

DEPARTMENT OF HEALTH & HUMAN SERVICES
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CENTER FOR MEDICARE

DATE: July 7, 2020

TO: All Medicare Advantage, Cost, PACE, Demonstration Organizations, and Part D Sponsors

FROM: Jennifer R. Shapiro, Director, Medicare Plan Payment Group

SUBJECT: Transition to New Risk Adjustment Mailboxes

This memo provides information related to the encounterdata@cms.hhs.gov and riskadjustment@cms.hhs.gov mailboxes. CMS created these mailboxes when the Medicare Advantage Encounter Data System (EDS) was first established. At that time, the encounter data mailbox was focused on addressing questions related specifically to the EDS and encounter data related topics. The risk adjustment mailbox handled other risk adjustment topics, for example, Risk Adjustment Processing System (RAPS) data submissions as well as policy questions about risk adjustment models and risk score calculation.

CMS has decided to change the names of the mailboxes to better align with the broader range of risk adjustment topics that are addressed through the current mailboxes.

The new mailbox name for encounterdata@cms.hhs.gov is riskadjustmentoperations@cms.hhs.gov. The new mailbox name for riskadjustment@cms.hhs.gov is riskadjustmentpolicy@cms.hhs.gov.

The operations mailbox is targeted to address operational questions related to risk adjustment, such as data submission, processing, and reporting. Such topics include but are not limited to:

- General questions about RAPS and Encounter Data submission and processing
- Encounter Data Edits in EDS (EDFES: front-end and EDPS: back-end)
- RAPS Data Edits in Front End Risk Adjustment System (FERAS) and RAPS
- Reports including all front-end transactional reports for RAPS and encounter; back-end transactional reports for encounter data; MAO-004, Model Output Reports (MORs), and reports issued through the HPMS portal (report cards, submission performance reports, data exchange reports)

The policy mailbox is targeted to address policy questions related to risk adjustment, such as risk score calculation, diagnoses to be included in risk scores, and schedules for model runs. Specific topics include but are not limited to:

- General questions about risk adjustment policy
- Questions about risk scores and risk score calculation
- ICD-10 mappings and risk adjustment model software
- Part C/Part D/End-stage Renal Disease (ESRD)/Program of All-inclusive Care for the Elderly (PACE) risk adjustment models

Please note there are new or updated resources available to assist with inquiries:

- [EDS and RAPS User Group Webinars Topics Directory](#): This is an Excel file index of topics discussed during the User Group webinars such as EDPS edits and MAO 004 reports; it provides slide numbers from previous presentations that address the topics. It is a user friendly tool to quickly point a user to all slides on a specific topic.
- [Encounter Data Submission and Processing Guide](#): This is a PDF guide that provides information on how to submit encounter data; it was originally published in 2018 and is updated periodically.
- [Job Aides](#): These are quick reference PDF documents on common topics related to data submission. For example, two recently posted job aides provide detailed instructions on how to void or replace an encounter data record and how to void or replace a chart review record.
- [FAQs](#): This is a searchable list of frequently asked questions. MAOs and other submitters can find answers to questions on a wide range of data submissions and operations topics in this section.
- [CMS Advanced Notices and Rate Announcements](#): In accordance with section 1853(b)(1) of the Social Security Act, these documents provide information on methodological changes for Medicare Advantage (MA) capitation rates and payment related policies. These documents provide detailed information on updates to risk adjustment models, including policy updates regarding Part C and Part D risk adjustment.
- [CMS Health Plan Management System \(HPMS\)](#): This system provides a variety of resources including the HPMS memorandums, risk scores to support bidding, report cards, submission performance reports, and data exchange reports.

The riskadjustmentoperations@cms.hhs.gov and riskadjustmentpolicy@cms.hhs.gov mailboxes will be available for MAOs and other entities to submit questions beginning July 13, 2020. Additionally, on that day, CMS will begin automatically forwarding questions submitted to the encounterdata@cms.hhs.gov to the riskadjustmentoperations@cms.hhs.gov mailbox. Similarly, questions submitted to the riskadjustment@cms.hhs.gov mailbox will be automatically forwarded to the riskadjustmentpolicy@cms.hhs.gov mailbox. Inquiries sent to either of the older mailboxes after the transfer will receive responses through the respective new mailbox.

Prior to the transfer date, please submit questions related to this memo to the encounterdata@cms.hhs.gov mailbox with subject line “Transition to New Risk Adjustment Mailboxes.”

Thank you.