



## **OFFICE OF INFORMATION SERVICES**

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**DATE:** September 12, 2006

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

**FROM:** Henry Chao /s/  
Deputy Director, Information Services Design and Development Group

**SUBJECT:** **Special TRR Communication – Week-at-a-Glance**  
**September 11<sup>th</sup> through September 15<sup>th</sup>**

The following describes the Special TRRs that CMS is preparing to send to Plans during the week of September, 2006. The focus of these TRRs is described below. Only Plans with transactions/beneficiaries that are impacted by the specific conditions of each cleanup will receive a file.

Target dates for the Special TRRs are provided, however Plans should be aware that system resources and other factors might alter this schedule. The MMA Help Desk will communicate any changes to the schedule that occur after this memo is published to Plans.

**General Reminder to all Plans** – CMS has changed the cutoff date in November from November 15 to November 8, 2006. Please make necessary adjustments to your processes to meet this date.

***Monday, September 11, 2006***

### **Special Cleanup TRR**

This TRR will follow normal naming conventions:  
e.g. P#MMA.@BGD5050.PLNxxxxx.YM200609.D11.TRWEEKD

This TRR will address a number of conditions, some of which have been the subject of the regular Monday “cleanup” TRRs in the past.

1. **Locked Beneficiaries** – This appears to be happening when 2 transactions try to process at the same time and the beneficiary record is put into a “locked” status. Transactions receiving TRC165, because of beneficiary records being locked by CMS, were reprocessed. Plans should see transactions on the TRR with an accepted or rejected status and a legitimate TRC. Plans should not receive TRC165.

2. Blank TRC codes – Plans see a “Blank TRC” when a transaction (60, 61, 71, or 01) tried to process against a beneficiary record that was already “locked”. Transactions receiving these “Blank TRCs” were reprocessed.
  - a) For beneficiaries where no subsequent transactions have been processed, Plans should see transactions on the TRR with an accepted or rejected status and a legitimate TRC.
  - b) For beneficiaries with subsequent transactions, the reprocessing resulted in TRC199. The TRR containing the records with TRC 199 will be sent to the Plans on Tuesday of this week.
3. System Resource Deadlock - System resource issues at CMS caused a deadlock (i.e., system resource overload preventing successful completion of processing for current record) during processing resulted in the affected transactions receiving TRC 165 – System Delay. With this special TRR, these transactions have been reprocessed and as a result, Plans should expect to see the transactions either accepted (ex. TRC 011 – Enrollment Accepted) or rejected for a legitimate TRC. Multiple TRCs may be assigned to a transaction, but Plans will not receive TRC 165.

*Tuesday, September 12, 2006*

#### **Special Reject TRR**

This TRR will follow normal naming conventions:

e.g. P#MMA.@BGD5050.PLNxxxxx.YM200609.D12.TRWEEKD

As has been the process in the past, CMS will produce a Special Reject TRR as referred to above. Some transactions that were pending in the system are for beneficiaries who have since had other actions performed on their records. These prior transactions cannot be released back into the system and will be rejected back to plans with a TRC199 - Rejected, Returned to Plan for additional research. After examining these returned transactions, if a plan believes the transaction should be re-run, the plan should re-submit the transaction. This may require use of the retro process.

*Wednesday, September 13, 2006*

#### **Special TRR – Disenrollments Due to Date of Death Discrepancies**

This TRR will follow normal naming conventions:

e.g. P#MMA.@BGD5050.PLNxxxxx.YM200609.D13.TRWEEKD

Where MARx and the MBD had differences with the Date of Death period after implementing a programming fix in April 2006, mainly a blank Date of Death, some beneficiaries with established enrollment periods were disenrolled from their plan or the enrollment transaction was rejected.

This TRR focuses on reprocessing those beneficiaries who were disenrolled due to an inaccurate Date of Death; failed/rejected enrollment transactions were addressed with a prior cleanup.

As a result of this reprocessing, Plans should expect to see beneficiaries re-enrolled in the plan from which they were disenrolled, along with TRCs indicating that the transactions have been accepted (ex. TRC 011 – Enrollment Accepted), or rejected with a legitimate reject code. Multiple TRCs may be assigned to a transaction, but Plans will not receive TRC 165.

*Thursday, September 14, 2006*

**Special TRR – Enrollments with TRC 165 Due to Cross Reference Issues**

This TRR will follow normal naming conventions:

e.g. P#MMA.@BGD5050.PLNxxxxx.YM200609.D14.TRWEEKD

Enrollment transactions for beneficiaries with cross reference HICNs that also received a TRC 165 – System Delay response will be reprocessed through the system. As a result, Plans should expect to see that the transactions have been accepted (ex. TRC 011 – Enrollment Accepted), or rejected with a legitimate reject code. Multiple TRCs may be assigned to a transaction, but Plans will not receive TRC 165.

Please direct questions or concerns to the MMAHelp Desk at 1-800-927-8069 or via email to [mmahelp@cs.m.hhs.gov](mailto:mmahelp@cs.m.hhs.gov).