

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
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**CENTER FOR MEDICARE  
OFFICE OF INFORMATION SERVICES**

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**DATE:** September 14, 2011

**TO:** All Medicare Advantage Organizations, Prescription Drug Plan Sponsors, Cost Plans,  
Program for All-inclusive Care for the Elderly Organizations and Demonstrations

**FROM:** Cheri Rice /s/  
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**SUBJECT: End-of-Year 2011 Enrollment and Payment Systems Processing Information**

This memorandum provides all Medicare Advantage Organizations, Prescription Drug Plan Sponsors, Cost Plans, Program for All-inclusive Care for the Elderly Organizations and Demonstrations (referred to hereafter collectively as “Plans,” unless otherwise specified) with information about the End-of-Year (EOY) systems’ processing activities and the transition to calendar year (CY) 2012. We consider the dates and information included in this memorandum to be final; however please be aware that there is the potential for changes to be necessary depending upon available systems’ resources and other factors. While we do not expect changes to this schedule, we will communicate any changes that impact plans, as necessary.

The items outlined in this memorandum regarding the 2011 EOY processing schedule and activities for the transition to CY 2012 are categorized into three major areas as shown below.

**1. Medicare Advantage & Prescription Drug (MARx) System Transaction Processing**

- A. Plan Enrollment and Disenrollment Transaction Submission Schedule
- B. Submitting Enrollment Transactions (Transaction Code 61) with January 1, 2012 Effective Dates
- C. Premium Changes with 2012 Effective Dates
- D. Submissions of 2012 4Rx Data and Updates to Payer Sheets for 2012
- E. Payment Information for Plans Non-Renewing for 2012
  - (1) Retroactive Payment Adjustments
  - (2) Final Reconciliation

**2. Rollover and Terminating Plan MARx Transaction Processing**

- A. CMS-Generated Rollover (Enrollment) and Termination (Disenrollment)
- B. Plan-Submitted Rollover (Enrollment) and Termination (Disenrollment)
  - (1) Plan-Submitted Rollover (Enrollment) Actions
  - (2) Plan-Submitted Non-Renewal/Service Area Reduction (Disenrollment) Actions

- (3) Involuntary Disenrollment of Ineligible or “Disproportionate Share” SNP Enrollees
- (4) Plan Review of CMS Reply to Plan-Submitted Rollover and/or Termination Actions

### **3. Plan Reports and System User Interface (UI) Availability**

- A. Premium Adjustments and the Full Enrollment File
- B. October Prescription Drug Plan (PDP) Notification Files for Reassignment and for Auto/Facilitated Enrollment
- C. Loss-of-Low-Income-Subsidy Data Files
- D. Monthly Reports
- E. MARx System UI Availability

#### **Important Date Summary:**

<b>Date</b>	<b>Item</b>
October 07, 2011	October Plan Data Due Date (MARx cut-off)
October 08, 2011	Begin submitting 2012 enrollment effective dates
October 11, 2011	CMS-Approved renewal or crosswalk exception manual transactions due
October 15, 2011	Annual Enrollment Period (AEP) begins – Submit unsolicited paper AEP enrollments
October 24, 2011	“Disproportionate Share” SNP disenrollment transactions due
Late October	Reassignment letters sent to beneficiaries and Special Transaction Reply Reports (TRR) sent to plans. 4Rx data due within 72 hours of Special TRR
November 11, 2011	November Plan Data Due Date
December 07, 2011	December Plan Data Due Date
December 08-09, 2011	CMS-generated rollover processing
January 13, 2012	January Plan Data Due Date (MARx cut-off)

## **1. MARx System Transaction Processing**

### **A. Plan Enrollment and Disenrollment Transaction Submission Schedule**

As indicated in the chart above, and described previously in a separate HPMS Memorandum notification, we changed the October 2011 Plan Data Due date (MARx “cut off”) from October 14, 2011 to October 7, 2011. This change allows for EOY transition activity and preparations for the start of the AEP on October 15, 2011. Also please note that the January 2012 Plan Data Due date will be January 13, 2012. The entire CY 2012 MARx Plan Monthly Schedule will be published separately from this guidance and will be incorporated into the Plan Communications User Guide (PCUG). Plans are encouraged to submit transactions early and frequently to meet the seven-day submission requirement, as provided in our enrollment guidance. Plans must also quickly reconcile all submissions and responses to allow for the timely direct resubmission of corrected errors that are identified.

