



Medicare Advantage Prescription Drug (MAPD)

Frequently Asked Questions (FAQs)

2021



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Item #	Question	Answer	Date Added
Enrollment / Eligibility FAQs			
1.	Where can information be found for the file layout of an OEC (Online Enrollment Center) file?	The OEC file comes from Medicare.gov and is produced by 1-800 Medicare. The user should contact 1-800-Medicare.	March 2021
2.	Would a Plan receive a Transaction Reply Code (TRC) for an update on a status after there is an end date on the enrollment?	This depends on what type of an update the system generated. If it is for a reinstatement of entitlement and the enrollment has an end date, then the Plan will not receive the reinstatement TRC. If this is for a cancellation of an enrollment or disenrollment, then the Plan will receive the reinstatement if there were no other system changes between the enrollment or disenrollment.	March 2021



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Enrollment / Eligibility FAQs			
3.	What is the process to submit an enrollment with Employer Subsidy?	<p>For a beneficiary with Employer Subsidy, the Plan submitting the enrollment must first do so via batch file without using the override flag. Once the Plan receives TRC 127 ('Part D Enrollment Rejected; Employer Subsidy Status') for that transaction, the Plan must verify the action with the beneficiary per CMS policy. Then, the Plan must resubmit another transaction with the exact same information, but using the Employer Subsidy Enrollment override flag. The second transaction will allow the enrollment to process.</p> <p>Submitting a first time enrollment online for a member with an Employer Subsidy will not work because for online transactions, a TRC is not generated and instead a rejection displays on the screen. To process the enrollment correctly, a TRC 127 must be generated, and this can only be done via batch file.</p>	March 2021



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Enrollment / Eligibility FAQs			
4.	<p>A member was disenrolled from a previous Plan when they joined a new Plan effective 1/1/2021. However, the enrollment was cancelled, but previous Plan is not reflecting that the member was reinstated in their Plan; why did the Plan not receive a reinstatement TRC and have the term date removed?</p>	<p>The Plan did not receive a reinstatement TRC and the term date was not removed because there were multiple transactions after the beneficiary's disenrollment from the Plan and prior to the cancellation. Also, the beneficiary has to be enrolled in 'like Plans' in order to be reinstated into the previous enrollment. Example: if the beneficiary was disenrolled from a Prescription Drug Plan (PDP) because of an enrollment in a Medicare Advantage Prescription Drug (MAPD) Plan and the MAPD was cancelled, then the reinstatement in the PDP would not have occurred.</p>	March 2021



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Enrollment / Eligibility FAQs			
5.	The beneficiary was disenrolled from a Plan because of a report of death. Their Date of Death was later updated, but MARx did not automatically change the beneficiary's enrollment termination date; how can the beneficiary's enrollment be corrected?	The Plan will need to contact the Retroactive Processing Center (Reed & Associates) for assistance with reinstating the beneficiary's enrollment. The following information is from the 'Retroactive Submission Standard Operating Procedure' document, found on Reed & Associates' website: "Reinstatement due to Change in Disenrollment Date - If the beneficiary's disenrollment effective date is to be moved forward, this transaction is to be submitted as a Reinstatement for the months the beneficiary is to remain in the Plan. For example, Beneficiary A is disenrolled from Plan 1 as of March 1. However, Beneficiary A should be disenrolled as of April 1. The Plan may submit this as a Reinstatement with an effective date of March 1 and an end date of March 31. The reason for the transaction should be clearly explained on the RPC Documentation Worksheet."	March 2021
6.	How does a Plan update only a beneficiary's part B entitlement date?	To update a Part B entitlement date, the Plan should contact the beneficiary and advise them to contact the Social Security Administration (SSA) to update the part B entitlement date. If after six (6) months the Entitlement date has not been updated, then the Plan should contact the MAPD Help Desk.	March 2021



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Enrollment / Eligibility FAQs			
7.	A Date of Death (DOD) was corrected, but the disenrollment date is incorrect; what can be done to get the disenrollment date corrected?	The Plan should contact the MAPD Help Desk first to submit the issue and after the issue is reported, then the Plan can submit this to the Retroactive Processing Center (Reed & Associates) to have the disenrollment date corrected.	March 2021
8.	The entitlement has been restored for a member; why did we not receive the reinstatement TRC?	MARx DOES NOT send TRCs for the re-instatement of Part A, Part B and/or Part D to the Plan. However, Part D contracts will receive the re-instatement TRC if the re-instatement is for an entitlement that the beneficiary does not currently have.	March 2021



