

## **Frequently Asked Questions for the Electronic Retroactive Processing Transmission (eRPT) Application**

- 1. Question: Does the eRPT application only replace the CD process meaning that the plan still has to create a submission package which it will upload into the eRPT for the RPC to process?**

**Answer:** The RPC will process the same retroactive requests submitted today. Plans should continue to complete the templates available on the RPC website. However, instead of mailing the submission package via FedEx or UPS, it will be uploaded to the eRPT application.

- 2. Question: What is the process for Category 3 approvals? How is the RO approval being generated?**

**Answer:** The RO approval process will occur within the eRPT application. The CMS RO Account Manager will be able to view the Category 3 submission package added by the Plan. The RO Account Manager will be able to add an approval letter or reject the complete package. If the package is rejected by the RO Account Manager a notification will be sent to the package creator.

- 3. Question: For Category 2 plan error reinstatements that have RO approval, are we supposed to choose Category 3 for this type of submission? If so, why does this not fall under category 2 in eRPT?**

**Answer:** This should be submitted as a Category 2. Plans are no longer required to submit plan error reinstatements to the RO AM for approval.

- 4. Question: How should we handle combination packages in regards to contract count? For example, if there are 2 cover pages, does the count then change to 2 or does it still remain as one?**

**Answer:** The count is based on the number of retroactive requests for each contract included in the submission package. (ex. H1234 15, H3456 30, etc.)

- 5. Question: Are the submission packages user specific? For example, can one employee create the submission package and another employee edits and/or submits the package?**

**Answer:** Only the person who created the package and submitted as a draft will have access to edit and submit the package.

**6. Question: If a package is submitted with a total count of 10; 1 of the 10 is rejected, will that place the entire package in a rejected status or will the other 9 submissions still be processed as requested?**

**Answer:** If a submission package has been downloaded and processed by the RPC contractor and 1 submission is rejected it will not put the entire package on hold. The RPC contractor will continue to process the remaining package.

**7. Question: Our current submissions to the RO offices are done through email and do not have any required standard forms. Will this change?**

**Answer:** The package created for RPC submission is the same package the RO AM will review within the eRPT application.

**8. Question: Can users within the same Parent Organization view each other's submissions?**

**Answer:** Plan users will only be able to see the submissions they created. However, all plan users belonging to the same Parent Organization will be able to see the response documents sent by the RPC.

**9. Question: Do the documents that are uploaded to the eRPT application need to be password protected?**

**Answer:** The eRPT application is hosted on a CMS secure network which means users are not required to password protect the documents before uploading them.

**10. Question: Will any of the RPC notifications (i.e. FDR, EDV, and Error Report) be sent via email if the package was submitted through the eRPT application?**

**Answer:** After the eRPT implementation all notifications will be sent via the eRPT application.

**11. Question: What type of submission package meets the criteria for 'Special'?**

**Answer:** This submission type should only be used at the direction of CMS.