Due to EOY processing, we will place all batch files that MARx receives beginning immediately after MARx cut-off on November 11, 2011 into a holding status. These files will be held until the 2012 payment configuration tasks are complete. We estimate that these batch

files will begin to be processed, in the order in which they were received, beginning on or about November 15, 2011. Plans can expect to begin receiving their reply reports at that time.

## **B. Submitting Enrollment Transactions (Transaction Code 61) with January 01, 2012 Effective Dates**

Plans must process enrollment (and disenrollment) requests in accordance with our enrollment guidance, applicable to the specific plan type. Plans may begin to submit enrollment (and disenrollment) transactions for valid January 01, 2012 effective dates, beginning October 08, 2011. These transactions must be submitted using the appropriate application date, as directed in our guidance. Plans may not manipulate application date information to inappropriately ensure enrollment in their plan or defeat otherwise appropriate systems rejections.

If a Plan submits enrollment transactions effective January 01, 2012 on or before the October 07, 2011 MARx Plan Data Due date, the transactions will either:

- fail and the Plan will receive a Transaction Reply Code (TRC) 003 (Invalid Contract Number), or
- reject and the Plan will receive a TRC 107 (Rejected; Invalid or Missing PBP Number)

Valid requests for enrollment effective January 01, 2012 received on and after October 01, 2011 through October 07, 2011 must be internally processed by the Plan as usual, however the MARx transaction must be held and may be submitted beginning October 08, 2011. The correct values for the election type code (election period identifier) and the application date field must be used.

Plans do not have to split batch files by effective-date year. Plans may submit multiple valid enrollment transactions with varying effective dates in the same MARx submission file beginning on October 08, 2011. As is customary, Plans may submit transactions for multiple contract numbers in one file.

As a reminder, MARx enrollment transactions reporting unsolicited paper AEP enrollment requests that Plans may receive prior to the start of the AEP must be submitted to CMS on October 15, 2011. Plans must use October 15, 2011 as the application date and the AEP Election Type Code (value = A) on these transactions, as directed in our enrollment guidance. Plans are encouraged to review our enrollment policy guidance applicable to your plan type for additional information on the AEP.

## **C. Premium Changes with 2012 Effective Dates**

To reduce the number of premium change transactions to be processed for existing enrollments at year end, we will populate beneficiary records with 2012 premium information from the Health Plan Management System (HPMS). MARx will perform this update for all existing enrollees as well as those impacted by Plan rollovers via the HPMS Crosswalk.

Plans should not need to submit premium change transactions for existing enrollments unless the enrollee has elected optional supplemental benefits for Part C. For 2012 effective dates Part

C Plans are required to submit Part C Premium Change Transactions (Transaction Code 78) with the correct Part C premium amounts for enrollees electing supplemental benefits. The Part C Premium amounts submitted should include any mandatory premium amounts plus the premiums for elected optional supplemental benefits.

If the Part C Premium amount is composed only of elected optional supplemental benefits and no Part D Premium is due, plans should also review the “No Premium Due Data File” to identify enrollees who may have been changed to a “No Premium Due” status. Enrollees may have been in premium withholding during 2011, but if the system cannot determine that a premium will be owed during 2012, the withholding status will be turned off. In these cases Plans should submit both a Part C Premium Change (Transaction Code 78) and a Premium Payment Option Change (Transaction Code 75) for 2012.

**Important Note:**

Plans are required to submit Premium Change and Premium Payment Option Change transactions for 2012 effective dates after November 11th and by the Plan Data Due date in December 2011 (December 07, 2011).

It is important for Plans to understand that, because these premium withholding requests must be submitted to the Social Security Administration (SSA) for processing, the resulting changes/updates may not actually be in effect on January 01, 2012. These transactions are expected to be processed by SSA within the first two months of 2012 and may be applied as a retroactive change back to January 01, 2012.

There may be instances when a Plan must bill a beneficiary for a premium even though the beneficiary requested premiums to be withheld from his or her SSA check. Because premium withholding is only applied prospectively in the MARx System, if a Plan’s submission of a premium withhold request misses the deadline for submitting a prospective request for a given month, the request will be rejected by MARx and the Plan will need to submit a new request for a prospective effective date.

