A MOSAIC of More: More insight, More answers, More compliance...

Verbatim Transcript
Enrollment/Disenrollment
Andrea Hamilton, Retro Processing Contractor Project Officer, Division of Prospective Payment

Part 1

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>> ANDREA HAMILTON, SHE IS THE
CONTRACT OFFICER

FOR THE RETRO PROCESSING
CONTRACTOR.

AND SHE COMES VERY HIGHLY
RECOMMENDED

BY RANDY BRAUER, WHO MANY OF YOU
HEARD LAST YEAR,

AND OF WHOM MANY OF US THINK THE
WORLD.

SO WE VERY MUCH ARE PLEASED THAT
ANDREA IS HERE.

PLEASE HELP ME WELCOME ANDREA.

[APPLAUSE]

>> GOOD MORNING. GOOD MORNING.

I GET TO TALK ABOUT A FUN
TOPIC--

ENROLLMENT OPERATIONS.

RANDY DOES REGRET THAT HE WASN'T
ABLE TO MAKE IT.
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I STARTED TO RENAME THE SLIDES
"RANDY'S RULES,"

BUT I DIDN'T WANT TO RUB IT IN
TOO MUCH

THAT HE COULDN'T MAKE IT.

SO DEFINITELY I'M GLAD TO BE
HERE TO TALK

ABOUT SUCH A POPULAR TOPIC.

A LOT OF PEOPLE ARE INTERESTED
IN ENROLLMENT OPERATIONS.

AND VERILY SO. IT'S VERY
CRITICAL.

AND THIS IS A COMPLIANCE
CONFERENCE.

AND WE KNOW THAT ONE OF THE KEY
WAYS TO HELP ENSURE COMPLIANCE

IS TO MAKE SURE THAT YOU HAVE A
SOLID UNDERSTANDING

OF ENROLLMENT OPERATIONS.

SO I DO WANT TO TALK ABOUT THAT
FAIRLY QUICKLY.

I WANT TO TALK ABOUT THE
ENROLLMENT PROCESS

FROM START TO FINISH.

SO WE'RE GOING TO TALK ABOUT
PRE-SUBMISSION, SUBMISSION,

POST-SUBMISSION, AND THEN SPEND
A LITTLE BIT OF TIME TALKING

ABOUT THE RETROACTIVE
SUBMISSIONS.

SO IN THOSE RARE INSTANCES WHEN
YOU DO HAVE TO SEND ITEMS

OR REQUESTS TO THE RETROACTIVE

PROCESSING CONTRACTOR,

WHAT CONSTITUTES RETROACTIVE
SUBMISSION

AND THEN WHAT DO YOU NEED TO
ACTUALLY SUBMIT TO THEM?

AND THEN WE'RE GOING TO TALK
ABOUT IMPROVEMENT OPPORTUNITIES,

BEST PRACTICES.

AND I KNOW YOU'RE ALL INTERESTED
IN HEARING A LITTLE BIT MORE

ABOUT MARx REDESIGN AND
MODERNIZATION.

SO I'LL START WITH THE
ENROLLMENT PROCESS--

THE PRE-SUBMISSION.

YOU KNOW, ONCE YOU GET AN
ENROLLMENT REQUEST,

REGARDLESS OF WHAT MEDIA YOU
USE, WHETHER IT'S

THE ON-LINE ENROLLMENT
APPLICATION

OR IT'S A WRITTEN APPLICATION,

OR IT'S AN APPLICATION THAT'S
TAKEN OVER THE PHONE,

THERE ARE 3 THINGS THAT YOU CAN
DO ONCE YOU RECEIVE IT.

YOU CAN ACCEPT IT UP FRONT, YOU
CAN DENY IT UP FRONT,

OR YOU CAN DETERMINE THAT IT'S
INCOMPLETE.

AND IF YOU DETERMINE THAT IT'S
INCOMPLETE, OF COURSE YOU WOULD

SEND OUT THAT NOTIFICATION TO
THE MEDICARE BENEFICIARY

REQUESTING ADDITIONAL
INFORMATION--WHATEVER THAT IS.

IT'S JUST FOR YOU TO MAKE A
DECISION.

AND WHEN YOU ACCEPT IT, YOU HAVE
TO MAKE SURE THAT ALL

OF THE INFORMATION ON THE PAPER
APPLICATION

OR THE ON-LINE APPLICATION IS
COMPLETE.

