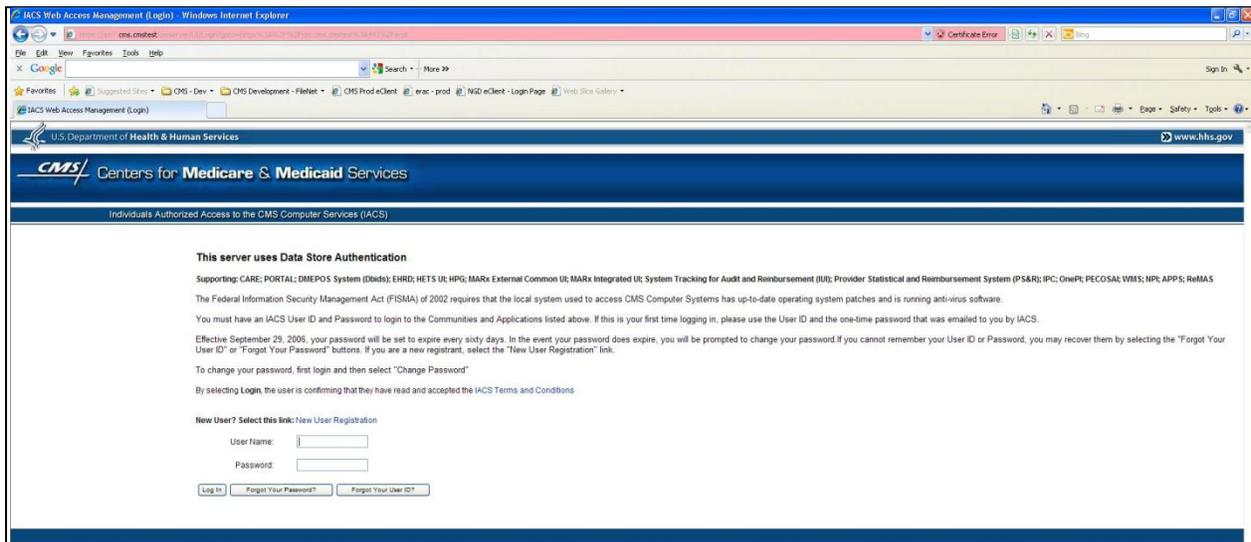
- 2 Upon accessing the above mentioned URL, the following login screen will be displayed:

Figure 3: Terms and Conditions



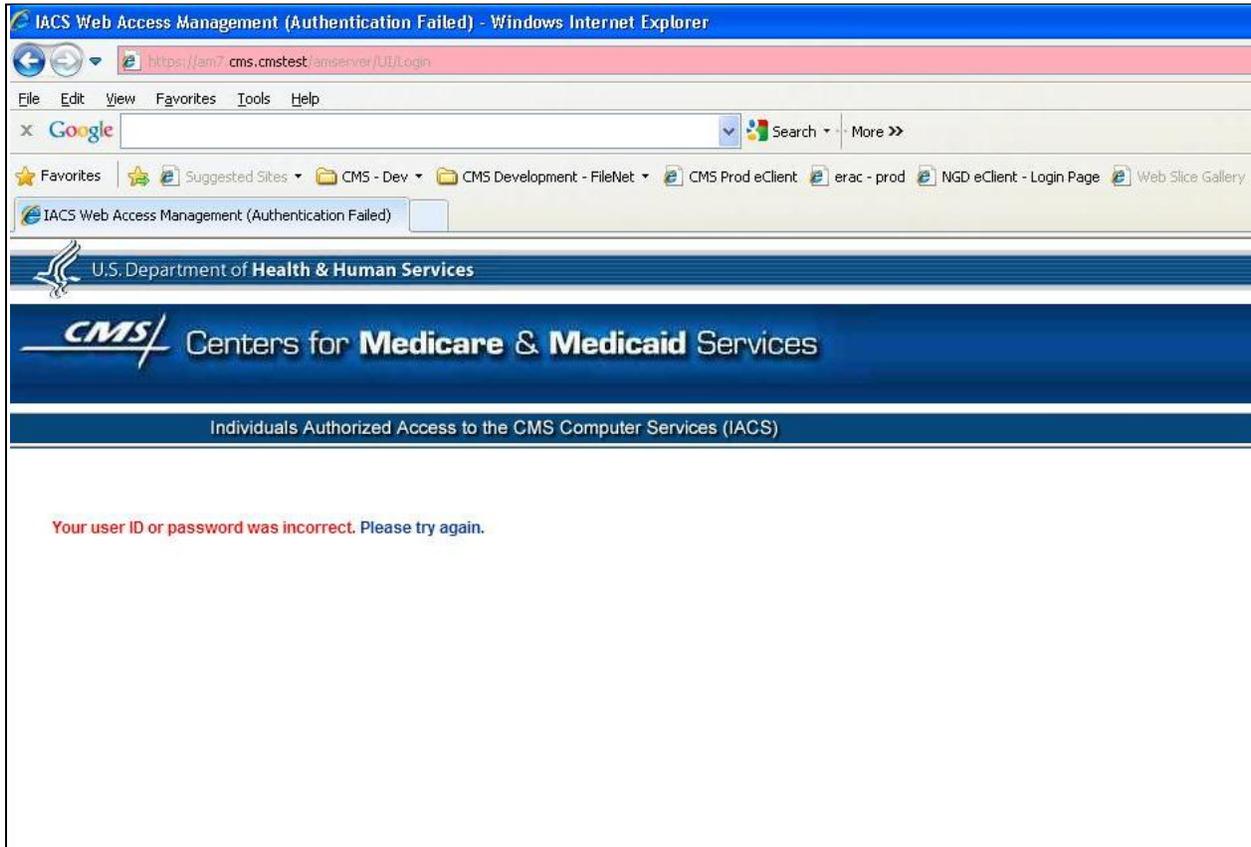
- 3 Please read the Terms and Conditions.
- 4 **Action:** Select **I Accept** button. The following screen will display:

Figure 4: Login



- 5 The user can enter his 7-digit IACS ID and password to login to the eRPT application.
- 6 **Action:** Select **Log In** button.
- 7 If the wrong credentials are entered the following screen will be displayed.

Figure 5: Incorrect Login



- 8 On successful login the Plan user will see the eRPT landing page.

Figure 6: Successful Login - Create Package

The screenshot shows the 'Create Package' form in the CMS system. The form is titled 'Create Package' and is located within a red-bordered container. The CMS logo is visible in the top left corner, and the user's name 'ERPTADM' and notification count '0 Notification(s)' are displayed in the top right. The form includes the following fields and elements:

- Package Information:**
 - Package Type: * (Dropdown menu: Submission Package)
 - Category: * (Dropdown menu: Category 2)
 - Parent Organization: * (Dropdown menu: AIDS Healthcare Foundation)
- Contracts:** A table with columns 'Contract ID' and 'Count'. The table is currently empty.
- Total Submission Count:** A text input field containing the value '0'.

A 'Continue' button is located at the bottom left of the form.

3.4 System Organization & Navigation

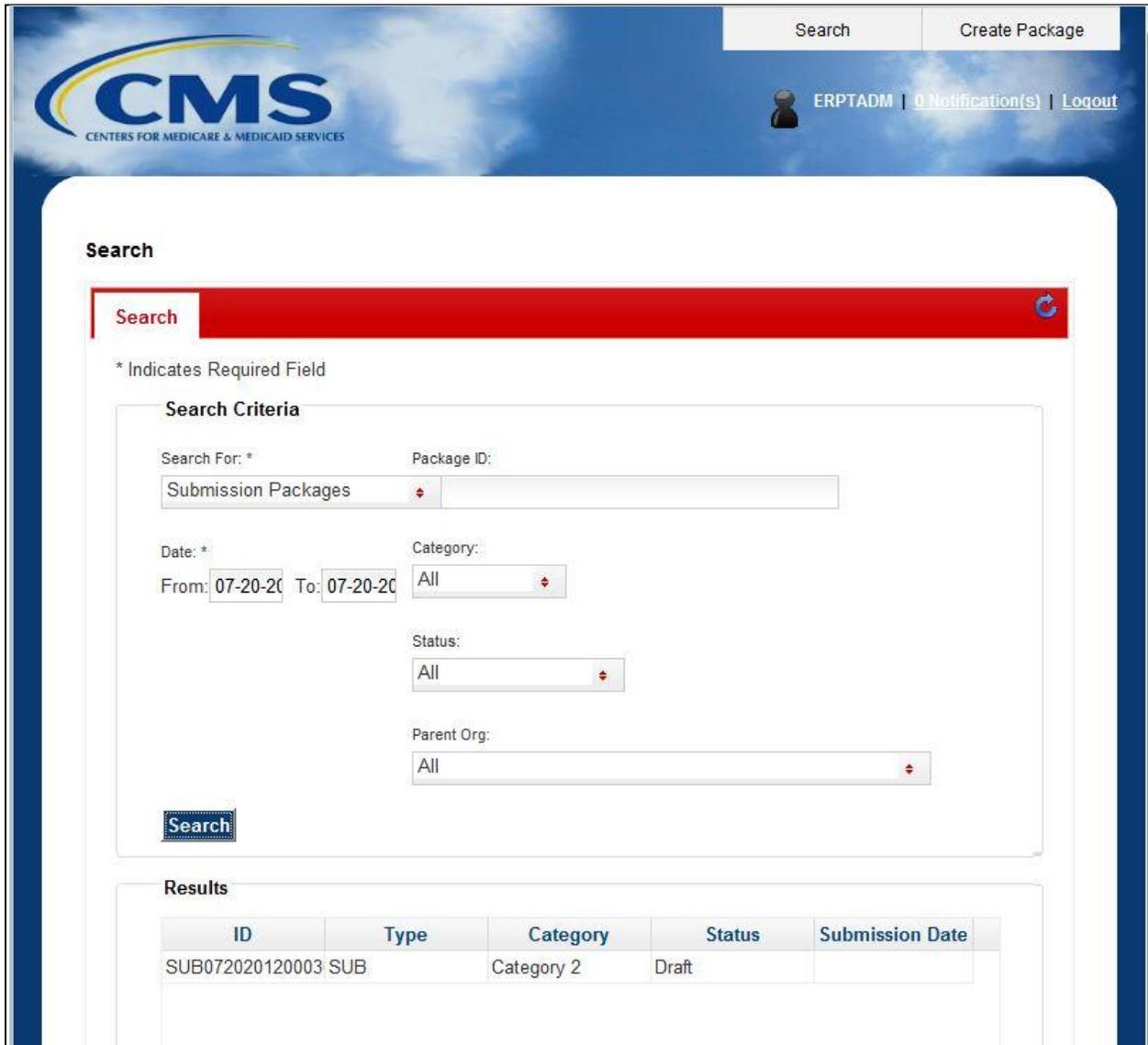
To navigate through the website, the user will use the menu options on the top right of the screen. These menus will allow the user to create a Package and search for Packages. The menu options are specific to the user group access rights.

3.5 Exiting the System

To exit the system, the user will need to follow the steps specified below:

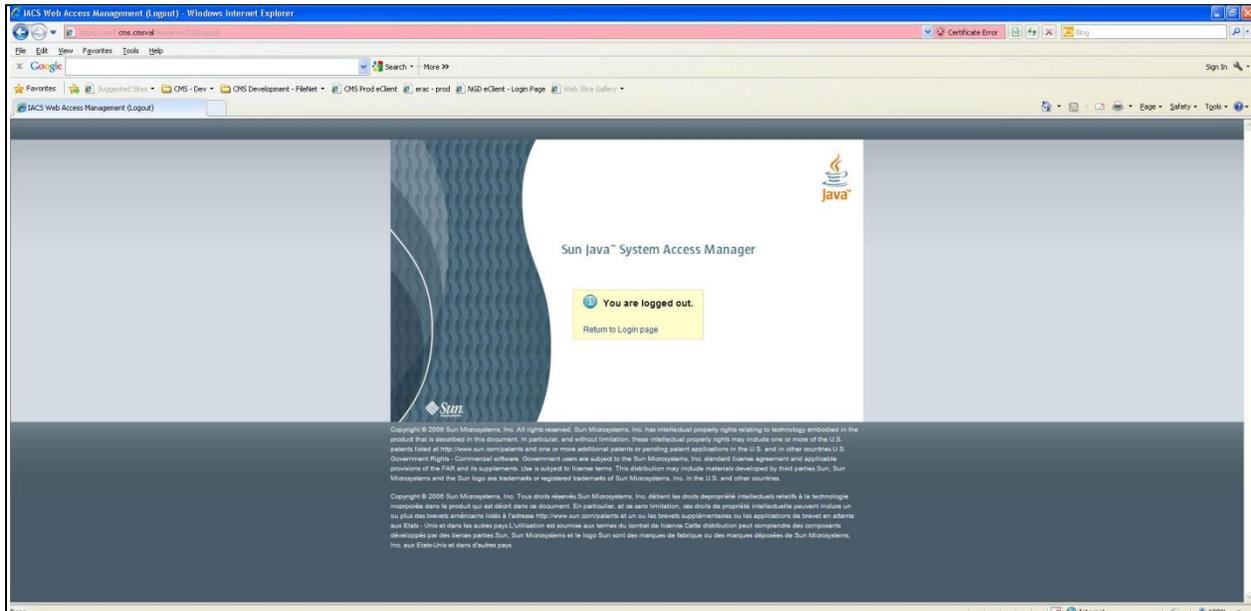
1. **Action:** Select [Logout](#) on the top right of the screen. See diagram below for example:

Figure 7: Exiting the System



2. On successfully logging out of the system the users will see following screen:

Figure 8: Exiting the System



Note: To login again the user will need to close the current browser and open a new browser and repeat steps in section [3.3](#).

4. Using the System

The following sub-sections provide details on how to use the various functions or features of the eRPT application.

4.1 eRPT Terminology

- 1 **Package Type** - Package classification representing the type of package submitted by the Plan for processing.
 - a. **Submission Package** - Retroactive enrollment-related transactions submitted by a Plan to RPC.
 - b. **Transaction Inquiry Package** - A request submitted to the RPC by a Plan requesting a status on a previously submitted retroactive request.
 - c. **Review Package** - Enrollment Data Validation (EDV) and Payment Validation (PayVal) requests from the RPC.
- 2 **Category Code** - A code representing a classification of a retroactive Package type request.
 - a. For Submission Package types:
 - **Category 2** - Timely retroactive transactions that may be submitted to the RPC without additional RO approval. Please refer to RPC's SOP on their website for the types of retroactive transactions that do not require RO Approval.
 - **Category 3** - Untimely (i.e. current calendar month minus 3 months or more) retroactive transactions that may be submitted to the RPC requiring RO approval. Please refer to RPC's SOP on their website for the types of retroactive transactions that require RO Approval.
 - **Resubmission** - Timely retroactive transactions that have been previously submitted but not processed as requested (NPAR) by the RPC.
 - **Special** - A customized user Package submitted by the CMS Central Office Staff or Plan Users to RPC.
 - b. For Review Package types:
 - **Enrollment Data Validation (EDV)** - A request submitted by the RPC to a Plan requesting supporting documentation for enrollment related transactions processed by the Plan in MARx. **Payment Validation (PAYVAL)** - A request submitted by the RPC to a Plan requesting supporting documentation for status changes (i.e. Medicaid, SCC, etc.) previously processed by the RPC.
- 3 **Parent Organization** - Name of the Parent Organization to which the Package or document belongs.
- 4 **Status** - Status of the Package. The following are the different Package status values and definitions that can be set on a Package:
 - **Draft** - When a Package has been created but not yet submitted within the eRPT application.
 - **Pending RO Approval** - When a Package is submitted by a Plan User but is awaiting an RO Approval Letter from the RO Account Manager. This status is applicable only for a Category 3 Submission Package.

- **Open**- When a Submission Package is submitted to eRPT and ready for the RPC to download or when a Review Package is uploaded for a Plan User to respond.
 - **Completed**- When a review Package is submitted by the Plan user with all of the Response documents.
 - **Downloading**- When the RPC is downloading the Package.
 - **In Process**- When the RPC is processing the Package.
 - **Closed**- When a retroactive Package processing has been completed by the RPC the Package status will be marked as closed.
- 5 **Contract Id** - A unique five-character alphanumeric identifier assigned by CMS.
- 6 **Count - The** total number of transactions by contract listed in the RPC Submission spreadsheet. The count includes all transactions across each worksheet within the spreadsheet.
- 7 **Package Id** - A unique system-generated identifier assigned to each retroactive Package request.
- 8 **Created by** – The eRPT User ID who created the Package. In this document, the user who created the Package is referred to as the “Package Creator”.

4.2 eRPT User Interface Menu

On a successful login to eRPT, the user can see the following menu options based on their access:

4.2.1 Search

On the Search Package screen, the users can search for Packages and documents in eRPT. Depending on the type of user logging into the eRPT there are restrictions on the Packages and document that can be retrieved and viewed by the user.

Users with Plan access will be able to view the following:

- The Packages that have been created by them.
- Response documents (For example: Final Disposition Reports (FDRs), Error Report) for their respective contracts.
- Review Packages for their respective contracts.

The drop-down selection lists and free-form data entry fields allow the user to make selections that will customize their returned results in the Results grid.

The search screen provides the user with following search criteria and options:

- 1 **Search For:**
 - Packages-***
 - Submission Packages
 - Transaction Inquiry Packages
 - Review Packages (e.g. EDV Review)

Response Documents-

- FDR
- Error Reports
- RO Letters

2 Date:

- This is a mandatory entry field and should be used by the user to select the date range in which the Package was saved or submitted. The search will automatically look for the dates based on the Package status. If the user is searching for a draft or Pending RO Approval Package, the eRPT application will look for Packages based on the Package's creation date. If the user is searching for a submitted Package, (with a status of Open or Closed or Rejected or In Process or Downloading) the eRPT application will look for Packages based on the Package submitted date.
 - **From-**
 - **To-**

3 Package ID:

- If the user knows the specific ID of the Package they are trying to find they should enter it free-form.

4 Category:

- The category code values are dynamically populated based on the Search-For selection made by the user as shown below:
 - a. Submission Package**
 - Category 2
 - Category 3
 - Resubmission
 - Special
 - b. Review Package**
 - Enrollment Data Validation
 - Payment Validation

5 Status:

- It is a dropdown containing Package status values. The status values are dynamically populated based on Search-For and Category selection made by the user as shown below. (Please refer section [4.1](#) or section [4.3.7](#) for status description)
 - a. Submission Package - Category 2, Resubmission and Special**
 - Draft
 - Open
 - Downloading
 - In Process
 - Closed
 - b. Submission Package - Category 3**
 - Draft
 - Pending RO Approval
 - Open
 - Rejected
 - Downloading
 - In Process
 - Closed
 - c. Transaction Inquiry Package**
 - Draft
 - Open

- Downloading
 - In Process
 - Closed
 - d. Review Package**
 - Open
 - Completed
 - In Process
 - Downloading
 - Closed
- 6 Parent Organization:**
- All Plan Parent Organizations will be listed.
Note: If your Parent Organization is not available in the drop-down please contact the MAPD Help Desk.

Figure 9: Search

The screenshot shows the CMS XLC Search interface. At the top, there is a navigation bar with the CMS logo and the text "CENTERS FOR MEDICARE & MEDICAID SERVICES". To the right of the logo are buttons for "Search" and "Create Package". Below the navigation bar, a user profile is displayed: "PLAN1 | 1 Notification(s) | Logout".

The main content area is titled "Search" and contains a search form. The form has a red header bar with the word "Search" and a refresh icon. Below the header bar, there is a note: "* Indicates Required Field".

The search criteria form includes the following fields:

- Search For:** A dropdown menu with "Submission Packages" selected.
- Package ID:** A text input field.
- Date:** Two text input fields labeled "From:" and "To:".
- Category:** A dropdown menu with "All" selected.
- Status:** A dropdown menu with "All" selected.
- Parent Org:** A dropdown menu with "All" selected.

Below the search criteria form is a blue "Search" button. Below the search button is a "Results" section with a table. The table has the following columns: ID, Type, Category, Status, and Submission Date. The table is currently empty.

4.2.2 Create a Package

In eRPT, the Plan user can use the Create-Package screen to create the following types of Package:

- Submission Package
- Transaction Inquiry Package

The term 'Package' refers to a request submitted by Medicare Managed Care or Prescription Drug Plans for RPC to process. A Package within the eRPT application will consist of 3 main parts:

- **Package Details** - Information about the Package such as Package Type, Category, Parent Organization etc.
- **Submission Documents**
 - **For Submission & Transaction Inquiry Package** - All of the supporting documents that are required by the RPC to process the Package. (see the RPC website for details)
 - **For Review Package** - All the supporting documents that are submitted by RPC for the review. (see the RPC website for details)
- **Response Documents**
 - **For Submission & Transaction Inquiry Package** - Documents that are added by the RPC after processing the Package.
 - **For Review Package** - Supporting documents that are submitted by Plans for the Enrollment Data Validation (EDV) review request.

Each of the Packages created within the eRPT application will be assigned a unique identifier called a Package ID. The supporting documentation required for a Package will vary, depending on the type and category of the Package. A user will need to upload all the required documents to a Package for successful submission of the Package to the eRPT application. Appendix D lists all the document types that are required to submit a Package.

The Packages created in the eRPT application will follow different workflows based on the Package Type and Category Type.

4.2.2.1 General Workflow

A Submission (Category 2, Special and Resubmission) or Transaction Inquiry Package follows the general workflow. The following are the steps:

- The Package is created and submitted by a Plan user or CMS user.
- The Package is downloaded by the RPC.
- The Package creator will receive a notification about Package being downloaded by the RPC.
- The RPC will begin adding FDRs and Error Reports to the Package for a particular Plan Contract.
- The respective Plan user or Package Creator will receive a Notification in their eRPT account, so it is important that these individuals check their accounts regularly.

- When the RPC completes processing the Package they will mark the Package status as *Closed*.

4.2.2.2 Submission -Category 3 Package workflow

A Category 3, Submission Package follows a slightly different workflow and requires action from the RO Account Manager upon Package submission by Plan User. Following are the steps:

- The Submission -Category 3 Package is created and submitted by Plan user or CMS user.
- The Package is searched by RO Account Manager to add the respective RO Approval Letter or Reject the Package.
- If RO Account Managers **adds the RO Approval Letter** the workflow steps are as shown below:
 - The Package is downloaded by the RPC.
 - The Package creator will receive a Notification about Package being downloaded by the RPC.
 - The RPC will begin adding FDRs and Error Reports to the Package for a particular Plan Contract.
 - The respective Plan user will receive a Notification in their eRPT account. The Plan user will need to login to the eRPT application to check if there are any new notifications.
 - When the RPC completes processing the Package they will mark the Package status as *Closed*.
- If RO Account Manager **rejects** the Package the workflow steps are shown below:
 - The Package creator receives the Notification in their eRPT account.
 - The Package creator will need to create a new Package.

4.2.2.3 Review Package Workflow

A Review Package is a Package created by either a CMS User or the RPC requesting Plan users to provide additional information to perform a review of previously submitted transactions by a Plan to ensure they comply with CMS Guidelines. Review Packages include EDV Reviews, Pay Val Reviews, and special reviews as designated by CMS. Unlike the Submission Package and Transaction Inquiry Package the Review Package follows a different process. Following are the steps:

- The RPC or CMS User creates a Review Package for a particular Plan Contract.
- Notification is sent to the respective users in their eRPT account, who have access to the contract.
- The Plan user views the notification.
- The Plan user responds to the Package by providing all the required Response documents within seven business days of the request.

- The Plan user submits a response to the Review Package.
- The RPC will download and process the Package.
- When the RPC completes processing, the Package will be marked as Closed.

4.3 Plan User Functions

In eRPT, a Plan user will be able to create, view, update, delete a draft package, track and respond to Review Packages. A Plan user will also be able to view Response documents that are added to the Package by the RPC.

The following are the types of Packages that can be created by a Plan User via the User Interface:

- Submission Package
 - Category 2
 - Category 3
 - Resubmission
 - Special
- Transaction Inquiry Package

In following sub sections, we will discuss the steps to:

- Create Package - Submission Package
- Create Package - Transaction Inquiry Package
- Search a Package
- View a Package
- Update a Package
- Delete a Draft Package
- Tracking a Package
- View Response Documents added by the RPC via Notifications
- Search & View Documents
- Add Response Documents to Review Package

4.3.1 Create Package - Submission Package

1. Login to the eRPT application.
2. **Action:** Select **Create Package**.

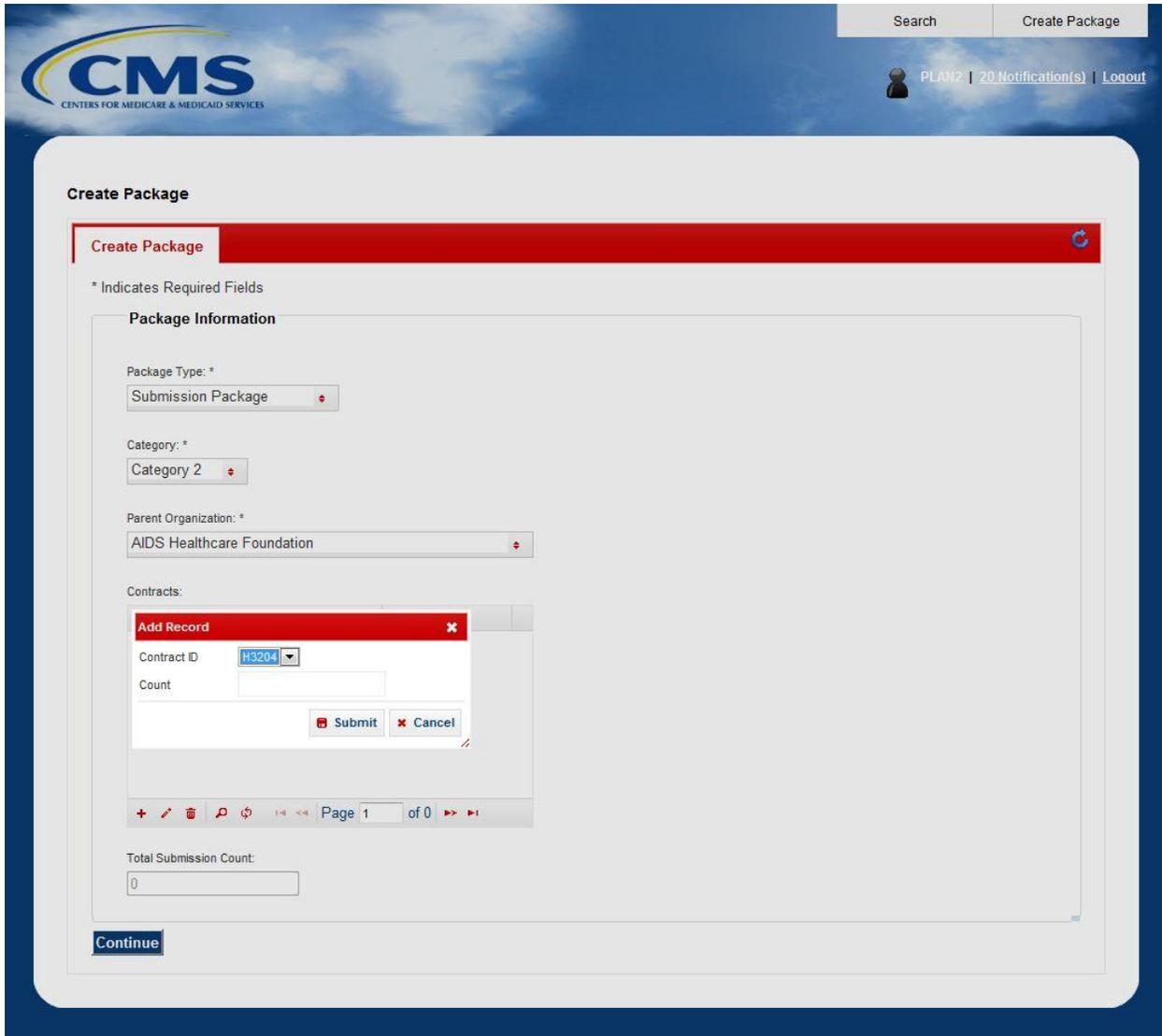
Figure 10: Create Package - Submission Package

The screenshot shows the 'Create Package' interface. At the top, there is a search bar and a 'Create Package' button. The user is logged in as 'PLAN7' with 20 notifications. The main content area is titled 'Create Package' and contains a red header bar. Below the header, there is a section for 'Package Information' with several dropdown menus: 'Package Type:' (Submission Package), 'Category:' (Category 2), and 'Parent Organization:' (AIDS Healthcare Foundation). Below these is a table for 'Contracts' with columns 'Contract ID' and 'Count'. The table is currently empty. At the bottom of the form, there is a 'Total Submission Count:' field with the value '0' and a 'Continue' button.

3. This screen allows the user to enter details for the Submission Package.
 - a. **Package Type:**
 - i. Submission Package
 - b. **Category** - The category code is dynamically populated based on the Package type selection.
 - c. **Parent Organization:** (multiple organization selection list)
 - d. **Contracts** - optional field
 - i. Contract Id - Select the Contract Id from the dropdown
 - ii. Count - Enter the number of transactions.

- 4. **Action:** To add contract information select the + sign in the contract grid and pop-up window will appear as shown below:

Figure 11: Create Package - Submission Package



- For a Plan user the contract ID drop down will be populated automatically based on the contracts the Plan user has privileges to as shown below:

Figure 12: Create Package - Submission Package

The screenshot displays the 'Create Package' form in the CMS XLC system. The form is titled 'Create Package' and includes a red header bar. Below the header, there is a section for 'Package Information' with the following fields:

- Package Type: * Submission Package
- Category: * Category 2
- Parent Organization: * AIDS Healthcare Foundation

Below these fields is a table for 'Contracts' with columns for 'Contract ID' and 'Count'. A dropdown menu is open for the 'Contract ID' field, showing a list of contract IDs: H0111, H0141, H0150, H0300, H0354, H0474, H0490, H0490, H0544, H0571, H0600, H0657, H0712, H0830, H0900, H0913, H1032, H1112, and H1216. The 'Count' field is currently empty. At the bottom of the form, there is a 'Continue' button.

- Action:** Select Contract from the drop down for **Contract ID**.
- Action:** Enter number of transactions in the **Count** field.
- Action:** Select **Submit** button.

9. The contract information will be added in the Contracts grid as shown below:

Figure 13: Create Package - Submission Package

Create Package

* Indicates Required Fields

Package Information

Package Type: *
Submission Package

Category: *
Category 2

Parent Organization: *
AIDS Healthcare Foundation

Contracts:

Contract ID	Count
H2109	12

Add Record

Contract ID: H2109

Count:

Submit Cancel

Page 1 of 0

Total Submission Count: 12

Continue

10. **Action:** Repeat steps 6 to 8 to add additional contract information. The user can enter 25 contract entries per Package.
11. **Action:** After entering all the contract information select **Cancel** or select **x** on the Add Record pop-up.

12. **Action:** To delete any contract information added in the contract grid complete the following steps-
 - a. **Action:** Select Contract row in the contract grid. The selected contract row will be highlighted as shown below:

Figure 14: Create Package - Submission Package

Create Package

Create Package

* Indicates Required Fields

Package Information

Package Type: *

Category: *

Parent Organization: *

Contracts:

Contract ID	Count
H0571	54
H0474	23
H0150	25
H0117	12

Page 1 of 0

Total Submission Count:

b. **Action:** Select delete sign as shown below:

Figure 15: Create Package - Submission Package

Create Package

Create Package

* Indicates Required Fields

Package Information

Package Type: *
Submission Package

Category: *
Category 2

Parent Organization: *
AIDS Healthcare Foundation

Contracts:

Contract ID	Count
H0571	54
H0474	23
H0150	25
H0117	12

+ [Delete] [Refresh] [Reset]

Page 1 of 0

Total Submission Count:
114

Continue

c. The contract information will be deleted as shown below:

Figure 16: Create Package - Submission Package

The screenshot displays the 'Create Package' web interface. At the top, there is a red header with the text 'Create Package'. Below this, a note states '* Indicates Required Fields'. The main section is titled 'Package Information' and contains three dropdown menus: 'Package Type: *' set to 'Submission Package', 'Category: *' set to 'Category 2', and 'Parent Organization: *' set to 'AIDS Healthcare Foundation'. Below these is a table titled 'Contracts:' with two columns: 'Contract ID' and 'Count'. The table lists three contracts: H0571 with a count of 54, H0474 with a count of 23, and H0150 with a count of 25. At the bottom of the table, there is a toolbar with icons for adding, deleting, and refreshing, along with a pagination indicator showing 'Page 1 of 0'. Below the table is a 'Total Submission Count:' field with the value '102'. At the bottom left of the interface is a blue 'Continue' button.

