



Medicare Advantage Prescription Drug (MAPD)

Frequently Asked Questions (FAQs)

2022



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Item #	Question	Answer	Date Added	Responsible Party
Enrollment / Eligibility FAQs				
1.	When are current deemed Low Income Subsidy (LIS) beneficiaries redeemed each year?	CMS reviews and redeems all currently LIS deemed beneficiaries each year in July and August.	June 2022	DMEC
2.	How does a Plan update Low Income Subsidy (LIS) information for a member?	<p>The Plan will have to follow the guidance provided in the "Best Available Evidence Process Update" memorandum dated 02/17/2017 to administer reduced cost sharing for LIS eligible individuals. The "Best Available Evidence Process Update" memo can be found as outlined below:</p> <ul style="list-style-type: none"> • From the CMS website- CMS.Gov -> Research, Statistics, Data & Systems -> Computer Data & Systems -> Health Plan Management System (HPMS) -> HPMS Memos Archive - Annual -> HPMS Memo 2017 - Qtr1. This will open the HPMS archive folder for Qtr 1 of 2017. From the Q1 folder, the memo PDF can be found in the folder titled "2017-02-17 Memo re best available evidence process update." • From the HPMS website- The memo is dated 02/17/2017. 	June 2022	DMEC
Enrollment / Eligibility FAQs				



Item #	Question	Answer	Date Added	Responsible Party
3.	Is a beneficiary eligible to disenroll from a Medicare Advantage (MA) Only Plan at the time of their Second Initial Enrollment Period (IEP)?	An individual eligible for an additional Part D IEP, such as an individual currently entitled to Medicare due to a disability and who is attaining age 65, has an MA Special Election Period (SEP) to coordinate with the additional Part D IEP. The SEP may be used to disenroll from an MA-Only or Medicare Advantage Prescription Drug (MAPD) Plan to Original Medicare, or to enroll in an MA-Only Plan (regardless of whether the individual uses the Part D IEP to enroll in a Prescription Drug Plan (PDP)). The SEP begins and ends concurrently with the additional Part D IEP (42 CFR 422.62(b)(22)).	June 2022	DMEC
4.	When can Dual-Eligible Individuals and other Low Income Subsidy (LIS)-Eligible Individuals use Special Election Period (SEP) to change their enrollment?	<p>This SEP can be used once during each of the following time periods:</p> <ul style="list-style-type: none"> • January – March • April – June, and • July – September <p>It may not be used in the 4th quarter of the year (October – December).</p>	June 2022	DMEC
5.	Would Special Election Period (SEP) Reason Code 41 be submitted alongside election code F?	No; the SEP Reason Code is applicable to election type code 'S' and 'Y' only. The 'F' election type code is its own unique SEP election code and can only be used by a Medicare Advantage Prescription Drug (MAPD) Plan or a Prescription Drug Plan (PDP) for valid elections where the first eligibility for Part D occurs prior to age 65 (such as for Medicare entitlement due to disability), the beneficiary has an additional Part D Initial Enrollment Period (IEP) based upon turning age 65. Please review the 2021 Medicare Advantage (MA) Enrollment and disenrollment Guidance manual.	January 2022	DMEC
Enrollment / Eligibility FAQs				



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6.	Can Part D have a retro entitlement date to match Part A and Part B?	If a Medicare entitlement determination is made for a retroactive effective date, eligibility for Part D begins with the month in which the individual received notification of the retroactive entitlement decision. While not common, Part D entitlement dates may be changed to a retroactive date when CMS has verified there was a CMS or Social Security Administration (SSA) system issue that caused the date to be incorrect in CMS systems. The retroactive Part D entitlement date may or may not match the Part A and/or Part B entitlement date.	January 2022	DMEC
7.	Why do Plans not receive a reinstatement Transaction Reply Code (TRC) after a beneficiary's loss of Part B entitlement was removed?	<p>The Medicare Advantage Prescription Drug System (MARx) does not send TRCs for the reinstatement of Part A, Part B and/or Part D to the contract if the contract requires multiple entitlements for the enrollment. TRCs will not be sent even if the entitlement is reinstated PRIOR to the beneficiary being dis-enrolled and if the system reinstatement occurred after the system disenrollment. However, Part D contracts will receive the reinstatement TRC if the reinstatement is for an entitlement that the beneficiary does not currently have.</p> <p>This is the way MARx is currently designed and CMS will be working with the MARx contractor to make improvements in this area.</p>	January 2022	DMEC
Enrollment / Eligibility FAQs				