**D. Submission of 2012 4Rx Data and Updates to Payer Sheets for 2012**

*CMS- Generated Enrollments:* Part D sponsors must include 4Rx data on sponsor-submitted enrollments. However, for CMS-generated enrollments, such as CMS-generated rollover transactions, auto-assigned enrollments and CMS-facilitated enrollments, sponsors must submit the 4Rx data within 72 hours of the sponsor’s receipt of the TRR reporting these enrollments. The PCUG provides detailed information for sponsors to follow in submitting 4Rx data to CMS.

CMS has scheduled the processing of the 2012 CMS-generated enrollment transactions to ensure 4Rx data are available timely. We will continue to monitor and report the effectiveness of these processes through performance metrics based on pharmacy complaints as well as the completeness and timeliness of sponsor 4Rx submissions.

*Re-Assigned Enrollees:* Part D sponsors will be receiving a special TRR in late October reporting reassignment transactions. For these reassignment transactions, sponsors must submit

the 4Rx data within 72 hours of receipt of the special TRR. This will ensure that 4Rx data for the CMS-reassigned beneficiaries will be available to support pharmacy E1 queries within 96 hours of the sponsor's receipt of the special TRR.

*4RX Data Changes:* We also remind Part D sponsors to submit updated 4Rx data for all beneficiaries whose 4Rx data is changing for any reason (for example, when a Part D sponsor changes its Pharmacy Benefits Manager (PBM)). Sponsors are required to submit the beneficiary's new 4Rx data to CMS on a Transaction Code 72 change transaction if there will be a change in any of the 4Rx data elements: RxBIN, RxPCN, RxGROUP or RxID. Under these conditions, a Transaction Code 72 change transaction must be submitted even in those situations in which the CMS contract and PBP numbers remain the same.

It is important to note that, unlike prior years, Part D sponsors need not wait until the last few days of the current calendar year or the first few days of the next calendar year to submit updated 4Rx data. A change implemented in CMS' April 2011 software release created effective dates for 4Rx data within a single enrollment period. This change allows sponsors to identify an effective date for a 4Rx data change occurring within a single enrollment period. As a result, a start date must be reported for the new 4Rx data.

*4Rx Data Not Changing:* If the beneficiary's enrollment information (that is, contract number, PBP number) and all of the 4Rx data elements are not changing for CY 2012, it is not necessary to submit a Transaction Code 72 change transaction.

*Payer Sheets:* In addition to updating members' 4Rx data as required, Part D sponsors are reminded to update their payer sheets to reflect any billing changes associated with their 2012 Part D benefits, including changes in Plan names, BIN/PCNs, or any other relevant billing information. Updated payer sheet changes should be communicated to all contracted pharmacies as soon as possible.

## **E. Payment Information for Plans Non-Renewing for 2012**

Information regarding retroactive adjustments for non-renewing plans is described in this section. Please note that MARx monthly reports will no longer be available to Non-Renewed Plans 61 days after termination. Monthly Membership Reports (MMRs) created after that date will accompany the Plan's final reconciliation results from us. CMS systems' access for all users of a non-renewed contract (i.e., MARx and Batch Eligibility Query) will end 60 days after the contract terminates. Note HPMS access will not be removed after 60 days.

### **(1) Retroactive Payment Adjustments:**

Non-renewed Plans are required to reimburse CMS for any overpayments. Conversely, a Plan will have the right to seek reimbursement from us for any previously identified underpayments. MA organizations and PDP sponsors seeking payment adjustments should submit requests to report corrected information within 45 days from the date of receipt of the January payment monthly reports (scheduled for the week of December 19, 2011) to the Retroactive Processing Contractor (RPC), which is currently Reed & Associates. The reporting of requests for corrected information to the RPC will trigger our retroactive-payment-adjustment process. The requested corrections will be verified and, if verified,

applied to the Plan's member records. These corrections will be included in the Plan's final payment reconciliation after the final risk adjustment reconciliation is completed for 2011.

## **(2) Final Reconciliation:**

We will complete final reconciliation of our accounts with Plans after the final risk adjustment and Part D annual reconciliations for 2011 have been performed. However, it is important to note that completion of final reconciliation may be delayed in the event a Plan fails to comply with their remaining risk adjustment data submission requirements.

