

CMS Regional PACE Conference

November 17, 2010

Retroactive Enrollment Process

Agenda

- Enrollment Process: General Overview
- Definition of Retroactive Request
- How to Submit to the Retroactive Processing Contractor (RPC)
- Improvement Opportunities
- Resources

Enrollment Process

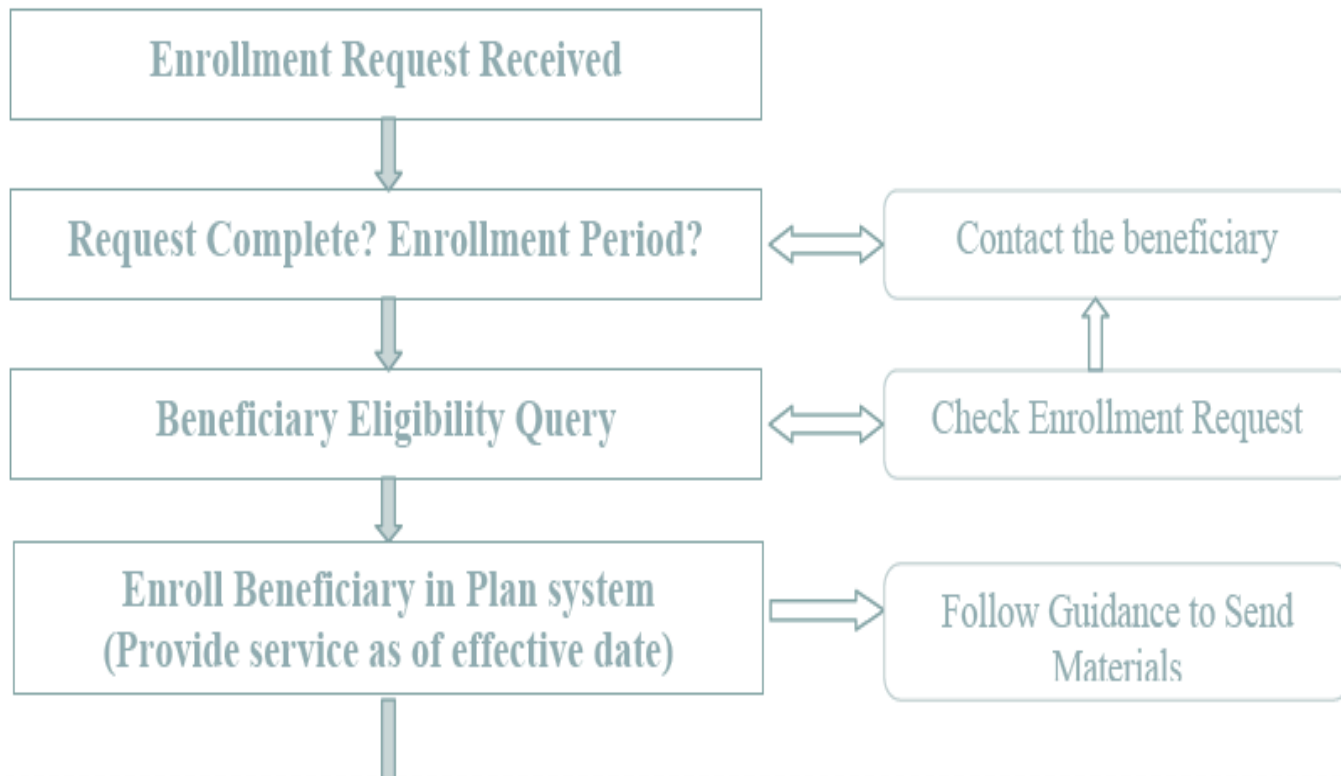
- Participant Must Meet Eligibility Requirements for PACE Program
- PACE-Eligible Enrollee Must Agree to Enrollment Conditions
- Sign the PACE Enrollment Agreement, which will Dictate the Effective Date of Enrollment