Contract ID	Count
H0571	54
H0474	23
H0150	25

- 13. To edit any contract information added in the contract grid complete the following steps:
 - a. **Action:** Select Contract row in the contract grid. The selected contract row will be highlighted as shown below:

Figure 17: Create Package - Submission Package

The screenshot shows the 'Create Package' web interface. At the top, there is a red header with the text 'Create Package'. Below this, a section titled '* Indicates Required Fields' contains the 'Package Information' section. This section includes three dropdown menus: 'Package Type: *' set to 'Submission Package', 'Category: *' set to 'Category 2', and 'Parent Organization: *' set to 'AIDS Healthcare Foundation'. Below these is a table titled 'Contracts:' with two columns: 'Contract ID' and 'Count'. The table contains four rows: H0117 (12), H0571 (54), H0474 (23), and H0150 (25). The first row (H0117) is highlighted in yellow. Below the table is a pagination bar showing 'Page 1 of 0' and several navigation icons. At the bottom of the form, there is a 'Total Submission Count:' field with the value '114' and a 'Continue' button.

Contract ID	Count
H0117	12
H0571	54
H0474	23
H0150	25

Total Submission Count: 114

Continue

b. **Action:** Select edit sign as shown below:

Figure 18: Create Package - Submission Package

Create Package

Create Package

* Indicates Required Fields

Package Information

Package Type: *
Submission Package

Category: *
Category 2

Parent Organization: *
AIDS Healthcare Foundation

Contracts:

Contract ID	Count
H0117	12
H0571	54
H0474	23
H0150	25

+ [edit icon] [trash icon] [refresh icon] [undo icon] Page 1 of 0

Total Submission Count:
114

Continue

- c. Edit Record pop-up will appear on the screen as shown below:

Figure 19: Create Package - Submission Package

The screenshot displays the 'Create Package' web interface. At the top, there is a red header with the text 'Create Package'. Below this, a sub-header reads '* Indicates Required Fields'. The main section is titled 'Package Information' and contains several dropdown menus: 'Package Type: *' set to 'Submission Package', 'Category: *' set to 'Category 2', and 'Parent Organization: *' set to 'AIDS Healthcare Foundation'. Below these is a table titled 'Contracts:'. An 'Edit Record' pop-up window is overlaid on the table, showing 'Contract ID' as 'H0117' and 'Count' as '12'. The pop-up has 'Submit' and 'Cancel' buttons. The table has a 'Count' column with values 12, 54, 23, and 25. At the bottom of the interface, there is a 'Total Submission Count:' field with the value '114' and a pagination control showing 'Page 1 of 0'.

	Count
	12
	54
	23
	25

- d. Update the required information. For our example we will update the count to 15.

Figure 20: Create Package - Submission Package

The screenshot displays the 'Create Package' web interface. At the top, there is a red header with the text 'Create Package'. Below this, a sub-header reads '* Indicates Required Fields'. The main section is titled 'Package Information' and contains several dropdown menus: 'Package Type: *' set to 'Submission Package', 'Category: *' set to 'Category 2', and 'Parent Organization: *' set to 'AIDS Healthcare Foundation'. Below these is a 'Contracts:' section featuring a table with a red 'Edit Record' modal window overlaid on it. The modal window has fields for 'Contract ID' (H0117) and 'Count' (15), along with 'Submit' and 'Cancel' buttons. The table has a 'Count' column and shows values 12, 54, 23, and 25. At the bottom of the interface, there are navigation icons, a page indicator 'Page 1 of 0', and a 'Total Submission Count' field containing the value 114.

- e. **Action:** Select **Submit**.

- f. The user will be able to see the updated information in the contract grid as shown below:

Figure 21: Create Package - Submission Package

Create Package

* Indicates Required Fields

Package Information

Package Type: *
Submission Package

Category: *
Category 2

Parent Organization: *
AIDS Healthcare Foundation

Contracts:

Contract ID	Count
H0117	15
H0571	54
H0474	23
H0150	25

Page 1 of 0

Total Submission Count:
114

Continue

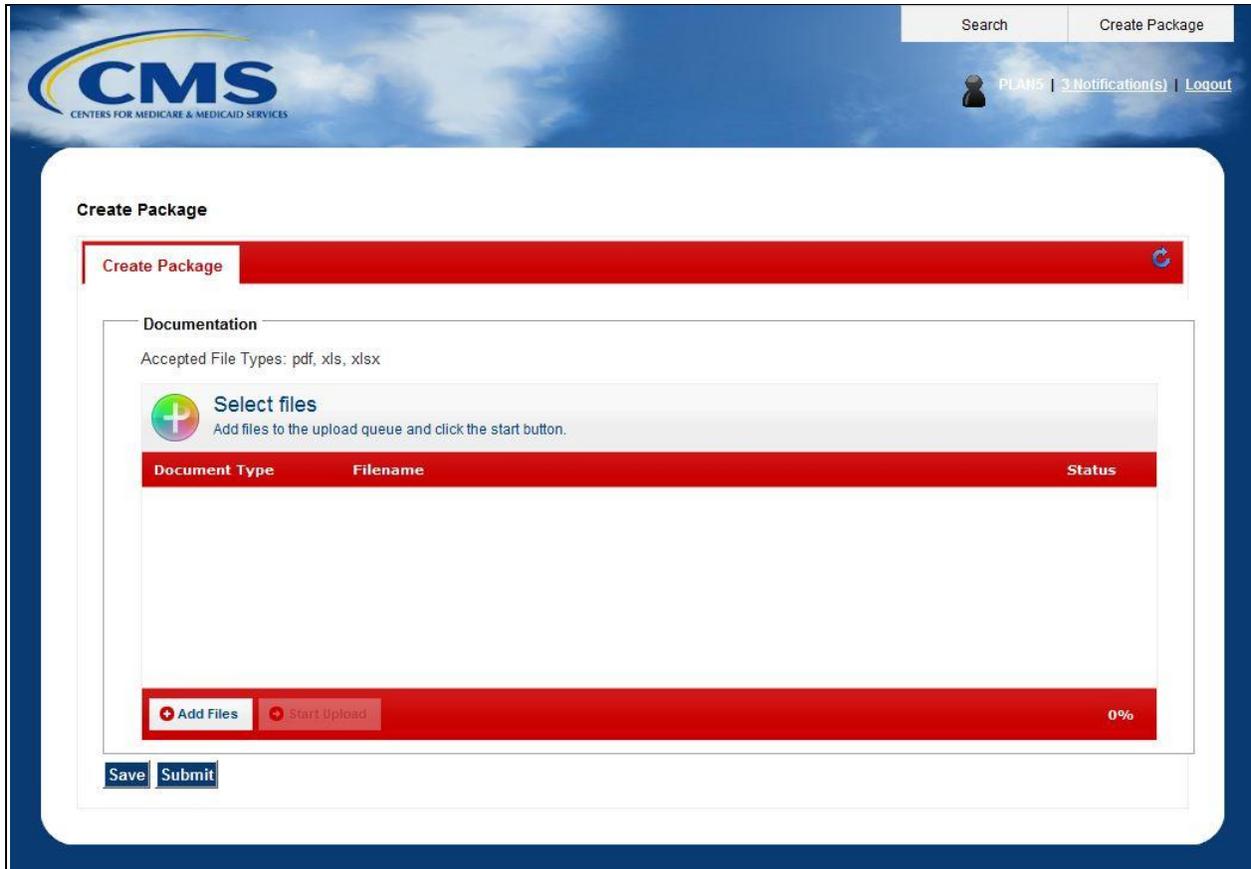
*Note: The **Total Submission Count** field will be automatically updated. The user will not be able to update the values.*

Note: In the Contracts dropdown the user will be able to see only the contracts the user has access too. If a Plan user does not have access to any contract, the Contract Grid will not be available for the user on the Create Package Screen.

- Action:** After entering all the information required for the Package creation select **Continue**.

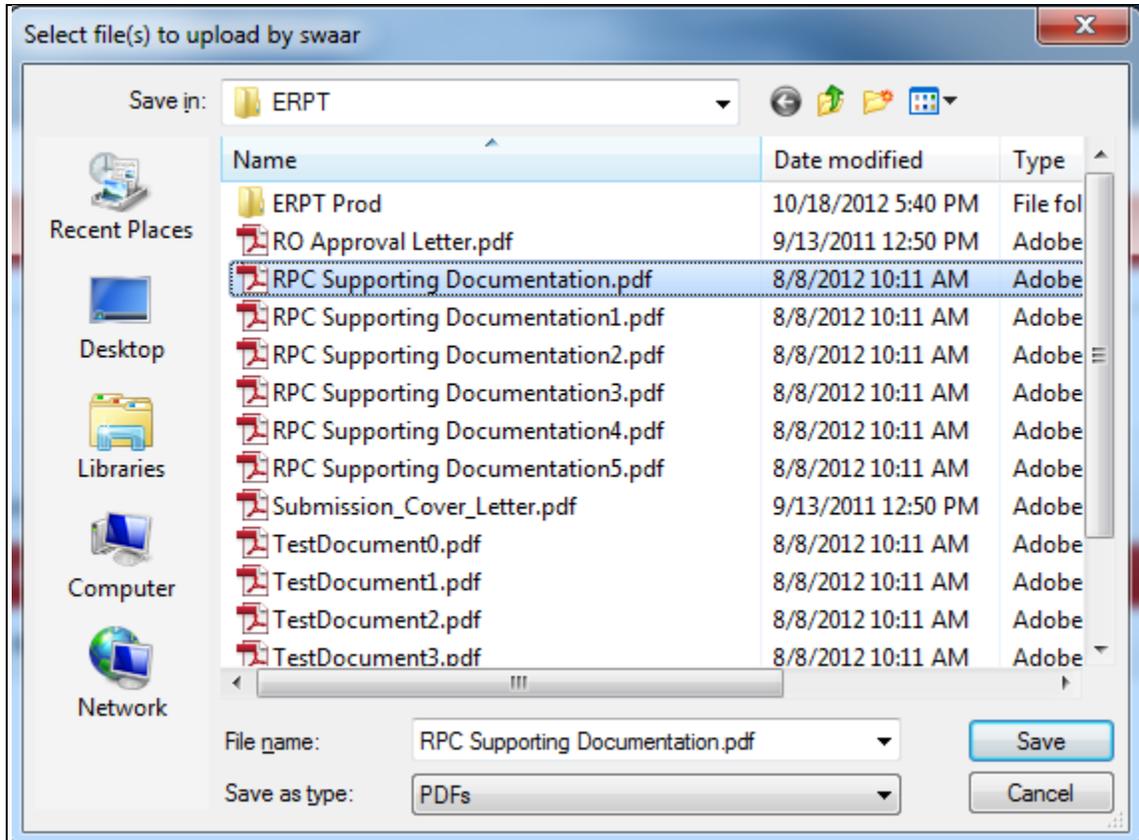
15. Documentation screen will be displayed as shown below. The user can select add documents to a Package using the options available in Documentation screen:

Figure 22: Create Package - Submission Package



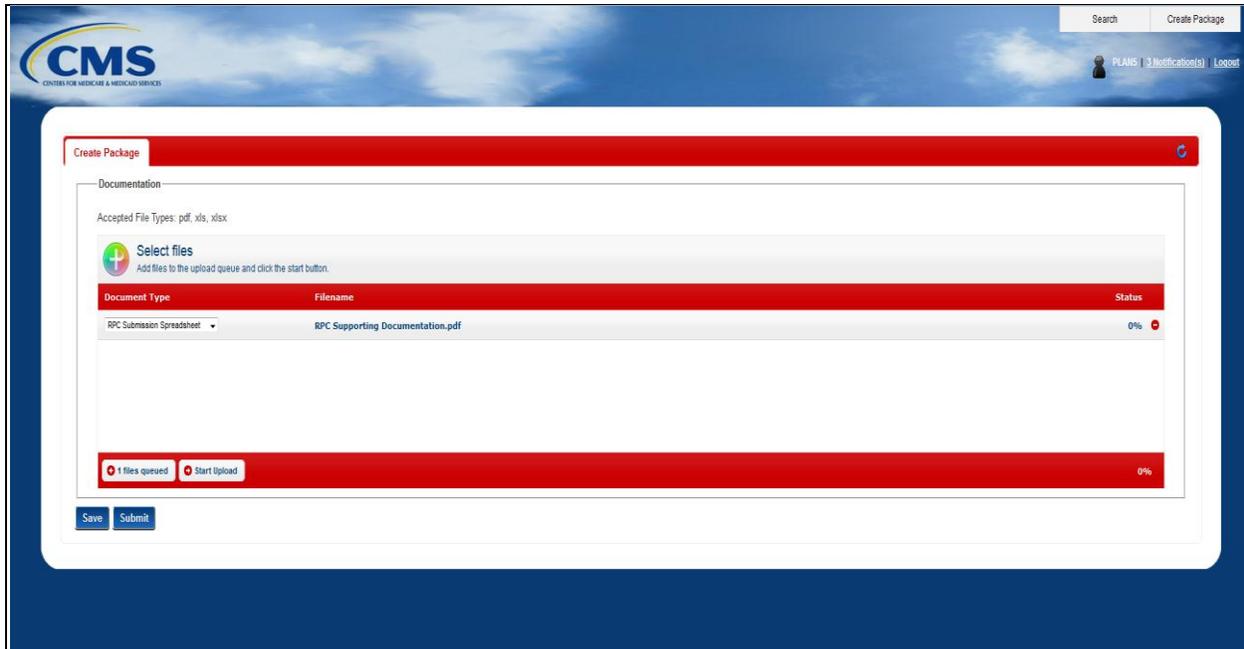
- Action:** Select **Add Files**. Windows Explorer pop-up window will be displayed for the user to select the documents as shown below:

Figure 23: Create Package - Submission Package



17. **Action:** Select the files you want to add for the document and select **Save**. The selected document will display in the user interface:

Figure 24: Create Package - Submission Package



18. **Action:** Select the appropriate **Document Type** value from the dropdown for each document. *Please refer Table 9 to view the appropriate document type values for the documents.* The default document type value for all the documents will be 'RPC Submission Spreadsheet' when creating a Submission Package.

Note: The default document type value will vary based on the Package type and also the step in the process.

19. **Action:** Select **Start Upload**.

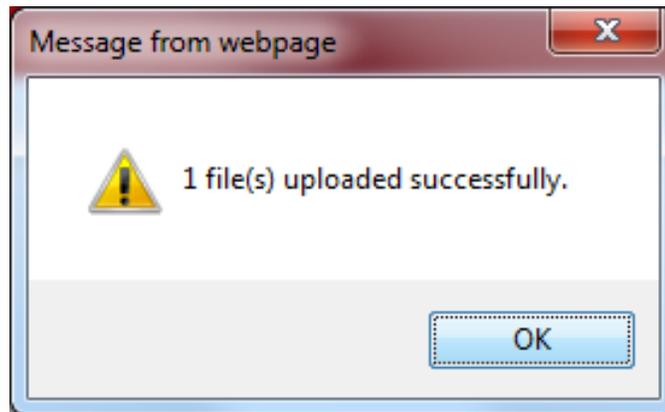
20. **Action:** The user must upload at least one document for each of the following document types for successful submission of the Package:

- RPC Submission Cover Letter (PDF File).
- RPC Submission Spreadsheet (xls or xlsx File).
- RPC Supporting Documentation (PDF File(s)).

Note: The format ".xlsm" is not supported by the eRPT. Please refer to section 4.5 for steps to convert xlsm format document.

21. On successful upload the user interface will display the following message:

Figure 25: Create Package - Submission Package



Note: Acceptable file types for uploading are PDF, XLS and XLSX.

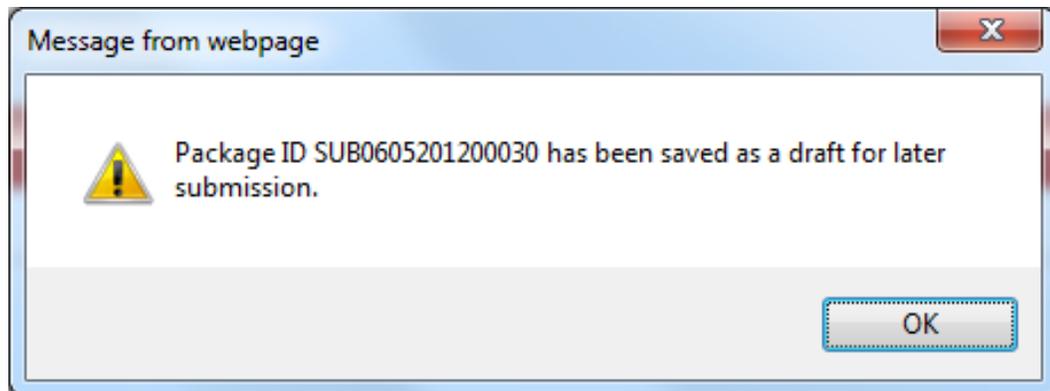
22. **Action:** Select **Ok**.

23. **Action:** The user can either 'Save' the Package or 'Submit' the Package by selecting the respective button.

Note: The user will not need to upload any documents to save the Package.

24. **Action:** To save a Package click on the **Save** button. The user will see the following message:

Figure 26: Create Package - Submission Package

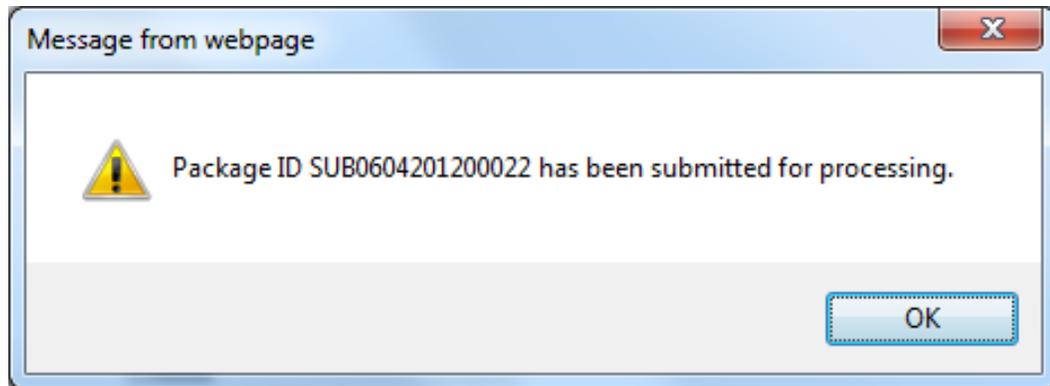


Note: A saved Package can be retrieved on the Search screen by searching for Packages with 'Draft' status.

25. **Action:** Select **Ok**.

26. **Action:** To submit a Package click **Submit** button. The user will then see the following message:

Figure 27: Create Package - Submission Package



Note: A submitted Package can be retrieved on the Search screen by searching for Packages with an 'Open' status.

27. **Action:** Select **OK**.
28. If the user has not added all the required documents for the Package before submitting the Package the following pop-up will be displayed:

Figure 28: Create Package - Submission Package



29. **Action:** Select **Ok**. Repeat steps 16 through 22 to add the required documents and then submit the Package.

4.3.2 Create Package- Transaction Inquiry Package

- 1 Login to the eRPT application.
- 2 **Action:** Select **Create Package**.
- 3 This screen allows the user to enter details for the Transaction Inquiry Package.
 - a. **Package Type** - Select Transaction Inquiry from the drop down.
 - b. **Parent Organization:** Select the Parent organization to which the Package belongs.

Note: If the user's Parent Organization does not display, please contact the MAPD Help Desk at mapdhelp@cms.hhs.gov or 1-800-927-8069.

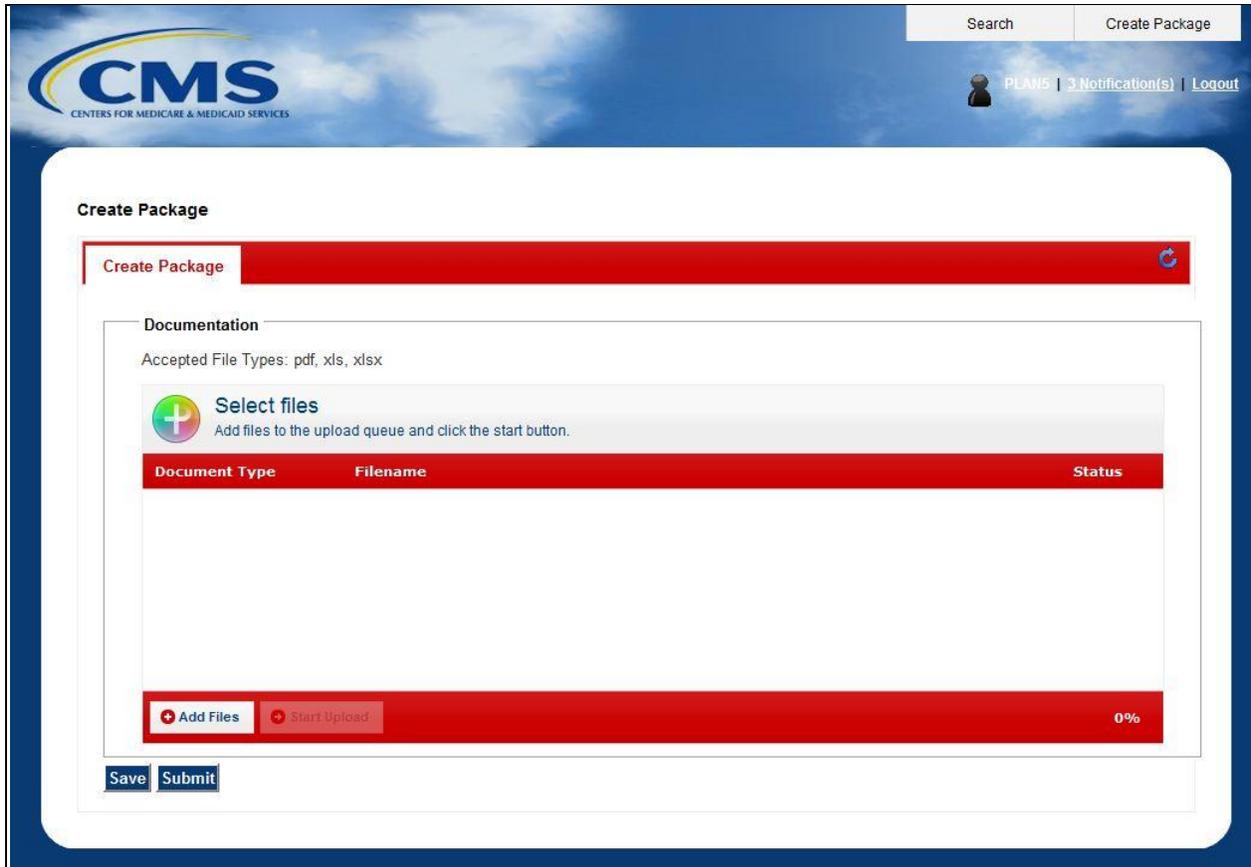
Figure 29: Create Package - Transaction Inquiry

The screenshot shows the 'Create Package' web application interface. At the top, there is a navigation bar with 'Search' and 'Create Package' buttons. The CMS logo is on the left, and 'PLANS | 3 Notification(s) | Logout' is on the right. The main content area is titled 'Create Package' and contains a form with a red header bar. The form includes a 'Package Information' section with a 'Package Type' dropdown menu (set to 'Transaction Inquiry Package') and a 'Parent Organization' dropdown menu (set to 'AIDS Healthcare Foundation'). A 'Continue' button is located at the bottom of the form.

- 4 **Action:** After entering all the information required for the Package select **Continue**.

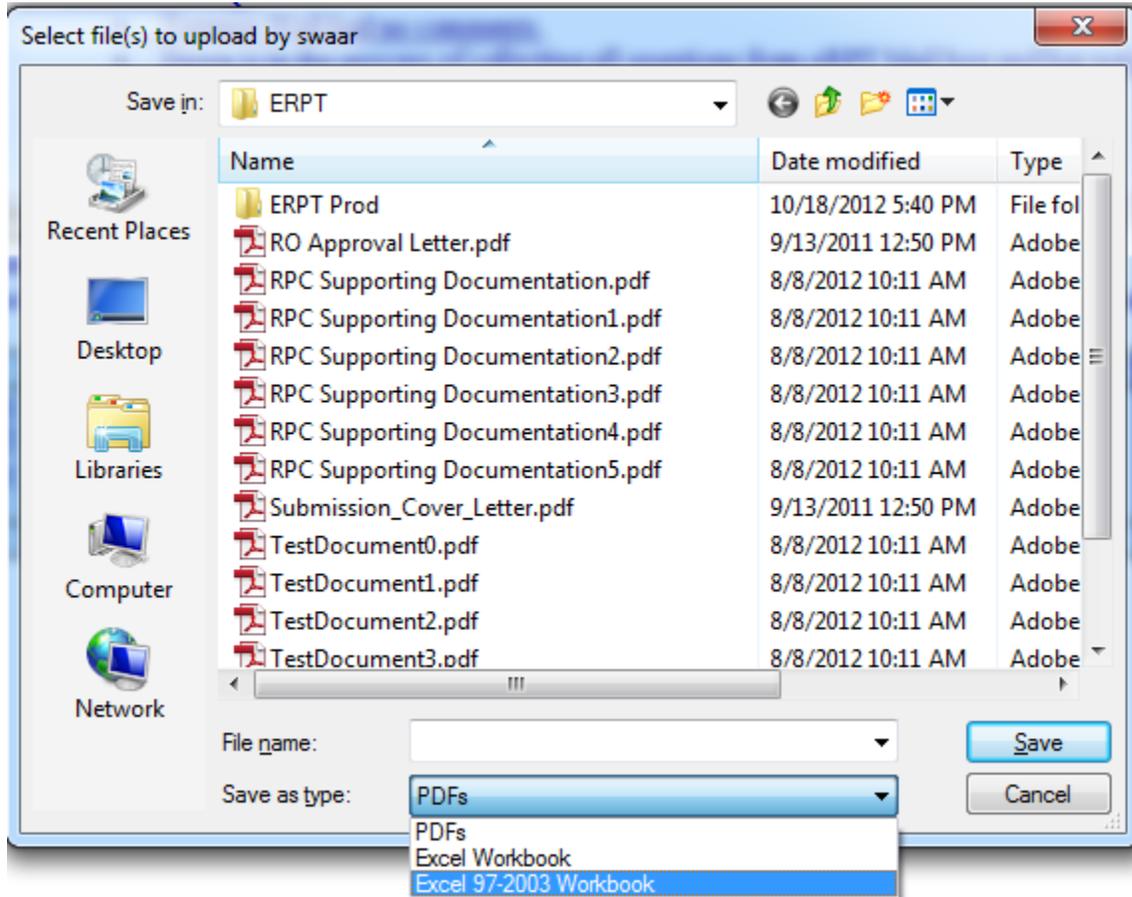
- 5 Documentation screen will be displayed as shown below. The user can add supporting documents to a Package using the options available on the Documentation screen:

Figure 30: Create Package - Transaction Inquiry



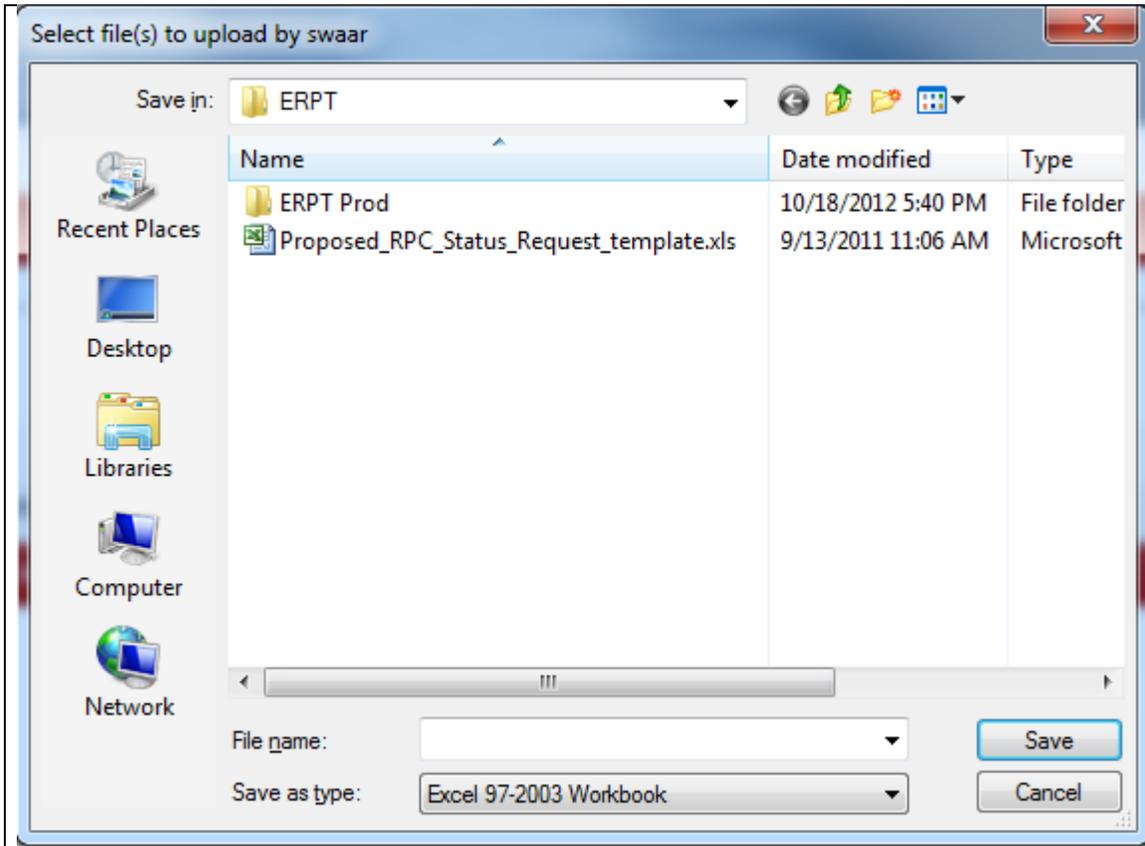
- 6 **Action:** Select **Add Files**. Windows Explorer pop-up window will be displayed for the user to select the documents as shown below:
 - 7 If the user wants to upload xls documents select Excel 97-2003 Workbook from Save-as-Type dropdown as shown below:
- Note: If the user wants to upload 'xlsx' documents select Excel Workbook from Save-as-Type dropdown.*

Figure 31: Create Package - Transaction Inquiry



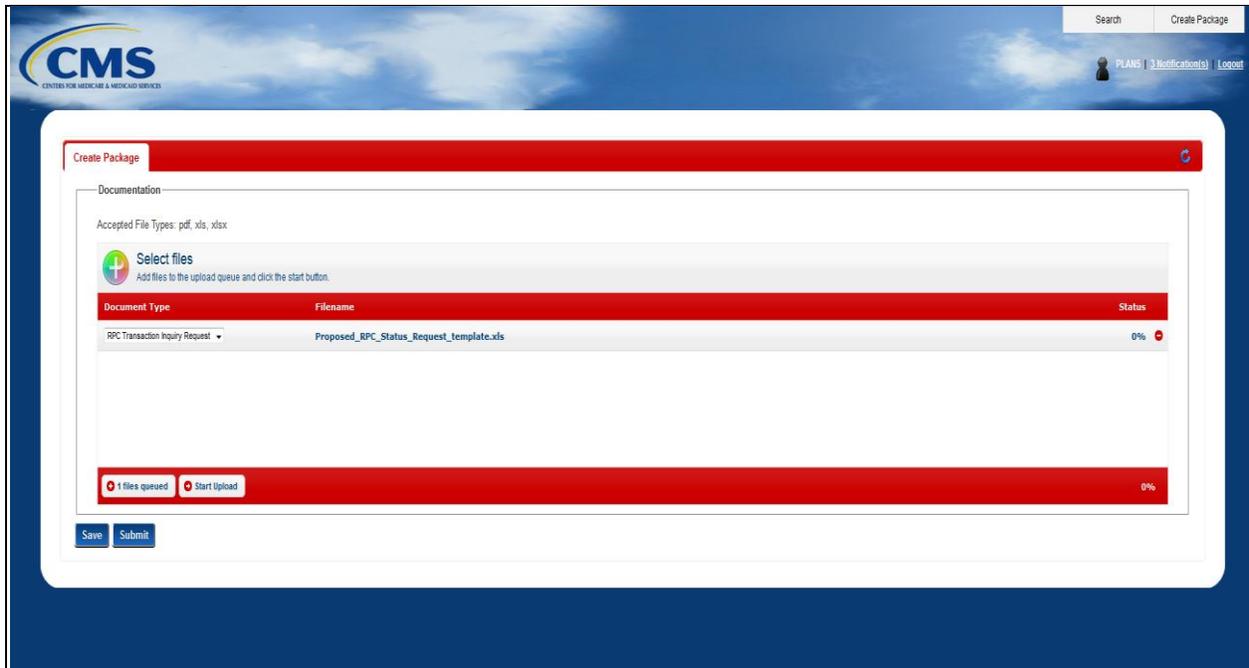
- 8 All xls documents within the local folder will be displayed as shown below:

Figure 32: Create Package - Transaction Inquiry



- 9 **Action:** Select the files you want to add for the document and select **Save**. The selected document will display in the user interface.

