Note: Coordination of Benefits (COB) activities for both Group Health Plans and Non-Group Health Plans (that is, liability insurance (including self-insurance), no-fault insurance, and workers' compensation laws or plans) and Recovery activities for Non-Group Health Plans will be transitioned from the COB contractor (COBC) and the Medicare Secondary Payer Recovery Contractor (MSPRC) effective February 1, 2014. The new Benefits Coordination & Recovery Center (BCRC) will assume these activities. Due to its historical content, this transcript has not been updated with the new contractor name (BCRC).

Number	Responders Name	Question	Response
7	Frank Johnson	What if the case is totally denied and all of the diagnoses codes are denied? Is there a place where we get to make them as denied?	If the case is denied and you are trying to submit through the Web portal, a diagnosis code is needed, it’s required to get the case through the Web portal, but in the cover letter or your notes explain what you are trying to do. If the case is denied and there’s no additional information, then the case would be process as a zero Set-Aside.
8	Frank Johnson	What if there is more than one workers' compensation carrier?	If it’s the same date of injury, you would go ahead and explain that in the cover letter as well as in the note log entries. If you have two difference dates of injuries, you would do two separate cases, if you would like, because one of the matching criteria is based on the date injury. So if there is two distinct dates of injury, there are two cases, unless you use one date of injury and then put the other date of injury either in your notes or cover letter, then it can be treated as one case, but you would have to tell CMS how you would like those cases treated, as you would today.
9	NA	Being we enter all of the case information onto this portal, is it necessary to submit a 05-Submitter letter?	This question was not answered during the Webinar.
10	Frank Johnson	If information is added to WIP file does that extend the 60 days?	No, the 60 days starts from the date that you start the work in process case and you would have to complete it before the 60 days.
11	Frank Johnson	What situations would result in a "deny" alert? Wouldn't the WCRC still review and provide a recommended WCMSA?	The actual deny alert, is an old catalog that was part of the Part B drugs, when the amount was not given to CMS. Since CMS has started pricing independently prescription drugs back in April 2009, the deny category is no longer a valid category.
12	Frank Johnson	Can the Account Manager be the Account Representative as well?	No, because the Account Manager is the one that will assign the Account Representative. The Account Manager is the one that has the overall contractual authority for the company. The Account Representative, are the ones that will assign the Account Designees to work those cases.
13	Frank Johnson	Will this be the attorney?	Unsure of the question.
14	Frank Johnson Lorie Gembicki	If I am an attorney that conducts MSA's and MSA submissions for my Employer/Carrier clients, do I set up a representative account or a corporate	That scenario would probably be more of a representative type account, because a corporation account is more likely Set-Aside vendors who will do multiple submissions. The representative account you won’t do more than one submission, but you don’t have the volume as that, to were as the self account you can only do one that would be ever on yourself or representative payee on behalf of your client. One other thing that may determine how a corporation may want to set up their accounts, is a corporation can have up 20 designees and representatives.
15	Frank Johnson	Setting up the account not the secretary?	Unsure of the question.

Number	Responders Name	Question	Response
16	NA	If the Account Rep is also the Account Rep for the Section 111 page, will their user ID and Password also be the same?	**Yes.**
17	Lorie Gembicki Frank Johnson	What would happen if 2 of my designees were accessing the site at the same time?	Yes, two designees can be logged in and looking at a case at the same time. There is no lock-out at this time. You may want to coordinate having the account representation designate certain cases to certain individuals so you are not duplicating effects or typing over each other.
18	Frank Johnson	What date does this start?	We are looking at the sometime in early Fall to late Fall, again we are still pilot testing, trying to work out the bugs. The system has not been stress tested yet. As far as this being mandatory or optional, there is nothing about the Workers' Compensation Medicare Set-Aside that's mandatory. This is a tool that CMS is putting out there to the industries that will hopefully assist industries getting their **WCMSA** into us quicker, to take away some of the manual intervention required on **COBC.** If you want to use it, it's there for you, if not you can still use the paper and **COBC** process by sending it to the Detroit address.
19	Frank Johnson	How many diagnosis codes can be entered on one case?	You can go up to 5 in the fields in WCMSAP Web portal, if you have additional diagnosis codes that are needed you can explain those in your notes or cover letter. I believe in 2012 our Common Working File (CWF) will be going up to 25 diagnosis codes. In 2013 is when the ICD-10 will be coming as those programs come about, modifications to all CMS systems will be done.
20	Frank Johnson	Will we be receiving a packet of information for the attorneys for them?	We do not understand the question.
21	Lorie Gembicki Frank Johnson	Do the documents that we upload have to be in PDF format still?	You must upload in PDF. Once uploaded it will come through the CMS system and go through the virus scan, to detect any viruses associated with that PDF. Then the WCRC and the Regional Offices will be able to review those documents.
22	Frank Johnson	I thought Tab 45, under Documents, was removed and added into Tab 20 with the life care plan.	Send this question through the MSP Central e-mail. We will have to take a look at this one.
23	Frank Johnson Lorie Gembicki	Is that 40 mb for the entire submission, or just per category?	Per category, per file or for the three files that are uploaded. One document cannot exceed 40mb, if you use all three you cannot exceed 40mb. Per the upload screen, you can do up to three documents at a time. For a case submission you could attach – the size is unlimited. So you could upload three files at one time or 40mb at a time. So under one document heading you could have 10 documents and each of them could be 40mb. It's per upload.