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Enrollment / Eligibility FAQs			
9.	Why are there additional line items for beneficiaries on the January 2021 Monthly Membership Report (MMR)?	Please be advised that, as a result of an error in a regular update to MARx, the February MMR will include two (2) extraneous line items for each beneficiary for the month of January 2021: Adjustment Reason Code (ARC) 03 - Retroactive Disenrollment, and ARC 02 - Retroactive Enrollment. Please note that ARC 03 was made in error and was corrected with ARC 02. This combination of ARCs cancel one another, resulting in a zero net payment adjustment and should not be processed as a means for disenrollment nor enrollment into the Plan. The cleanup ID for this data is "PYMT-TC51" for ARC 03, and "PYMT-TC61" for ARC 02, which can be found in Field 91 (Cleanup ID) of the MMR.	March 2021



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Enrollment / Eligibility FAQs			
10.	Will there be an effective date field for Transaction Code (TC) 92 submission layout?	TC 92 will not have an effective date field and Plans can only submit the transaction when the beneficiary is actively enrolled in the Plan. For example, if a beneficiary is enrolled into a Plan effective 1/1/2021, then the Plan cannot submit the TC 92 until after 1/1/2021 when the beneficiary is actively enrolled.	January 2021
11.	For a Transaction Code (TC) 61 submitted on 10/11/2020 for a 12/1/2020 Effective Date, can the new Optional Personal Information fields be included?	If a Plan submits a TC 61 (including Optional Personal Information) for a 2020 effective date, the enrollment will be accepted. However, the personal information data that was submitted will be ignored.	January 2021



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Enrollment / Eligibility FAQs			
12.	<p>Will an enrollment be rejected for a second Initial Enrollment Period (IEP) election type when a beneficiary is age 65? According to CMS, an individual who is eligible for Medicare prior to age 65, such as for disability, will have another IEP for Part D upon attaining age 65.</p>	<p>The enrollment transaction will be accepted if the correct election type (IEP2), effective date and application date was submitted on the transaction.</p>	January 2021
13.	<p>Why did a Plan submitted Transaction Code (TC) 80 enrollment cancellation on 9/30/2020 get rejected with a Transaction Reply Code (TRC) 286?</p>	<p>TRC 286 is a rejection that occurred for one of the following reasons: the cancellation was submitted more than one month after the enrollment became active; the transaction attempts to cancel a Rollover, Auto or Facilitated Enrollment; or when the transaction attempts to cancel a closed enrollment period.</p>	January 2021



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Enrollment / Eligibility FAQs			
14.	What should a Plan do with Part D enrollment rejected, employer subsidy status?	<p>The Plan should submit a batch file <u>without</u> the "Y" in the Employer Subsidy field so that they receive a Daily Transaction Reply Report (DTRR) with a rejection code (Transaction Reply Code (TRC) 127). Once the TRC 127 is received, the Plan can submit another batch <u>with</u> the "Y" in the Employee Subsidy field of the input file and the enrollment will go through. Per the Plan Communications User Guide (PCUG) for TRC 127: 'An enrollment transaction (Transaction Type 61) was rejected because the beneficiary has employer subsidy periods overlapping with the requested enrollment period. The requested effective date is reported in DTRR field 18. Plan Action: Take the appropriate actions as per CMS enrollment guidance.'</p> <p>Contact the beneficiary to explain the potential consequences of this enrollment. If the beneficiary elects to join the Part D Plan anyway, the enrollment should be resubmitted with the Employer Subsidy Override Flag set to Y.</p>	January 2021



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Enrollment / Eligibility FAQs			
15.	Why is a Plan not receiving a Batch Completion Summary Status (BCSS) or Daily Transaction Reply Report (DTRR) for a batch input file that was submitted?	The Plan should make sure they are using the correct file format that is shown in the current version of the Plan Communications User Guide (PCUG). Please make sure the correct filename is being used and make sure there is a valid submitter ID is in the header record of the file.	January 2021
16.	If a Plan receives new enrollments with an effective date of 11/01/2020 or 12/01/2020 after the rollovers have taken place, should the Plan submit a new Plan Submitted Rollover (POVER) file?	No, for these beneficiaries, the Plan will need to submit a new enrollment via a TC 61 for the 1/1/2021 effective date.	January 2021