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8.	How can a beneficiary's enrollment end date be updated after the Date of Death (DOD) was updated?	If the beneficiary's enrollment is not automatically updated in MARx after a beneficiary's DOD is corrected, the Plan will need to contact RPC. Please submit a request to the RPC via eRPT. If you have any questions about eRPT, please contact the MAPD Help Desk.	January 2022	DMEC
9.	When can Medicare Advantage (MA) Plans expect to see the PDF of the Quarterly Enrollment and Payment Certification Schedule posted to the CMS.gov page?	The Quarterly Enrollment and Payment Certification Schedule is usually available on the MAPD Help desk website no later than October. If the schedule is not on the on the MAPD Help Desk website by October, contact the MAPD Help Desk.	January 2022	DMEC
10.	How does a Plan have a beneficiary's Date of Death (DOD) added or updated in the Medicare Advantage Prescription Drug System (MARx)?	The DOD is reported to CMS by the Social Security Administration (SSA). Once the report of DOD is received by CMS from SSA, all CMS systems will be updated. It is against CMS policy for plans to disenroll a beneficiary based on DOD prior to receiving the DOD notification from MARx. They must wait for the SSA notification to be sent.	June 2022	DMEC



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11.	Why would a Plan not receive a reinstatement Transaction Reply Code (TRC) after Date of Death (DOD) was removed?	<p>CMS is aware of this issue and we will be working on a fix in the future. In the meantime, the Plan should contact the Retro Processing Center (RPC) to have the beneficiary reinstated to the Plan with the correct effective date.</p> <p>Reed & Associates, CPAs</p> <p>11717Burt Street Suite 103 Omaha, NE 68154</p> <ul style="list-style-type: none"> • Phone Number: (402) 315-3660 • E-mail: clientservices@reedassociates.org <p>www.reedassociates.org</p>	June 2022	DMEC
Entitlement FAQs				
12.	When does a member's Part D Eligibility not exist?	<p>As long as the beneficiary has Part A and/or Part B, they should have Part D Eligibility. However, CMS has identified an issue where a beneficiary has either Part A and/or Part B and they have no Part D eligibility. CMS is working on a fix for this issue. In the meantime, if you see an occurrence of this issue, please report it to the MAPD Help Desk.</p>	June 2022	DMEC
Access/IDM FAQs				



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13.	When attempting to pass remote identity proofing, are users supposed to enter their personal address or their work address?	The section in the Identity Management System (IDM) that requests personal information such as address, phone number, etc. should not consist of any business contact information. Users will fail the Remote Identity Proofing (RIDP) process if anything other than personal addresses are provided in that section.	June 2022	IDM
14.	When updating my profile in the Identity Management System (IDM), what should I enter for the Business Address if I work from home?	The Business Address on your IDM profile should always be the address of the organization you work for. A personal home address should not be used as the Business Address.	June 2022	IDM
Miscellaneous FAQs				



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15.	A member is disputing a Hospice record on a Transaction Reply Report; how can the Medicare Advantage Prescription Drug System (MARx)/CMS be updated with the current Hospice information?	If a Plan is notified a member's hospice information in MARx is incorrect, the Plan will need to contact the hospice provider to have the information updated. Once that is done, the information in MARx will be updated. It may take several days for this information to flow through the system and get to MARx.	June 2022	DMEC