AND YOU DETERMINE THAT--

DURING YOUR BENEFICIARY
ELIGIBILITY QUERY, YOU MAKE SURE

THAT THE PERSON'S ACTUALLY, IN
FACT, ELIGIBLE TO ENROLL

IN YOUR PLAN, AND THAT THEY'RE
ALSO ENROLLING DURING

A VALID ENROLLMENT PERIOD.

SO YOU CHECK THE BEQ, AND YOU
ALSO MAKE SURE THAT IT'S

BEING DONE--THE REQUEST IS BEING
MADE

DURING A VALID ENROLLMENT
PERIOD.

AND IF YOU ACCEPT THE
ENROLLMENT, THAT MEANS

THAT COVERAGE BEGINS-- IF YOU
ACCEPT THE ENROLLMENT

IN YOUR ENROLLMENT SYSTEM-- SO
YOUR INTERNAL SYSTEMS,

IF YOU'RE ACCEPTING IT--THAT
MEANS THAT COVERAGE BEGINS

ON THE REQUESTED EFFECTIVE DATE.

SO THAT MEANS YOU DON'T HAVE TO
WAIT FOR A RESPONSE FROM CMS

BEFORE YOU ATTEMPT TO BEGIN
OFFERING BENEFITS

TO THE MEDICARE BENEFICIARY.

AND THEN, OF COURSE, YOU WOULD
FOLLOW THE CHAPTER 2

AND CHAPTER 3--"ENROLLMENT
GUIDE"--IS FOR--SENDING OUT

THE ENROLLMENT NOTIFICATIONS
TIMELY,

ALL THE NOTIFICATIONS--

THE WELCOME PACKET OR THE DENIAL
LETTER,

IF YOU DO DECIDE TO DENY IT.

AND THEN ACTUALLY PREPARING

THE CMS TRANSACTION FOR
SUBMISSION.

THERE ARE SOME QUALITY THINGS
THAT WE WANT TO MAKE SURE

THAT YOU DO UP FRONT, BEFORE THE
SUBMISSION IS EVER SENT

TO CMS. YOU WANT TO MAKE SURE
THAT THE FORMAT IS CORRECT.

IF THERE'S A FORMAT, LIKE IF THE
DATE IS REQUIRING

A MONTH/MONTH, YEAR/YEAR,
4-DIGIT YEAR,

MAKING SURE THAT THAT
INFORMATION IS CORRECT.

SO YOU HAVE YOUR DATA QUALITY
CHECKPOINTS IN PLACE

BEFORE THE SUBMISSION IS SENT.

AND THEN IS THE DATA ACCURATE?

IS THE MEDICARE BENEFICIARY'S
NUMBER CORRECT? DOES IT MATCH?

AND, OF COURSE, THAT INFORMATION
WILL BE CAPTURED

IN YOUR BENEFICIARY ELIGIBILITY
QUERY WHEN YOU DO THAT.

AND THEN YOU ACTUALLY SUBMIT THE
TRANSACTION.

SO ONCE YOU'VE DONE YOUR DATA
QUALITY CHECKS,

YOU SUBMIT THE TRANSACTION TO
CMS.

WE DO ENCOURAGE THAT YOU SUBMIT
EARLY AND OFTEN.

AND THAT'S SOMETHING THAT YOU'LL
HEAR ME KIND OF REITERATE

THROUGHOUT THE PRESENTATION...

THAT HELPS YOUR RECONCILIATION
PROCESS.

THE MORE OFTEN YOU SUBMIT THE
TRANSACTIONS

AND THE MORE YOU DO THAT
RECONCILIATION UP FRONT,

THE LESS TIME CONSUMING THAT'LL
BE AT THE END,

WHEN YOU GET YOUR MONTHLY
REPORTS.

SO WE ALSO WANT YOU--ONCE YOU
SUBMIT THAT TRANSACTION,

THE VERY NEXT DAY YOU'LL GET

YOUR BATCH COMPLETION STATUS
SUMMARY.

AND THAT'S JUST, AGAIN, A
SUMMARY OF WHAT WE'VE RECEIVED.

SO IF YOU SUBMITTED A THOUSAND
TRANSACTIONS, CMS WILL TELL YOU

OF THE THOUSAND TRANSACTIONS
THAT YOU RECEIVED,

"X" NUMBER WERE ACCEPTED, "X"
NUMBER WERE REJECTED,

"X" NUMBER FAILED.

