

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



**CENTER FOR MEDICARE**

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**DATE:** January 29, 2020

**TO:** All Medicare Advantage Organizations, Prescription Drug Plans, Cost Plans, PACE Organizations, and Demonstrations

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

**SUBJECT:** Medicare Advantage/Prescription Drug System (MARx) February 2021 Payment – INFORMATION

This letter provides information about the February 2021 Medicare Advantage/Prescription Drug payment, which is scheduled for receipt on February 01, 2021.

**Monthly Membership Report Adjustment Reason Codes (ARC 02 and ARC 03)**

Please be advised that, as a result of an error in a regular update to the Medicare Advantage Prescription Drug system (MARx), the February MMR will include two extraneous line items for each beneficiary for the month of January 2021: Adjustment Reason Code (ARC) 03, Retroactive Disenrollment and ARC 02, Retroactive Enrollment. Please note that ARC 03 was made in error and was corrected with ARC 02. This combination of ARCs cancel one another resulting in a zero net payment adjustment and should not be processed as a means for disenrollment nor enrollment into the Plan. The cleanup ID for this data is “PYMT-TC51” for ARC 03 and “PYMT-TC61” for ARC 02, which can be found in Field 91 (Cleanup ID) of the MMR.

**Portal Migration: EIDM to IDM**

This notification is for users of the following applications: Medicare Advantage Prescription Drug system (MARx), Electronic Retroactive Processing Transmission (eRPT), Eligibility Medicare Online (ELMO), and Coordination of Benefits (COB).

The Enterprise Identity Management (EIDM) system is being replaced by a new system called CMS Identity Management (IDM) on February 15, 2021. The migration will occur over the weekend of February 12 - February 14, and the new IDM system will be operational starting **Monday, February 15**. Users will still use [portal.cms.gov](http://portal.cms.gov) to log in to the new IDM system.

Some of the changes that will affect end users and how they log into the system after migration are outlined below.

### IDM Migration Preparation:

To prepare for migration, please sign in to your EIDM account to confirm that your access is up-to-date and that the email address on your profile is correct. Please take action on any pending requests you may need to approve/reject as pending role requests will NOT migrate to IDM.

**Note:** Users do not need to do anything for their account to migrate to IDM; users only need to ensure that their profile and access are up to date.

<b>What Will Migrate to IDM</b>	<b>What will NOT Migrate to IDM</b>
User ID	Multi-Factor Authentication (MFA) devices
Password	Pending Role Requests
Email Address	Users with no roles in EIDM
Personal information (i.e., Street Address, Work Address, and SSN)	
Approved roles and attributes (i.e., contract number or state) within the application	
LOA status – if you have already passed Remote Identity Proofing, you will not need to do it again	
One Security Question and Answer (SQA) <i>selected at random from your current set of questions</i>	

**Note:** IDM does not allow the modification of names, user IDs, or Personally Identifiable Information (PII) except in limited exceptions.

### First Login Post Migration:

Beginning Monday, February 15, 2021, users will continue navigate to portal.cms.gov and will enter the user ID and password previously utilized with EIDM. After successfully logging in, users will be prompted to enter a Multi-Factor Authentication (MFA) code, which will be delivered to the email address associated with their profile. Once users have successfully logged in, they will be able to register additional MFA devices, change Security Questions/Answers, update their profile, and access their application tile(s) (i.e., MARx, ELMO, etc.).

### Changes to Multi-Factor Authentication (MFA)

Users will need to re-register their MFA devices after migration. IDM only allows one (1) MFA device per factor, (i.e., the user can only list one cell phone number for Short Message Service - SMS). Only after a user successfully logs in will they be able to add other MFA devices.

### Available MFA Options

Email (default option to account on file)
SMS Text
IVR
Google Authenticator Browser Extension (new smart phone application)
Okta Verify (new smart phone application)

**Note:** The IDM system will not support Symantec VIP Access or the use of one-time security codes. The Help Desk cannot generate a one-time MFA code for users. Organizations that require a one-time MFA code will have to make necessary adjustments to prepare for this change.

Once a user signs in using email for the initial MFA code, then they can access their My Profile screen to register or re-register devices.

### 2021 Frailty Score Update

As announced in the March 13, 2020 Interim Final Rule, *Medicare and Medicaid Programs; Policy and Regulatory Revisions in Response to the COVID-19 Public Health Emergency* (CMS-1744- IFC), the 2020 Health Outcomes Survey (HOS) administration, originally scheduled for April through July 2020, was delayed. In the April 15, 2020 HPMS memo titled “Delay of the 2020 HOS & HOS-M Surveys for 2021 Frailty Score Calculation,” CMS announced the delay also applied to the Health Outcomes Survey-Modified (HOS-M). As a result, 2021 frailty score results will be posted in HPMS and incorporated into payment on or around May 2021. Once the scores are applied to the payment calculation, retroactive payment adjustments back to January 2021 will appear on the Monthly Membership Report (MMR) using Adjustment Reason Code (ARC) 18 – Part C Rate Change. Please note that for PACE organizations, MARx will use the default frailty score from the prior year until the new frailty scores are received. For FIDE SNPs, no frailty scores will be applied until the new frailty scores are received.

Questions about the frailty adjustment can be directed to the Risk Adjustment Policy mailbox at [RiskAdjustmentPolicy@cms.hhs.gov](mailto:RiskAdjustmentPolicy@cms.hhs.gov).

### Sequestration

As stated in the May 2020 Medicare Advantage/Prescription Drug System (MARx) Payment memo, released April 22, 2020, Section 3709 of the Coronavirus Aid, Relief, and Economic Security Act (the “CARES Act”), enacted on March 27, 2020, suspended sequestration of Medicare programs between May 1, 2020 and December 31, 2020. The Consolidated Appropriations Act of 2021, enacted December 27, 2020, extended this suspension for three more months, through March 31, 2021. Because January payment was already calculated and authorized when this extension was enacted, the January 2021 prospective payment reflected sequestration (i.e., did not account for the extension of the suspension).

CMS will apply the suspension of sequestration for January 2021 payment and apply retroactive adjustments in February. The February 2021 prospective payment does not reflect sequestration. Based on the current statute, CMS will resume standard sequestration reductions in April 2021

payment. Sequestration will continue to be suspended for retroactive adjustments made to payments for months May 2020 – January 2021.

### **Changes to MARx Plan Transaction Processing**

#### *Batch Input Transaction Data File Name*

As announced in the *May 2019 Detailed Release Memo*, issued through the Health Plan Management System (HPMS) on 04/11/2019, CMS installed changes so that the Enterprise Identity Management (EIDM) User ID is used when sending the Batch Input Transaction Data File to MARx. In order for the Batch Input Transaction Data File to process successfully, and to receive a Batch Completion Summary Report (BCSS), plans should not submit files with the same date and time in the file name. This will cause a MARx system error and prevent the system from generating the BCSS.

#### *Extension of the Transition Period for Submitting MARx Batch Input Header Record*

CMS has extended the transition to June 30, 2021 for plan submitters to use both the old and new MARx Batch Input Detail submission files.

Questions or concerns about any of the information within this letter should be directed to the MAPD Help Desk at [MAPDHelp@cms.hhs.gov](mailto:MAPDHelp@cms.hhs.gov), or 1-800-927-8069.