Figure 33: Create Package - Transaction Inquiry

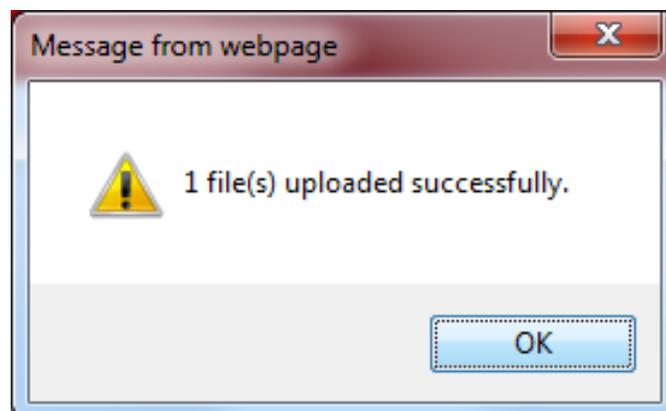


- 10 **Action:** Select the appropriate **Document Type** value from the dropdown to each document. The default value for all of the documents will be 'RPC Transaction Inquiry Request' when creating a Submission Package. The default document type value will vary based on the Package type and also the step in the process.

Note: For Transaction Inquiry Package 'RPC Transaction Inquiry Request' is the only document type the user can select for Package submission.

- 11 **Action:** Select **Start Upload**.

Figure 34: Create Package - Transaction Inquiry



Note: A document is not submitted until the user receives a message indicating that it has been uploaded successfully.

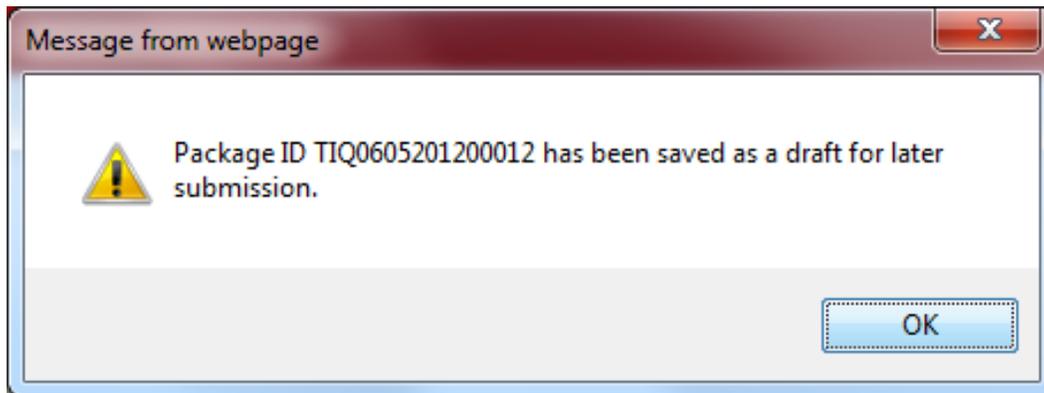
12 **Action:** Select **OK**.

13 Now the user can either 'Save' as Draft Package or 'Submit' the Package by selecting the respective button.

Note: The user will not need to upload any documents to save the Package.

14 **Action:** To save a Package click on **Save** the user will see following message:

Figure 35: Create Package - Transaction Inquiry

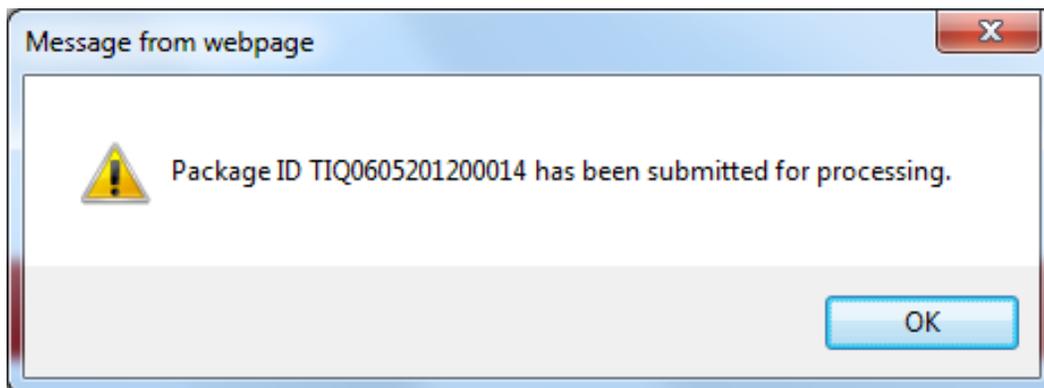


Note: A saved Package can be retrieved on the Search screen by searching for Packages with 'Draft' status.

13. **Action:** Select **Ok**.

14. **Action:** To submit a Package click on **Submit**. The user will then see the following message:

Figure 36: Create Package - Transaction Inquiry

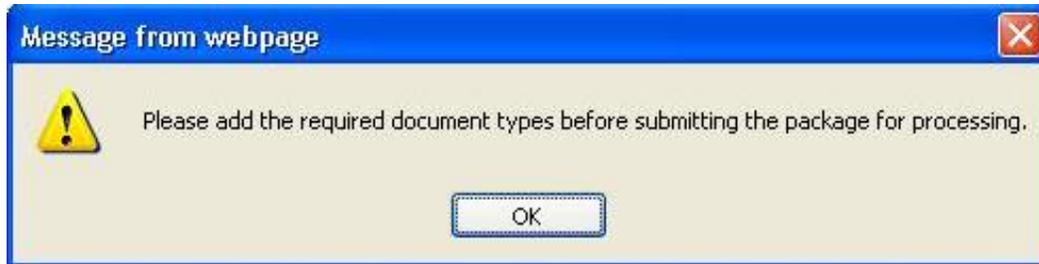


Note: A submitted Package can be retrieved on the Search screen by searching for Packages with 'Open' status.

15 **Action:** Select **OK**.

- 16 If the user has not added all the required documents for the Package before submitting the Package the following pop-up will be displayed:

Figure 37: Create Package - Transaction Inquiry



- 17 **Action:** Select **Ok**. Repeat steps 6 through 10 to add the required documents and then submit the Package.

4.3.3 Search Package

Note: For our example we will search for a Draft Submission Package. The required fields on the Search page are marked with an asterisk ().*

1. Login to the eRPT application.
2. **Action:** Select **Search** on top right corner of the screen.
3. **Action:** Select following options for Search Criteria:
 - a. **Search For** - Select Submission Package from the dropdown.
 - b. **Date**
 - i. **From** - Enter the beginning date for search.
 - ii. **To** - Enter the end date for search.
 - c. **Package ID** - For our example we will leave it blank.
 - d. **Category** - Category 2 (Default value for Submission Package Search).
 - e. **Status** - Select Draft from the dropdown.
 - f. **Parent Organization** - Select 'All' from the dropdown.

Figure 38: Search Package

4. **Action:** Select **Search**.
5. If the search criteria have any matching results the values will be displayed in the results grid as shown below. A Plan user will only see Packages to which the user has access in the results grid.

Figure 39: Search Package

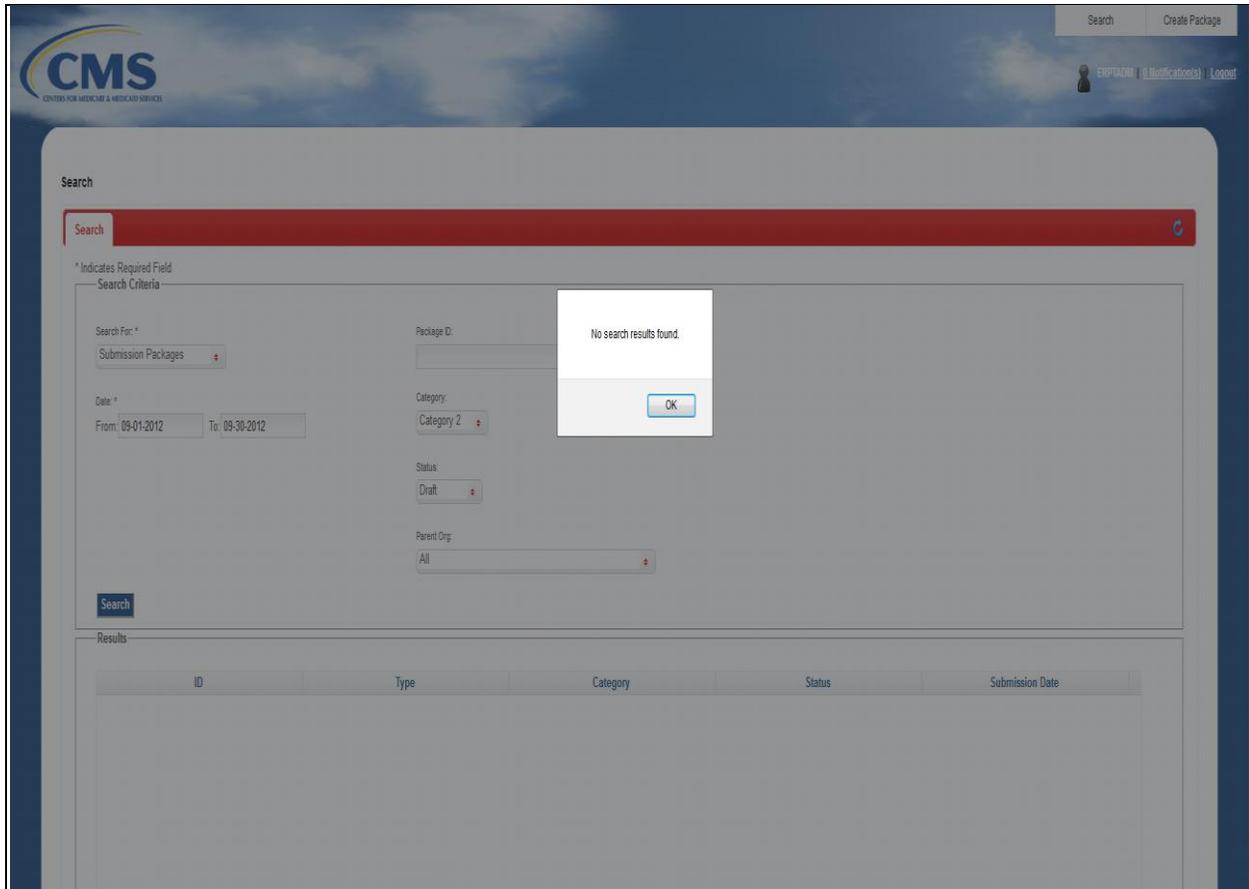
The screenshot shows the CMS Search Package interface. At the top left is the CMS logo (Centre for Medicare & Medicaid Services). The page has a blue header with a search bar and user information (ERP/ADM | 0.0). Below the header is a red 'Search' bar. The main content area is titled 'Search' and contains search criteria fields: 'Search For' (Submission Packages), 'Date' (From: 07-01-2012, To: 09-30-2012), 'Package ID', 'Category' (Category 2), 'Status' (Draft), and 'Parent Org' (All). A 'Search' button is located below the criteria. Below the search bar is a 'Results' section with a table of search results.

ID	Type	Category	Status	Submission Date
SUB0720201200036	SUB	Category 2	Draft	
SUB0719201200034	SUB	Category 2	Draft	
SUB0719201200033	SUB	Category 2	Draft	
SUB0719201200032	SUB	Category 2	Draft	
SUB0719201200031	SUB	Category 2	Draft	

6. In section [0](#) we will discuss steps on how to view a Package retrieved in a Search.

7. If the search criteria does not have any results to display the following pop-up will be displayed:

Figure 40: Search Package



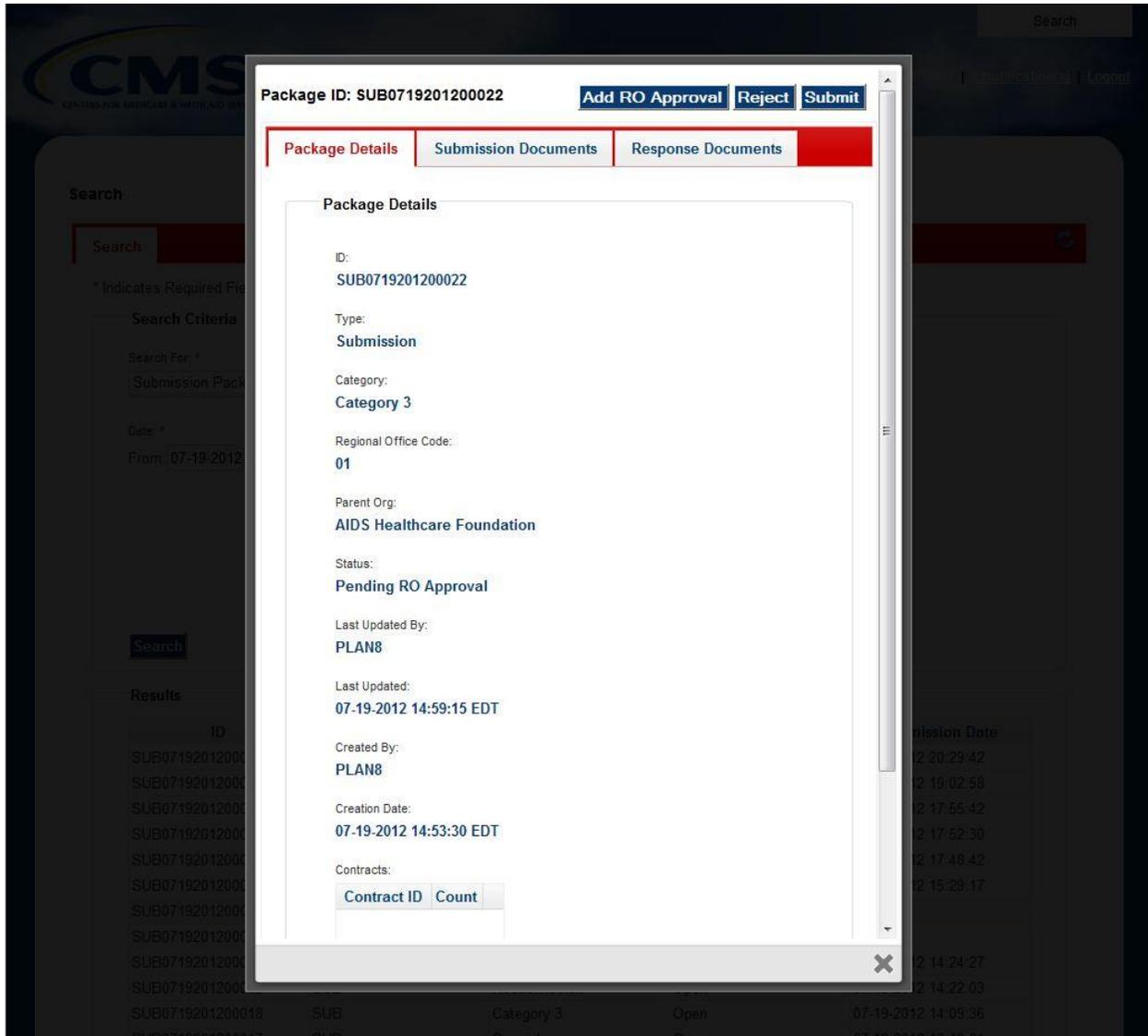
8. **Action:** Select **Ok** and repeat steps 1 to 4 to perform a new search.

4.3.4 Steps to View a Package

- 1 Login to the eRPT application.
- 2 Search for Packages as shown in section [4.3.3](#)
- 3 **Action:** Double click on Package in the result grid to view it. The "Package Details" tab will be displayed as shown below:

Note: Based on the Package status you may see a button on the top right corner of the "Package Details" tab.

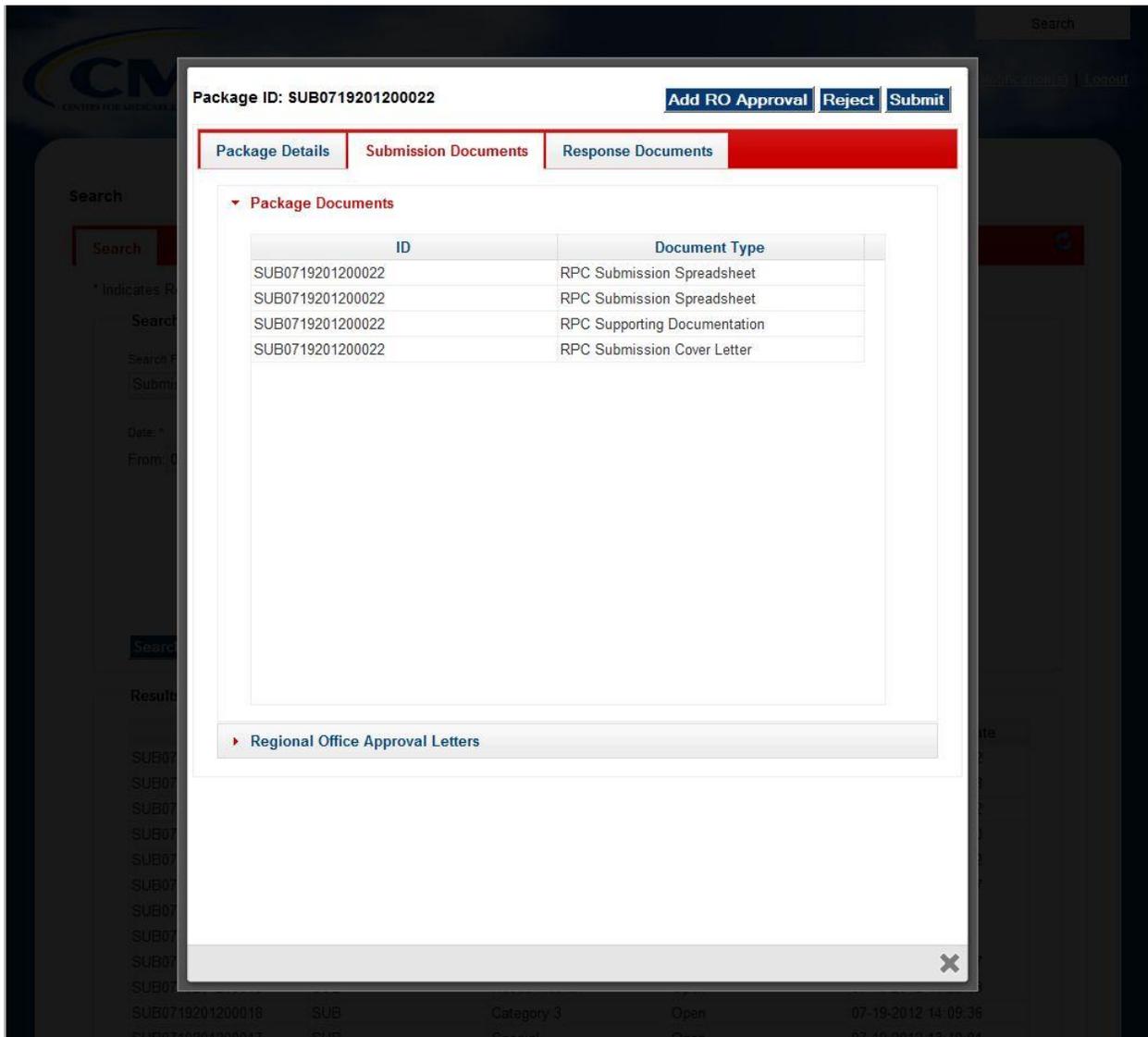
Figure 41: View Package



- 4 **Action:** Select **Submission Documents** tab to view all the documents that were submitted during Package submission.

Note: Depending on the Package type and category code, the document types available may differ. Refer to Appendix C for selections available under Submission Documents.

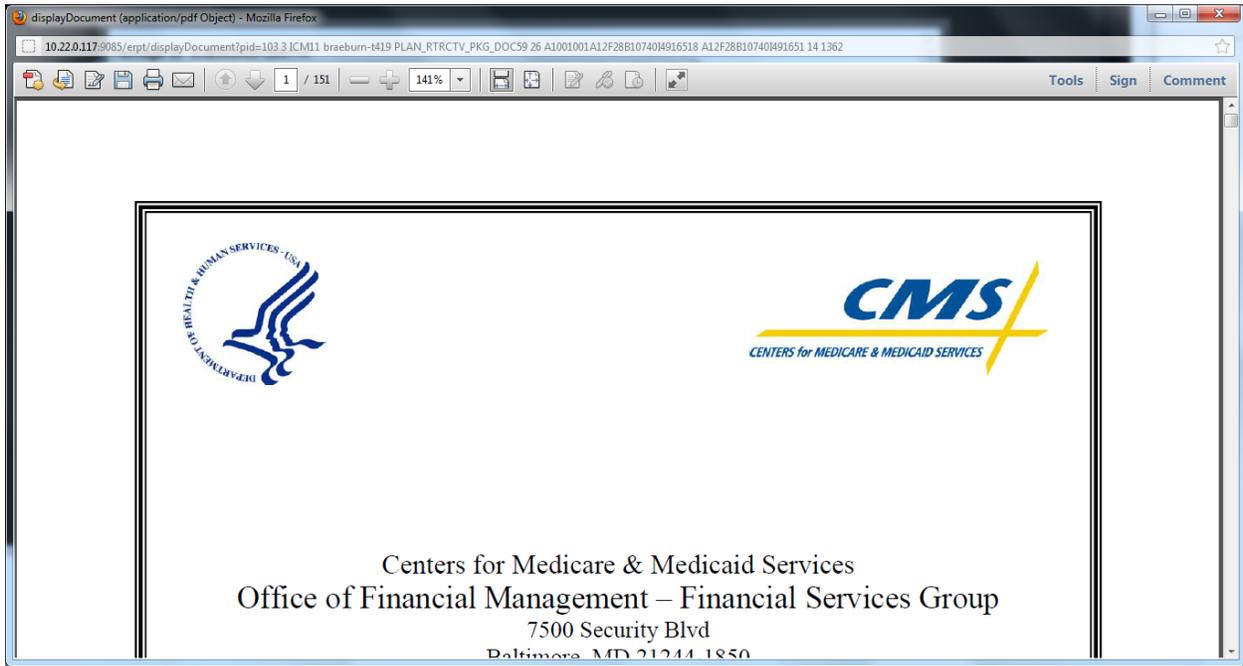
Figure 42: View Package



- 5 **Action:** To view the documents select **Package Documents** to expand the selection to view the list of documents.
- 6 **Action:** Double click on a specific document in the list to open and view the document.

7 The document will open as shown below:

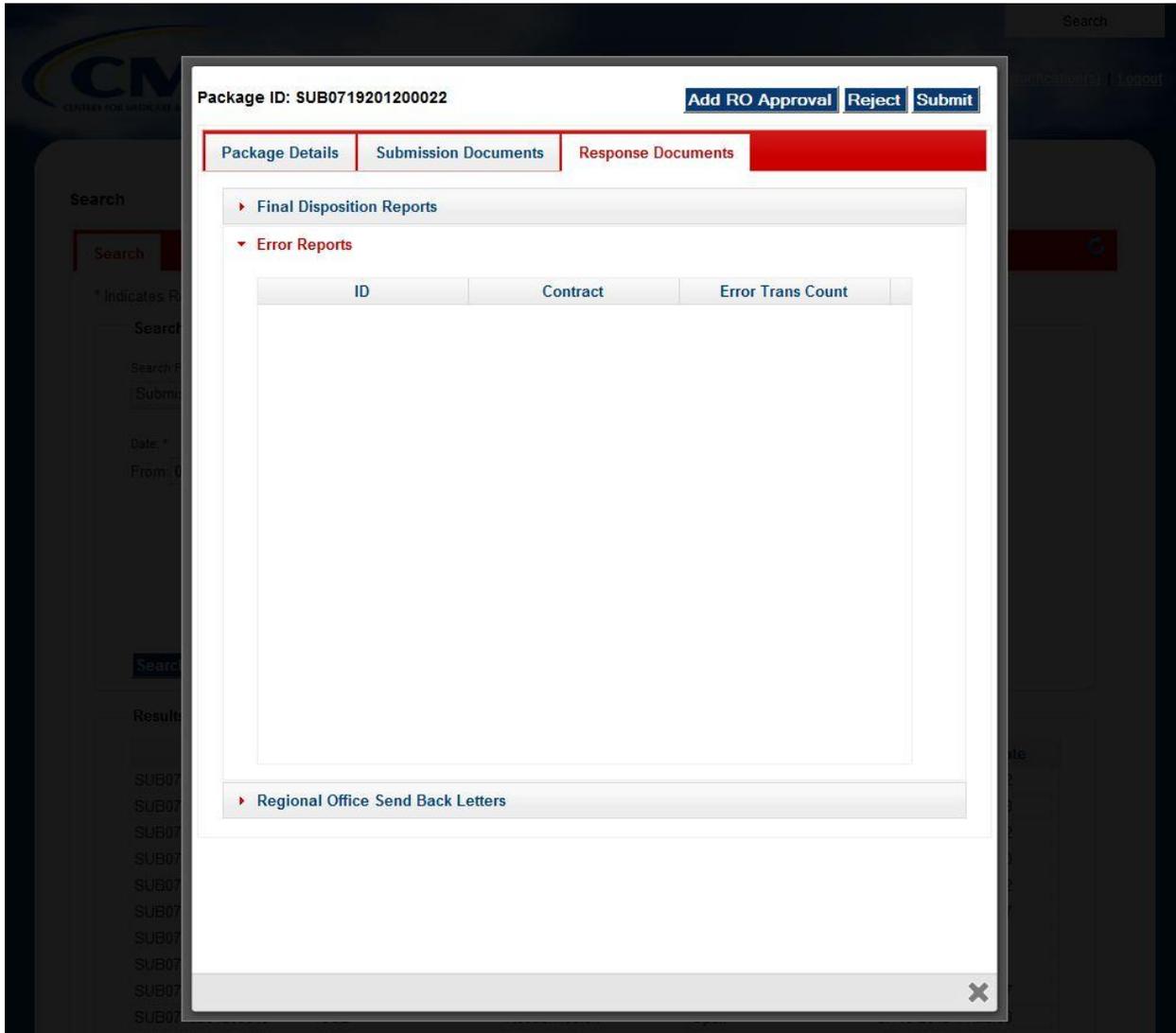
Figure 43: View Package Document



- 8 **Action:** Select **Response Documents** to view all the Response Documents submitted by the RPC contractor as shown below:

Note: Response documents will not be available if the status is marked as Draft, Pending RO Approval or Open. Also the Response documents will only be visible if the user has access to those documents.

Figure 44: View Package Documents



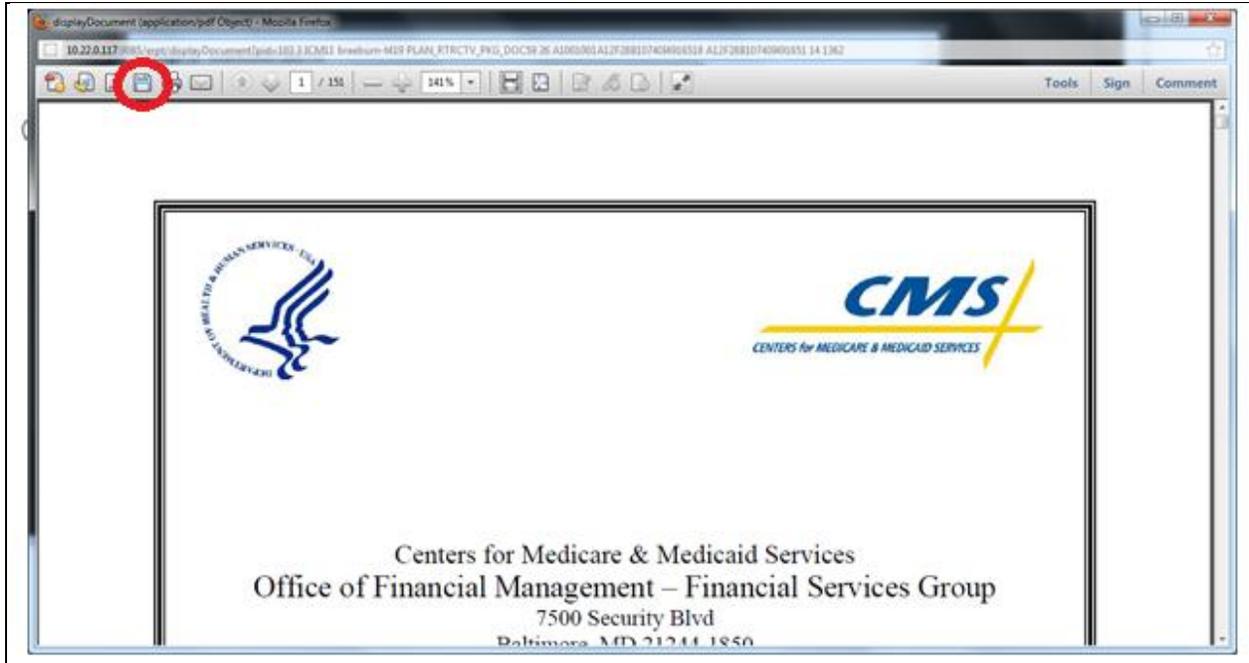
- 9 **Action:** To view the documents, the user can click **Final Disposition Reports** or **Error Reports** to expand the selection to view the list of documents.

Note: The document types displayed under Response documents will vary based on the Package type. Refer to Appendix C for selections available under Response Documents.

- 10 **Action:** To open and view the documents double click on the document to view it.

11 Download the document to the local computer by selecting the **Save icon** as shown below:

Figure 45: Save a Document



4.3.5 Steps to update a Package

Note: Only Packages in 'Draft' status can be updated.

1. Login to the eRPT application.
2. **Action:** Select **Search**.
3. Enter the search criteria as shown in section [4.3.3](#) to retrieve the Package.
4. **Action:** Select **Search**.
5. The results meeting the search criteria will be displayed in the result grid.

Figure 46: Update a Package

The screenshot shows the CMS XLC application interface. At the top, there is a navigation bar with the CMS logo (Centers for Medicare & Medicaid Services) on the left, and buttons for 'Search' and 'Create Package' on the right. Below the navigation bar, there is a user profile section with a user icon, the text 'PLAN2 | 20 Notification(s) | Logout', and a refresh icon.

The main content area is titled 'Search' and contains a search form. The form has a red header bar with the word 'Search' and a refresh icon. Below the header, there is a note: '* Indicates Required Field'. The search criteria are organized into several sections:

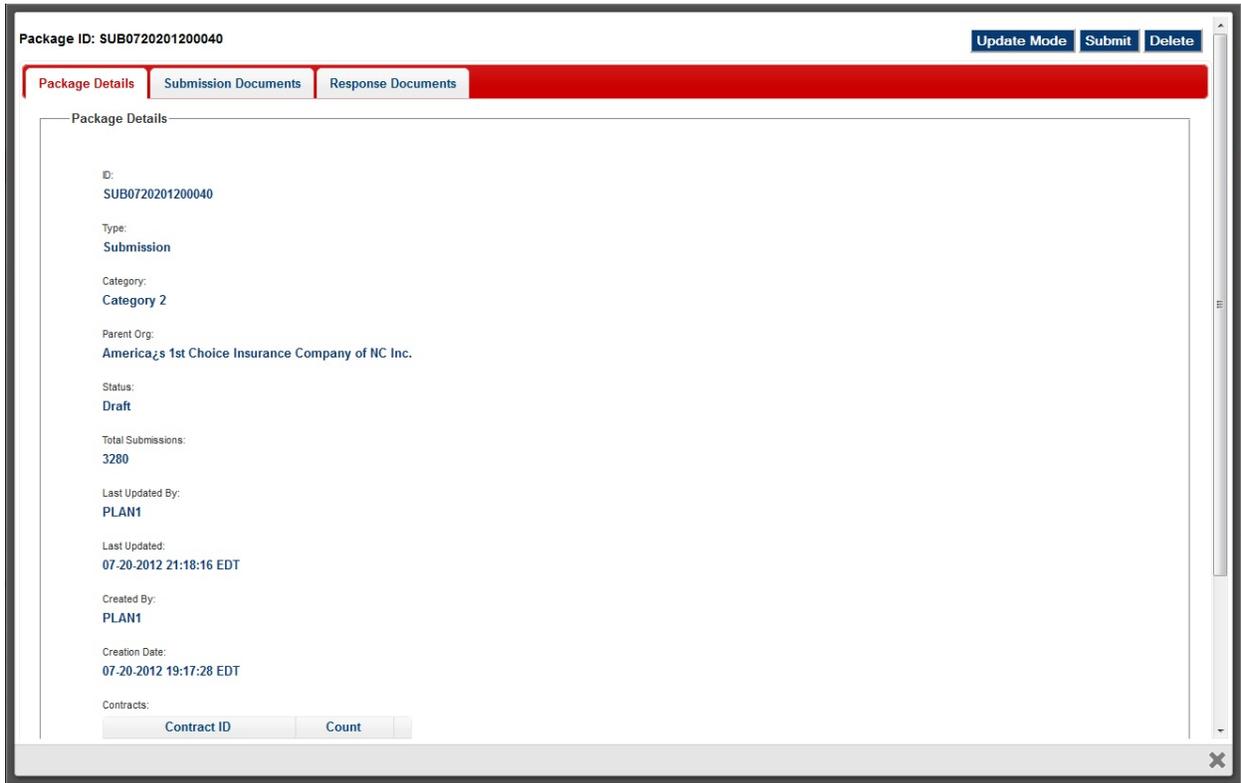
- Search For:** A dropdown menu with 'Submission Packages' selected.
- Package ID:** An empty text input field.
- Date:** Two date pickers with 'From: 07-20-2012' and 'To: 07-20-2012'.
- Category:** A dropdown menu with 'Category 2' selected.
- Status:** A dropdown menu with 'Draft' selected.
- Parent Org:** A dropdown menu with 'All' selected.