AND WE KNOW THAT IF IT FAILS,
THAT MEANS IT NEVER MADE IT

PAST THAT FIRST INITIAL QUALITY
CHECK,

SO THAT THE DATA FORMAT WAS
INCORRECT.

SO INSTEAD OF PUTTING CONTRACT
NUMBER H1234,

YOU JUST PUT "1234."

SO IT DIDN'T EVEN PASS THAT
INITIAL DATA QUALITY CHECK.

AND, YOU KNOW, WE USED TO HAVE A
SEPARATE REPORT THAT JUST

LISTED "FAILED."

AND WE DISCONTINUED THAT REPORT.

AND WE COMBINED IT WITH THE
BATCH COMPLETION STATUS SUMMARY.

SO NOW THAT ONE REPORT SHOWS

"ACCEPTED," "REJECTED," AND
"FAILED."

AND THEN AFTER THAT, YOU'LL GET

YOUR WEEKLY TRANSACTION REPLY
REPORTS.

AND THOSE ARE ALSO IMPORTANT TO

REVIEW AS WELL.

AND I JUST WANT TO GO BACK ONE
SECOND.

FOR THE BATCH COMPLETION STATUS
SUMMARY REPORT,

THAT'S YOUR INITIAL CHECK TO
VERIFY

WHAT WE ACTUALLY RECEIVED.

USING THAT SAME EXAMPLE--IF YOU
BELIEVE THAT YOU SUBMITTED

1,000 TRANSACTIONS TO CMS AND
YOU GET

YOUR BATCH COMPLETION STATUS
SUMMARY

AND YOU SEE THAT CMS ONLY
ACKNOWLEDGES RECEIPT

OF 900, THEN YOU KNOW THAT
THERE'S AN ISSUE.

SO IF YOU DO IT DAILY, YOU KNOW,
"OH, WOW. I THOUGHT I SUBMITTED

A THOUSAND, BUT CMS ONLY
ACKNOWLEDGES 900."

SO YOU KNOW RIGHT THERE THERE'S
A DIFFERENCE OF 100

THAT YOU NOW NEED TO TRY TO
RESEARCH AND INVESTIGATE

AND TRY TO RESUBMIT BEFORE THAT
CUTOFF.

SO I THINK THE BATCH COMPLETION
STATUS SUMMARY IS A GOOD

FIRST STEP OF REVIEWING.

OF COURSE, IT'S NOT MANDATORY
FOR YOU TO REVIEW THAT.

BUT, AGAIN, IT HELPS WITH YOUR

RECONCILIATION PROCESS.

SO THE EARLIER YOU BEGIN TO
RECONCILE AND MAKE SURE

THAT WHAT YOU SUBMITTED TO CMS
IS ACTUALLY WHAT WE RECEIVED,

I THINK THE BETTER YOU'LL BE.

THE NEXT TWO GRAPHICS--THE NEXT
TWO SLIDES--IS

JUST A REPRESENTATION, A VISUAL
AID

OF WHAT WE JUST TALKED ABOUT.

SO IT'S KIND OF A SNAPSHOT OF
WHAT THE ENROLLMENT PROCESS

REALLY IS. I THINK IT'S A GOOD
JOB AID

IF YOU WANT TO SEND IT TO YOUR
PROCESSORS.

IT'S ALSO A GOOD AID FOR YOUR
INTERNAL QUALITY AUDITORS,

IF YOU WANT TO MAKE SURE, "WHAT
ARE SOME CHECKPOINTS,

"OR WHAT ARE SOME QUALITY
MEASURES

THAT WE CAN PUT IN PLACE,"

YOU CAN USE THIS DIAGRAM TO SAY,
OH, AT THIS POINT,

MAYBE WE WANT TO ADD A QUALITY
MEASURE OR A QUALITY CHECKPOINT.

SO, AGAIN, YOU JUST GO THROUGH.

YOU RECEIVE YOUR ENROLLMENT
REQUESTS.

YOU MAKE SURE THAT THE REQUEST
IS COMPLETE,

THAT THEY'RE REQUESTING IT

DURING AN EFFECTIVE ENROLLMENT
PERIOD.

YOU DO YOUR BENEFICIARY
ELIGIBILITY QUERY.