Enrollment Process

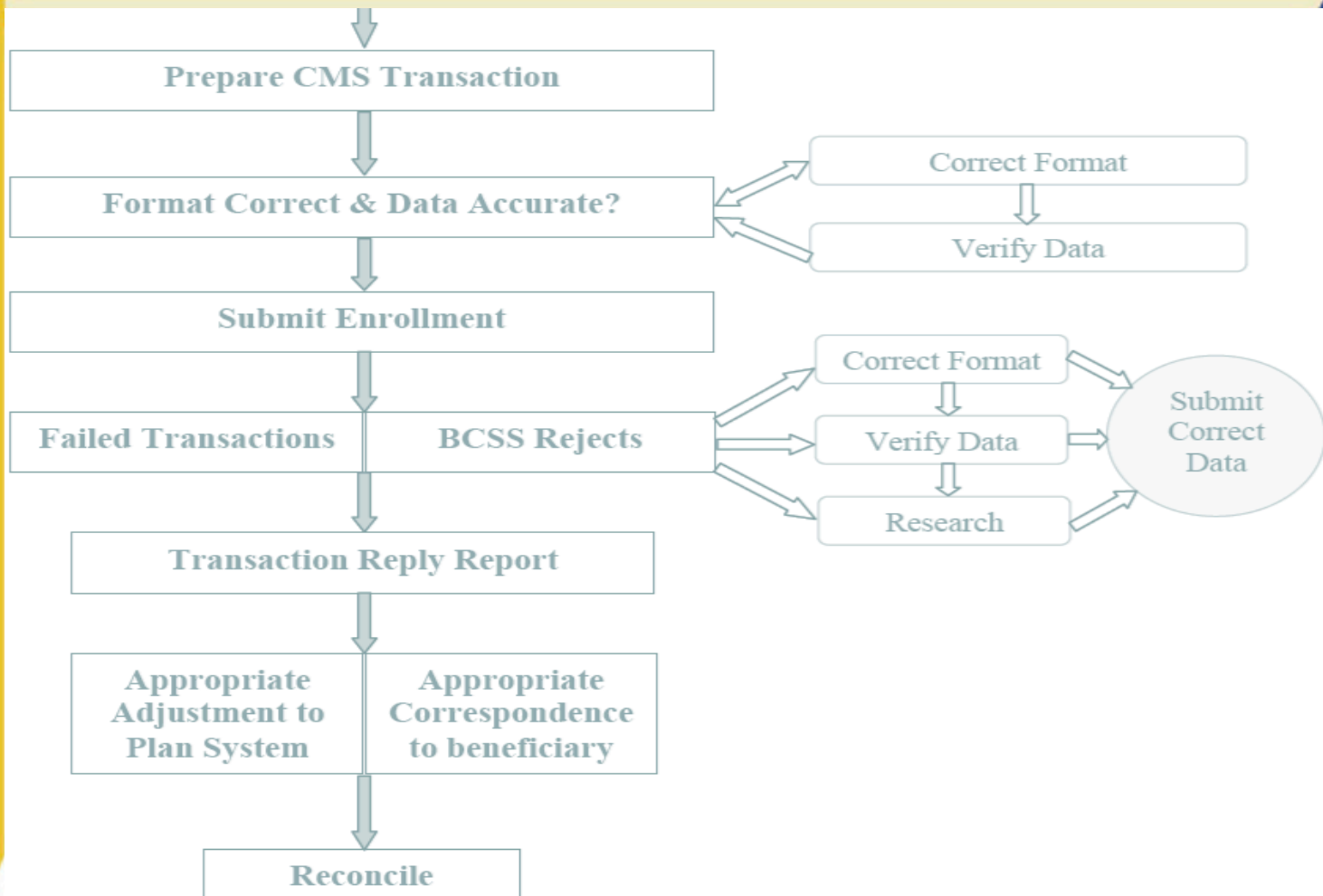
- Prepare CMS Transactions for submission
- Submit Transactions
- Review Batch Completion Status Summary (BCSS)
- Transaction Reply Reports (TRR), etc.