At the bottom of the search form is a 'Search' button. Below the search form is a 'Results' section containing a table with the following data:

ID	Type	Category	Status	Submission Date
SUB0720201200041	SUB	Category 2	Draft	
SUB0720201200040	SUB	Category 2	Draft	
SUB0720201200039	SUB	Category 2	Draft	
SUB0720201200038	SUB	Category 2	Draft	

6. **Action:** Open the Package that you want to update by double clicking on the Package.

Figure 47: Update a Package



- 7 **Action:** Select *Update Mode* from the top right corner of the Package screen.

Figure 48: Update a Package

Package ID: SUB0720201200040 View Only Mode Submit Delete

Package Details Submission Documents Response Documents

* Indicates Required Fields
Package Information

Package Type: *
SUB

Category: *
Category 2

Parent Organization: *
America's 1st Choice Insurance Company of NC Inc.

Contracts:

Contract ID	Count
H0474	3280

Page 1 of 0

Total Submission Count:
3280

Save Save and Submit

- 8 **Action:** To update the Package attributes select **Package Details** to update the attributes.
- 9 **Action:** Once the update is completed select **Save**.
Note: If the Save button is not selected after updating the Package attributes, the updated information will not be saved for the Package.
- 10 **Action:** To add additional documents select the **Submission Documents** tab.

Figure 49: Update a Package

Package ID: SUB0720201200040 View Only Mode Submit Delete

Package Details **Submission Documents** Response Documents

Package Documents

 **Select files**
Add files to the upload queue and click the start button.

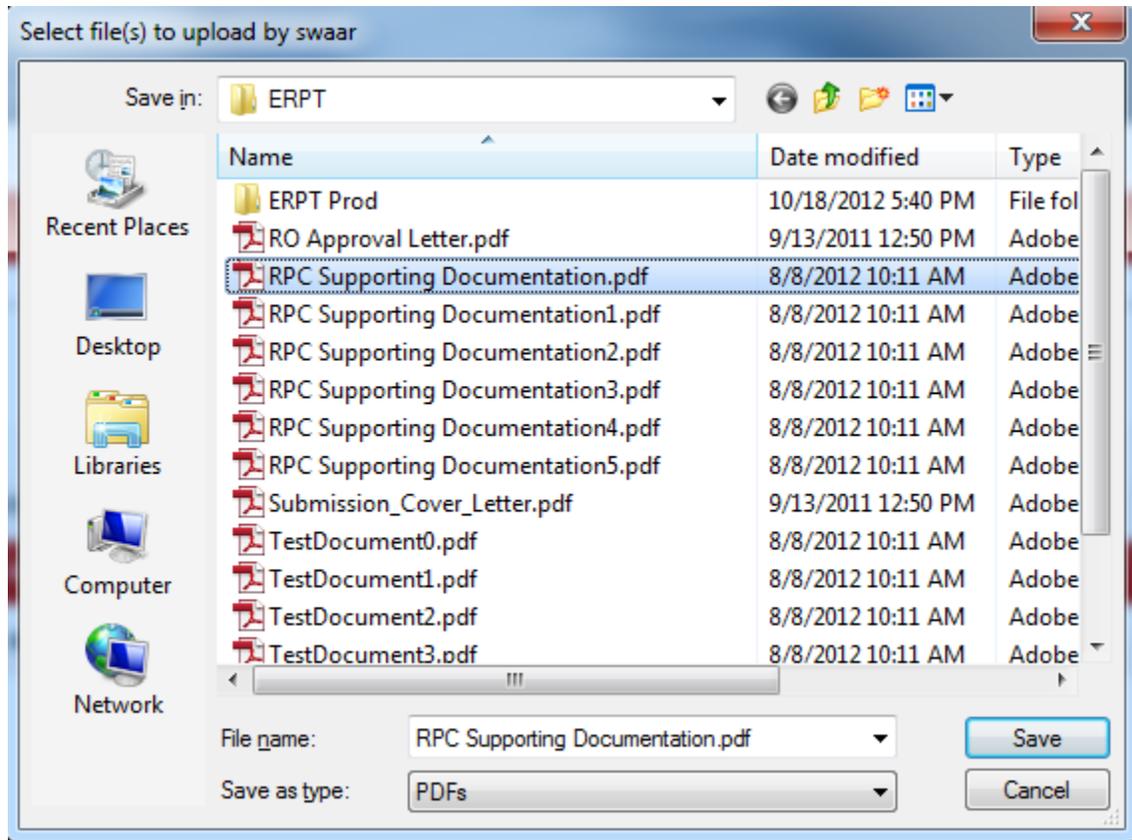
Document Type	Filename	Status
---------------	----------	--------

Add Files Start Upload 0%

Accepted File Types: pdf, xls,.xlsx

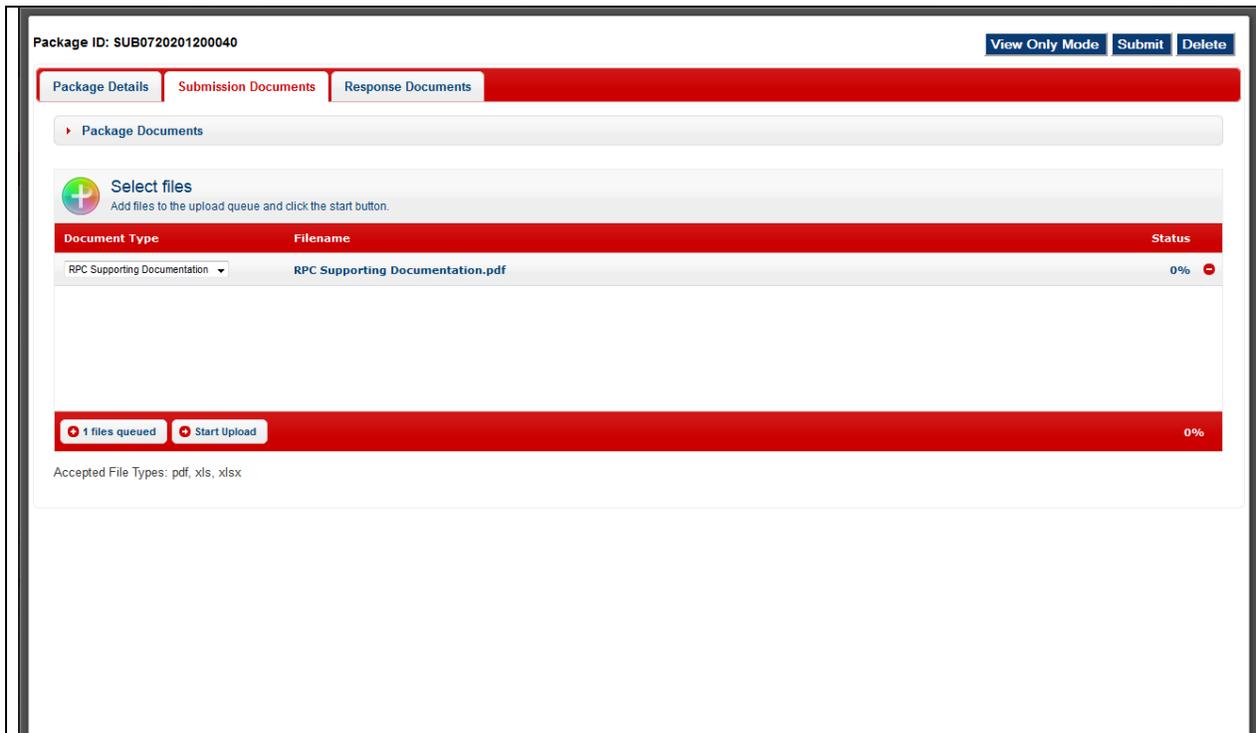
- 11 **Action:** Select **Add Files**. Windows Explorer pop-up window will be displayed for the user to select the documents as shown below:

Figure 50: Update Package



- 12 **Action:** Select the files you want to add for the Package and select **Save**. The selected document will display in the user interface.

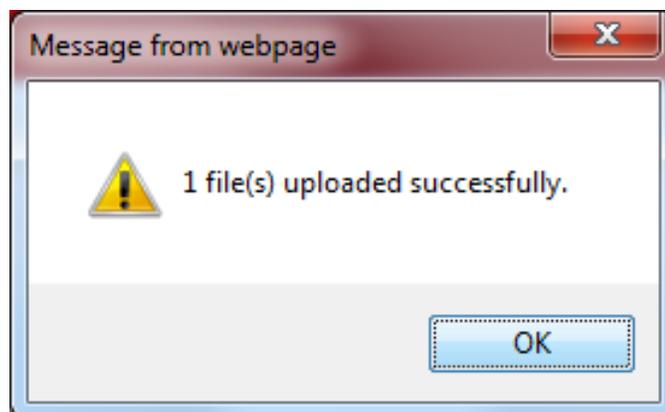
Figure 51: Update Package



13. Select the appropriate document type value from the drop-down and select **Start Upload**. On successful upload the user interface will display the following message:

Note: The message in the pop-up will display the number of documents that were uploaded.

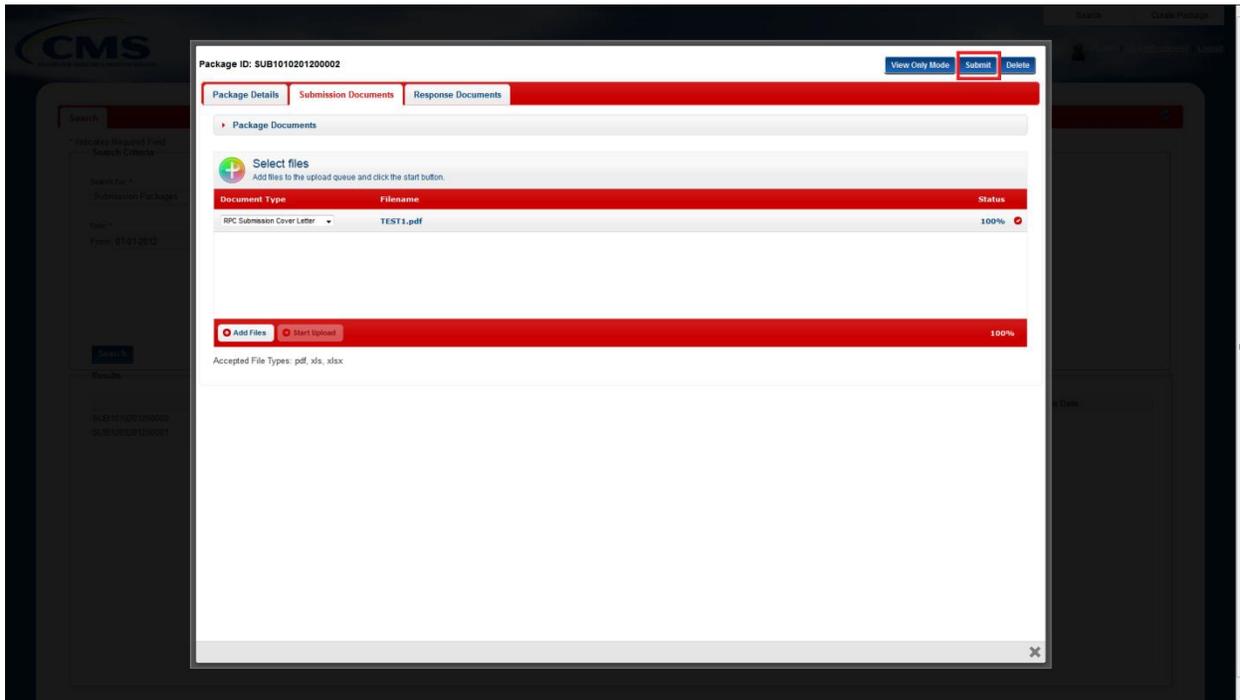
Figure 52: Update Package



Note: Acceptable file types for uploading are PDF, XLS and XLSX. The eRPT does not accept the XLSM format. This format must be converted to an acceptable format. See section 4.5 of this manual for instructions on how to convert an xlsx file to an acceptable format.

- 14 If the user chooses to do so, the user can select to submit the Package, close the Package screen or switch back to 'View Mode' or delete the Package.
- 15 To submit the Package:
 - a. **Action:** Select **Submit** button on the top right corner of Package Screen as shown below:

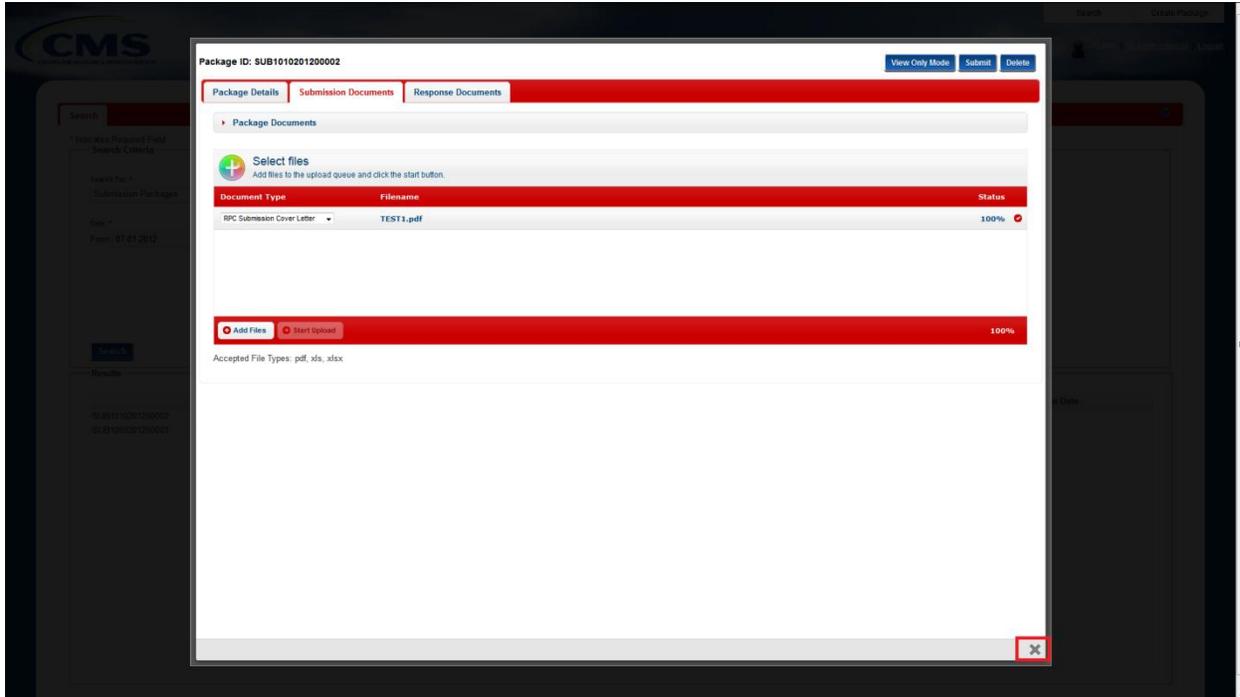
Figure 53: Update Package



16 To close the Package screen:

- i. **Action:** Select **x** at the bottom right corner of the screen.

Figure 54: Update Package



- ii. **Action:** You can also choose to click outside the Package screen and Package will be closed.

17. Switch to View Only Mode:

- i. **Action:** Select **View Only Mode** on the top right corner of the Package screen.

*Note: If the Package screen is closed before selecting the **Start Upload** for selected documents in the Submission Documents the document will not be saved for the Package. Please make sure to upload the document before closing or submitting the Package.*

4.3.6 Steps to delete a Draft Package

Note: Only Packages in 'Draft' status can be permanently deleted.

When a Package in Draft status is deleted from the eRPT application it will be permanently deleted from the application and cannot be retrieved. A draft Package can be deleted only by the Package Creator.

1. Login to the eRPT application.
2. **Action:** Select **Search**.
3. Enter the search criteria as shown in section 4.3.3 to retrieve the Package.
4. **Action:** Select **Search**.

Figure 55: Delete a Draft Package

The screenshot displays the CMS XLC Search interface. At the top, there is a navigation bar with the CMS logo and links for 'Search' and 'Create Package'. Below this, the 'Search' section is active, showing search criteria and results.

Search Criteria:

- Search For: Submission Packages
- Package ID: (empty field)
- Date: From 06-04-2012 To 06-04-2012
- Category: Two
- Status: Draft

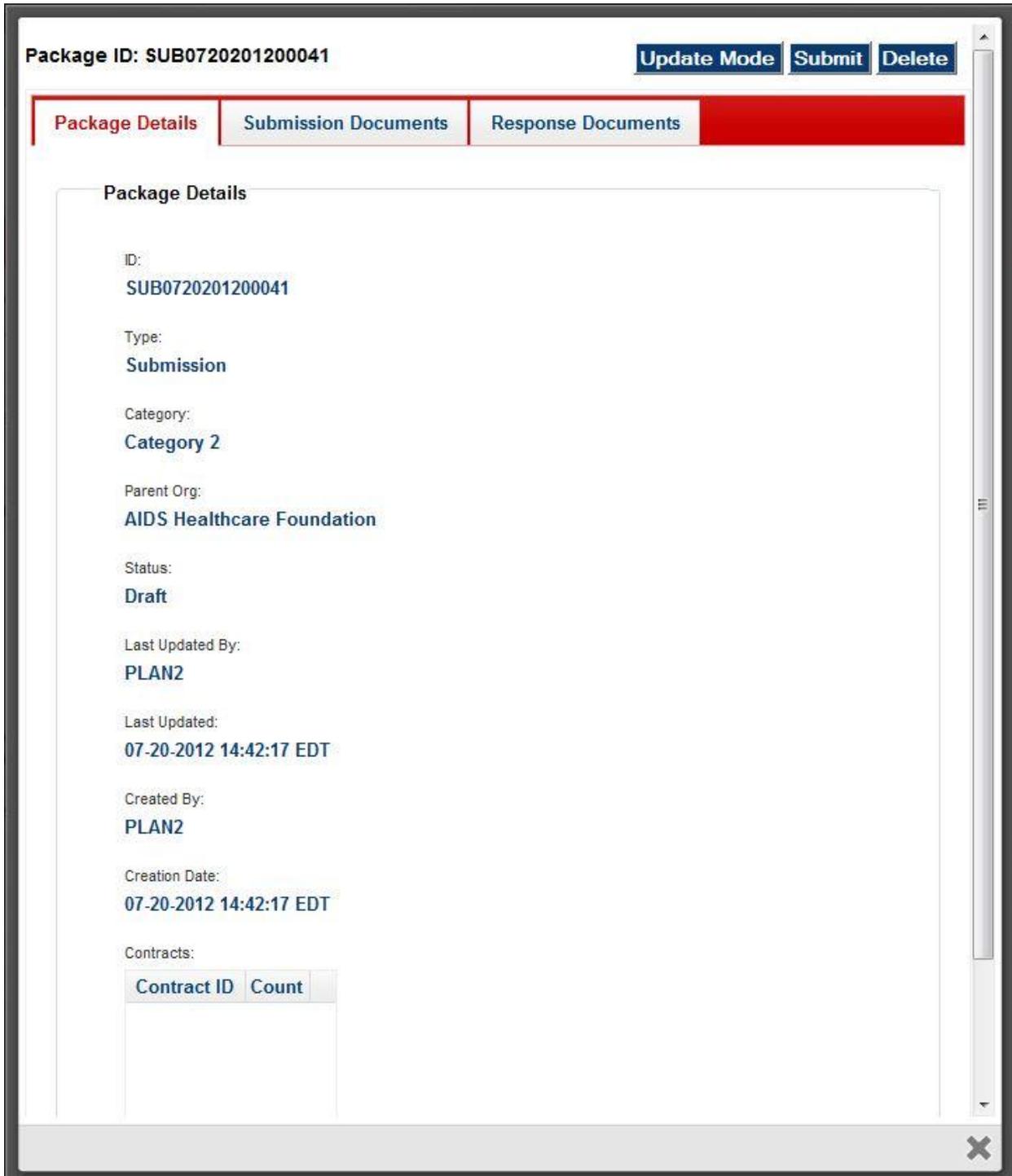
Results:

ID	Type	Category	Status	Submission Date
SUB0604201200025	SUB	2	Draft	
SUB0604201200016	SUB	2	Draft	
SUB0604201200013	SUB	2	Draft	
SUB0604201200010	SUB	2	Draft	

The interface also includes a 'Search' button and a 'Results' section header. The URL at the bottom of the browser window is <http://10.22.0.100:8085/erpt/process/DisclaimerFeeFormServlet>.

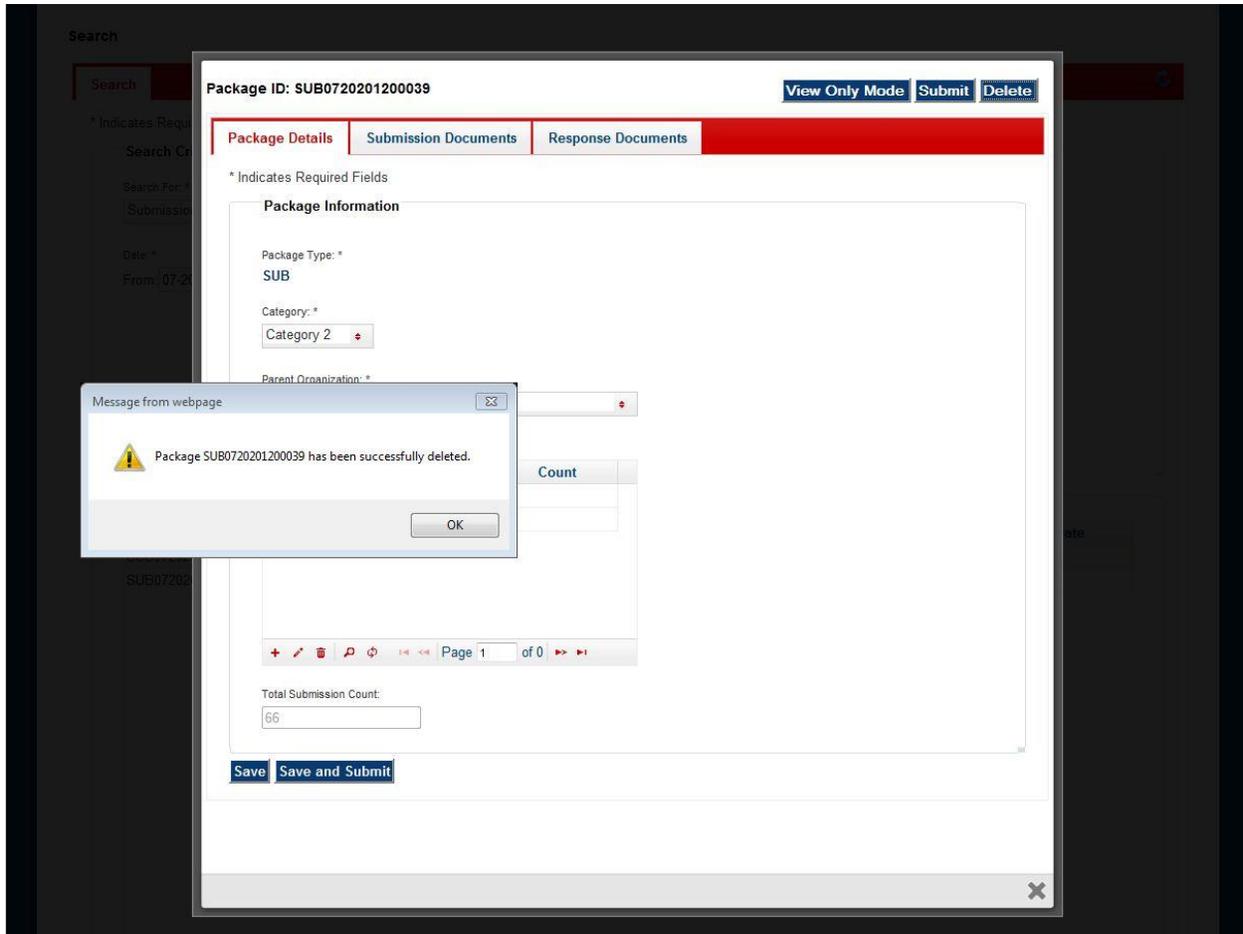
- 5. **Action:** Open the Package that you want to delete by double clicking on the Package.

Figure 56: Delete a Draft Package



6. **Action:** Select **Delete** button on the top right hand corner of the screen. The following message will be displayed:

Figure 57: Delete a Draft Package



7. **Action:** Select **Ok**.

4.3.7 Tracking a Package

A Package can be tracked in the eRPT application by referring to the status of the Package. The following are the status values that are supported in the eRPT application:

- **Draft** –When a Package has been created but not yet submitted within the eRPT application.
- **Pending RO Approval**- When a Package is submitted by the Plan Users but is awaiting RO Approval Letter from the RO Account Manager. This status is applicable only for a Category 3 Submission Package.
- **Open**- When a Submission Package is submitted to eRPT and ready for the RPC to download or when a Review Package is uploaded for a Plan User to respond.
- **Completed**- When a review Package is submitted by the Plan user with all of the Response documents.

- **Downloading**- When the RPC is downloading the Package.
- **In Process**- When the RPC is processing the Package.
- **Closed**- When a Submission Package has been completed by the RPC the Package status will be marked as closed.

1. **Action:** Select **Search** on top right of the screen.
2. **Action:** Select following options for Search Criteria:
 - a. **Search For** - Select Submission Package from the dropdown.
 - b. **Date**
 - i. **From** - Enter the beginning date for search.
 - ii. **To** - Enter the end date for search.
 - c. **Package ID** - For our example we will leave it blank.
 - d. **Category** - Category 2 (Default value for Submission Package Search).
 - e. **Status** - Select 'All' from the dropdown.
 - f. **Parent Organization** - Select 'All' from the dropdown.

Note: The fields required in the search criteria are marked with an asterisk ().*

3. **Action:** Select **Search**.
4. A user can view the status of a Package in the Results grid as shown below:

Figure 58: View Package Status

The screenshot shows a search interface with the following search criteria:

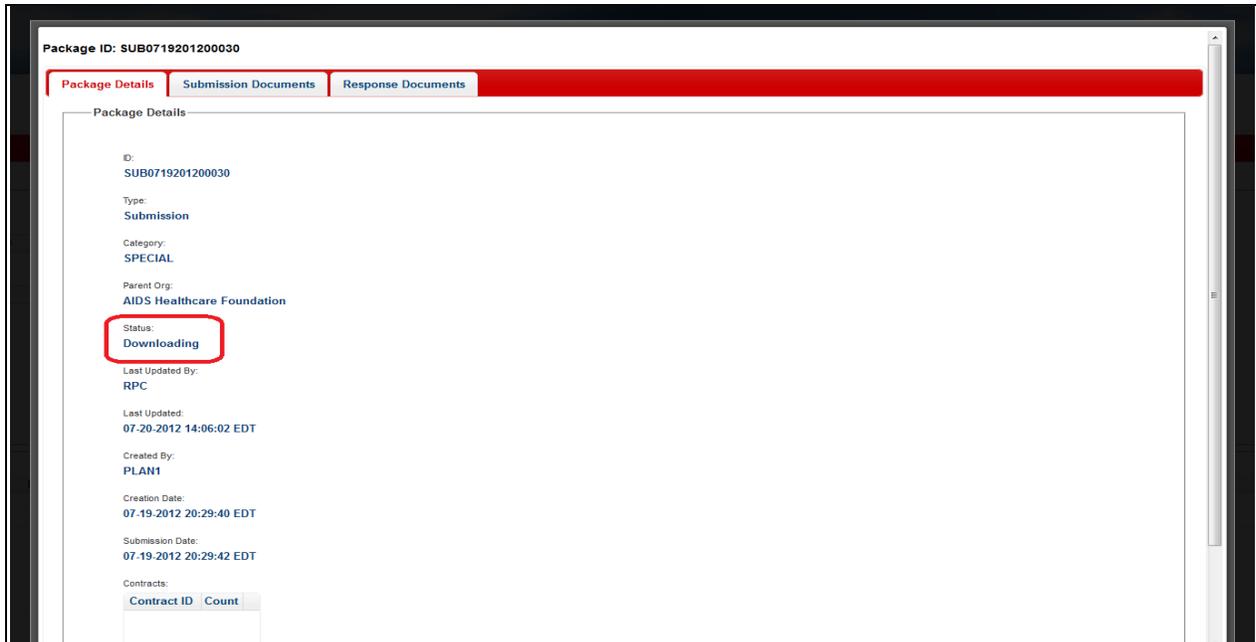
- Search For: Submission Packages
- Date: From: 07-01-2012 To: 07-20-2012
- Package ID: (empty)
- Category: All
- Status: All
- Parent Org: All

The Results table below shows a list of submission packages with their status highlighted in a red box:

ID	Type	Category	Status	Submission Date
SUB0719201200030	SUB	Special	Downloading	07-19-2012 20:29:42
SUB0719201200026	SUB	Category 3	In Process	07-19-2012 17:55:42
SUB0719201200025	SUB	Category 3	Open	07-19-2012 17:52:30
SUB0719201200024	SUB	Category 3	Open	07-19-2012 17:48:42
SUB0719201200023	SUB	Category 2	Downloading	07-19-2012 15:29:17
SUB0719201200021	SUB	Category 3	Pending RO Approval	
SUB0719201200020	SUB	Category 3	Downloading	07-19-2012 14:24:27
SUB0719201200019	SUB	Resubmission	Open	07-19-2012 14:22:03
SUB0719201200018	SUB	Category 3	Open	07-19-2012 14:09:36
SUB0719201200017	SUB	Special	Open	07-19-2012 13:49:01
SUB0719201200016	SUB	Resubmission	Closed	07-19-2012 13:47:19
SUB0719201200015	SUB	Category 3	Pending RO Approval	
SUB0719201200014	SUB	Category 2	Completed	07-19-2012 13:42:56
SUB0718201200001	SUB	Category 2	Draft	

- The user can double click on a Package to view the Package Details. The status of that Package will be displayed as shown below:

Figure 59: View Package Status in Package Details



- The **Status** field confirms the Package is in a *Downloading* status.