Number	Responders Name	Question	Response
24	Frank Johnson	Address for site please?	Not quite sure what that is. Right now we have participations that are helping us pilot test this. We have also create a new section page on our Workers' Compensation Web page, that is dedicated to Workers' Compensation Medicare Set-Aside portal, as this process evolves information will be put out on the ''What's New" and if its related to the Web portal we will also post it on that section page.
25	Frank Johnson	When does this go live? Is it mandatory or optional?	We are looking at the sometime in early Fall to late Fall, again we are still pilot testing, trying to work out the bugs. The system has not been stress tested yet. As far as this being mandatory or optional, there is nothing about the Workers' Compensation Medicare Set-Aside that's mandatory. This is a tool that CMS is putting out there to the industries that will hopefully assist industries getting their **WCMSA** into us quicker, to take away some of the manual intervention required on **COBC**. If you want to use it, it's there for you, if not you can still use the paper and **COBC** process by sending it to the Detroit address.
26	NA	When will this go live?	See answer above.
27	Frank Johnson	Any chance of the ICD-9s being populated from our quarterly section 111 submittals.	No, not at this time because the Workers' Compensation Set-Aside Program is not tied in with Section 111 Mandatory Reporting. MMSEA 111 is mandated by law where the **WCMSA** program is a voluntary process.
28	Frank Johnson	What is the proposed start date?	We are looking at sometime in, early Fall to late Fall, again we are still pilot testing, trying to work out the bugs. The system has not been stress tested yet.
29	Frank Johnson	What if there is a need to withdraw a case?	During the work in process phase, you can delete the case. But after you submit the case to CMS before you get your approval letter you can contact the Workers' Compensation Review Contractor and provide the necessary documentation for the case to be withdrawn or stopped. That would be if there is a change in submitters with this process and submitters were given IDs to access the Web portal that would have to be coordinated. The EDI representative may need to get involve to actually withdraw one user's ID and assign another user's ID. CMS has not worked out this particular part yet; this is a work in process.
30	Frank Johnson	How soon will we be able to register?	Early or late Fall, once CMS feels confident that the system can accommodate the workload. Monitor the Web site and information will be updated there.
32	Frank Johnson Lorie Gembicki	Is there a way to change the account manager? (for example, one person is assigned, then they leave the company and a new person is going to do the account management)	Yes, you would contact the EDI representative; they can withdraw an account manager, send out a new profile report. The new person who can contractually obligate the company signs the profile report and sends it back. This does not affect the account designees or account representatives access; they can still do their jobs, until a new account manager is assigned.

Number	Responders Name	Question	Response
33	Frank Johnson	I came in late and you may have already discussed it, but will there be an alert that the settlement proposed is less than the review limits?	The Web portal we have it in there to where the workload review thresholds must be met, if the workload review thresholds are not met for a non-Medicare beneficiary which is greater than $250,000 and 30 month reasonably expectation, you cannot submit the case. If the individual is currently a Medicare beneficiary and the total settlement does not exceed $25,000 the system will not allow you to submit the case. If you fudge the numbers and submit the case anyways what will happen is you will get a threshold letter, but as part of the login Warning ID you are agreeing that you are submitting factual information and things of that nature.
34	Frank Johnson	If the RO needs additional information, will they be able to see information posted to the WCMSAP?	Not sure what this mean. If the RO needs information they would do the development request and if they are developing for information and you submit the case through the Web portal you will receive an alert, indicating that development has been requested. You would go out and review the alert and the development letter, it will tell you if its a WCRC or a Regional Office request. If the Regional Office requested something you would be able to go in there an upload the information to the Web portal within 10 business days. If not received within 10 business day, the case would be closed. Once the information is received the case will be reopened whether it's at the WCRC or the Regional Office.
35	Frank Johnson Lorie Gembicki	Please explain vetting process.	The vetting process is if you are a corporation, account representative, beneficiary or person claimant submitting on yourself. If you are a corporation the COBC will go out and vet your EIN employee ID number, to make sure this company is who they said they are. If you are an individual SSN, is who they said they are, so this way we know that this person has a legitimate reason and need to be accessing the case control system and putting in information. So once the vetting process is completed it goes to ChoicePoint and that's when the PIN numbers and profile report will be sent to the registrant. For a corporation you must provide the EIN that will vet successfully. For a representative account type the representative has to provide their SSN and they must have a Medicare beneficiary that they are representing, that can be vetted with the Beneficiary master, they may not register with just a claimant and self must be a Medicare beneficiary. For a representative it must be an enrolled beneficiary.