YOU ENROLL THE BENEFICIARY INTO
YOUR SYSTEM, WHICH CONSTITUTES

YOU ACCEPTING THEIR COVERAGE, OR
OFFERING COVERAGE

ON THE REQUESTED EFFECTIVE DATE.

THEN YOU PREPARE THE CMS
TRANSACTION, WHICH IS

WHAT WE TALKED ABOUT, MAKING
SURE

THAT THE DATA QUALITY POINTS ARE
CORRECT

BEFORE YOU ACTUALLY SUBMIT IT.

DO ALL OF YOUR INTERNAL QUALITY
CHECKS.

YOU SUBMIT THE ENROLLMENT.

YOU'LL SEE YOUR BCSS, WHICH
SHOWS THE REJECTED, THE FAILED,

AND THE ACCEPTED.

THEN YOU GET YOUR TRANSACTION
REPLY REPORT

AT THE END OF THE WEEK.

AND THAT'S ALSO ANOTHER POINT
FOR YOU TO DO

YOUR DATA QUALITY CHECKS, OR
YOUR RECONCILIATION.

AND THE TRANSACTION REPLY REPORT
NOT ONLY GIVES YOU

A SNAPSHOT OF ALL OF THE

ACTIVITIES THAT YOU'VE SUBMITTED

THROUGHOUT THAT WEEK, BUT IT
ALSO LISTS

CMS-GENERATED ACTIONS.

SO IF THERE'S ANY LOW-INCOME
SUBSIDY TRANSACTIONS

THAT WE'VE SUBMITTED, OR ANY
AUTO- OR FACILITATED ENROLLMENT

THAT HAS TAKEN PLACE THROUGHOUT
THAT WEEK,

YOU'LL SEE THAT ON THE
TRANSACTION REPLY REPORT

AS WELL.

AND THEN MAKE SURE, AGAIN,
THAT--THE ADJUSTMENTS ARE MADE

ON YOUR PLAN SYSTEMS FOR ANY OF
THOSE CMS TRANSACTIONS

THAT REQUIRE YOU TO TAKE AN
ACTION.

AND THEN YOU, AGAIN, SEND OUT
THE APPROPRIATE NOTIFICATIONS

TO THE BENEFICIARIES WITH THE
RESPONSES,

AND THEN RECONCILIATION. THAT'S
THE LAST PIECE.

NOW, POST-SUBMISSION. AGAIN, I
SAID I WAS GOING TO SAY

THROUGHOUT THE PRESENTATION,
"RECONCILE OFTEN."

SO I AM GOING TO CONTINUE TO
REPEAT THAT.

AND THAT IS ON PURPOSE BECAUSE
WE WANT TO EMPHASIZE

THE IMPORTANCE OF

RECONCILIATION.

A NUMBER OF PLANS, EVEN NOW, ARE
STILL RECONCILING

FOR THE ANNUAL ENROLLMENT
PERIOD.

AND WE KNOW THAT THAT ENDED
DECEMBER 31st.

AND PEOPLE ARE STILL REQUESTING
JANUARY 1st AND FEBRUARY 1st

EFFECTIVE DATES.

SO THAT'S JUST AN INDICATION TO
US INTERNALLY

THAT PLANS AREN'T EMPHASIZING
RECONCILIATION AS OFTEN

AS THEY PROBABLY SHOULD.

SO WE WANT TO MAKE SURE THAT
THAT MESSAGE GETS HOME

AS QUICKLY AS POSSIBLE BECAUSE--

IT SAVES YOU TIME, AND IT SAVES
US TIME AS WELL.

AND IT ALSO SAVES US MONEY
BECAUSE, AS YOU KNOW, WE HAVE

THE RETROACTIVE PROCESSING
CONTRACTOR THAT'S RESPONSIBLE

FOR HANDLING ALL OF THAT MANUAL
ACTIVITY WHEN YOU DON'T SUBMIT

YOUR SUBMISSIONS TIMELY.

SO AGAIN, DATA QUALITY:
COMPARING WHAT YOU BELIEVE

THAT YOU SENT TO WHAT CMS
ACTUALLY RECEIVED.

AND THAT GOES BACK TO THE
EXAMPLE THAT I USED BEFORE.

YOU BELIEVE THAT YOU SUBMITTED
1,000 REQUESTS...