4.3.8 View Response Documents added by the RPC via Notifications

All Submission and Transaction Inquiry Packages submitted to the eRPT application by the Plan Users will be available for the RPC users to download and provide Response documents. Following are the Response Documents that are added by RPC for Plan users:

- FDR
- RPC Error Report Notification
- RPC File Upload Error Report
- RPC Transaction Inquiry Response

All response documents to a submission Package are added for a particular Plan contract and only the users who have access to the contract will be able to view the documents. When a response document is added by the RPC contractor, the respective user will receive a notification within the eRPT application (i.e. the user will not receive an email in their email account notifying them that there is a response document. The user must login to the eRPT application to view the notification.). Following are the different notifications the users will receive when a response document is added by RPC for a submission Package,

- There is an FDR(s) uploaded by RPC for Package {0}
- There is an Error Report uploaded by RPC for Package {0}
- There is an Inquiry Response uploaded by RPC for Package {0}

All response documents to an Inquiry Package are added for the Package Creator to view. When a response document is added to a Transaction Inquiry Package only the Package creator will receive the notification in the eRPT application. The Package creator will receive the following notification when he/she receives a response document from RPC:

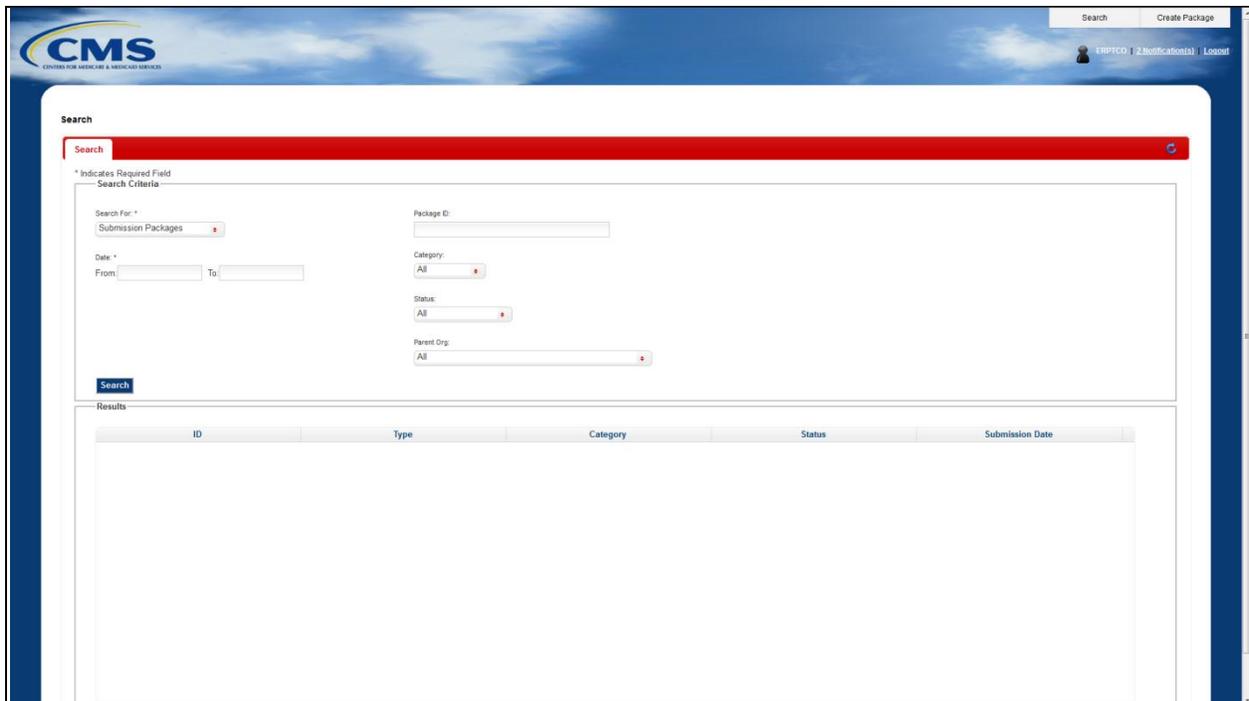
- There is an Inquiry Response uploaded by RPC for Package {0}.

Note: {0} holds the Package ID to which the response document was added by RPC.

In this section, we will discuss the steps to view response documents added by RPC via notifications.

1. Login to the eRPT application.
2. **Action:** Select [Notifications](#) on the upper right hand corner of the screen.

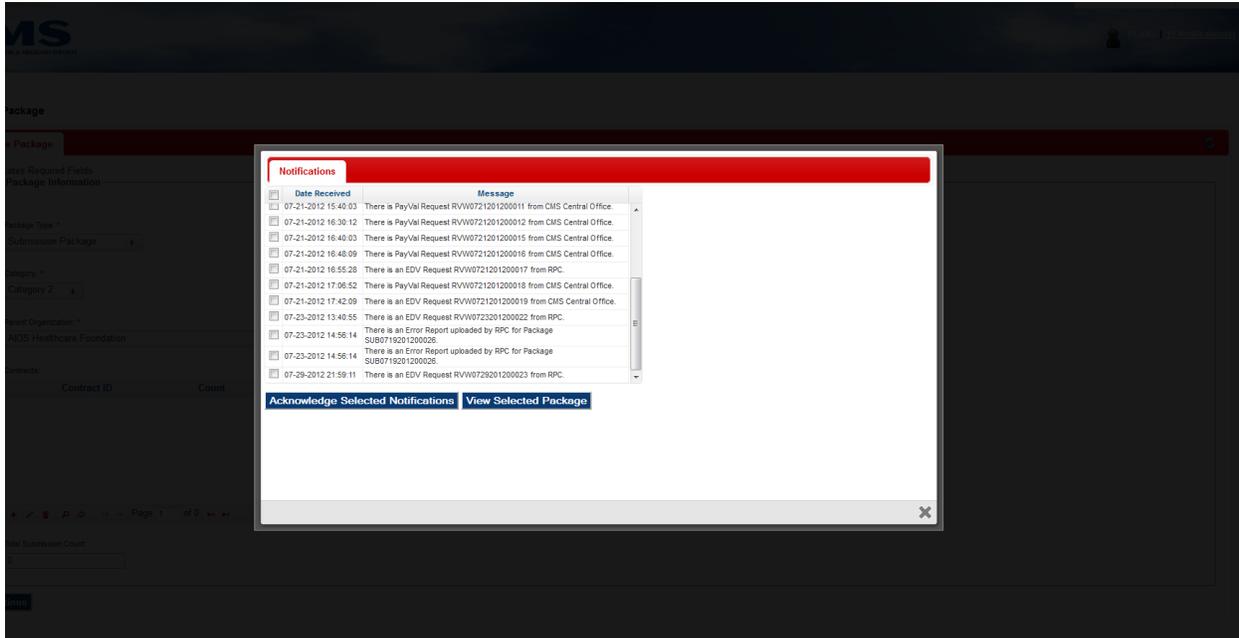
Figure 60: View Response Documents via Notifications



The screenshot displays the CMS eRPT application interface. At the top left is the CMS logo with the text "CENTERS FOR MEDICARE & MEDICAID SERVICES". The top right corner contains a search bar, a "Create Package" button, and a user profile icon with the text "eRPTCO | 2 Notifications | Logout". The main content area is titled "Search" and features a red search bar. Below the search bar, there are search criteria fields: "Search For:" with a dropdown menu set to "Submission Packages", "Date:" with "From:" and "To:" input fields, "Package ID:" with an input field, "Category:" with a dropdown menu set to "All", "Status:" with a dropdown menu set to "All", and "Parent Org:" with a dropdown menu set to "All". A "Search" button is located below these fields. The "Results" section shows a table with the following columns: ID, Type, Category, Status, and Submission Date. The table is currently empty.

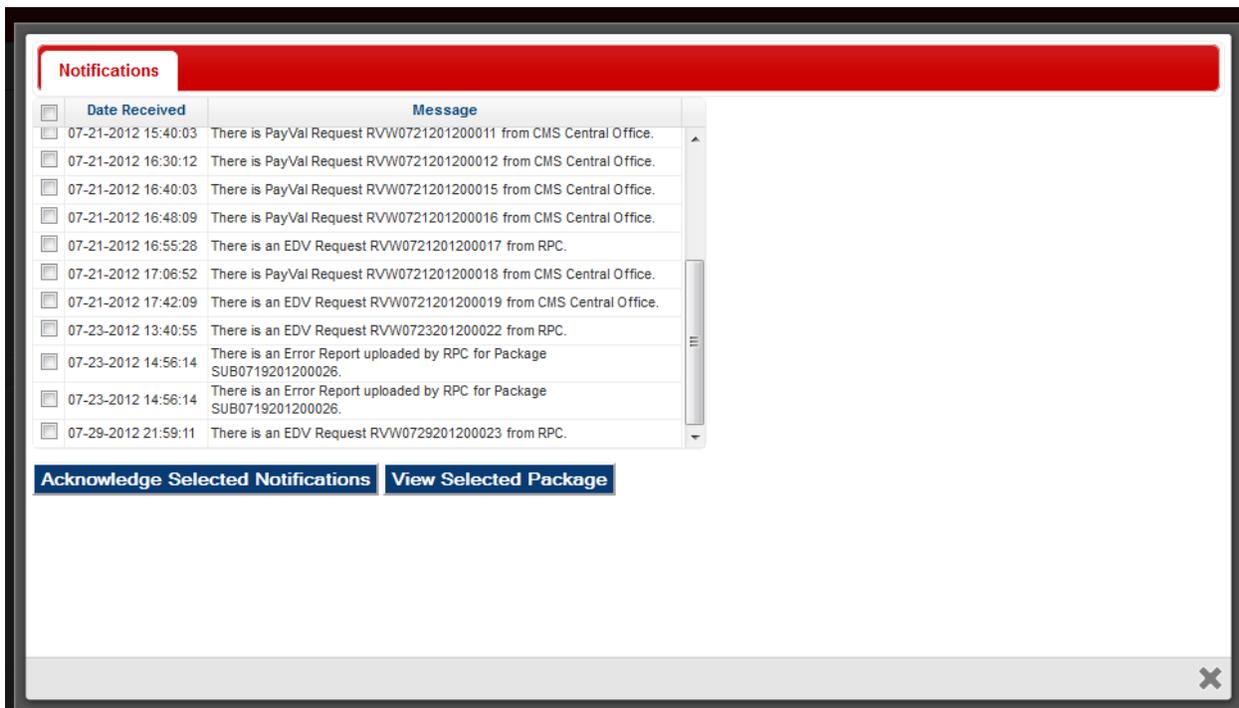
- The following pop-up window will display with a list of all the Notifications for the logged in user:

Figure 61: View Response Documents via Notifications



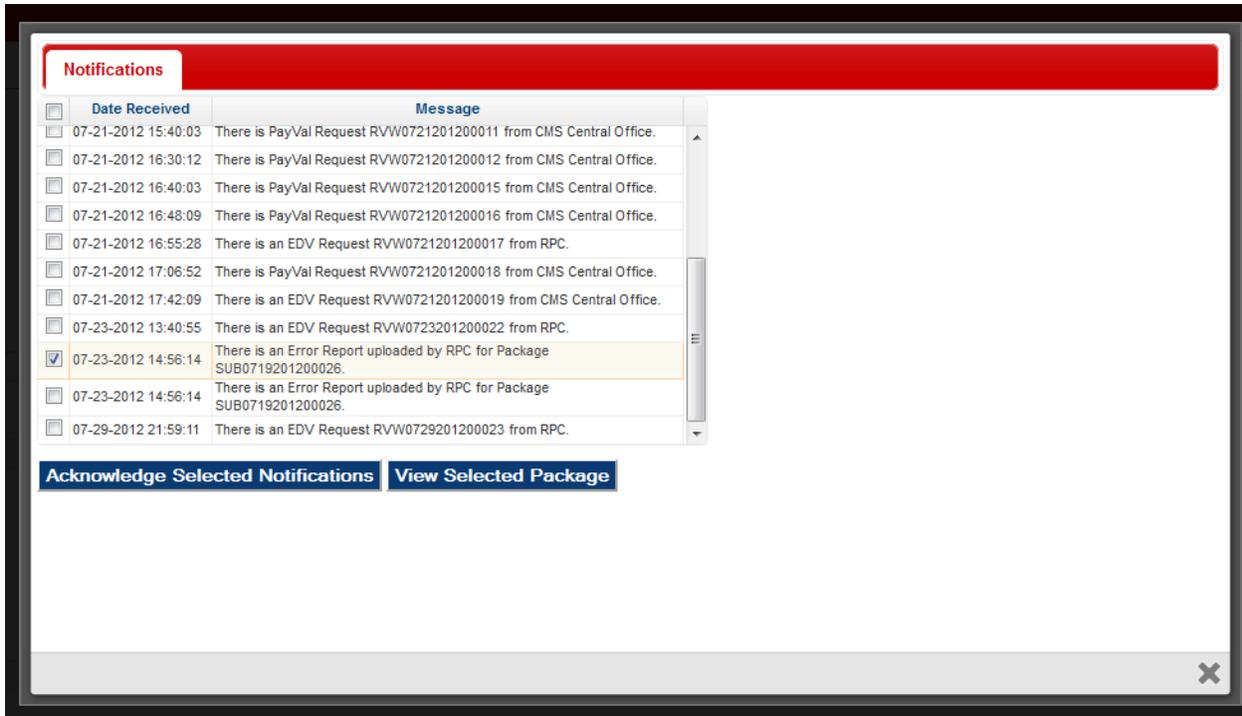
- All the notifications belonging to the current user will be displayed.

Figure 62: View Response Documents via Notifications



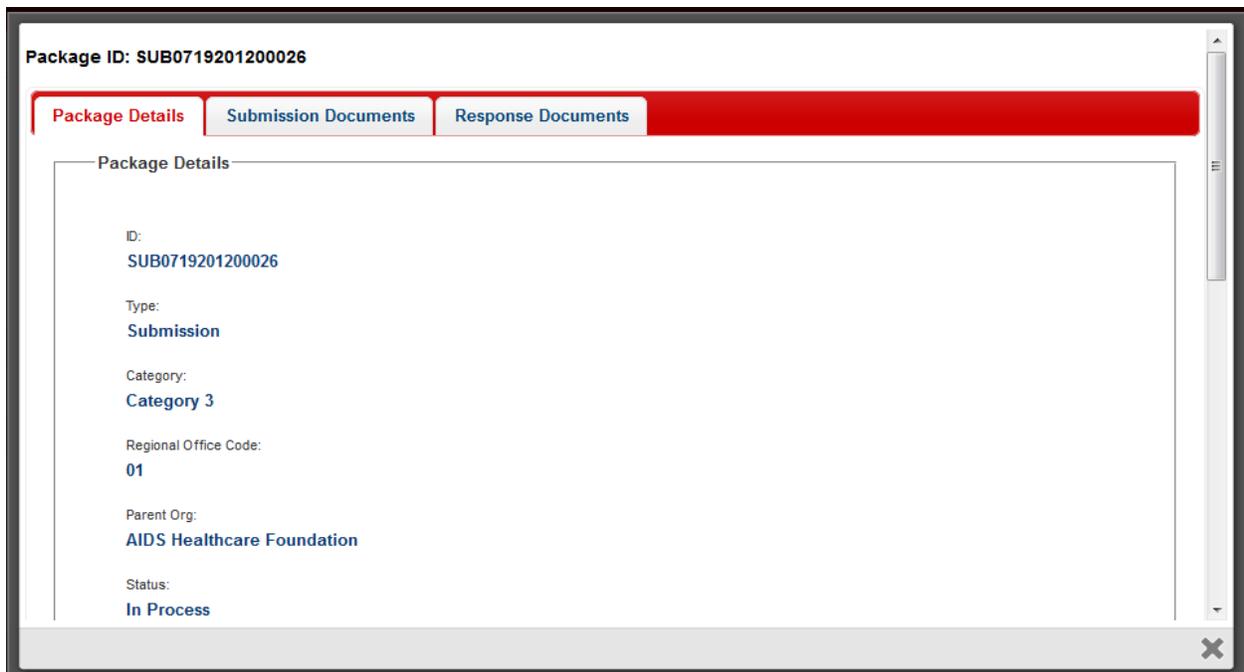
- Action:** The user should select a checkbox for the notification that they would like to view. For our example let's select notification for Error Report.

Figure 63: View the Response Documents via Notifications



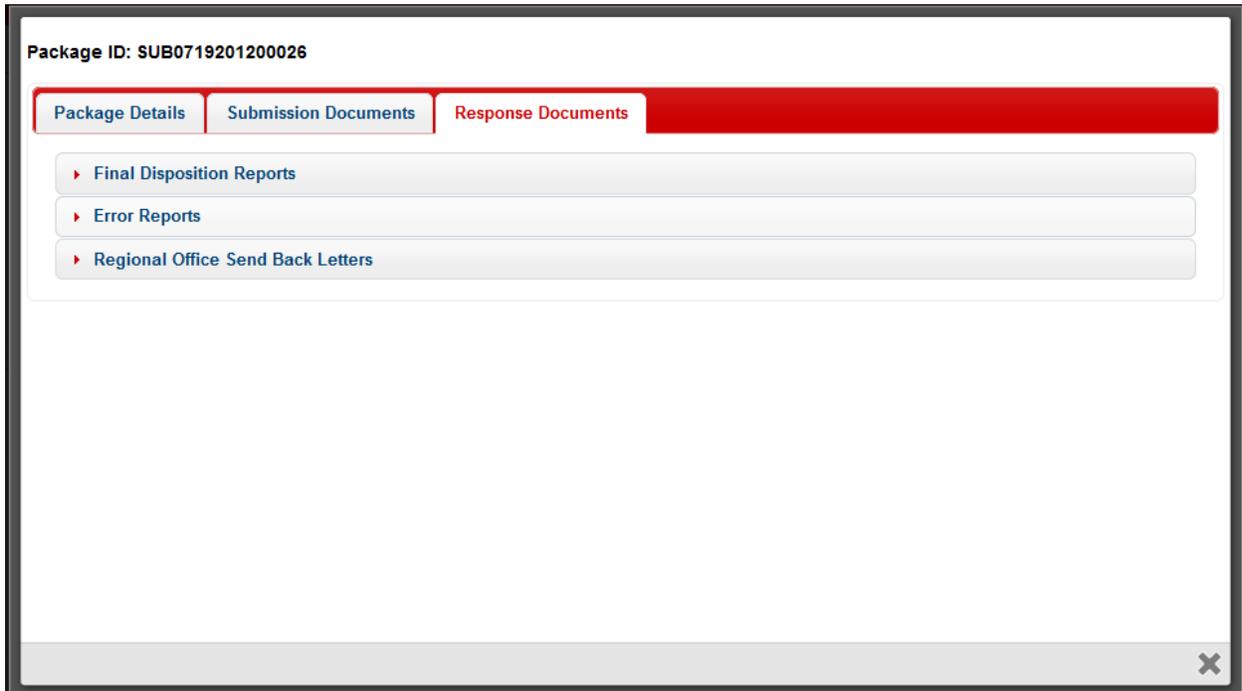
- Action:** Select the **View Selected Package** button.
- The Package will be displayed to the user.

Figure 64: View Response Documents via Notifications



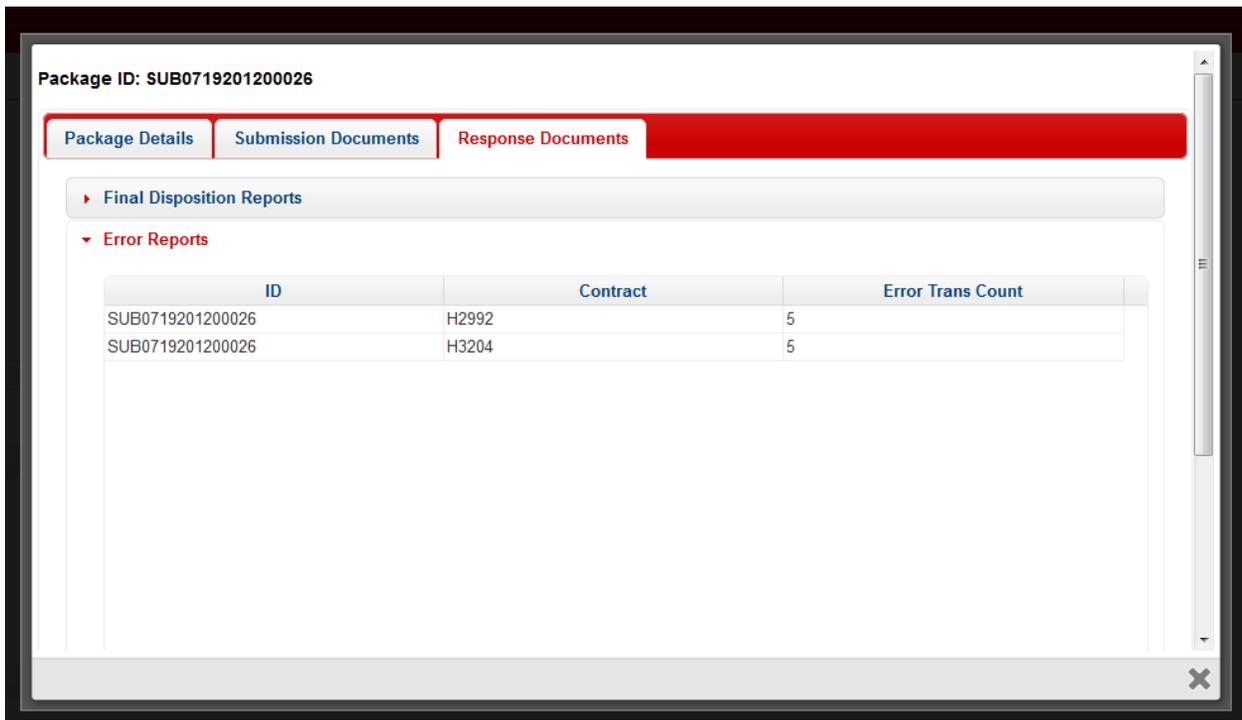
- 8. **Action:** Select Response Documents Tab to view the documents added by RPC.

Figure 65: View Response Documents via Notifications



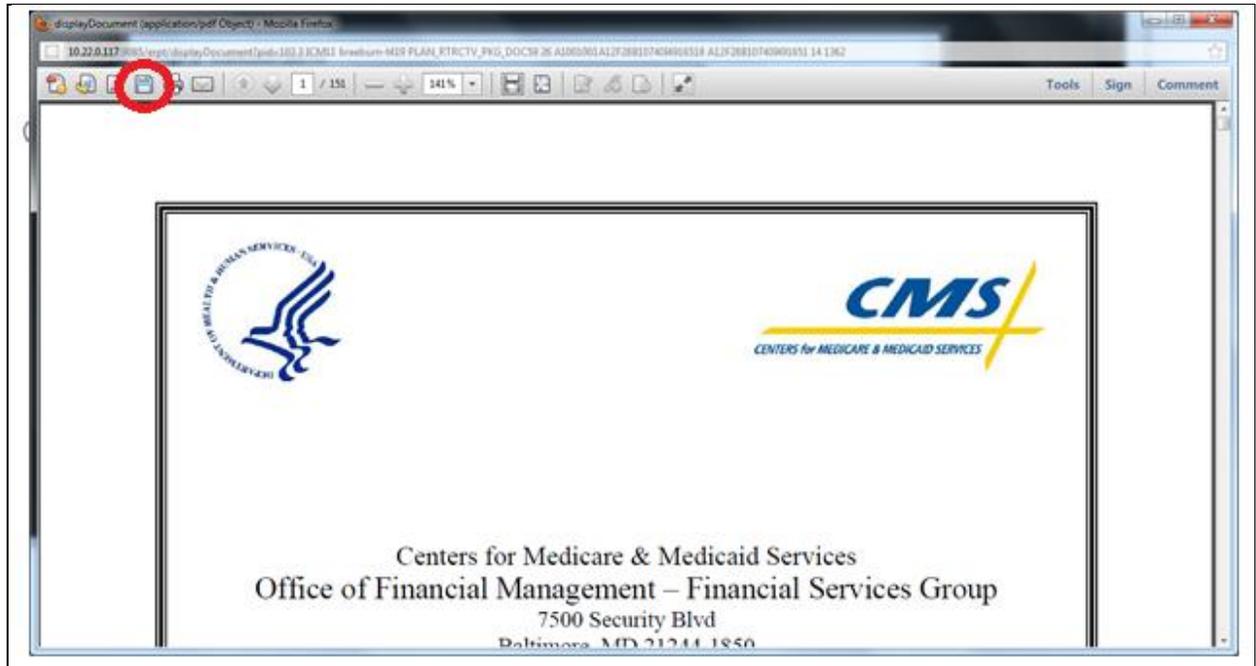
- 9. **Action:** Expand Error Reports selection to view the documents as shown below:

Figure 66: View Response Documents via Notifications



10. The user will be able to view all the error report documents added by the RPC.
11. **Action:** To open and view the documents double click on the document to view it. Download the document to the local computer by selecting the **Save icon** as shown below:

Figure 67: View Response Documents via Notifications



4.3.9 Search & View Response Documents

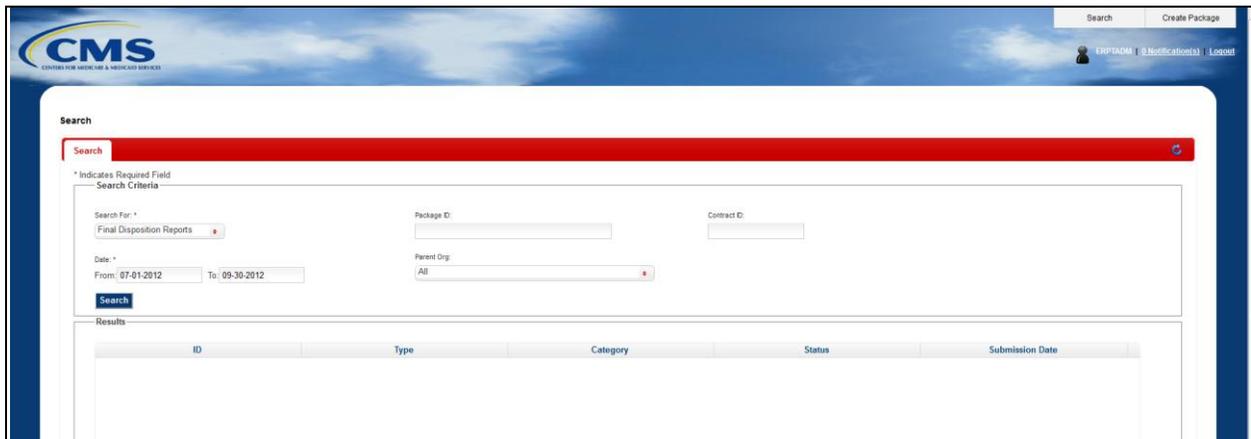
The Search feature in the eRPT application can also be used for searching the following types of documents:

- Final Disposition Reports
- Error Reports
- RO Letters
 - Regional Office Send Back Letters
 - Regional Office Approval Letters

In this section, we will discuss the steps to search and view documents.

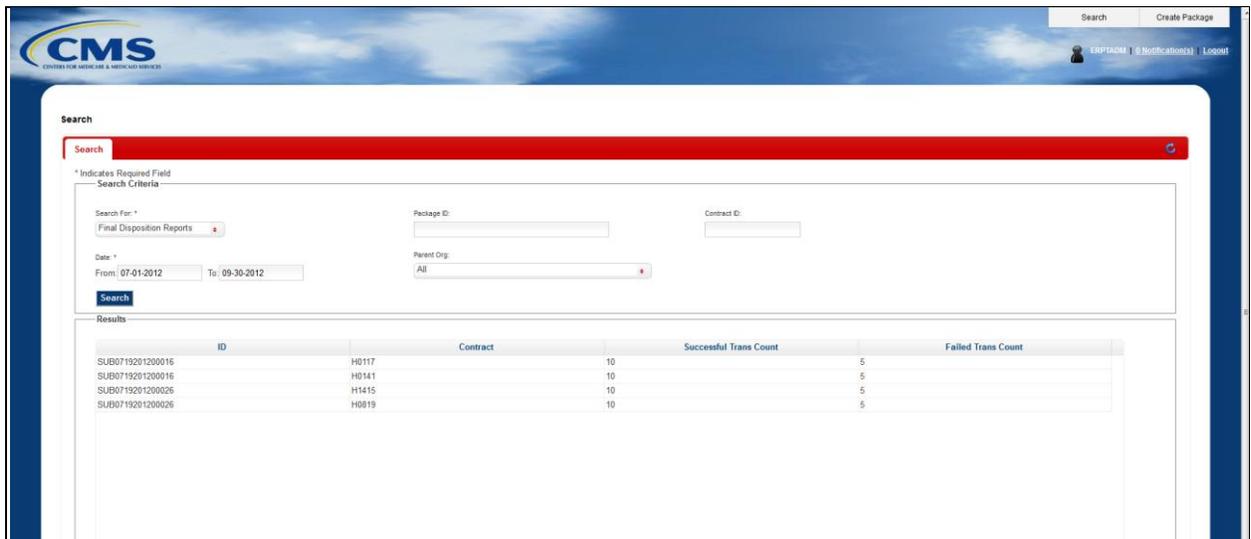
1. Login to the eRPT application.
2. **Action:** Select **Search**.
3. Enter the search criteria to retrieve the response documents,
 - a. **Search For** - Select Final Disposition Reports from the dropdown
 - b. **Date**
 - i. **From** - Enter the beginning date for search
 - ii. **To** - Enter the end date for search
 - c. **Package ID** - For our example we will leave it blank
 - d. **Parent Organization:** - Select 'All' from the dropdown.
 - e. **Contract ID** - For our example we will leave it blank

Figure 68: Search & View Response Documents



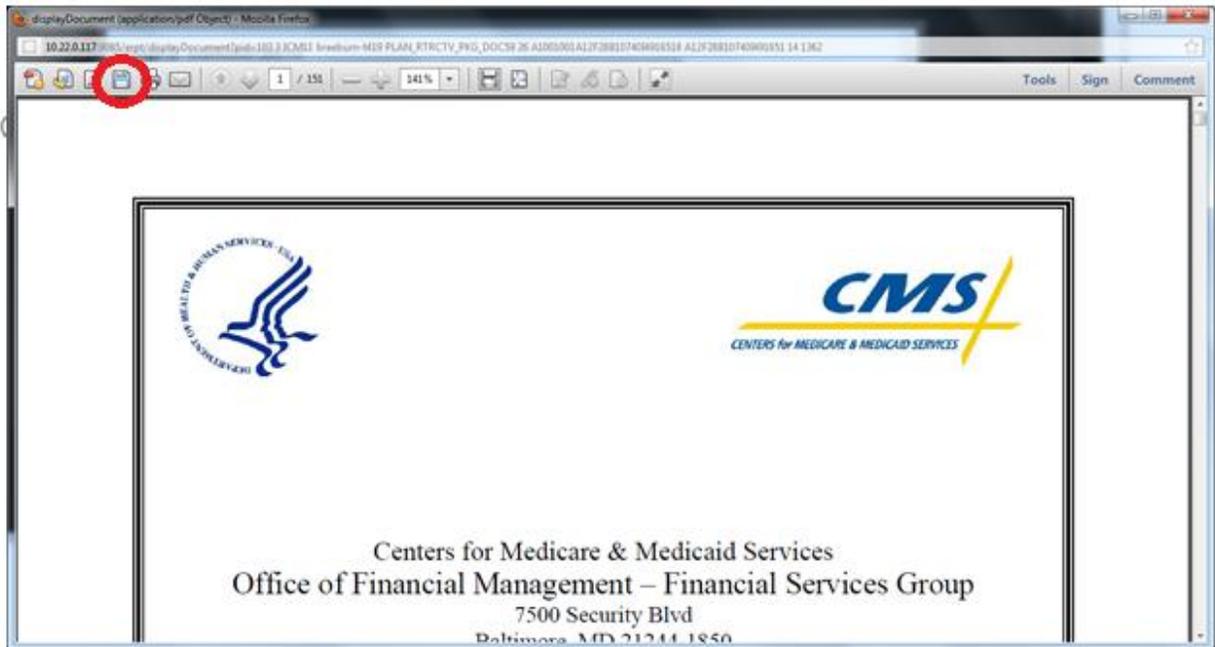
4. **Action:** Select **Search**.
5. The results meeting the search criteria will be displayed in the result grid.