Number	Responders Name	Question	Response
36	Frank Johnson	What is the appropriate way to register if submitting for numerous companies or MSA vendors? Will the decision letter be addressed to the submitter or the name and address on the letterhead of the submitter letter?	I do not believe you can be an agent, there must be some type of fiduciary responsibility with the company or if you are representative. I do not believe this process will allow a new industry where one person can submit for different vendors. But in this process the Web portal submitters will get their letters and alert electronically. The other carbon copies that will go to attorneys and beneficiary, they will be getting those letters through the regular process from one of our contractors US of Arkansas, but the submitters will get their letters electronically.
37	Neil Hoosier Jr.	How do we get a print out of this webinar?	Down on the left hand portion of this window, you can see a file window, where you can click on the WCMSA submitter file and click save to my computer. You can also e-mail us directly at Techi@nhassociate.net and we can enroll you in the Webinar computer base training course and there is also a PDF posted on the Learning Management Site.
38	Frank Johnson	If an attorney is listed for Claimant will Claimants attorney receive notice of activity regarding the submission?	The appropriate claimant representative and the claimant will continue to receive their carbon copies, of the letter, it's just that the Web portal submitter will receive theirs electronically, it's just another way to speed up the process. If you continue to go through the **COBC** process either paper or CDs, everyone will get a paper copy.
39	Frank Johnson	When will the portal go live and be active for use?	We are looking at the sometime in, early Fall to late Fall, again we are still pilot testing, trying to work out the bugs. The system has not been stress tested yet.
40	Lorie Gembicki	If you are an account manager for MMSEA 111, would you be able to bypass the setup and go directly to the designee setup for WCMSAP? When will the portal be available for setup?	If you are a registered user of Section 111 the only piece that you will not have to complete is creating a User ID and Password. You will have to kickoff initial registration for your EIN to be able to use the Workers' Compensation System, and you will have to complete account set-up using the ID and the PIN. You will not be prompted to create a User ID and Password, your active User ID and Password will allow you to then logon to the Workers' Compensation system. In the Workers' Compensation system if you are an account representative (AR) on an account you cannot be an account representative on another account within the Workers' Compensation system. If you are an account manager (AM) for an account you cannot be account manager for another account. Designees are the only ones that can be associated to multiple accounts across multiple accounts. If you are an account representative or an account manager in Section 111, that will have nothing to do with your roll in the Workers' Compensation system.
41	Frank Johnson Neil Hoosier Jr.	Can you repeat the Web site to ask questions as well as repeat the email address and instruction to register for the WCMSAP CBT's?	The Web site for additional questions after this Webinar will be the MSP Central address, which is mspcentral@cms.hhs.gov but please add in the subject line August 10, 2011 WCMSPA Webinar, so that way we can put priority on asking those questions, since we are in testing. The CBTs will be on the Web site.