For MA and PDP organizations that are reducing service areas for contracts that will continue in 2012, a final reconciliation will not be performed solely because the Plan is reducing its service area. Payment adjustments related to coverage provided to enrollees in the discontinued portions of the service area will be included as part of the regular payment adjustment process and will appear in the Plan's monthly payments during 2012.

## **2. Rollover and Terminating Plan MARx Transaction Processing**

In certain instances, MARx will create a rollover or disenrollment transaction, and in others, it will not. There are two types of rollover (enrollment) and termination (disenrollment) actions in MARx:

- (1) CMS-generated actions, and
- (2) Plan-submitted actions.

Only those Plans with approved HPMS crosswalk exceptions that require Plan-submitted actions may submit such actions and must adhere to the instructions and timeframes provided in this guidance.

### **A. CMS-Generated Rollover (enrollment) and Termination (disenrollment) Actions:**

We will process CMS-generated rollover and termination actions on December 08 and December 09, 2011. During this time, we will move members (or "rollover" membership) between Plan Benefit Packages (PBPs) where necessary and, in some circumstances, between contract numbers as specified in the HPMS Crosswalk. We will also disenroll all remaining members of terminating PBPs effective January 01, 2012. The CMS-generated rollover process can accommodate the following scenarios:

- All enrollees in one 2011 PBP moving to a single new 2012 PBP
- All enrollees in multiple 2011 PBPs moving to one single PBP for 2012
- Certain contract-to-contract consolidations where whole PBPs are cross-walked
- Termination (or non-renewal) of whole PBPs and/or whole contracts.

The transactions created by CMS-generated rollover and termination will appear on the normal December 9 and/or December 10, 2011 Daily TRR. CMS-generated rollover enrollment transactions will have a response of TRC 100 or TRC 011, an effective date of January 01, 2012 and the value "D" in field 37 (the Enrollment Source Code). CMS-generated

disenrollment transactions will have a response of TRC 018 on a Transaction Code 51 disenrollment transaction and an effective date of January 01, 2012.

Please note that when the renewal from CY 2011 to CY 2012 did not result in any change to the contract and PBP number, no MARx enrollment action is necessary for membership to continue to be enrolled in 2012. It is also not necessary to submit 4Rx data for such membership, unless there has been a change to the 4Rx data itself (please see section 1.D of this memo for additional information on 4Rx data requirements).

## **B. Plan-Submitted Rollover (Enrollment) and Termination (Disenrollment) Actions:**

If the Plan received approval from CMS for a CY 2012 crosswalk exception, the Plan should be aware of which crosswalk scenarios will be processed by CMS as a consolidation or renewal, and which scenarios will require plan-submitted MARx transactions to accomplish the actions. To see which approved CY 2012 crosswalk exceptions require plan-submitted MARx transactions, Plans should access the Plan Crosswalk Report in HPMS (HPMS> Contract Reports > CY 2012 > Plan Crosswalk Report). Organizations that have received approval will see a second crosswalk chart on this report labeled “Approved MARx enrollment transaction exceptions.”

Only certain, limited renewal scenarios and certain limited Service Area Reduction (SAR) scenarios will require Plan-submitted actions. Most renewal/non-renewal scenarios do not. Do not submit transactions to accomplish this activity unless necessitated by your organizations’ approved renewal/non-renewal scenario.

The accuracy and timeliness of the plan-submitted activity is critically important. Failure to comply with all of the requirements below, and any other CMS direction for this activity, will be referred to CMS Account Management for review.

### **(1) Plan-Submitted Rollover (Enrollment) Actions:**

A Plan-submitted rollover (enrollment) MARx transaction is only allowed in the case of a CMS-approved crosswalk exception scenario that requires this activity.

Plans that have been approved for renewal or crosswalk exceptions by CMS must submit MARx enrollment transactions **on October 11, 2011, not later than 5:00 p.m. ET**, to complete the rollover of enrollees to the correct PBP (and in some cases, contract number) effective January 01, 2012. For an approved crosswalk from a CY 2011 PBP to a different PBP number within the same contract number, or in a different contract number within the same parent organization, for CY 2012, Plans must use the Transaction Code 61 enrollment transaction. All Plans submitting enrollment transactions for these limited, previously-approved circumstances must submit these actions accurately on October 11, 2011, by 5:00 p.m. ET in a batch submission file (or files, as necessary) separate from any other MARx submission activity. Plans must use the following specific data elements on each transaction:

- Transaction code: 61
- October 01, 2011 as the application date

- January 01, 2012 as the effective date
- “X” as the election type code (election period identifier).