Figure 69: Search & View Response Documents



6. **Action:** Double click on the document in the result grid to view it. The document will open as shown below. Download the document to the local computer by selecting the **Save icon** as shown below:

Figure 70: Search & View Response Document



4.3.10 Add Response Documents to Review Package

Responses to Review Packages include Plan documentation supporting EDV Review Requests, Pay Val Review Requests or other Reviews designated by CMS. In the following section we will discuss how a Plan User can:

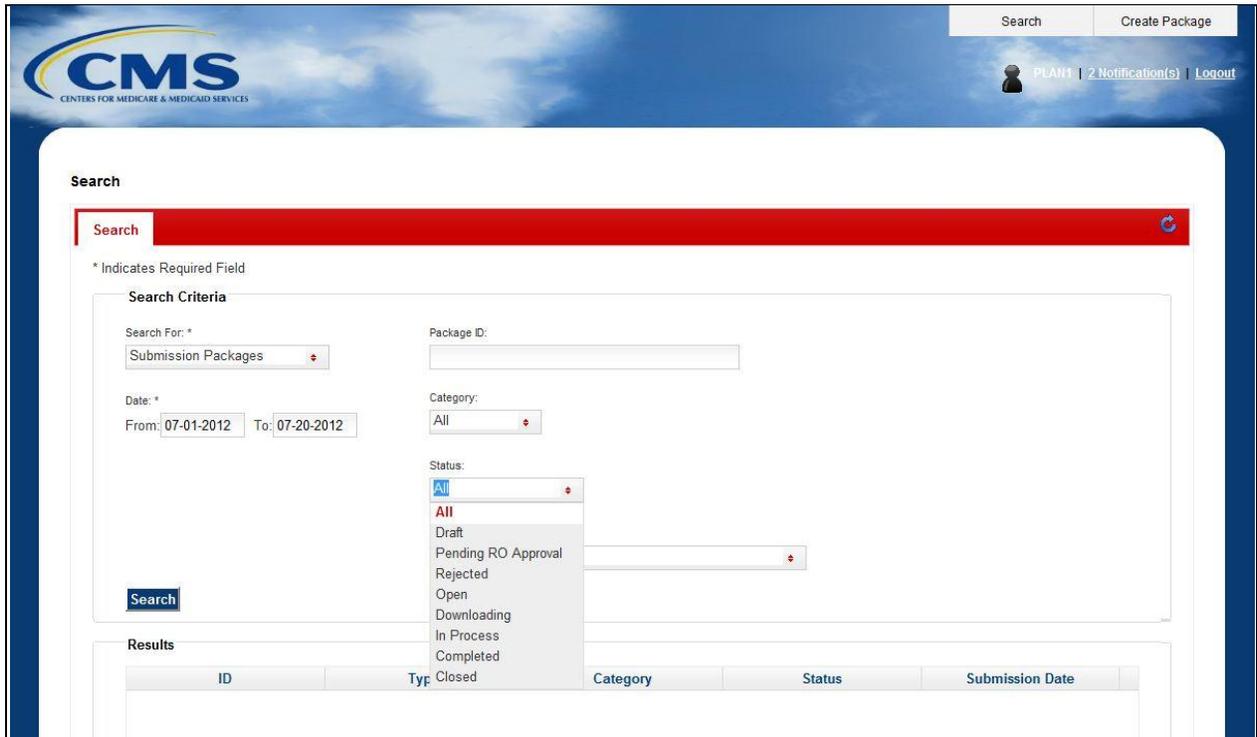
- Search for Review Packages
- Access Review Packages via notifications
- Complete Review Packages with Response Documents

4.3.10.1 Search for Review Packages

1. Login to the eRPT application.
2. **Action:** Select **Search** on top right corner of the screen.
3. **Action:** Enter following search criteria to perform the search:
 - a. **Search For:** Select Review Package from the drop down.
 - b. **Date:** Select the date range for the search. Use the date available in the notification to determine the date range for the Review Package.
 - c. **Package ID** - Package ID can be found from notifications.
 - d. **Category:** Select the appropriate Category Code. The Review Package Category will be available in the notifications.
 - e. **Status:** Select Open from the drop down.
 - f. **Parent Org:** Lists all the Parent Organizations.
 - g. **Contract ID:** It is an optional field. Enter the contract ID.

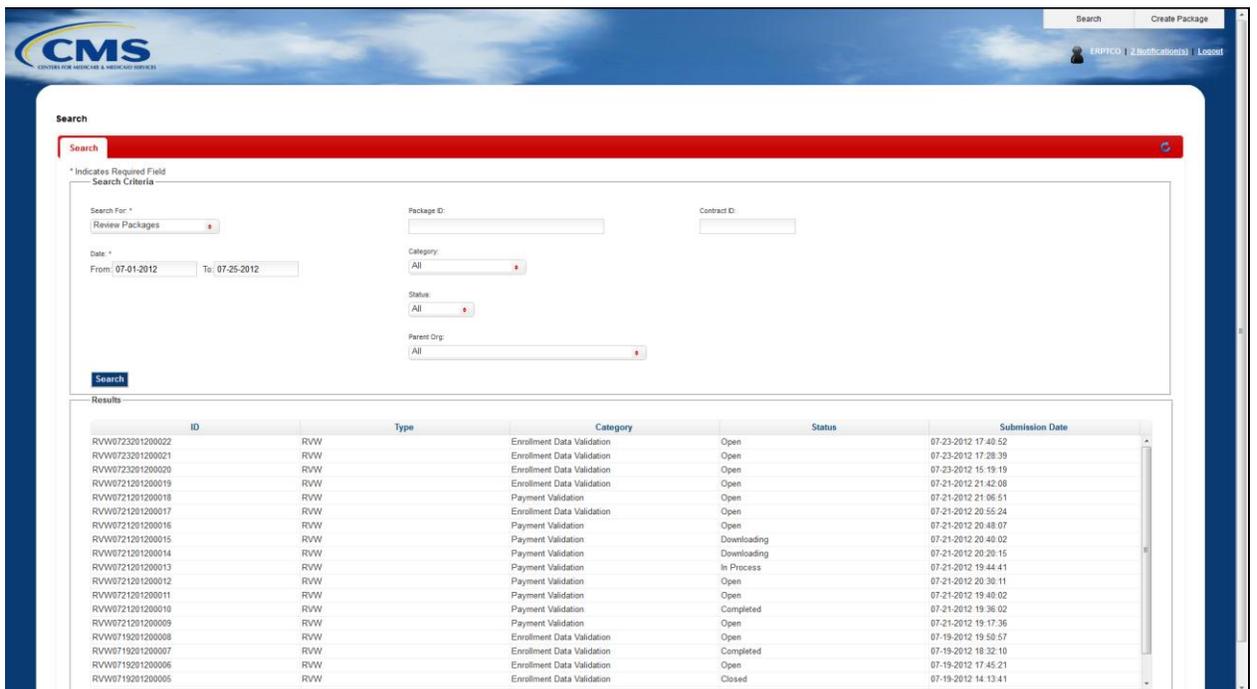
4. Action: Select **Search**.

Figure 71: Search Review Package



5. Search results will be displayed in the results grid.

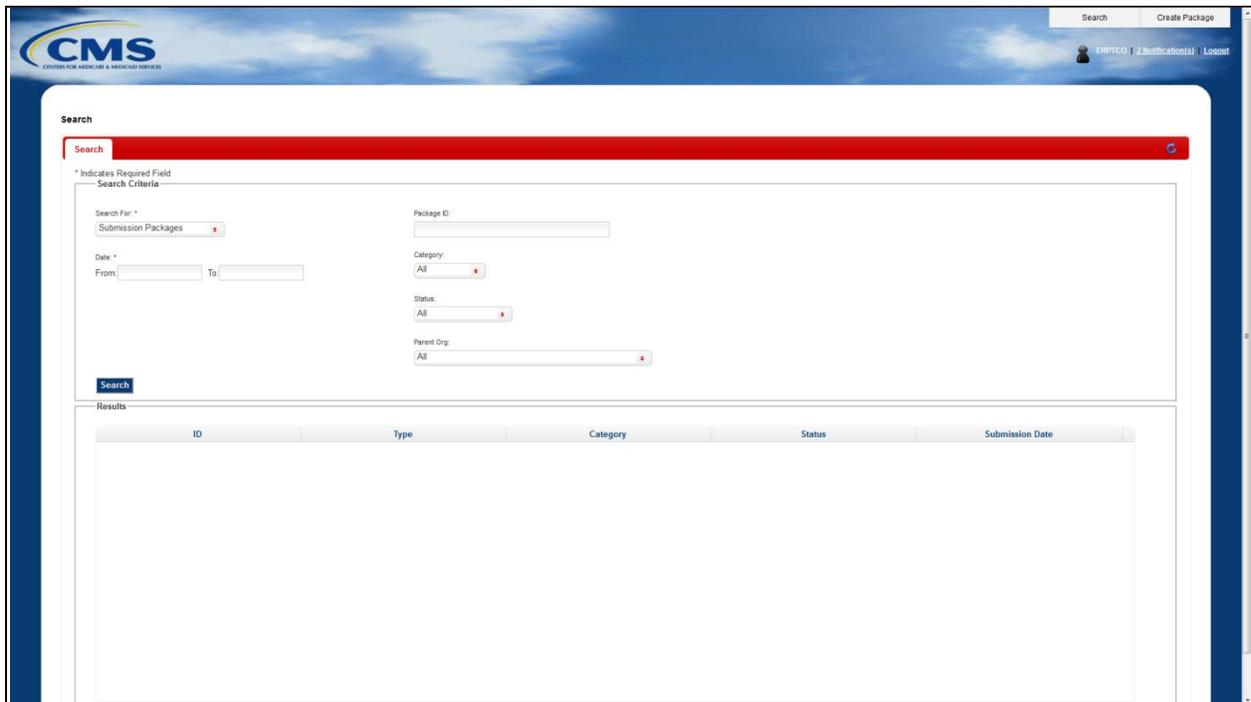
Figure 72: Search Review Package



4.3.10.2 Access Review Packages via Notifications

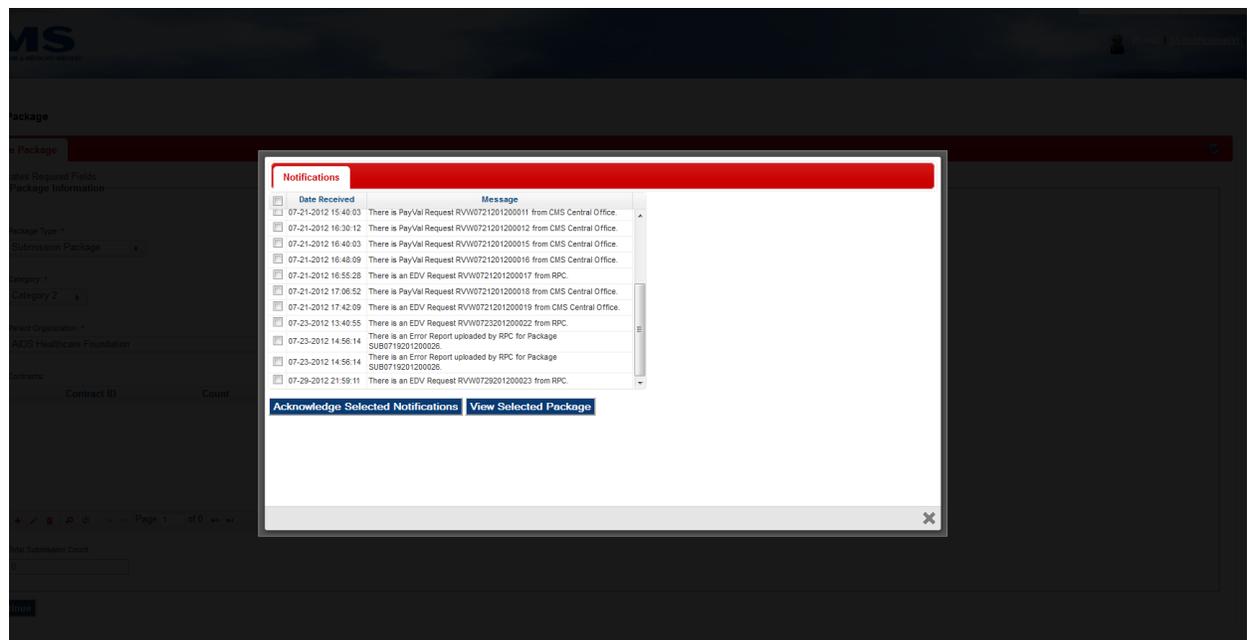
1. Login to the eRPT application.
2. Action: Select [Notifications](#) on the upper right hand corner of the screen.

Figure 73: Access Review Package via Notifications



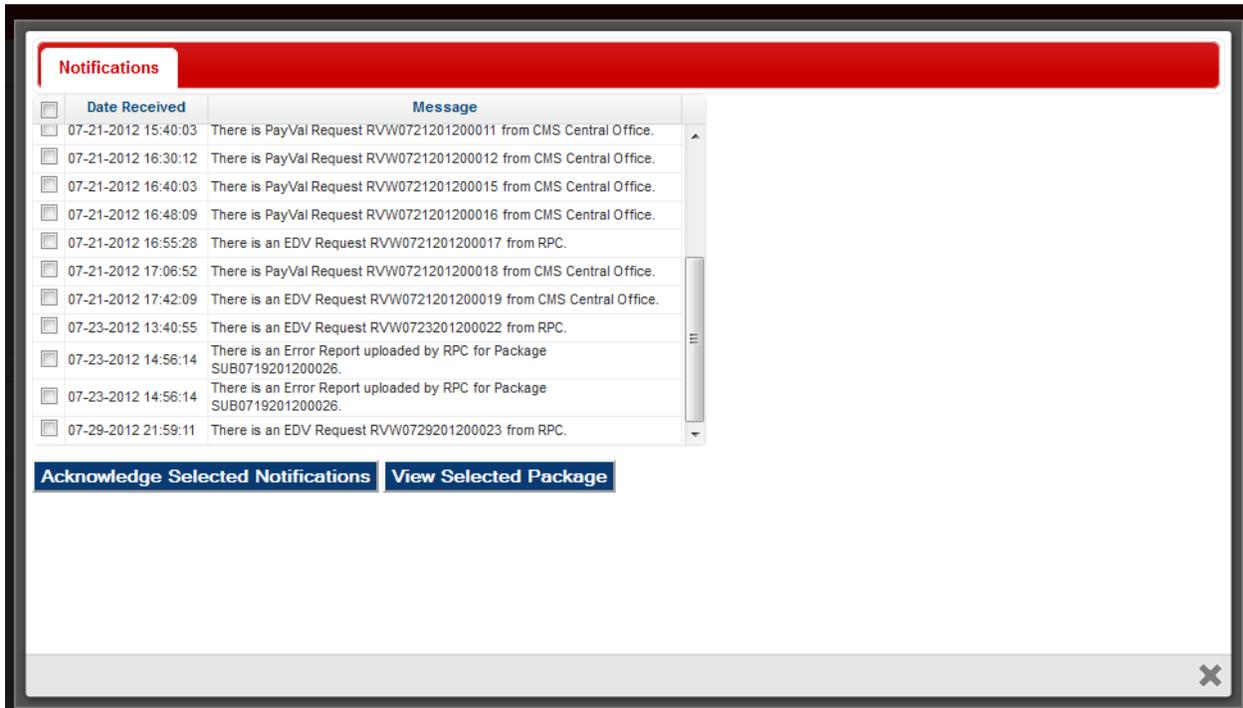
3. The following pop-up window will display with a list of all the Notifications for the user:

Figure 74: Access Review Package via Notifications



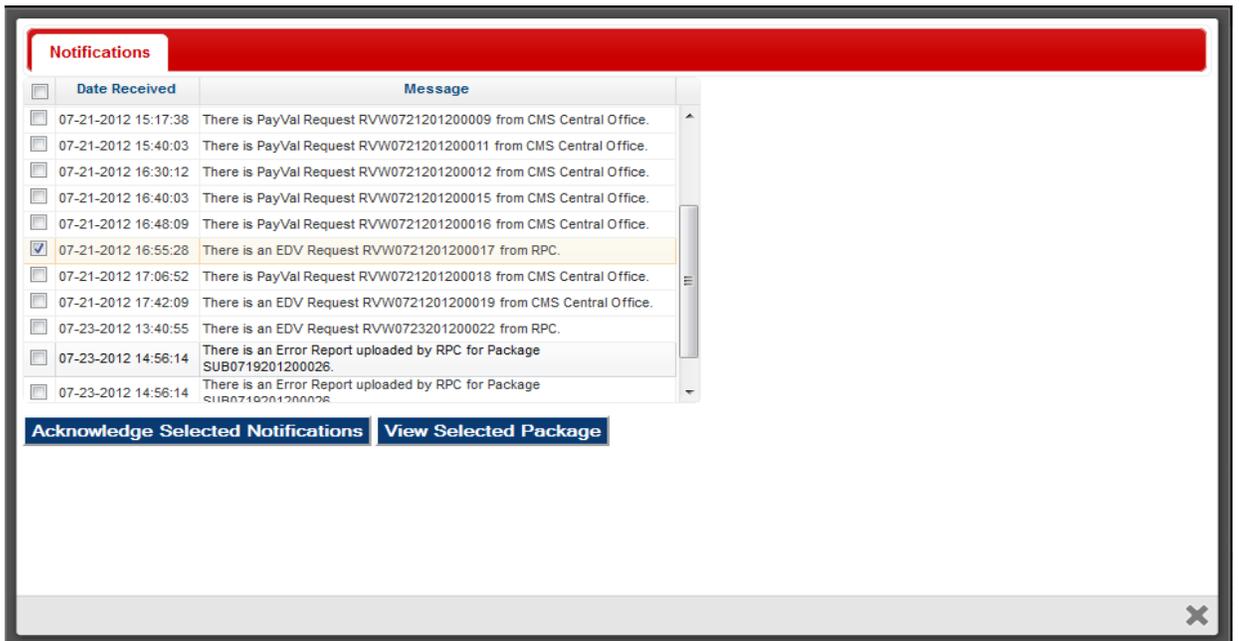
- All the notifications belonging to the current user will be displayed.

Figure 75: Access Review Package via Notifications



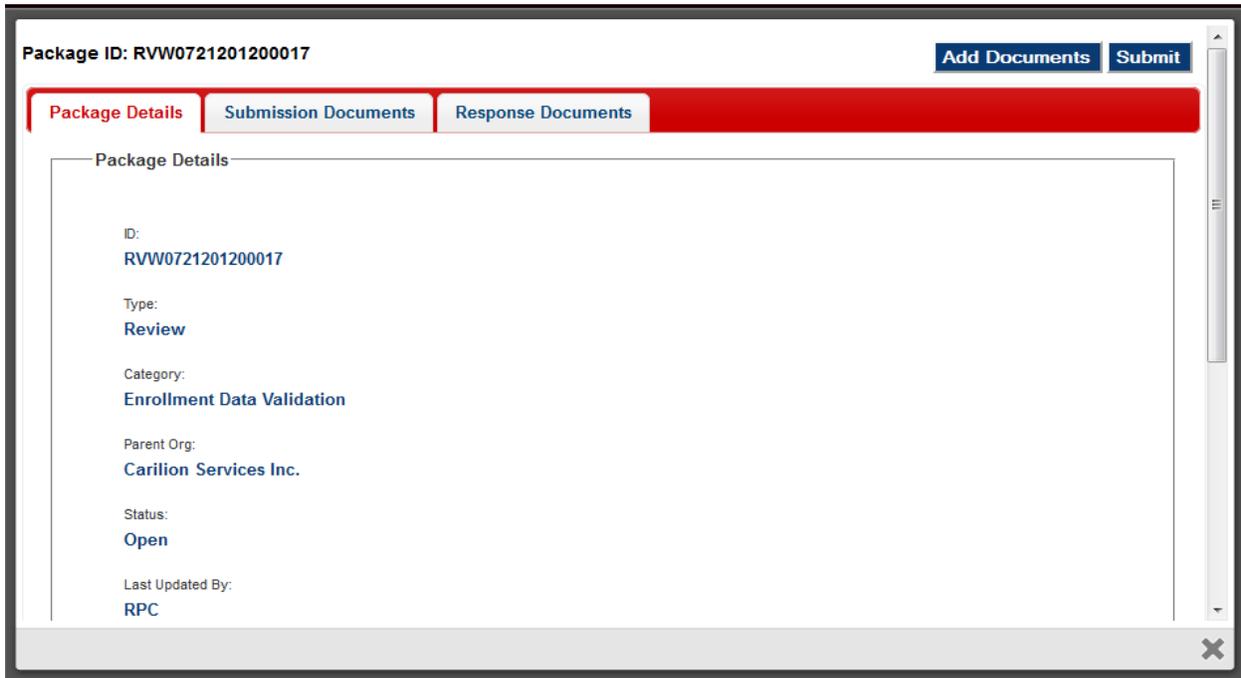
- Action:** Select a checkbox for the notification you would like to view.

Figure 76: Access Review Package via Notifications



- Action:** Select the *View Selected Package* button.

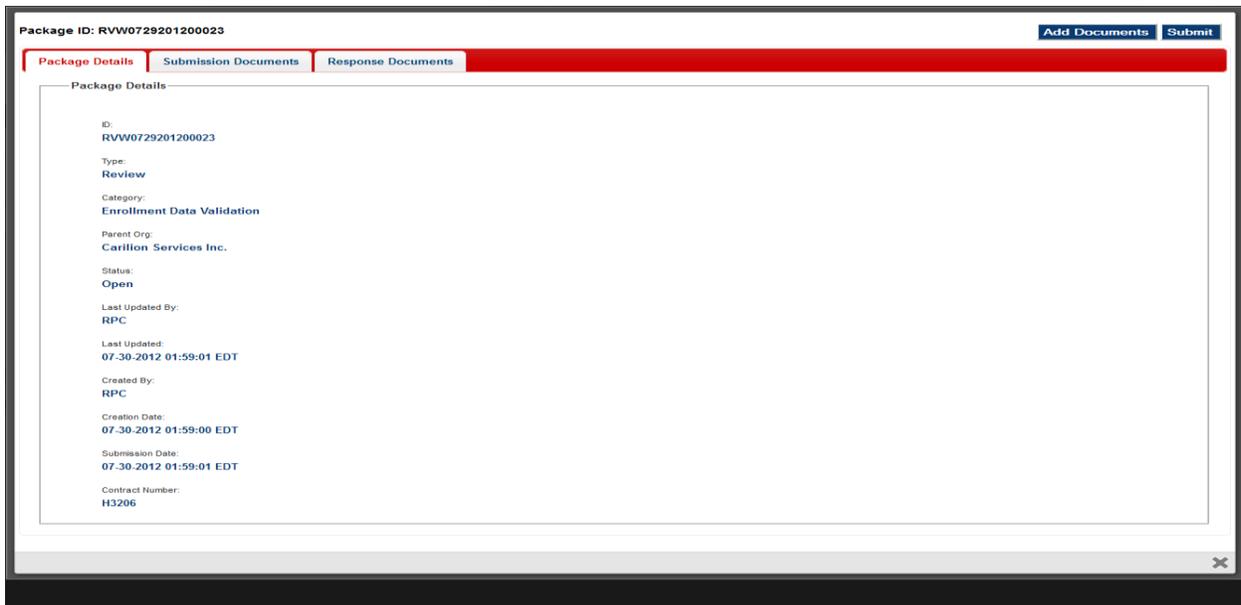
Figure 77: Access Review Package via Notifications



4.3.10.3 Complete Review Package with Response Documents

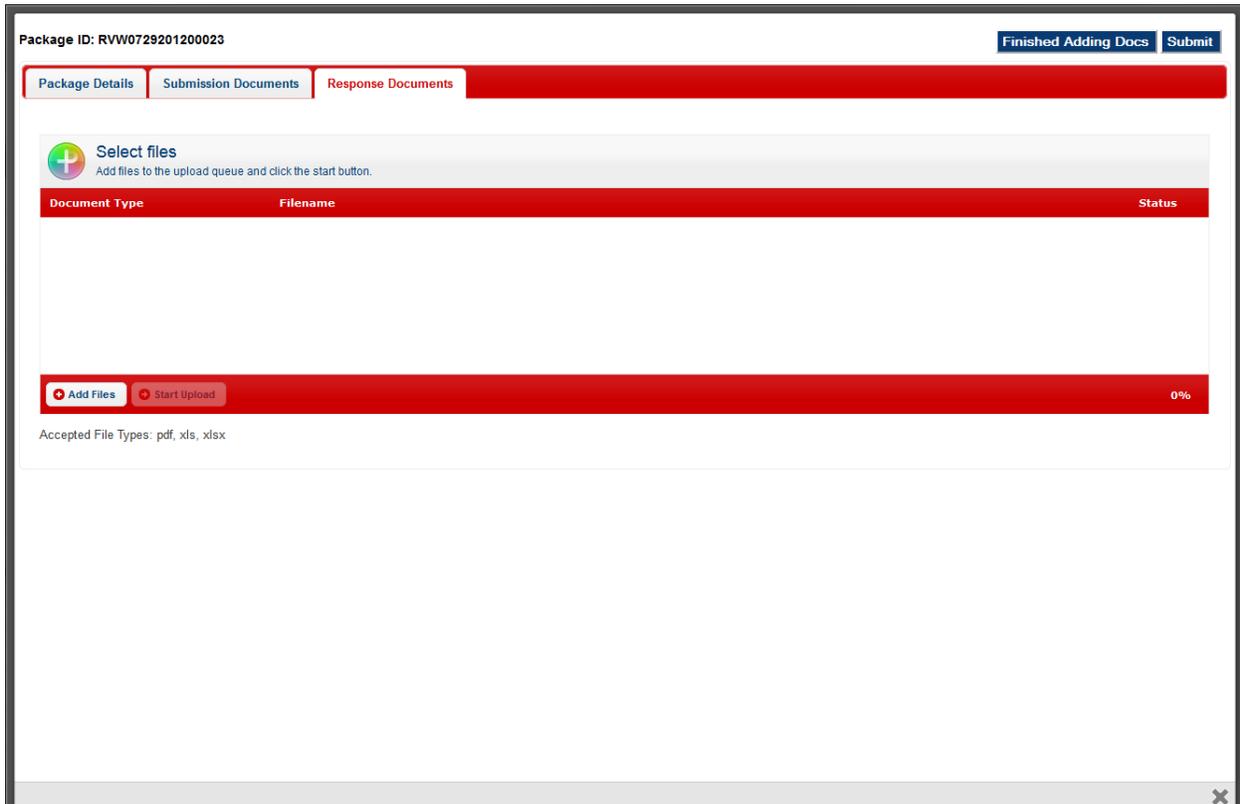
- Action:** Search for Review Package by following steps in section [4.3.10.1](#) to search for Review Package.
- Action:** Double click on the Package to open and view the Package.

Figure 78: Complete Review Package with Response Documents



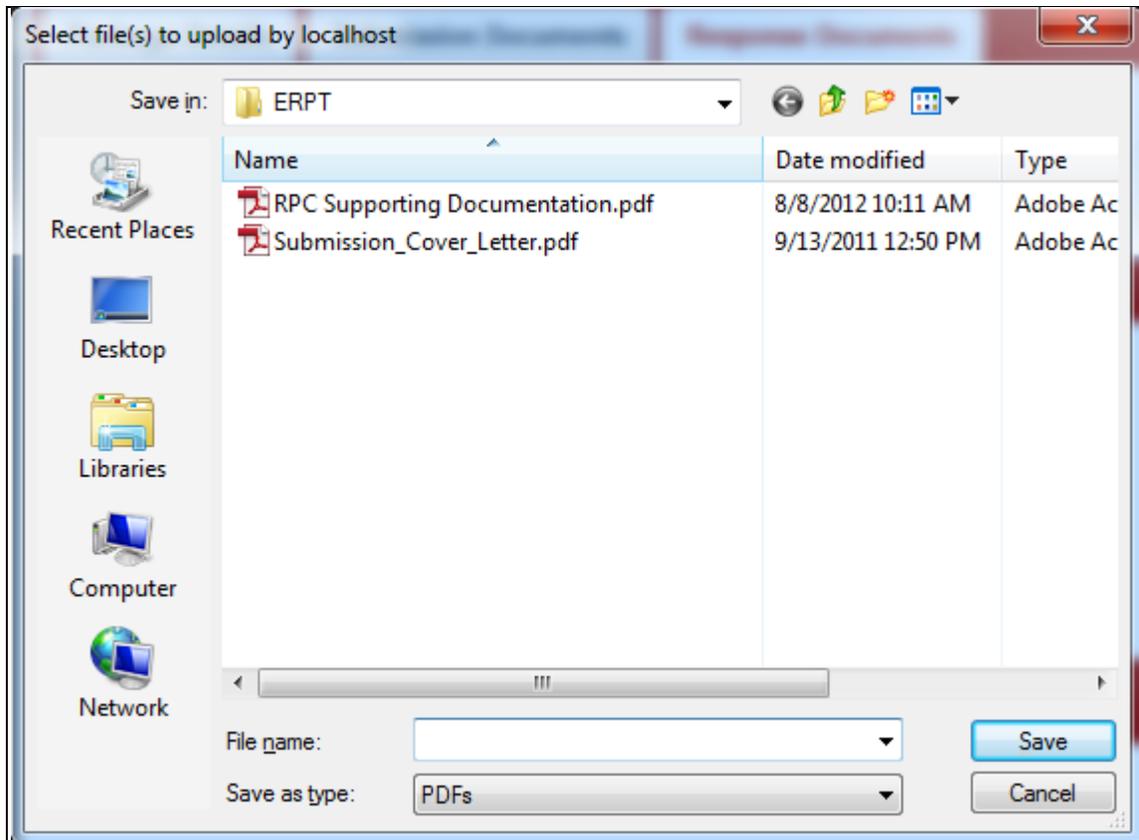
- 3. **Action:** Select **Add Documents**. The following window will be displayed:

Figure 79: Complete Review Package with Response Documents



- Action:** Select **Add Files**. Windows Explorer pop-up window will be displayed to select the documents as shown below:

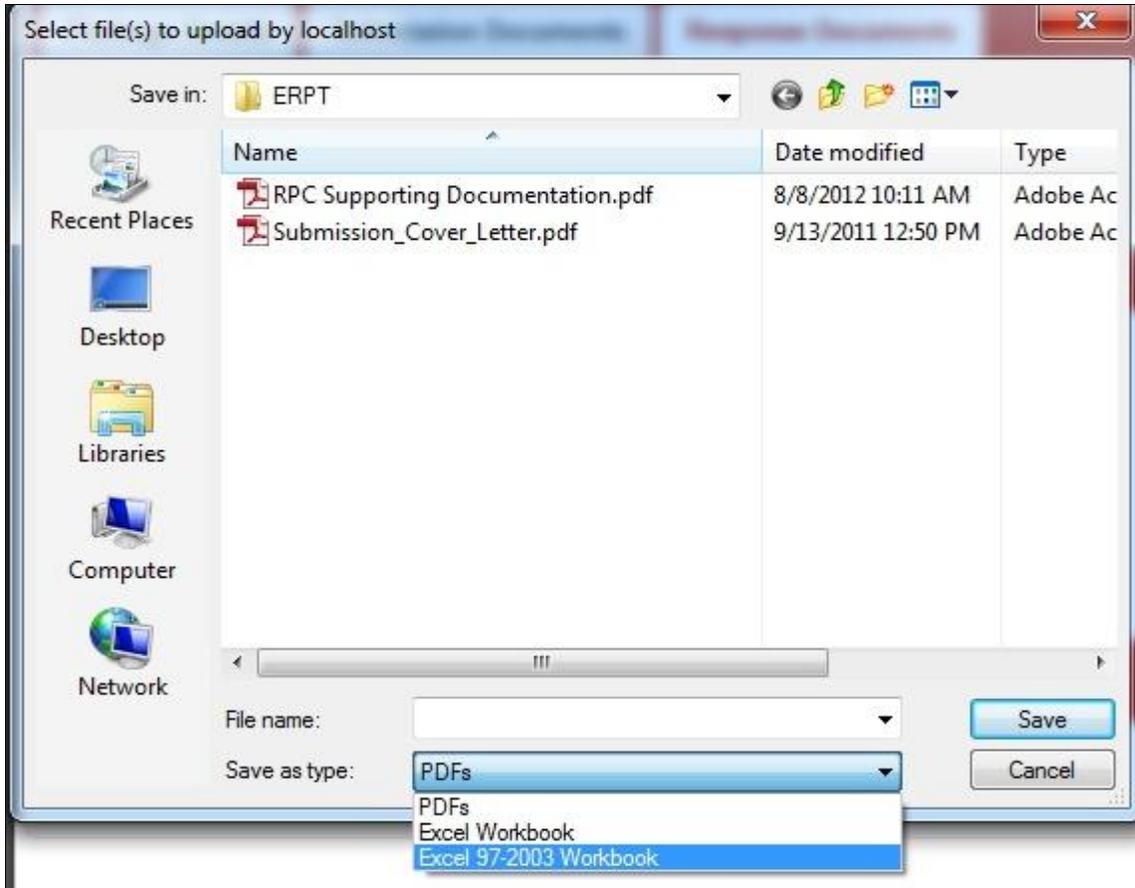
Figure 80: Complete Review Package with Response Documents



- Action:** Select the files you want to add for the document and select **Save**. The selected document will display in the user interface.