Number	Responders Name	Question	Response
42	Frank Johnson	If an WCMSA is reviewed and approved but the submitter would like to dispute, will they be able to supply additional information through the WCMSAP if the case is closed?	I do believe you may be talking about revaluation or re-pricing of a case. You would work with the Regional Office because the case would be at their location. If the case is closed and you received a letter you are disputing, it's probably at the Regional Office, so you would contact them. Then if you upload another document the case is going to automatically reopen to where it's at, and if your letter is stating you disagree with CMS determination that will reopen the case, and where the case is at will make the appropriate revaluation or response to your inquiry. Along these lines there are some other things coming in the future, but first we have to get this process completed.
43	Frank Johnson Lorie Gembicki	Can the account manager also submit WCMSA proposals? Or can only account designees submit?	Account Representatives cannot submit cases they are the management personnel that contractually obligates the company. It's the account managers and account designees can submit cases.
44	Frank Johnson Lorie Gembicki	The main submitter for the company who is that the Acct Mgr or Rep?	See answer number 43.
45	NA	When will this process be available?	See answer above.
46	Frank Johnson	Will the same 60 day timeframe that is currently included in the CMS Acknowledgement letter remain or will there be a new timeframe? If that timeframe is missed, can a submitter still call for answers as to why?	The timeframe is now 10 business days if you are using the Web portal, by speeding up the process and limiting the manual things, we are giving **10** days. If you miss the 10 business day cutoff you can still submit the information later it just the case will close and then it will go into reopening status with the information you uploaded and depending on policies and procedures that apply at that time for the reopening.
47	Frank Johnson	Can we register our companies prior to the go live date?	No, because part of the registration process will be through the Web portal and the Web portal is what must go into production to allow you to register. Again keep monitoring the Workers' Compensation Agencies Services Web site, practically the new page that was add to WCMSA process and all information requiring this process will be posted there.
48	NA	What is the email to request the curriculum?	See answer above at **#41.**
49	Frank Johnson	Will counterproposal MSA amounts be communicated by way of Alert notices? How does one respond to the counterproposal?	The counterproposal would just be CMS's determination amount. There are three types of categories right now, counter lower we price less than what you submitted, we approve what you have submitted or the counter higher where we have determined an amount different what you proposed is needed. You upload the letter and it will be handled just like it is today.
50	Neil Hoosier Jr. Frank Johnson	Can the CBT courses be taken before this goes live or do we need to wait until we have an account set up first?	Yes, that is correct, again its Techi@nhassociates.net just send your full name, e-mail address, what type of submitter you are corporate or representative, and we will sign you up. There were some tools up in the tool bar, Workers' Compensation User Guide, the guide will not be available on the CBT, once the process goes live is when the guide will be available. With the pilot testers it will also dictate changes to the User Guide and References.

Number	Responders Name	Question	Response
51	Frank Johnson	If using the Web portal for WC MSA submissions, what is the projected turn around time on status/alerts etc and for the ultimate acceptance of a submitted WC MSA proposal?	That question I cannot answer, but the WCMSA process will be more streamline, your case would get to the WCRC quicker without requiring a mailroom, manual intervention, scanning the cases, appending the cases, and sending the case to the WCRC. The review contractor reviews proposals on a first-in first-out bases, so if your proposal gets in before the one that is mailed, it will be review first.
52	Frank Johnson	Once all documentation has been received, approximately how long will it take to receive approval?	Again, today we cannot answer that question. The review contractor reviews proposal on a first-in first-out. Hopefully the contractor can turn it around quicker. The Regional Office has a real aggressive timeline on getting it out to you and right now the slow part is the review process and review contractor. But again once this process goes live, it is our expectation that it will definitely speed up the process.
53	Frank Johnson	Will there be an option for non-submitters to track the progress of a case - as in can the Employee/Claimant's attorney check the status of the submission?	They would have to communicate with the Regional Office and the review contractor. They will receive carbon copies of the letters that have contact information with phone numbers. They will not have access to the portal to check the submission of their WCMSA. One of things we are working on which is several years off, is part of My Medicare.gov is giving the Medicare beneficiary access to those documents that were submitted for their Set A-side, but this is several years off, we need to get this program up and running first.
54	Frank Johnson	Is there a tab to provide MSA information (MSA amount, annuity information, pricing method, etc.)?	On the Case Submittal page where there's various categories for the file uploads is where you would put your information. The information that is requested in the Web portal, if you go to the Workers' Compensation Agency Service Web page, there is a document list, those documents on the Web site and Web portal are actually what's in our Workers' Compensation case control system, so whatever documents fit that file, is where you would upload it. In the MSA account, you have a tab were you can type it in, again it must meet our workload review thresholds before you can submit it. If it's annuity information you can put it in supplemental information or you can put it in your cover letter. The pricing methodology again if its fee schedule or usual and customarily charges you can put that in your cover letter, upload the cover letter in the submitter cover letter file and the review contractor will review that information.
55	Frank Johnson	When can we connect this process to our database so we can submit without manually entering all the data and also the PDF uploads.	We have not looked at offering a file transfer or flat file upload. Once we get this process up and running, maybe in the future we can take that under consideration, to institute.
56	Frank Johnson Lorie Gembicki	If the submitters get their documents electronically, will the submitter be able to save that electronic document to their computer?	Yes, you can archive it, you can print it, or do a file save as.
57	Frank Johnson Lorie Gembicki	Can a corporate registration individual be the same as manager and representative?	No, an account representative (AR) and an account manager (AM) cannot have both rules in the system.

