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| CMS Manual System | Department of Health & Human Services (DHHS) |
| Pub 100-05 Medicare Secondary Payer | Centers for Medicare & Medicaid Services (CMS) |
| Transmittal 10730 | Date: April 27, 2021 |
| | Change Request 12231 |

SUBJECT: Electronic Correspondence Referral System (ECRS) Updates to the Revised Remote Identity Proofing, Implementation of a New ECRS Web Error Code, and Multi-Factor Authentication (MFA) Process and Requirements for the Transition from Connect Direct to the CMS Electronic File Transfer (EFT) System

I. SUMMARY OF CHANGES: This change request (CR) informs the Medicare Administrative Contractors (MACs) of various updates to the Electronic Correspondence Referral System (ECRS) Web User Guide. These updates reflect changes for the MACs that resulted from the migration of the Enterprise Identification Management (EIDM) system to Identification Management System (IDM) system. We are alerting the MACs to a new ECRS web error message that they will receive when using Action Codes TD, CT, AP, and PR. Additionally, we are alerting MAC ECRS users who may upload ECRS files, as applicable, rather than use ECRS Web to a revision in the CMS EFT process used in support of ECRS that will result in the need for changed dataset names (SNODEs). These changes will ensure that the ECRS files are appropriately routed through the CMS Baltimore Data Center rather than through the Group Health Incorporated-New York (GHINY) mainframe application.

EFFECTIVE DATE: May 27, 2021

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: May 27, 2021

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

| R/N/D | CHAPTER / SECTION / SUBSECTION / TITLE |
|--------------|--|
| R | 5/10/10.2/Attachment 2 - ECRS Web Quick Reference Card, Version 2021/5 April |
| R | 5/10/10.2/Attachment 1 - ECRS Web User Guide, Version 6.6 |

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

**Business Requirements
Manual Instruction**

Attachment - Business Requirements

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|-------------|--------------------|----------------------|-----------------------|
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I. GENERAL INFORMATION

A. Background: This change request (CR) informs the Medicare Administrative Contractors (MACs) of modifications to the ECRS Web application to accommodate the transition from the Enterprise Identification Management System (EIDM) to the new Centers for Medicare & Medicaid Services (CMS) Identification Management System (IDM). With the migration to IDM, the manner in which MACs perform activities such as requesting ECRS access and roles and completing Remote Identity Proofing (RIDP) and MFA has changed. These process changes have been updated in Section 2.6 and Chapter 9 of the revised ECRS guide.

As part of the CMS's commitment to the modernization of the Coordination of Benefits & Recovery (COB&R) operating environment, CMS is implementing changes to migrate COB-related EFT data exchanges to the CMS Baltimore Data Center (BDC). The exchange of data with the COB&R program via Connect:Direct to the GHI-NY mainframe is being discontinued. **NOTE:** This change applies **only** to MACs or other entities that upload ECRS files rather than use ECRS Web.

By April 2021, ECRS files that are uploaded will now be routed via Connect:Direct to the CMS BDC. The CMS BDC will, in turn, direct the files to the COB&R system. The process will work the same in reverse in the context of ECRS replies. To accomplish the EFT migration, ECRS file upload users will need to begin using the revised file naming conventions included in Section 8.4 of the Guide.

CMS is creating a new ECRS web message and error code PE2O--defined as "Updates to Matching Record are in Process"--that MACs will receive when they attempt to enter any of the following Action Codes: TD, CT, AP, and PR. **NOTE:** When MACs receive error code PE2O when they attempt to enter one of the action codes just mentioned, CMS's recommended guidance is that the ECRS request should be resubmitted after 48 hours (i.e., 2 work days). The new ECRS Web error code has been added to Section G.5 and to Appendix H (page H-6).

CMS is informing Medicare Part D plans about ECRS-related changes affecting the reporting of prescription drug records to CMS through another Medicare Advantage Prescription Drug (MAPD) approved communications vehicle.

B. Policy: All A/B Medicare Administrative Contractors (MACs) and Durable Medical Equipment Medicare Administrative Contractors (DME MACs) shall use the 6.6 version of the ECRS Web User Guide when submitting ECRS requests.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

| Number | Requirement | Responsibility | | | | | | | | | |
|-----------|--|----------------|---|-------|-------|---------------------------|-------|-------|-------|-------|-------------------------------------|
| | | A/B MAC | | | D M E | Shared-System Maintainers | | | | Other | |
| | | A | B | H H H | | F I S S | M C S | V M S | C W F | | |
| 12231.1 | MACs shall reference the changes in the ECRS Web User Guide to determine the impacts to them resulting from the new CMS IDM. | X | X | X | X | | | | | | |
| 12231.1.1 | MACs shall reference the modified User Guide to determine if changes for requesting ECRS access and roles, as well as associated RIDP and MFA process changes, apply to them. | X | X | X | X | | | | | | BCRC, BCRS, CRC, ECRS, MSPIC, MSPSC |
| 12231.2 | MACs that upload ECRS Files rather than use ECRS Web shall reference Section 8.4 of the revised User Guide to become familiar with the new CMS EFT Connect:Direct process (including revised dataset names), and how it impacts their current ECRS Web processes. | X | X | X | X | | | | | | BCRC, BCRS, CRC, ECRS, MSPIC, MSPSC |
| 12231.3 | MACs that are accustomed to using action codes TD, CT, AP, and PR shall be aware that they will now be receiving a new ECRS web error code, PE2O--defined as "Updates to Matching Record are in Progress." Note: This means the record cannot be updated by another entity at this time. | X | X | X | X | | | | | | |
| 12231.3.1 | MACs shall, at their discretion, initiate an ECRS request again after 48 hours (i.e., after 2 work days) when receiving the new PE2O error code after entering one of the action codes cited in 12231.3. | X | X | X | X | | | | | | |

III. PROVIDER EDUCATION TABLE

| Number | Requirement | Responsibility | | | | |
|--------|-------------|----------------|---|-------|-------|-------|
| | | A/B MAC | | | D M E | C W F |
| | | A | B | H H H | | |
| | None | | | | | |

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

| X-Ref Requirement Number | Recommendations or other supporting information: |
|---------------------------------|---|
|---------------------------------|---|

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Brian Pabst, 410-786-2487 or Brian.Pabst@cms.hhs.gov , Vanessa Jackson, 410-786-3276 or Vanessa.Jackson@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

ATTACHMENTS: 0