

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**Center for Medicare**

---

**DATE:** May 25, 2010

**TO:** All Medicare Advantage, Prescription Drug Plan, Cost, PACE and Demonstration Organizations

**FROM:** Cheri Rice  
Deputy Director, Medicare Plan Payment Group

**SUBJECT:** Electronic Correspondence Referral System (ECRS) – Survey

The Electronic Correspondence Referral System (ECRS) is the system that allows Medicare contractors to submit requests to the COBC in order to build a MSP CWF record or to apply changes to existing MSP CWF records. In mid-November the ECRS application will change from a CICS environment to a web-based environment. The batch process will be unchanged. To access ECRS Web, all users must have a four digit CMS ID. The influx of users could strain the present system, so to prepare (financially & technically) CMS needs to obtain information from every contractor. Time is of the essence so please complete this information and return it as quickly as possible.

Please do NOT apply for any additional IDs at this time. We will advise contractors what ID they will need to access ECRS.

Every contractor or vendor that uses or will use ECRS needs to fill out the attached spreadsheet with the following information:

1. Contractor number, name, and whether MAC, DMAC, FI, Carrier, Part C Plan, Part D Sponsor.
2. When ECRS goes to a web-based application in mid-November 2010, will you submit
  - a. Using the batch process via Connect:Direct ?
  - b. Upload via web?
  - c. Using batch and on-line?
  - d. On-line only?
3. The ECRS Web will require a CMS ID
  - a. Number of ECRS Users Needed
  - b. Current number of users with RACF/EUA IDs (4 digits)
  - c. Current number of users with IACs Users (7 digits)

4. Do you have an EPOCH? Yes or No
  - a. If yes, please provide the name(s), email address and phone number

Return the spreadsheet by 06/04/2010 to: Ernest Rapson at [e\\_rapson@ehmedicare.com](mailto:e_rapson@ehmedicare.com)

For connectivity issues: contact Ernest at 646-458-2169 or [e\\_rapson@ehmedicare.com](mailto:e_rapson@ehmedicare.com)

Thank you.