Number	Responders Name	Question	Response
58	Frank Johnson	When we need to amend and approval letter to change an Annuity to Lump Sum or Lump Sum to Annuity on an Approved MSA , How will that be done through the system?	Again this is where you would upload that letter into the submitter letter or supplemental information and if that case is at the Regional Office. The Regional Office would receive a notification that they have received some documents related to this case. They would review the documents and take appropriate action as they deem necessary and if they change anything, you will get an alert notification.
59	Frank Johnson	When you say the process will begin in Fall to late Fall, can we get started with the process for doing the set up so when go live starts we are ready to go and Verified?	Again this is no, because the account registration is setup is through the internet Web portal. The process must be up first before you can register.
60	Frank Johnson	If a submission requires additional information, what is the time frame to submit this additional information. If info not submitted within the designated time frame, will the submitted MSA convert to a work in progress or will the file close and we will need to resubmit the MSA again in it's entirety, or only the new documents requested?	For Web portal submission it's 10 business days if the document is not received within those 10 business days the case will go into a closed status. Depending on the location of where the case is, it's going to go into a re-op status, which is done today.
61	Frank Johnson	What submitter address will show on the decision letter sent to the parties in the claim? Will it be the address in the letterhead of the submitter letter uploaded during the submission process? Or will it be the address registered with the portal submitter?	It will be the information that is uploaded during the submission process.
62	Frank Johnson	If an Account Designee is out of office, how would another Account Designee get in to work their files? Can you assign Multiple Designees to a file?	That is where the account manager will have to assign the account designees for that particular case. It’s the account manager's responsibility to manage their workloads.
63	Frank Johnson Lorie Gembicki	If register as representative account you said cant submit WCMSP for claimant who is not a Medicare beneficiary. How do we submit WCMSA proposal for non -Medicare claimant that meets thresholds for submission ?	For representative account type just for the registration for vetting you have to provide a beneficiary. Then once your vetted and registered and complete account setup you may then create cases for claimants. But to get through the vetting process you must provide a beneficiary. If you don’t have a Medicare beneficiary you would have to keep submitting your cases manually, until you have a Medicare beneficiary.
64	Frank Johnson	You repeat the difference between account managers and designees? Can designees submit cases as well?	Yes, designees are like the worker bees, they are the ones who are assigned to do the work. The account manager is the one who will manage the workload of those designees and invites designees.

Number	Responders Name	Question	Response
65	Frank Johnson	Will decision letters with specific information regarding projected treatment and CMS approved costs be submitted to the portal submitter or be able to be printed off the portal, while also sent to parties in the claim? Who will actually receive the development letters and decision letters hard copy in the mail?	I am not quite sure what that means, but if you submit the cases in the Web portal everything you're going to get will be electronic and those letters that current go out today where there is a carbon copy to the beneficiary, claimant and/or representative will be sent via mail, hard copy.
66	Frank Johnson	If you start the submission process through the portal, can additional records be mailed or faxed in to the requesting office? or must all information come through the portal?	All information must come through the portal, we are trying to improve the process, if the case is started in the Web portal all information must come through the Web portal and that includes settlement documents as well.
67	Frank Johnson	Do we and if so how would we finalize CMS approval via web portal?	When the settlement documents are executed, it would be your responsibility to get with your client to have them get you the information, so you can upload in the settlement tab in the Web portal, but that is how the loop will be closed.
68	Frank Johnson	Can the account manager be a account designee also?	No, you can only have one role in this system. Account designees can cross accounts but account manager may not. Account manager can submit WCMSA proposals.
69	Frank Johnson	Can more than 1 account designee be assigned to a single submission?	Yes, again.
70	Frank Johnson	Can the account manager work all files?	Yes
71	Frank Johnson	May we still submit the cases on disc to the COBC when the portal is live?	Yes, WCMSAP is another tool to improve the process. Some people will put their submission on disc, if you can put it on a disc, you can submit through the internet. CMS is trying to be proactive. But for now, the next several years anyway, both processes will be up and running simultaneously.
72	Frank Johnson Lorie Gembicki	Does the designee have to be invited for every case they work on, or is there just one invitation to establish the designee as a user	Once the designee is established as a user the account manager is the one who will assign cases to them. It is on a case by case basis at this time.
73	Frank Johnson	Will a one person submitter company with an EIN be able to use the Web portal?	Yes, again if this is more of a representative account where you are doing WCMSAs on a smaller scale, your first WCMSA that you submit must be a Medicare beneficiary. Until you get a Medicare beneficiary you would still have to use the current manual process of mailing it in.