Enrollment Process: Submission

EXAMPLE ENROLLMENT PROCESS



Enrollment Process: Submission



Enrollment Process

- ◆ Reconcile after every submission
 - Use the BCSS to identify rejections and failures
 - Correct your errors and resubmit within CPM
- ◆ Data Quality
 - Compare what you believe you sent to what was actually submitted
- ◆ Review the TRR
 - Another opportunity to correct and resubmit
 - Includes CMS generated actions that you must react to
 - This is not optional

Enrollment Process

- Review your monthly reports
- Internal quality checks
 - Develop a quality assurance plan
 - How do you ensure consistency?
- Better internal quality checks mean fewer manual corrections
- When necessary, submit to CMS Retro Processing Contractor

What is a Retroactive Request?

- CMS has 3 categories of retroactivity as defined in the February 24, 2009 HPMS memo:
 - Category 1 requests represent normal business processes that organizations may address through the MAPD Help Desk.
 - Category 2 requests represent normal business processes that organizations may address through the RPC.
 - Category 3 requests require organizations to obtain approval from their CMS Regional Office Account Manager (AM) prior to submitting requests to the RPC.

Category 2 Cases

- Qualifying action or event reported by CMS to an organization via TRR/MMR within the last 3 months
- Corrections for an effective date due to a recent erroneous CMS action against a member (e.g., erroneous death indicator)
- CTM Complaints

Category 3 Cases

- Effective dates for the current calendar month minus 3 more months are classified as Category 3
- RO Approval Letter **only** waives the timeliness requirement
 - Submission must reconcile with RO approval
 - Docs still required
 - One submission per RO approval; not piecemeal

Retroactive Submissions

- The Retroactive Processing Contractor processes:
 - Retroactive enrollments/disenrollments
 - ▶ PBP change enrollments
 - ▶ Segment Changes
 - ▶ Reinstatements
 - Payment Validation Adjustments
 - ▶ SCC & ESRD Changes
 - ▶ Medicaid Changes
 - ▶ LIS Updates

Retroactive Enrollments & PBP Changes

- Types of Retroactive Enrollment
 - Standard Enrollment – During a valid Election Period
 - Enrollment Corrections
 - PACE Enrollments
- Types of Retroactive PBP Changes:
 - Residence Change
 - Bene Elected PBP Change
 - PBP Correction for an Original Enrollment

Retroactive Disenrollments

- Types of Retroactive Disenrollments:
 - True Disenrollments
 - ▶ Voluntary Disenrollment
 - ▶ Involuntary Disenrollment
 - Corrections/Plan Errors