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IDM FAQs			
17.	What can a user do if they are not able to successfully complete the Remote Identity Proofing (RIDP) steps for requesting the role that is needed in Identity Management (IDM)?	The RIDP questions could go back several years up to present day. Users should think about their entire adult life when answering the questions. The document titled RIDP Tips For Success (https://www.cms.gov/files/document/ridp-tips-success.pdf) includes insight that may help the user pass. For Identity Proofing: if you have entered the information and still cannot be verified, you are instructed to call the Experian Help Desk and provide the "Reference Number" displayed on the screen so the Experian help desk representative can help you verify your identity. If your identity cannot not be verified by Experian, you will need to contact the MAPD Help Desk at 800-927-8069 to be manually vetted.	January 2021
18.	When completing the BOSC Manual Vetting form, how important is it that all the fields are accurately completed?	If all of the BOSC Manual Vetting form fields are completed and accurate, matching what is in the user's Identity Management (IDM) account, it assists to expedite the Manual Proofing process greatly. In addition, all bolded fields are required to be completed and match the information in the user's IDM account, or the form may be rejected.	January 2021



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RAS FAQs			
19.	Where can information be found on file specifications, such as the Medicare Advantage Organization (MAO)-004 report, Risk Adjustment Processing System (RAPS) files, and MARx reason codes?	Information is provided in the PCUG (Plan Communications User's Guide) for the MAO-004 file layout, as well as for MARx reason codes. For additional information on the MAO-004 report and RAPS files, please visit the CSSC website at: https://www.csscoperations.com/internet/csscw3.nsf .	March 2021



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Miscellaneous FAQs			
20.	Why are there inconsistencies between the Electronic Correspondence Referral System (ECRS) and Medicare Advantage Prescription Drug System (MARx) Coordination of Benefit (COB) reports?	The information is updated between ECRS to MARx; if there are inconsistencies, users should contact the ECRS Help Desk at ecrshelp@ehmedicare.com or 646-458-6740.	March 2021
21.	Why is a Plan missing transactions and experiencing transactions out of order?	Transactions are produced at the time they are submitted, but CMS also runs cleanups on transactions. These transactions were most likely created in the past but were not sent out to the Plans and CMS is resending them. The submitter who receives transactions can look at the timestamp in the file of the actual TRC to see which was processed first and in what order. The submitter or Plan user should contact the MAPD Help Desk for more information when this issue happens.	March 2021



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22.	Where can information be found on advanced notice for file layout and table changes in order to enable planning for these system changes and deployments?	Health Plan Management System (HPMS) memos provide updates on software changes, and these changes are communicated via the memos in advance of the system updates. Plans users should access HPMS for these memos.	March 2021
23.	A beneficiary is incarcerated per the State, but why is this not reflected in MARx and why did the Plan not receive TRC 155 ('Incarceration Notification Received')?	The Social Security Administration (SSA) has not sent any incarceration data stating that this beneficiary is incarcerated. When the data is submitted by SSA, the Plan will receive a TRC 155 and at that time the Plan must follow the guidance that is in the CMS policy.	March 2021



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Miscellaneous FAQs			
24.	A Plan is receiving a TRC 261 (Rejected; Incomplete Residence Address Information) for an address change and the address submitted matches USPS; what can the Plan do to correct the beneficiary's payments?	The Plan can contact the Retroactive Processing Center (Reed & Associates) for assistance with updating the beneficiary's State and County Code. The beneficiary will need to contact the SSA for assistance with updating their address. Once the address is updated in SSA's system, it will be sent over to CMS systems.	March 2021
25.	Why would a Plan not have received the 11/20/2020 Daily Transaction Reply Report (DTRR)?	On 1/12/2021, MARx created and pushed a Special Transaction Reply Report (STRR) to Plans for the missing TRCs on the 11/20/2020 DTRR. CMS then discovered that not all of the missing TRCS were included on the STRR. CMS sent out a new STRR on 1/19/2021 that included ALL of the TRCs that were missing on the 11/20/2020 DTRR and Plans are to ignore the 1/12/2021 STRR. CMS sent out a communication through an MAPD Help Desk email regarding the 1/19/2021 STRR.	March 2021