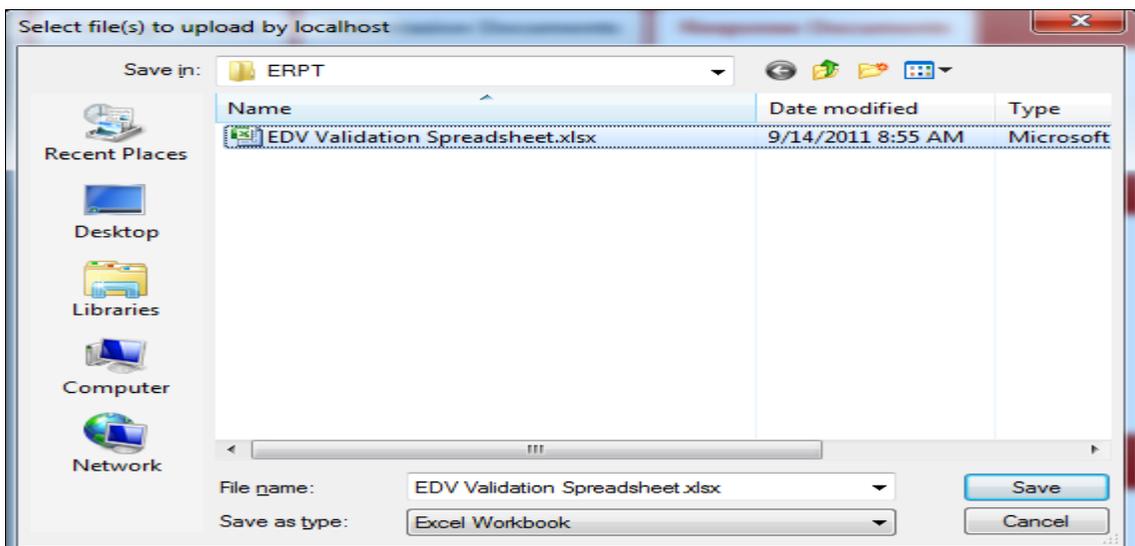
- If the user wants to add Excel documents select Excel or from Save-as-Type dropdown as shown below:

Figure 81: Complete Review Package with Response Documents



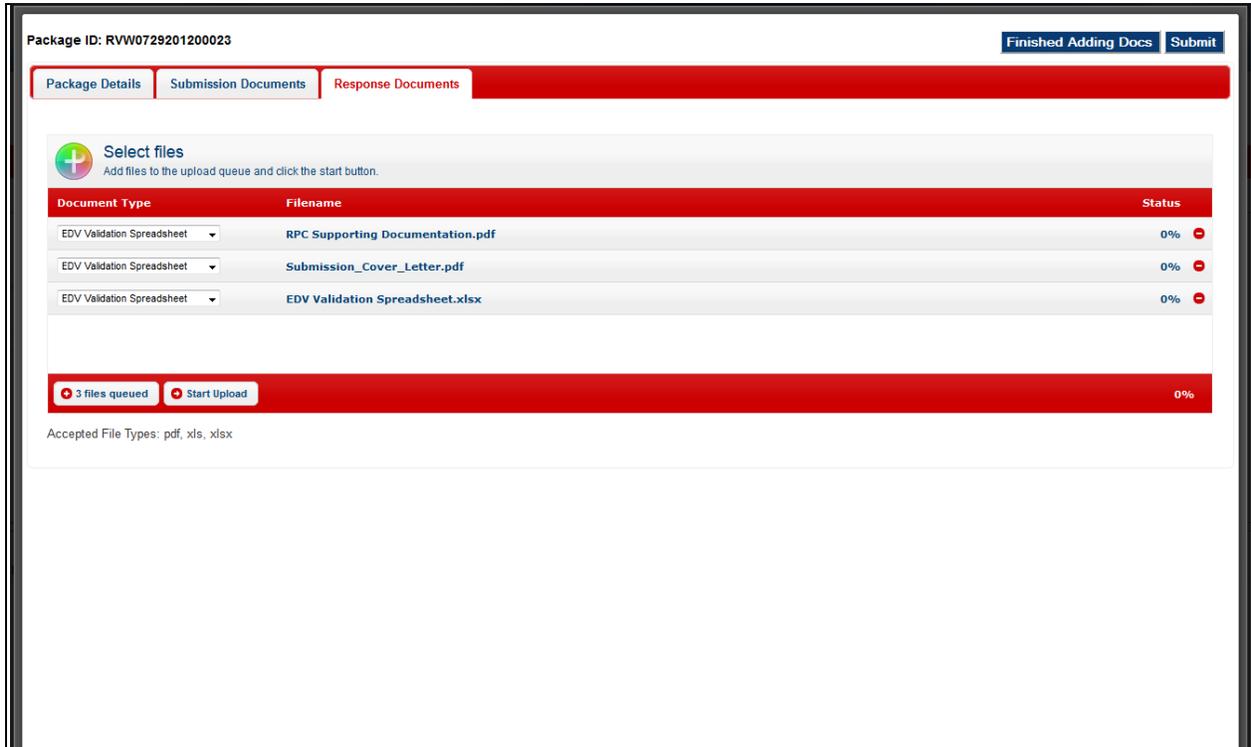
- All excel documents within the local folder will be displayed as shown below:

Figure 82: Complete Review Package with Response Documents



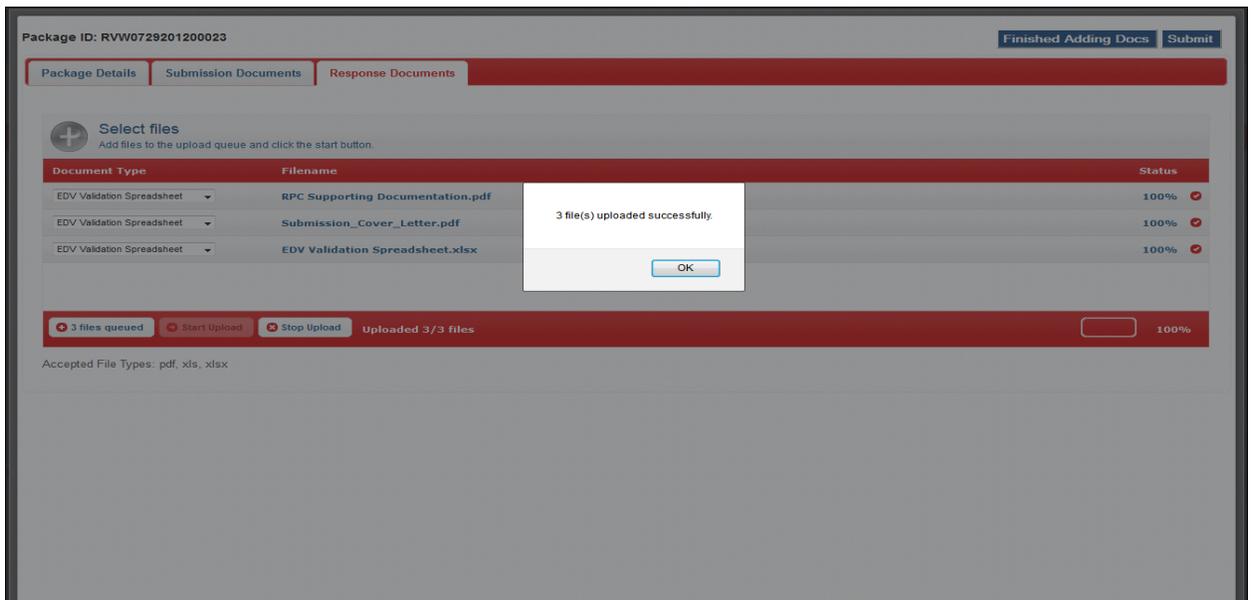
- Action:** Select the files you want to add for the document and select **Save**. The selected document will display in the user interface.

Figure 83: Complete Review Package with Response Documents



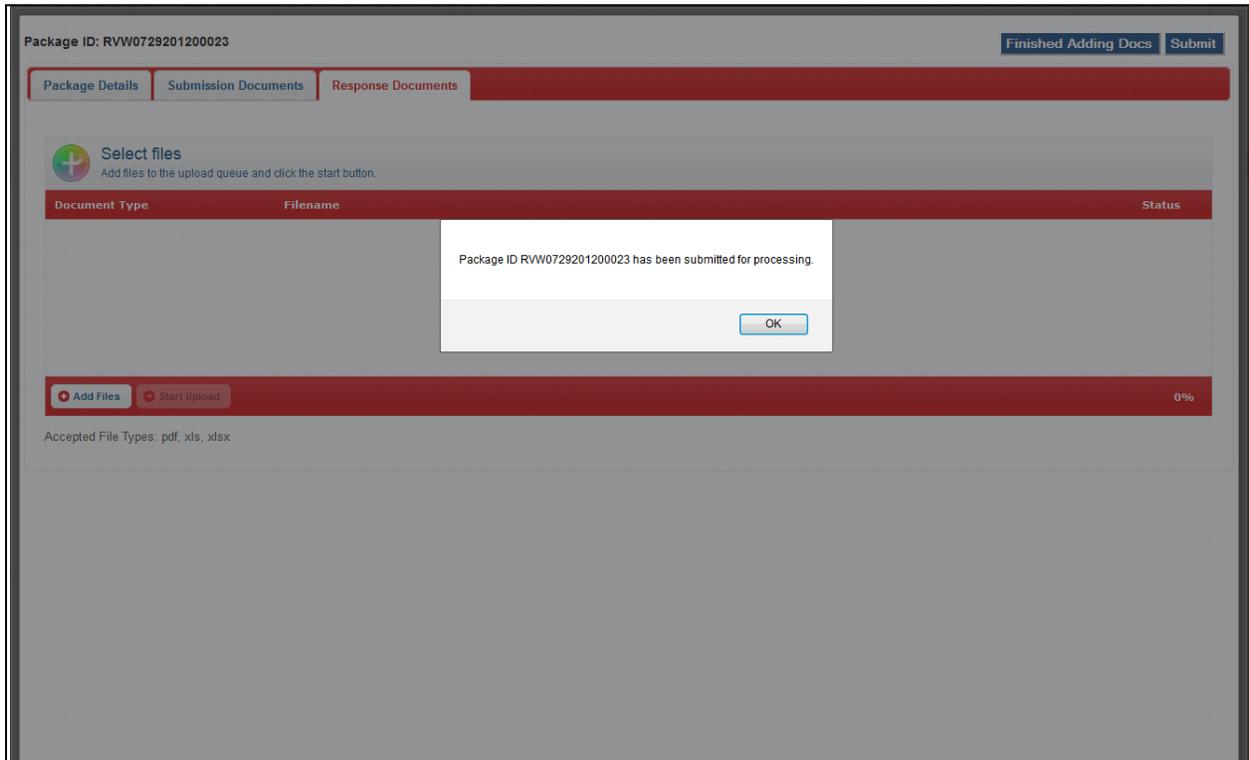
- Action:** Select the appropriate *Document type*.
- Action:** Select **Start Upload**.

Figure 84: Complete Review Package with Response Documents



11. **Action:** Select **OK**.
12. **Action:** Select **Submit** if you have completed adding all the documents or select **Add Files** to add additional documents or select **Finished Adding Docs** to switch to View Mode.
13. **Action:** Select **Submit**
14. The following message will be displayed:

Figure 85: Complete Review Package with Response Documents



15. **Action:** Select **OK**.
16. The Package status will be updated to Completed and will be available for RPC to download and process.

4.4 Notifications

Notifications are messages sent to users to notify them about an action that has been completed on the Package

Notifications are created within the eRPT application when:

- A Response document is added by the RPC for the Plan or for CMS Regional Office to review.
- A Category 3 Submission Package is rejected by the Regional Office user.
- If a CMS Central Office user deletes a Package created by the Plan User.
- When RPC downloads the package.

The following table lists all the notifications that a user can receive based on the RPC response:

Table 2: eRPT Notifications

Notification Message	Notification Description
RPC successfully downloaded Package <Package Id>	This notification is to the Package creator. This notification is sent automatically by eRPT when RPC successfully downloaded the Package
There is an Error Report uploaded by RPC for Package <Package Id>	This notification will be sent to the Plan when the RPC uploads an error report for a Package relating to a specific contract. Only the users who have access to the contract can view the error report. The notification will be sent to all the users who have access to the contract. If the Package Creator does not have access to a contract he/she will not be able to view the document and notification.
There is FDR(s) uploaded by RPC for Package <Package Id>	This notification will be sent to the Plan when the RPC uploads a FDR for a Package relating to a specific contract. Only the users who have access to a contract can view the error report. The notification will be sent to all the users who have access to the contract. If the Package Creator does not have access to a contract the user will not be able to view the document and notification.
There is an Inquiry Response uploaded by RPC for Package <Package Id>	This notification is sent to the Package Creator when a response document is added to the Transaction Inquiry Package.
There is PayVal Request <Package Id>from RPC.	This notification will be sent to the Plan when the RPC creates a review Package to a specific contract. Only the users who have access to

Notification Message	Notification Description
	the contract can view the PAYVAL package. The notification will be sent to all the users who have access to the contract.
There is an EDV Request <Package Id>from RPC.	This notification will be sent to the Plan when the RPC creates a review Package for a specific contract. Only the users who have access to the contract can view the EDV package. The notification will be sent to all the users who have access to the contract.
The Package <Package Id>has been deleted by CMS Central Office user <User Name>. Please contact the user if you have any questions.	This notification will be sent to the Package Creator when a CMS Central Office user deletes a Package.
The Package <Package Id> has been rejected by CMS Regional Office user <User Name>. Please contact the user if you have any questions.	This notification will be sent to the Package Creator when a CMS Regional Office user rejects a Category 3 Package.

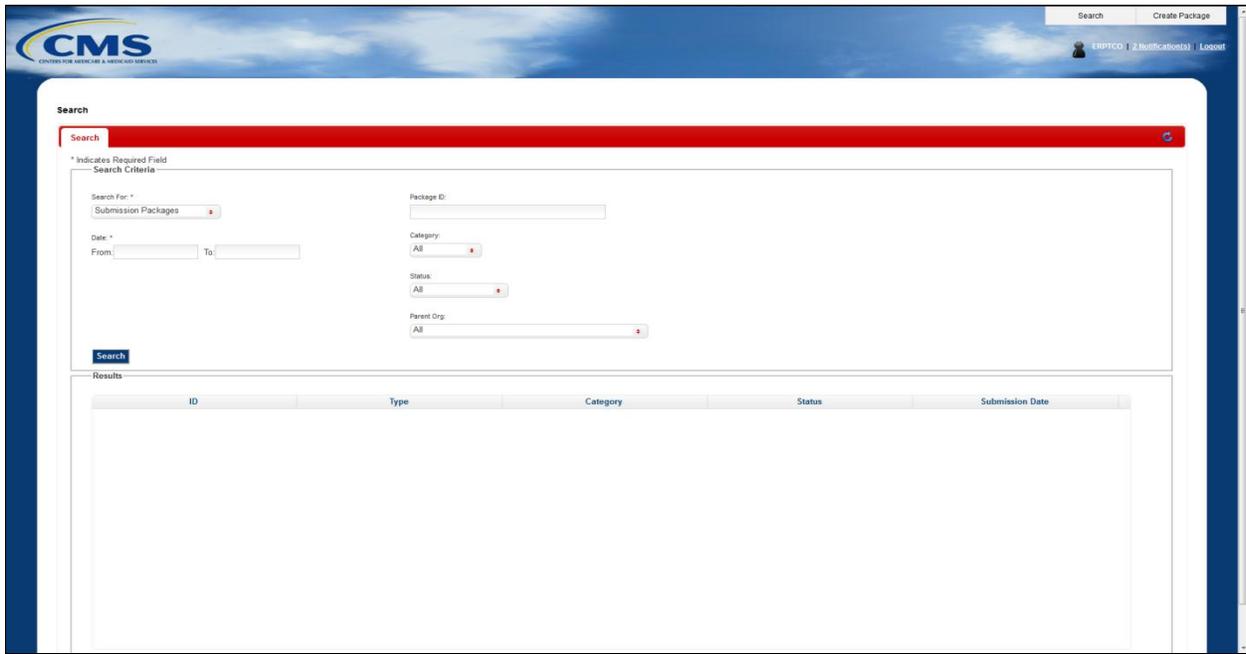
In the following sub-sections we will discuss:

- View Notification
- Acknowledge Selected Notification
- View Selected Package

4.4.1 View Notifications

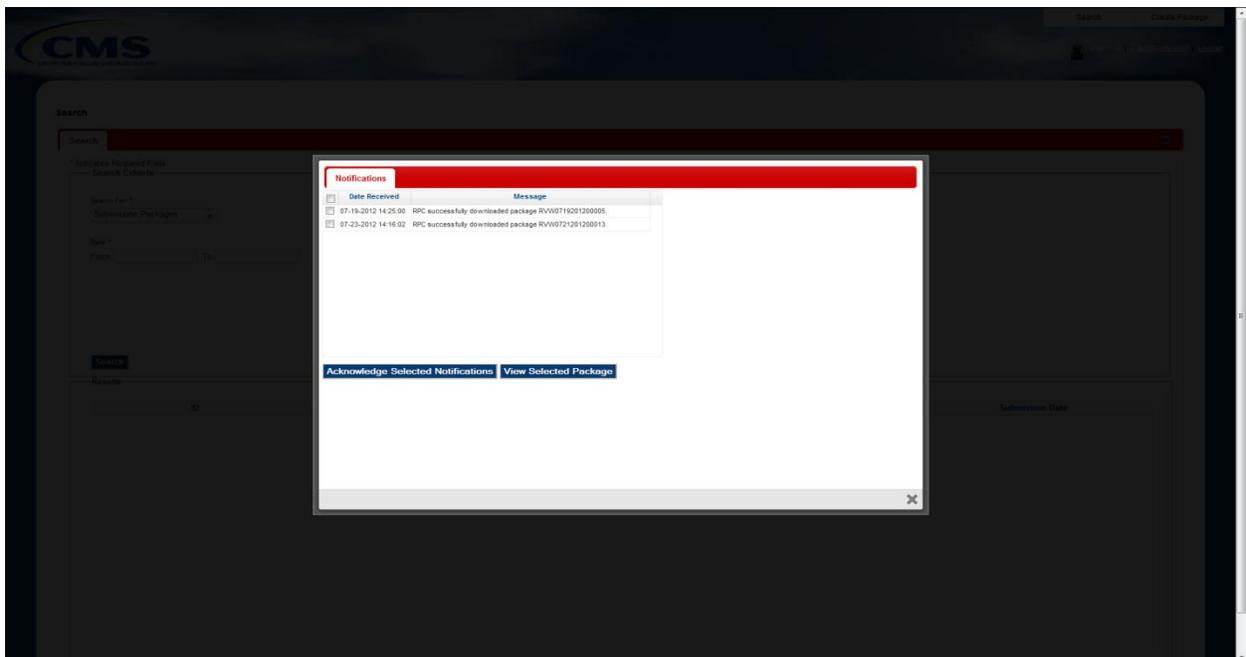
- 1 Login to the eRPT application.
- 2 **Action:** Select 'Notifications' on the upper right hand corner of the screen.

Figure 86: Notifications



- 3 The following pop-up window will display with a list of all the Notifications for the logged in user:

Figure 87: View Notifications

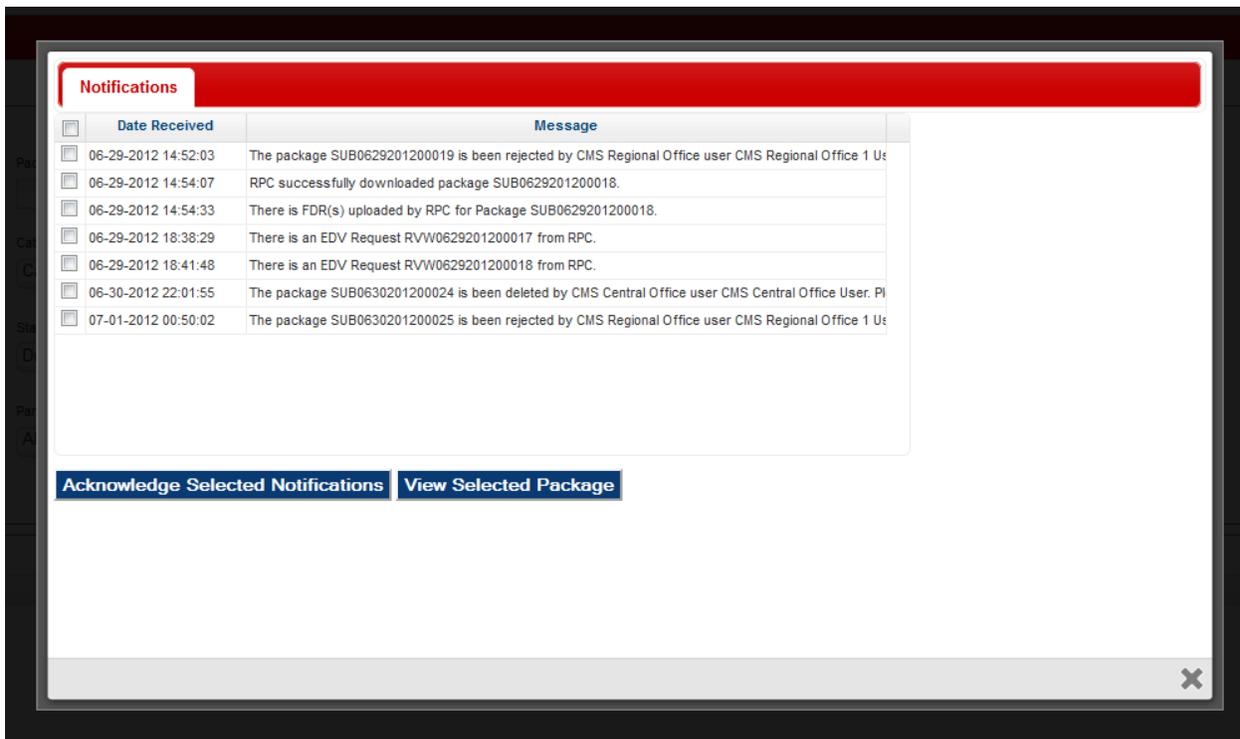


4 **Action:** Select **x** at the right hand bottom corner of the pop-up window. This will close the Notification window. You can also click outside the pop-up window to close the notifications window.

4.4.2 Acknowledge Notifications

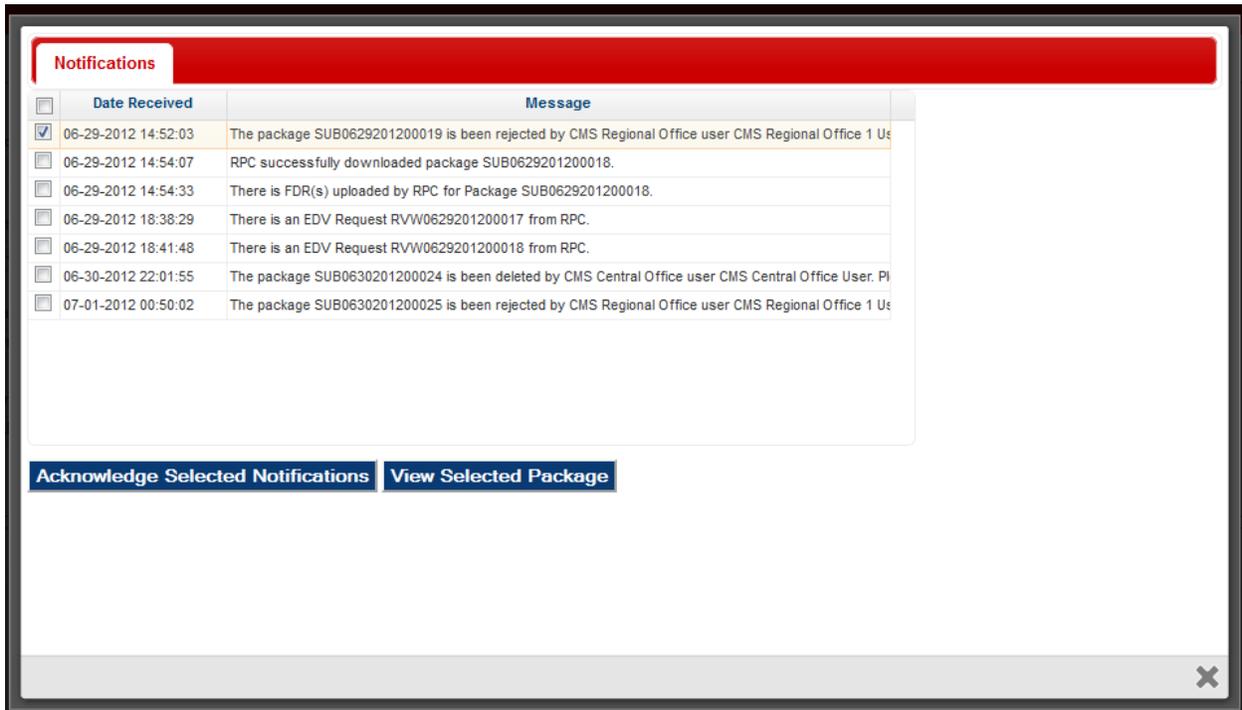
1. Repeat steps in section [0](#)
2. All the notifications belonging to the current user will be displayed:

Figure 88: Acknowledge Notifications



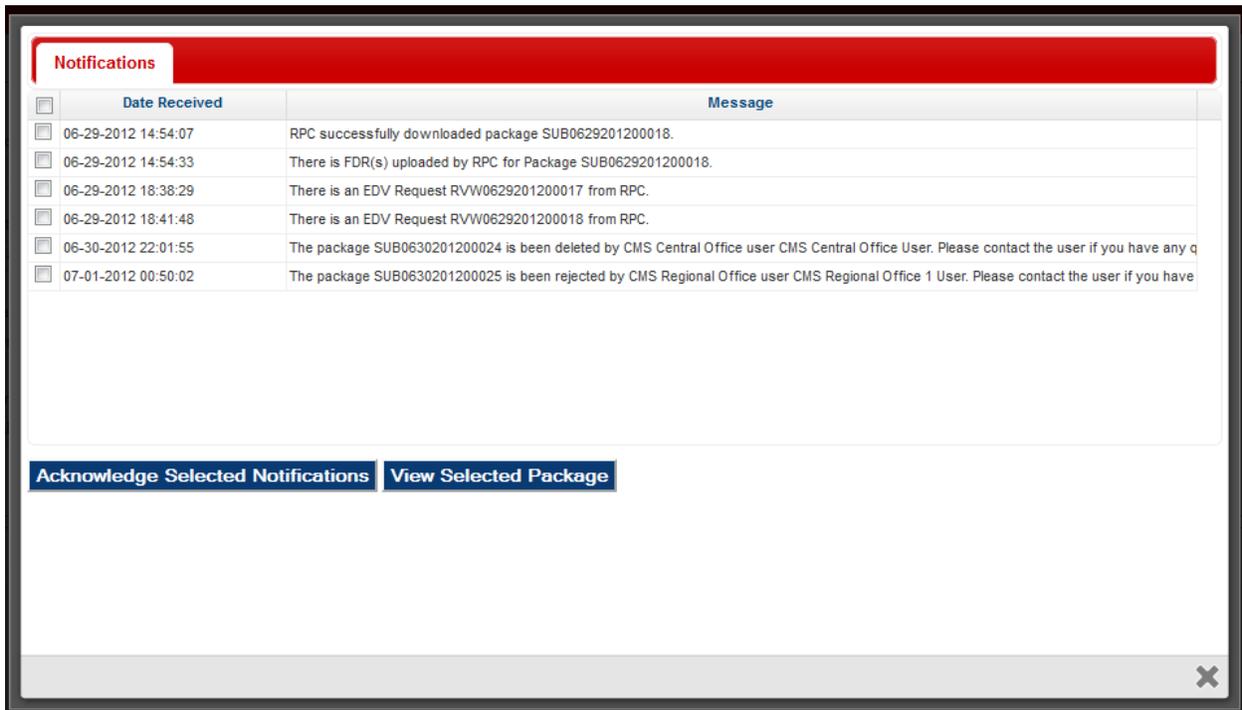
- Action:** Select the checkbox of the notification you want to acknowledge.

Figure 89: Acknowledge Notifications



- Action:** Select **Acknowledge Selected Notifications**.
- The notification will disappear from the notifications window:

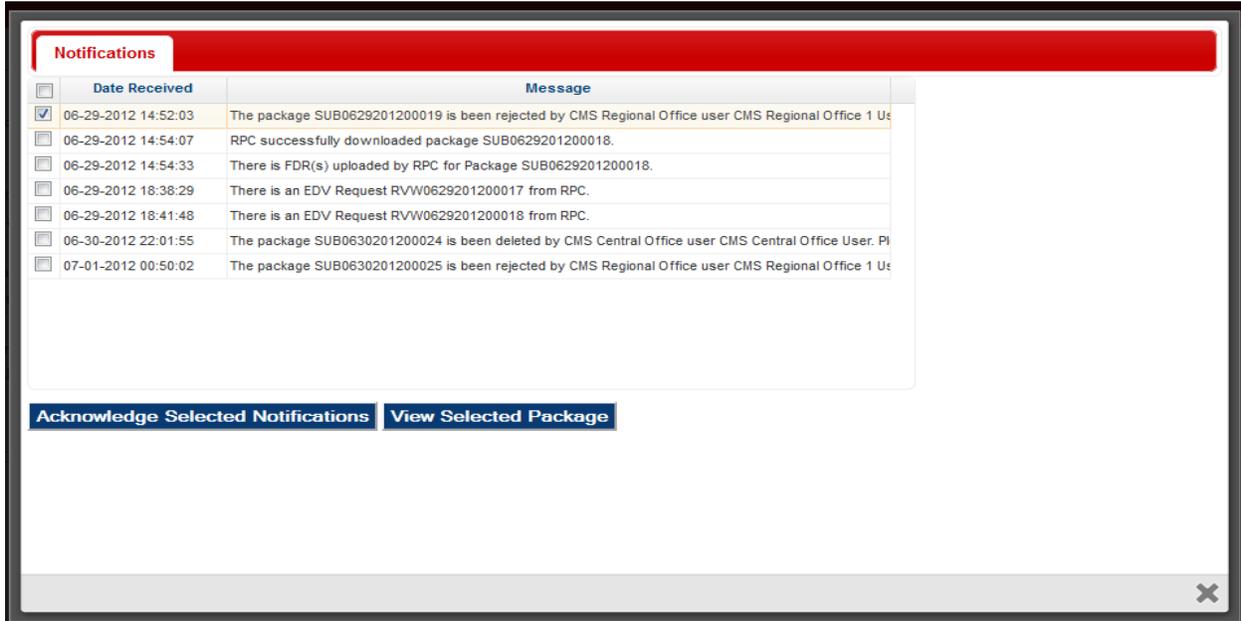
Figure 90: Acknowledge Notifications



4.4.3 View Selected Package

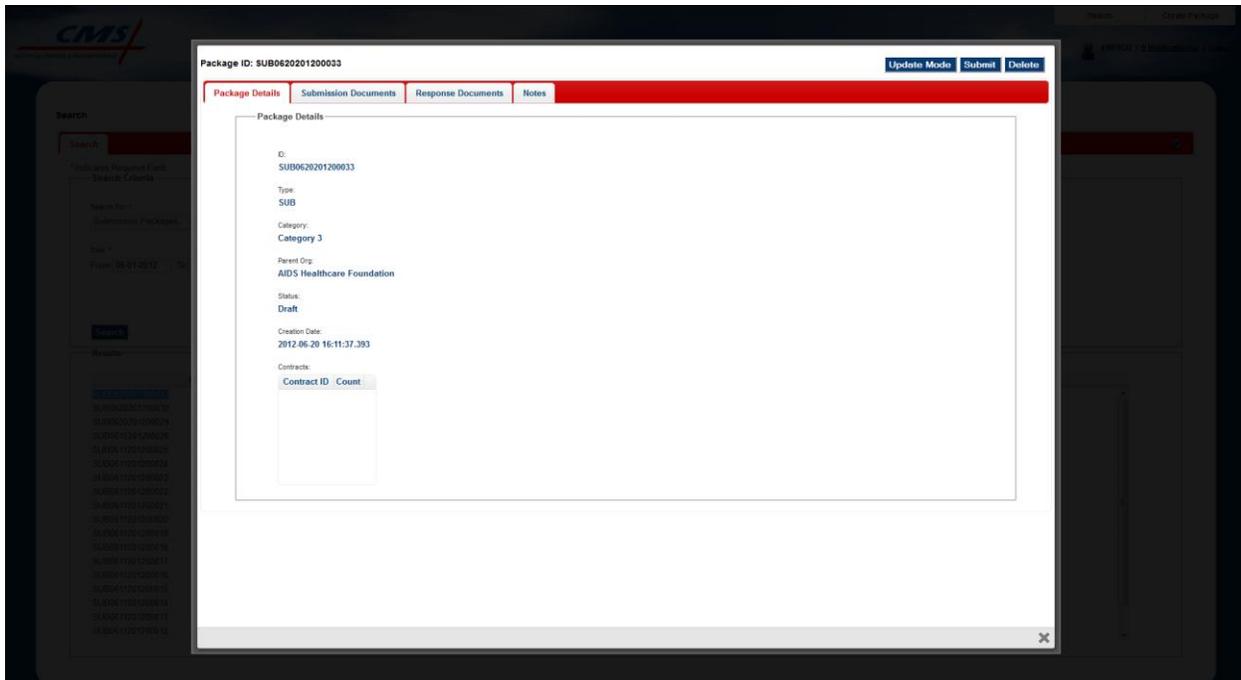
- 1 **Action:** Repeat steps in section [0](#)
- 2 All the notifications belonging to the current user will be displayed.
- 3 **Action:** Select a Notification for the Package you would like to view.
- 4 **Action:** Select the **View Selected Package** button.

Figure 91: View Selected Package



- 5 The Package will be displayed.

Figure 92: View Selected Package



- 6 **Action:** Refer to section 0 to view the steps to view the Package Details, Submission Documents and Response Documents.