As plan submitted transactions, the MARx response (TRC) will not have the special characteristics that CMS generated rollover MARx actions have. The response to Plan submitted transactions will have an enrollment source code of “B” as well as the usual response TRC as/per normal operations.

## **(2) Plan-Submitted Non-Renewal/Service Area Reduction (Disenrollment) Actions:**

For the most part, Plans that are terminating or non-renewing their entire contract, as well as Plans that are renewing their contracts but terminating an entire PBP (or multiple whole PBPs), do not need to submit MARx disenrollment transactions and affected beneficiaries do not need to request disenrollment, except as described below. However, such Plans are required to submit transactions for members that request disenrollment prior to the non-renewal/termination date, (ex., valid disenrollment effective December 01, 2011), according to the usual disenrollment request processing requirements as provided in our enrollment guidance. For a Plan that is terminating entirely, this must be accomplished while the Plan still has access to our systems.

In limited CMS-approved circumstances, such as when an MA organization reduces the service area (SAR) of a CY 2011 MA plan (PBP) or plans, only a portion of the PBP is affected. In such cases, the MA organization must submit disenrollment transactions to disenroll only the beneficiaries from the PBP or PBPs affected by the service area reduction. Plans that must submit disenrollment transactions under these circumstances **must submit MARx disenrollment transactions on October 11, 2011, no later than 5:00p.m. ET**, using the following data elements:

- Transaction Code: 51
- January 01, 2012 effective date (for December 31, 2011 disenrollment)
- “X” as the election type code (election period identifier)
- Disenrollment Reason Code: 92

Plan submitted termination (disenrollment) actions must be submitted in a batch file (or files, as necessary) separate from any other MARx submission activity. Successful transactions should receive MARx response TRC 013.

## **(3) Involuntary Disenrollment of Ineligible or “Disproportionate Share” SNP Enrollees:**

Please refer to the “Announcement of Calendar Year (CY) 2012 Medicare Advantage Capitation Rates and Medicare Advantage and Part D Payment Policies and Final Call Letter”, issued by us on April 4, 2011, and the HPMS memorandum: “Transition Guidance for Non-Special Needs Enrollees in MA Special Needs Plans Under the ‘Disproportionate Share’ Policy” that was issued on June 17, 2011, for policy and notice requirements relating to the disenrollment of ineligible and “disproportionate share” SNP enrollees.



To accomplish this activity, affected MA organizations must submit disenrollment transactions (Transaction Code 51), **on October 24, 2011, before 5:00p.m. ET**, using the following data elements:

- Transaction Code: 51
- January 01, 2011 effective date (for December 31, 2011 disenrollment)
- “X” as the election type code (election period identifier)
- Disenrollment Reason Code: 93

Disenrollment transactions successfully submitted should receive a TRC 013 in response.

#### **(4) Plan Review of CMS Reply to Plan-Submitted Rollover and/or Termination Actions:**

Plans that must submit Plan-Submitted rollover and/or termination transactions, as described above, are expected to immediately, upon availability, review the CMS reply associated with the submission, including the Daily TRR and other reports, which we expect to be available on October 12, 2011.

Plans must report to us the status of their submission based on the MARx reply reports no later than 11:59 p.m. ET on October 12, 2011. In this status report, Plans must include the total number of submitted transactions by type (i.e. Transaction Codes 61 or 51), and a summary of the results of MARx processing including the number of accepted, rejected and failed transactions. Do not attach or send a copy of your BCSS or TRR. This status report is due via email to both:

1. The RO Account Manager
2. The MAPD Help Desk at: [MAPDhelp@cms.hhs.gov](mailto:MAPDhelp@cms.hhs.gov)

### **3. Plan Reports and System UI Availability**

#### **A. Premium Adjustments and the Full Enrollment File**

The Full Enrollment File for the January payment month will be transmitted with the monthly report package on or about December 22, 2011. This file will provide Plans with premium information on all beneficiaries enrolled. If incorrect information is found on this file, Plans should submit a Part C Premium Change (Transaction Code 78) transaction with the corrected premium information. Any corrections should be submitted by the Plan Data Due date of January 13, 2012.

