



**Centers for Medicare & Medicaid Services**

**Electronic Retroactive Processing Transmission  
(eRPT)**

**Plan User Question & Answers**

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**Q:** Will there be email notifications?

**A:** Email notifications will not be available on the April 14<sup>th</sup> release. Email Notification will possibly be added in a future release.

**Q:** Will the Parent Organization and/or the Regional Office populated automatically by the system, based on the login Id?

**A:** No. Since the information available on the IACS User Profile does not accurately match the information used by CMS to track packages this cannot be auto populated.

**Q:** When is a Category of 'Special' used?

**A:** A special category should be selected for the following scenarios:

- Special Category 2 cases
- Guidance waivers
- Documentation waivers
- Any other exceptions

If you are still unsure on the Category selection, please contact Reed and Associates clientservices at [clientservices@reedassociatescpas.com](mailto:clientservices@reedassociatescpas.com) / 402-315-3660

– for clarifications.

**Q:** Once we choose our proxy for a package, are the same proxy propagated to the future packages?

**A:** No, you will have to select the proxy for every package that is created.

**Q:** Can we upload 'xism' files since that is the format that is available from the Reed and Associates website?

**A:** No, due to security reasons we cannot allow '.xism' files. You will need to convert the files to 'xls' or 'xlsx' format to upload them in the eRPT application. Please follow the instructions available in the Plan User Manual to convert 'xism' file to 'xls' file format.

**Q:** Where can we send additional questions?

**A:** Please send any other question at: [cmssupport@cassevern.com](mailto:cmssupport@cassevern.com)