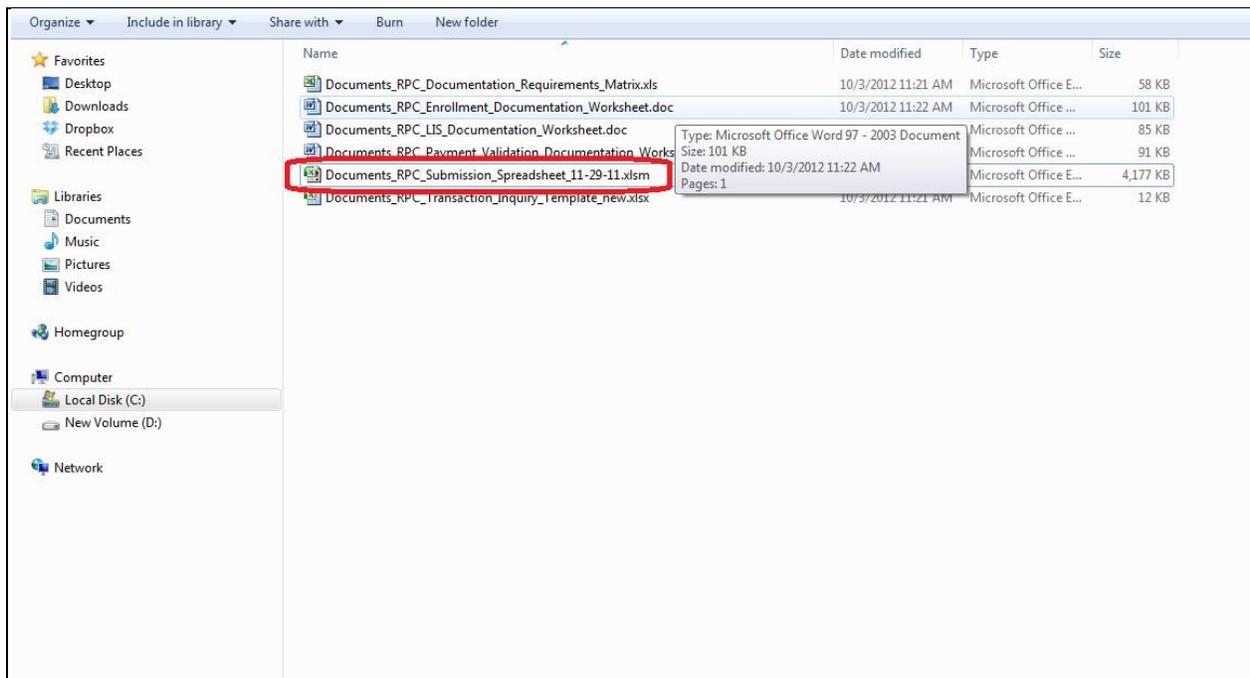
4.5 Convert 'xlsm' document to 'xls' document

In the eRPT application a user can upload documents which are available only in the following formats:

- PDF documents - Documents with .pdf extension.
- Excel documents - Documents with .xls or .xlsx extension.

In this section, we will discuss how documents with unsupported excel formats like 'xlsm' can be converted to acceptable formats to upload in the eRPT application. For our example, we will discuss how to convert the RPC submission spreadsheet that is available on the Reed & Associates website in 'xlsm' format to 'xls' format. An 'xlsm' document can be identified by its extension. This type of document will have the extension ".xlsm" as shown in Figure 93.

Figure 93: xlsm Documents

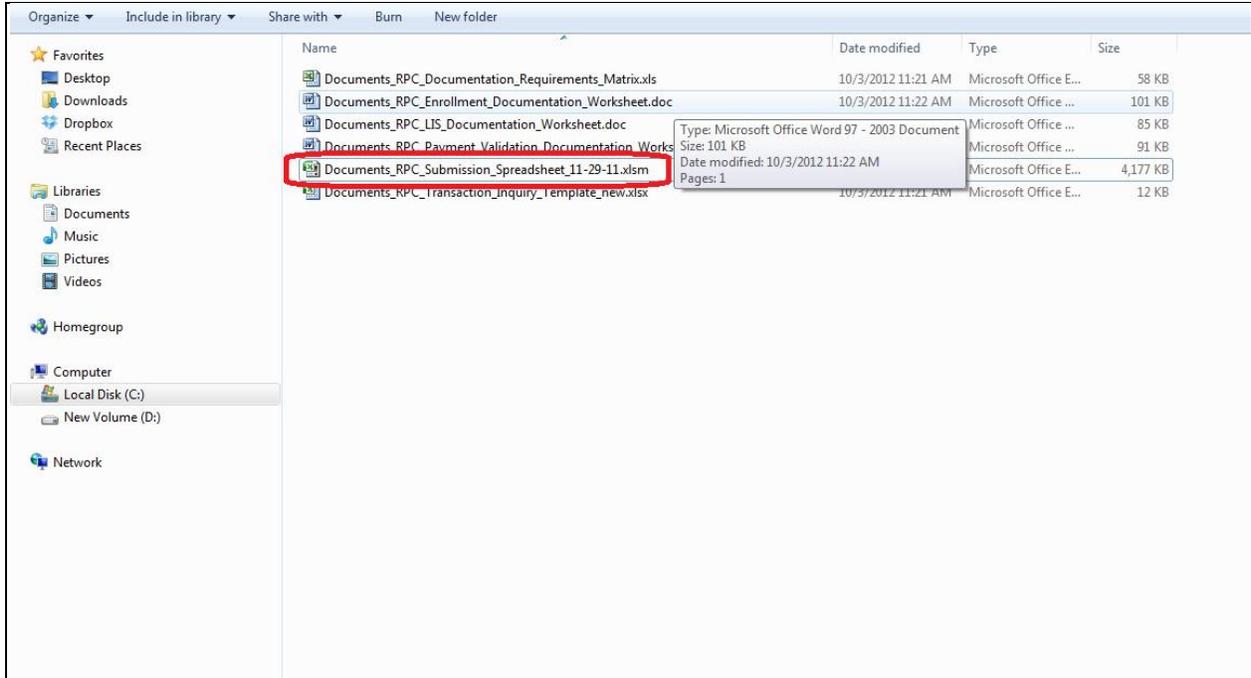


Note: Please convert the RPC Submission Spreadsheet document to xls after it is been completed with all the required information and validated using the validation function available within the spreadsheet.

4.5.1 Steps to convert 'xlsm' to 'xls'

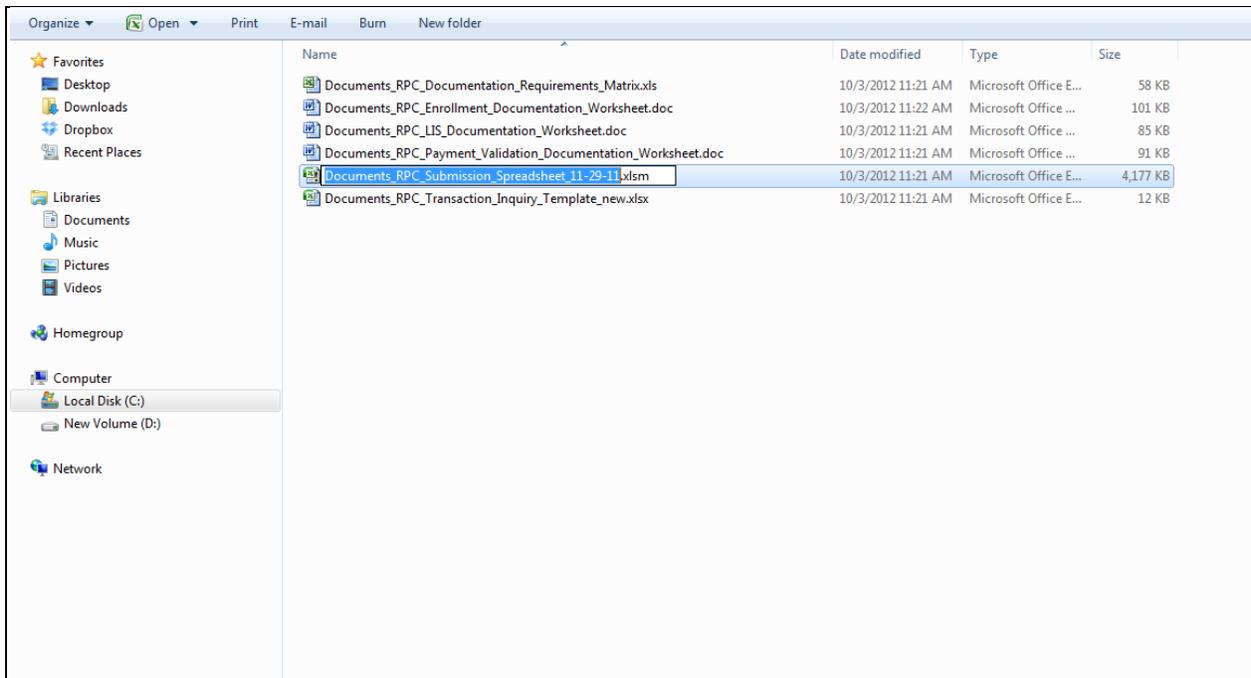
- 1 Locate the complete RPC Submission Spreadsheet on your local directory.

Figure 94: Steps to convert 'xlsm' to 'xls'



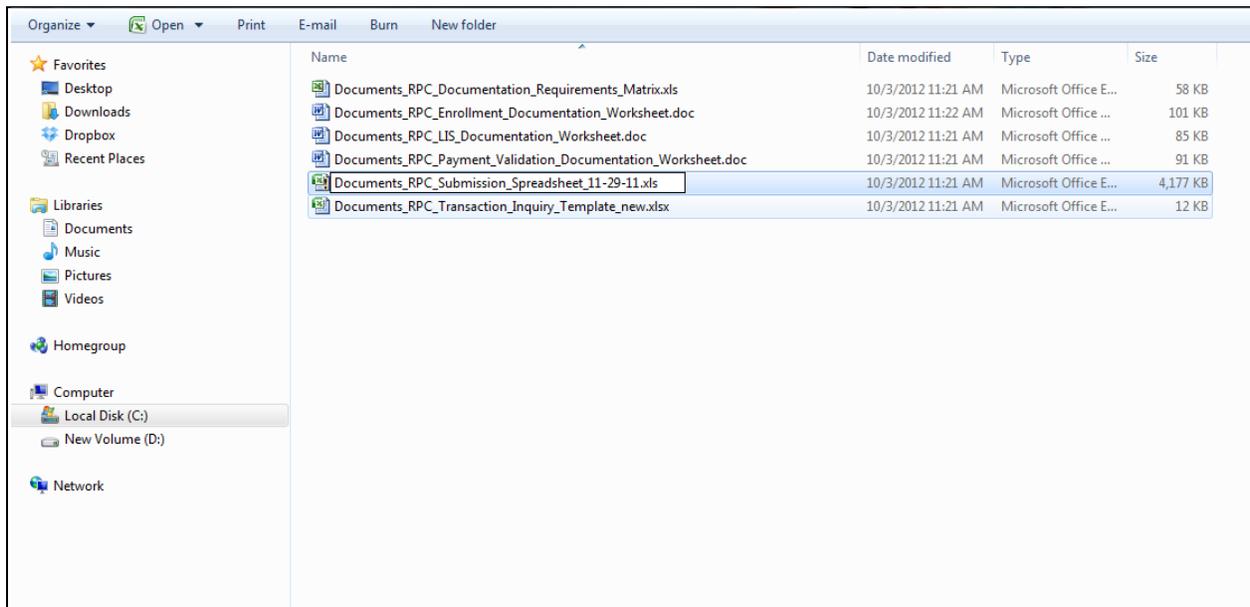
- 2 **Action:** Right click on the RPC Submission Spreadsheet and select **Rename**. You will now be able to update the document extension as shown below:

Figure 95: Steps to convert 'xlsm' to 'xls'



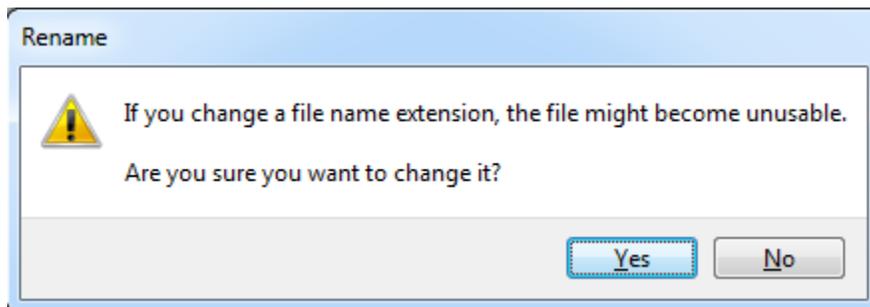
- 3 Change 'xlsm' at the end of file name to 'xls' as shown below:

Figure 96: Steps to convert 'xlsm' to 'xls'



- 4 **Action:** Select **Enter** key on your keyboard and you will see Rename pop up screen as shown below:

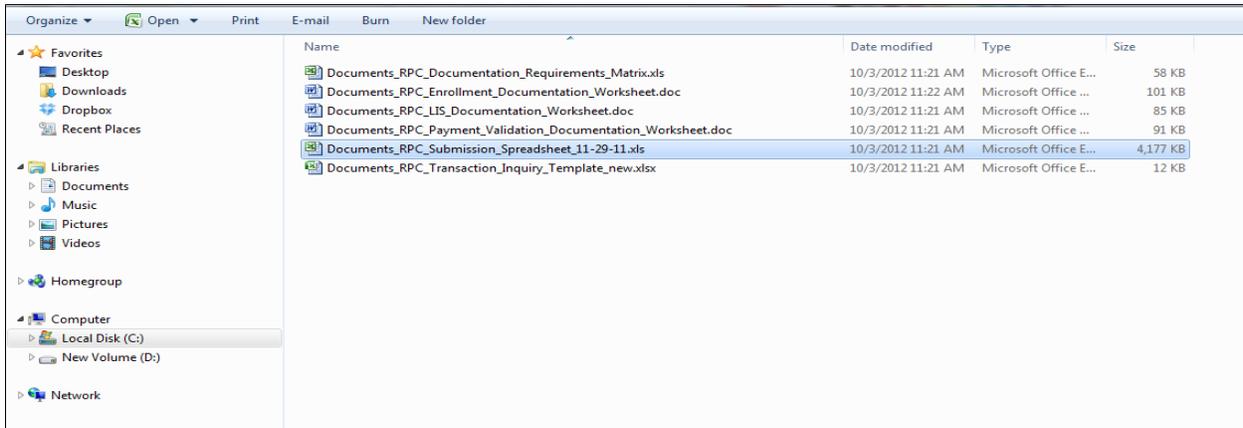
Figure 97: Steps to convert 'xlsm' to 'xls'



- 5 **Action:** Select **Yes**.

6 The file will be successfully converted to 'xls' as shown below.

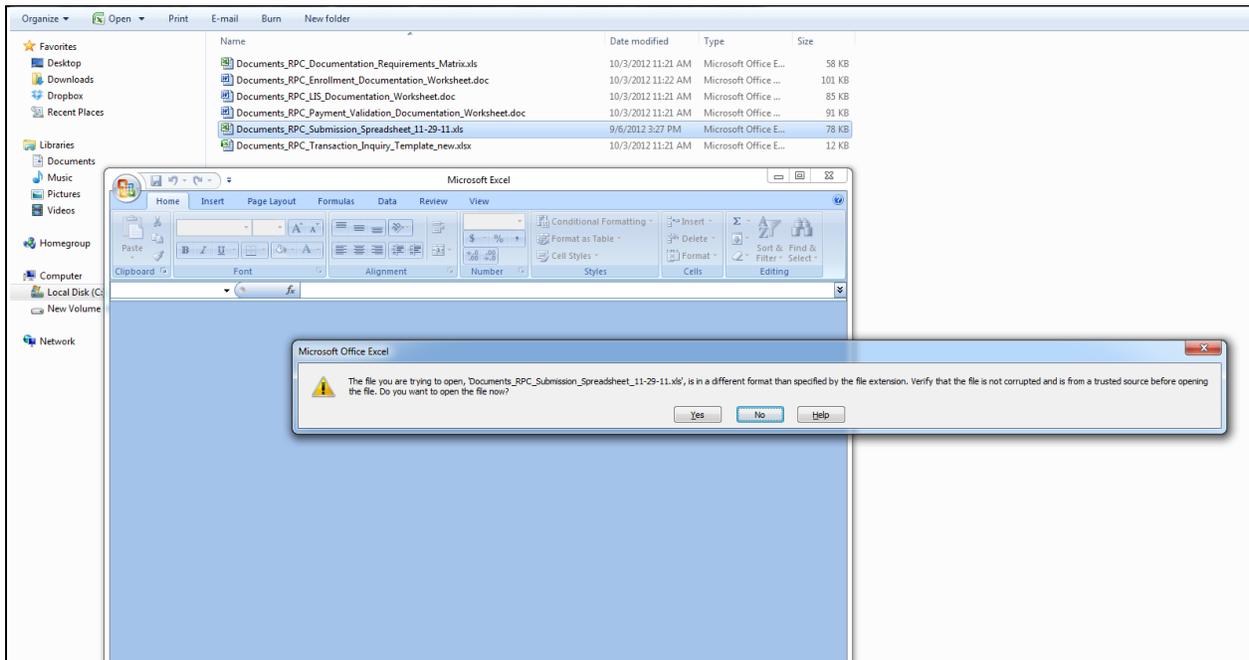
Figure 98: Steps to convert 'xlsm' to 'xls'



Note: This document is ready to be uploaded via the eRPT application for your Submission Package.

7 Now if you try to open the document you may receive the following message:

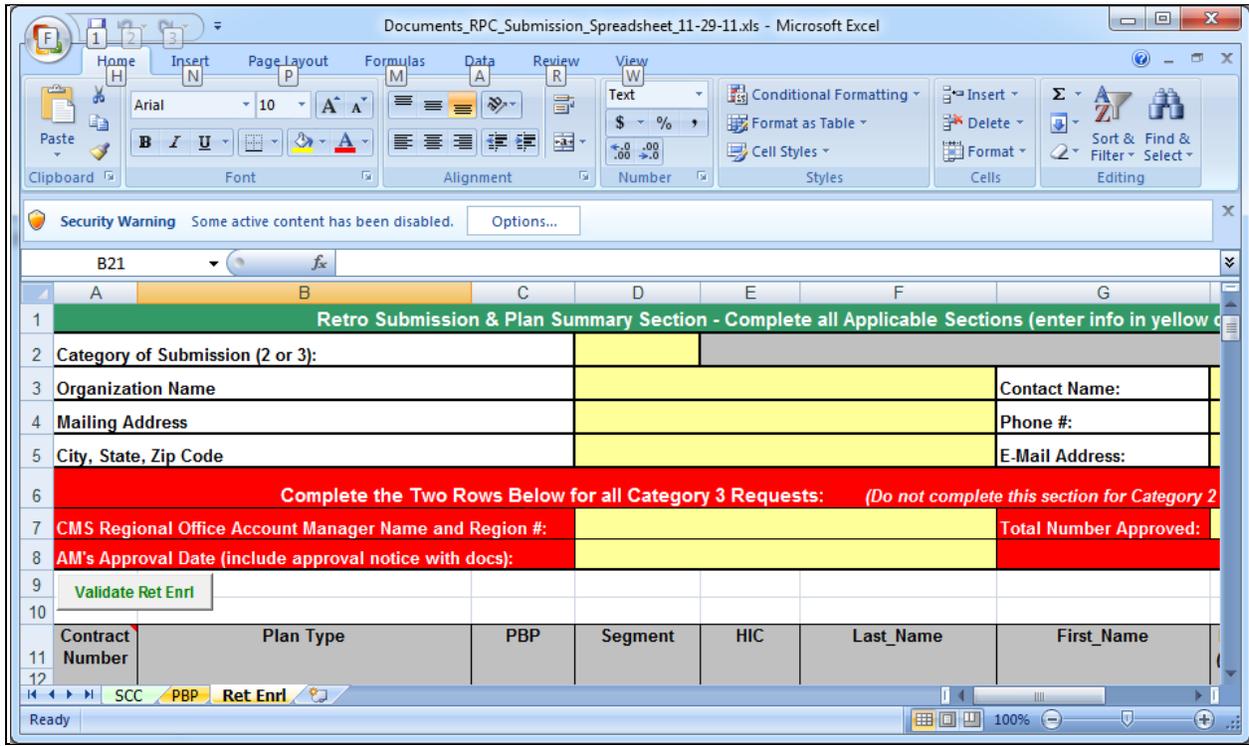
Figure 99: Steps to convert 'xlsm' to 'xls'



8 **Action: Select Yes.**

9 The document will open as shown below:

Figure 100: Steps to convert 'xlsm' to 'xls'



Note: This conversion should not modify any information that has already been added in your RPC Submission Spreadsheet. If you experience any issues, please contact the MAPD Help Desk at mapdhelp@cms.hhs.gov or 1-800-927-8069.

5. Troubleshooting & Support

Reference the below information should an error occur during usage of the eRPT system.

5.1 Error Messages

Based on the error message the user should contact the MAPD Help Desk. The user will need to create a ticket with the Help Desk. The user will need to provide the following information when reporting an issue,

- Error Message
- Package ID
- Steps followed to create the issue

5.2 Special Considerations

None

5.3 Support Points of Contact

Table 3: Support Point of Contact

Contact	Organization	Phone	Email	Role	Responsibility
MAPD Helpdesk	CMS	1-800-927-8069	mapdhelp@cms.hhs.gov	Help desk support	1st level user support & problem reporting

Appendix A

5.4 User Access

Table 4: Submission Package

User Group		Create	View	Update	Delete (Soft)	Search	Add Documents	Comments
1.	The Plans	X	*X	*X	*X	*X	*X	<p>All Plan users having an IACS will have access to create a Package. Only a Package Creator will be able to Read, Update, Delete and Search a Package.</p> <ul style="list-style-type: none"> • Limited View Access - A Plan user can only view the submission Packages that were created by the Plan User. • Limited Update access - The Plan user can update only a draft submission Package that was created by the Plan User. • Limited Delete access - The Plan user can delete only a draft submission Package that was created by the respective Plan user. • Limited Search access - The Plan user can only search for a Package that was created the Plan user. • * Limited Add/Upload documents - The Plan user can Add/Upload documents to a submission Package that was created by the Plan user. <p><i>Note: Asterisk means the user will have limited access to the functionality.</i></p>
2.	Plan Package Creator	X	X	X	X	X	X	<p>Package Creator will be able to Read, Update, Delete, and Search and add documents to a Package.</p> <ul style="list-style-type: none"> • View Access - A Plan user can only view the submission Packages that were created by the Plan User. • Update access - The Plan user can update only a draft submission Package that was created by the Plan User. • Limited Delete access - The Plan user can delete only a draft submission Package that was created by the Plan user. • Search access - The Plan user can only search for a Package that

User Group	Create	View	Update	Delete (Soft)	Search	Add Documents	Comments
							was created by the Plan user. <ul style="list-style-type: none"> Add/Upload documents - The Plan user can Add/Upload documents to a Draft Submission Package that was created by the Plan user. <i>Note: Asterisk means the user will have limited access to the functionality.</i>

Table 5: EDV / Pay Val Review Packages

EDV/PayVal Review Packages							
User Group	Create	View	Update	Delete (Soft)	Search	Add/Upload Documents	Comments
1 The Plans		*X	*X			*X	Users restricted by Contract #. All Plan users having an IACS/EUA ID will have access to upload documents for their respective Contract EDV/PayVal Review. <ul style="list-style-type: none"> Limited Update access - The Plan user belonging to the contract will be able to mark the Package as complete. Limited View Access - A Plan user can only view Packages belonging to their contracts. Limited Add/Upload documents - A Plan user can Add/Upload only response documents to a review Packages that were submitted to them. <i>Note: Asterisk means the user will have limited access to the functionality.</i>

Table 6: Transaction Inquiry Package

Transaction Inquiry Packages								
User Group	Create	View	Update	Delete (Soft)	Search	Add/Upload Documents	Comments	
1.	The Plans	X	*X	*X	*X	*X	*X	<p>All Plan users having an IACS will have access to create a Package. Only a Package Creator will be able to Read, Update, Delete and Search a Package.</p> <ul style="list-style-type: none"> • Create Access – A Plan user has complete access to create a package. • Limited Read Access - A Plan user can only view the transaction inquiry Package that was created by that Plan user. • Limited Update access - The Plan user can update only a draft transaction inquiry Package that was created by that Plan user. • Limited Delete access - The Plan user can delete only a draft transaction inquiry Package that was created by that Plan user. • *Limited Search - The Plan user can only search for a Package that was created by the Plan user • * Limited Add/Upload documents - The Plan user can Add/Upload documents to a transaction inquiry Package that was created by that Plan user. <p><i>Note: Asterisk means the user will have limited access to the functionality.</i></p>
2.	Package Creator	X	X	X	*X	X	X	<p>Package Creator will be able to Read, Update, Delete, and Search and add documents to a Package.</p> <ul style="list-style-type: none"> • View Access - A Plan user can only view the submission Packages that were created by the Plan User. • Update access - The Plan user can update only a draft submission Package that was created by the Plan User. • Limited Delete access - The Plan user can delete only

Transaction Inquiry Packages								
User Group		Create	View	Update	Delete (Soft)	Search	Add/Upload Documents	Comments
								<p>a draft submission Package that was created by the Plan user.</p> <ul style="list-style-type: none"> • Search access - The Plan user can only search for a Package that was created by the Plan user. • Add/Upload documents - The Plan user can Add/Upload documents to a Draft Submission Package that was created by the Plan user. <p><i>Note: Asterisk means the user will have limited access to the functionality.</i></p>

Appendix B

A Package can be tracked in the eRPT application by referring to the status of the Package. The following are the status values and descriptions of the statuses that are supported in the eRPT application.

Note: The status value on a Package is dependent on the Package Type and Package Category.

Table 7: Package Status & Description

6. Package Status	7. Description
Draft	When a Package is created but not yet submitted to the eRPT application.
Pending RO Approval	When a Package is submitted by the Plan Users but waiting for the RO Approval Letter from the Regional Office Account Manager. This status is applicable only for Category 3 -> Submission Package
Open	When a submission Package is submitted to eRPT and ready for the RPC to download or when a review Package is uploaded for a Plan User to respond.
Completed	When a review Package is submitted by the Plan User with all the response documents.
Downloading	When the RPC is downloading the Package.

6. Package Status	7. Description
In Process	When the RPC is processing the Package.
Closed	When the processing of a retroactive submission Package has been completed by the RPC.

Appendix C

The following table lists the selections that will be available for users under Submission Documents and Response Documents tab:

Table 8: Document Selection

Type of User	Package Type - Category Code	Submission Documents	Response Documents
Plan User	Submission Package - Category 2	Package Documents	Final Disposition Reports Error Reports
	Submission Package - Category 3	Package Documents Regional Office Approval Letter	Final Disposition Reports Error Reports
	Submission Package - Special	Package Documents	Final Disposition Reports Error Reports
	Submission Package - Resubmission	Package Documents	Final Disposition Reports Error Reports
	Transaction Inquiry Package	Package Documents	Package Documents
	Review Package	Package Documents	Package Documents

Appendix D

Following table lists the documents that are required and can be submitted during Package creation and submission:

Note: Please refer to the RPC SOP on the website regarding the supporting documentation

Table 9: Required Documents for Package Submission

Package Type	Document	eRPT Document Type Value
Submission Package - Category 2	<ul style="list-style-type: none"> Cover Letter (PDF File) Spreadsheet (xls or.xlsx File) Supporting Documentations (PDF(s) File(s)) 	<ul style="list-style-type: none"> RPC Cover Letter RPC Submission Spreadsheet RPC Supporting Documentation
Submission Package - Category 3	<ul style="list-style-type: none"> Cover Letter (PDF File) Spreadsheet (xls or.xlsx File) Supporting Documentations (PDF(s) File(s)) 	<ul style="list-style-type: none"> RPC Cover Letter RPC Submission Spreadsheet RPC Supporting Documentation
Submission Package - Resubmission	<ul style="list-style-type: none"> Cover Letter (PDF File) Spreadsheet (xls or.xlsx File) Supporting Documentations (PDF(s) File(s)) 	<ul style="list-style-type: none"> RPC Cover Letter RPC Submission Spreadsheet RPC Supporting Documentation
Submission Package - Special	<ul style="list-style-type: none"> Cover Letter (PDF File) Spreadsheet (xls or.xlsx File) Supporting Documentations (PDF(s) File(s)) <p><i>Note: Uploading documents to Special – Submission Package is optional</i></p>	<ul style="list-style-type: none"> RPC Cover Letter RPC Submission Spreadsheet RPC Supporting Documentation

Package Type	Document	eRPT Document Type Value
Transaction Inquiry Package	<ul style="list-style-type: none"><li data-bbox="758 280 1297 313">• Inquiry Request Form (xls or.xlsx File)	<ul style="list-style-type: none"><li data-bbox="1413 280 1787 345">• RPC Transaction Inquiry Request
Review Package	<ul style="list-style-type: none"><li data-bbox="758 383 1329 448">• EDV Validation Spreadsheet (xls or.xlsx File)<li data-bbox="758 464 1283 529">• Supporting Documentations (PDF(s) File(s))	<ul style="list-style-type: none"><li data-bbox="1413 383 1839 415">• EDV Validation Spreadsheet<li data-bbox="1413 431 1677 496">• RPC Supporting Documentation

Acronyms

Table 10: Acronyms

Acronym	Literal Translation
RO AM	CMS Regional Office Account Manager
CMS	Centers for Medicare & Medicaid Services
EDV	Enrollment Data Validation
eRPT	Electronic Retroactive Processing Transmission
FDR	Final Disposition Report
IACS	Individual Authorized Access to CMS Computer Services
MA	Medicare Advantage
PAYVAL	Payment Validation
PDP	Prescription Drug Plan
RPC	Retroactive Processing Contractor
SOP	Standard Operating Procedure

Glossary

Table 11: Glossary

Term	Definition
Contract ID	
Error Reports	A list identifying specific transaction requests within the RPC Submission Spreadsheet submitted by a MA, MAPD and PDP sponsoring organizations which were unable to be imported into the RPC system. The report is returned to the submitter for correction and resubmission to the RPC.
Final Disposition Report	A report indicating the CMS processing status of each transaction request that was previously submitted on the RPC Submission Spreadsheet and successfully imported into the RPC system for processing.
MARx	Medicare Advantage Prescription Drug System, the name for the current application that processes enrollment and Plan payments for Medicare Advantage and Part D etc.
Notification	A system message triggered by a workflow or processing event that is displayed to the user within the eRPT application. The message typically instructs the user to take some form of action or informs the user that a specific processing event has occurred.
Parent Organization	The main corporate or non-subsidary name of the organization offering a Plan, including a Part C and/or D Plan.
The Plans	Consist of Plan Sponsors or a designated submitting organization.

Term	Definition
Response Documents	The Documents that are added to the Package by the RPC user.
Retroactive Processing Contractor (RPC)	The CMS contractor responsible for processing retroactive beneficiary enrollment/disenrollment change requests submitted by Plan Sponsors.
Review Package	<p>The Enrollment Data Validation (EDV) review process performed by the RPC consists of a monthly sample review of enrollment related transactions submitted to CMS. All organizations that submit activity via the MARx UI, or batch-submitted actions will be selected for review. The RPC will request supporting documentation for the transactions selected within the monthly EDV sample set. The monthly sample review will be for the previous month's activity in MARx reported on each organization's Transaction Reply Report (TRR). Upon receipt of the documentation, the RPC shall review the documentation submitted for the sampled transactions to verify the documentation provided by the organization supports the transaction submitted to CMS.</p> <p>The RPC will report all EDV findings to the appropriate CMS Regional Office (RO) Account Manager (AM) for final review and to address any follow-up needed on negative findings.</p>
Scenario	A scenario is a sequence of steps taken to complete a user requirement, similar to a use case.
Submission Documents	These are the documents that are added to the Package during creation of a Submission Package.

Term	Definition
Submission Package	<p>A request submitted by a Plan Sponsor to the CMS RPC to process Medicare beneficiary Plan adjustment transactions. Submissions are further classified by the following types:</p> <ol style="list-style-type: none"> 1. Category 2 - A list of timely Plan transaction adjustments for beneficiaries. 2. Category 3 - A list of untimely Plan transaction adjustments for beneficiaries. Transactions falling in this category require additional supporting documentation (i.e. Regional Office Account Manager Approval Letter) before the RPC will process the submitted documentation. Category 3 submission types must be accompanied by a Regional Office (RO) Approval letter prior to RPC processing. 3. Resubmission - A list of Plan transactions that were previously submitted but were not processed by the RPC due to validation errors. 4. Special - Ad-hoc requests.
Submitting Organization	An organization with the authorized capability of submitting Packages/inquires to eRPT.
Transaction Inquiry Package	A request submitted by a Plan Sponsor to the Retroactive Processing Contractor (RPC) requesting the processing status of previously submitted retroactive transactions.
User Interface	The mechanism by which the user will view, search, create, delete and update Packages and documents in the eRPT application