**Important Note:** During EOY processing, Plans should *not* submit a Part C Premium Change Transaction Code 78 for the purpose of receiving responses with premium and low-income status information. As indicated above, premium amounts and low-income status information will be provided to Plans via the Full Enrollment File.

#### **B. October Prescription Drug Plan (PDP) Notification Files for Reassignment**

On or around October 07, 2011, and October 17 2011, we will transmit to certain Prescription Drug Plans (PDPs) the files described in the HPMS memorandums “2012 Reassignment of

Low-Income Subsidy Beneficiaries for PDPs,” and “2012 Reassignment of Low-Income Subsidy Beneficiaries in Terminating Medicare Advantage (MA) Plans” dated September 1, 2011. These files will provide a preliminary listing of low-income subsidy (LIS)-eligible beneficiaries whom we will reassign to a new PDP effective January 01, 2012.

On or around October 25, 2011, we will transmit to certain PDPs a special MARx-generated TRR containing the confirmed enrollments and disenrollments resulting from the reassignment.

**IMPORTANT:** Please do not submit the 4Rx records for the beneficiaries contained in the one-time files until *after* you receive the special MARx-generated TRR on or about October 25, 2011, containing the confirmed enrollments that result from the reassignment process. The preliminary list files may not exactly match the list of beneficiaries who are ultimately enrolled in the Plan since voluntary beneficiary elections may occur after the preliminary file is created. Additionally, MARx cannot accept the 4Rx data until the enrollment is recorded.

### **C. Loss-of-Low-Income-Subsidy Data Files**

We send two Loss-of-Low-Income-Subsidy files to Part D Plans each fall. The first file will be sent in September and will identify members who will no longer have the LIS as of January 01, 2012. This file is for information purposes only. In a joint mailing from CMS and SSA, these individuals are expected to receive during the week of September 19, 2011, a personalized letter on grey paper explaining this loss of LIS and an SSA LIS application for extra help to complete and return in an enclosed postage-paid envelope. We expect Part D plan sponsors to reach out by phone or mail to every member who will no longer qualify automatically for extra help beginning in 2012 to encourage them to apply for LIS and to help them through the process. An HPMS memo titled: “*Re-Determination of Low-Income Subsidy (LIS) Eligibility for 2012*” sent on July 26, 2011, contains additional information.

The second file will be sent in mid-December and will be an updated version of the September file, indicating those beneficiaries who still no longer have the LIS as of January 01, 2012. The file format can be found in the Plan Communications User Guide (PCUG). It should be processed through normal plan processes.

### **D. Monthly Reports**

Plans can expect to receive the standard monthly reports for the January payment month on or about December 22, 2011.

Plans should carefully review all CMS reports including the January 2012 Monthly Membership Report (scheduled to be available on December 22, 2011) to ensure that all enrollees are in the correct PBP for January 2012. If there are questions, please contact the MAPD Help Desk at 1-800-927-8069 or [MAPDhelp@cms.hhs.gov](mailto:MAPDhelp@cms.hhs.gov) to report the problem immediately.

### **E. MARx System UI Availability**

The Medicare Advantage and Part D Inquiry System (MARx Common UI) should remain available. We anticipate the UI to be in Read-Only mode from November 14 to November 16,

2011 to enable regular December payment processing and EOY activities and December 08 to December 09, 2011 during rollover and termination processing.

Thank you in advance for your attention. Please take appropriate and timely action as necessary. If you have any questions about the information contained herein, please contact:

- For MARx issues, the MAPD Help Desk;
- For questions regarding premium adjustments, your Division of Payment Operations (DPO) Representative (a list of DPO representative contacts is provided in the PCUG);
- For all other issues, your Account Manager;

The MAPD Help Desk is also available to assist you with any preparation activities or questions relating to EOY activities. Please call the MAPD Help Desk at 1-800-927-8069 or send email to: [MAPDhelp@cms.hhs.gov](mailto:MAPDhelp@cms.hhs.gov)