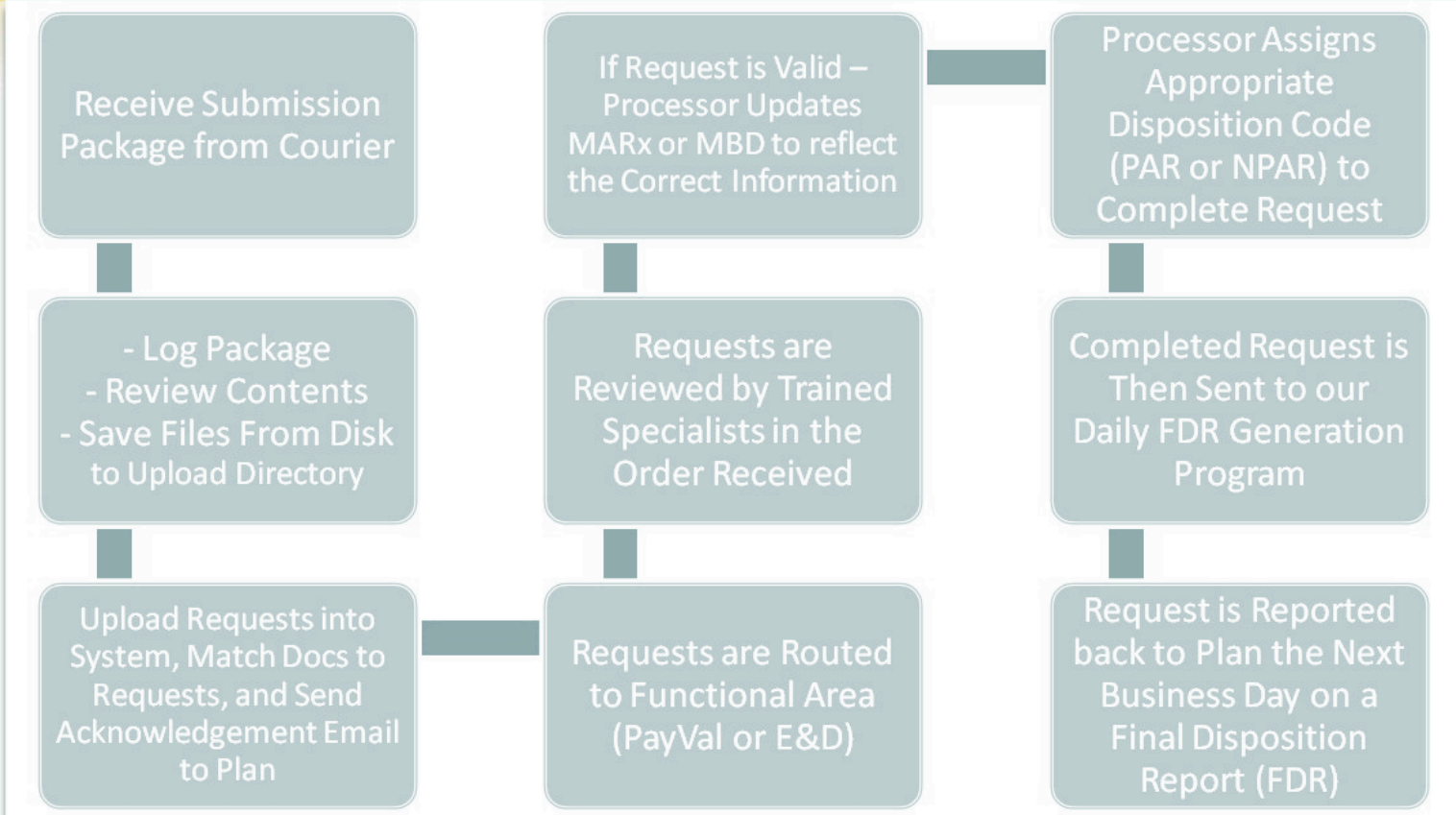
Reinstatements

- Reinstatements due to mistaken disenrollment made by the member
- Reinstatement for disenrollment due to erroneous death indicator or erroneous loss of Part A and/or Part B
- Reinstatement due to a member's involuntary disenrollment by an organization (e.g., plan error)

How to Submit Retro Requests

- Submission spreadsheet
 - Separate spreadsheet for Category 2 & 3
 - Macro function validates data
- Documentation Worksheet
 - Required for each request
 - Provide detailed explanation, especially for plan errors
 - Select the appropriate request type and election period
 - Include appropriate documentation (i.e., enrollment form, continue to use letter, etc.)

RPC Process Flow



Improvement Opportunities

- Validate data before submitting
- Review Upload Error Reports timely
- Review Final Disposition Reports (FDRs) timely
- Submit all RO Approvals together – not in piecemeal
- Provide detailed explanation on Documentation Worksheet, especially for Plan Errors

Improvement Opportunities (cont.)

- Include a signed cover letter with an attestation statement with every submission
- Submit all requests for all contracts and record types on the same Excel file if possible
- Provide an Election Period for all applicable requests
- Use the same password for the Submission Spreadsheet and FDRs
- Cure rejected requests before resubmitting – if unsure contact Client Services

Resources

- December 24, 2009 HPMS Memo
- February 24, 2009 HPMS Memo
- www.reedassociates.org

Questions???

Questions?

Contacts

- RPC Submission questions: Client Services at clientservices@reedassociates.org or (402)315-3660
- Policy/Guidance questions: Your Account Manager