I DO WANT TO GO BACK.

YOU BELIEVE THAT YOU SUBMITTED
1,000 REQUESTS,

BUT CMS ONLY ACKNOWLEDGES
RECEIPT OF 900.

SO, AGAIN, THAT STARTS THE
RECONCILIATION PROCESS FOR YOU.

AND THEN REVIEWING A TRR, WHICH
IS WHAT WE TALKED ABOUT BEFORE.

AND, AGAIN, THAT'S NOT OPTIONAL.

REVIEWING YOUR BATCH COMPLETION
STATUS SUMMARY REPORT,

THAT'S KIND OF A BEST PRACTICE
THAT WE SHARE WITH PLANS.

BUT REVIEWING THE TRANSACTION
REPLY REPORT, THAT'S ACTUALLY

SOMETHING THAT IS REQUIRED.

IT'S MANDATORY FOR YOU TO
REVIEW.

AND YOU HAVE TO TAKE THE
NECESSARY ACTIONS

THAT ARE APPROPRIATE BASED ON
THE RESPONSES THAT YOU GET

ON YOUR TRANSACTION REPLY
REPORT.

Part 2
AGAIN WITH POST-SUBMISSION, YOU
ALSO HAVE TO REVIEW

YOUR MONTHLY REPORTS.

AT THE END OF THE MONTH, YOU GET
YOUR MONTHLY MEMBERSHIP FILE.

YOU GET YOUR FULL ENROLLMENT
FILE.

AND THEN YOU GET A MONTHLY
TRANSACTION REPLY REPORT,

WHICH IS, AGAIN, JUST A
COMPILATION

OF ALL OF THE REPORTS THAT
YOU'VE RECEIVED EVERY WEEK.

INTERNAL QUALITY CHECKS.

WE DO WANT TO MAKE SURE THAT
PLANS HAVE QUALITY PLANS

IN PLACE--QUALITY ASSURANCE
PLANS,

THAT YOU HAVE YOUR QUALITY
CHECKPOINTS IN PLACE

TO ENSURE THAT WHEN YOU SUBMIT
SOMETHING TO CMS,

THAT IT IS CORRECT THE FIRST
TIME.

SO I'M NOT SURE--ORGANIZATIONS
ARE DIFFERENT,

SO YOU HAVE DEFINITELY DIFFERENT
STRUCTURES.

BUT KIND OF THE MESSAGE THAT WE
WANT TO MAKE SURE GETS OUT IS

THAT YOU DO HAVE QUALITY
MEASURES IN PLACE,

OR CHECKPOINTS IN PLACE TO MAKE
SURE THAT WHAT YOU'RE SUBMITTING

TO CMS IS DEFINITELY ACCURATE.

AND LIKE I SAID, THE MORE YOU DO
IT UP FRONT CORRECTLY

THE FIRST TIME IT'S SUBMITTED,
IF IT'S SUBMITTED CORRECTLY

THE FIRST TIME, THAT'S LESS
MANUAL ACTIVITY THAT HAS TO BE

DONE, OR LESS REWORK THAT HAS TO
BE DONE ON YOUR END AS WELL

AS LESS WORK THAT WILL GO

TO THE RETROACTIVE PROCESSING
CONTRACTOR.

BUT WE DO UNDERSTAND THAT THERE
ARE GOING TO BE INSTANCES

THAT ARE OUTSIDE OF YOUR
CONTROL,

THAT ARE GOING TO REQUIRE YOU TO
SUBMIT THINGS TO THE RPC.

AND WE KNOW THAT. SO LET'S START
TALKING ABOUT

WHAT CONSTITUTES A RETROACTIVE
PROCESS.

WELL, ON FEBRUARY 24th, WE
ISSUED A HPMS MEMO

THAT KIND OF OUTLINED--AND THIS
IS ONE OF THE THINGS

THAT I CALL RANDY'S RULES,
BECAUSE THIS IS SOMETHING

THAT HE INSTITUTED ONCE HE CAME
OVER TO THE DIVISION--

ONCE HE LEFT ENROLLMENT POLICY--

HE LOOKED AT HOW WE WERE
HANDLING RETROACTIVE ENROLLMENTS

AT THE TIME. AND HE SAID, "YOU
KNOW, I THINK

THERE'S A BETTER WAY THAT WE CAN
DO IT."

AND YOU ALL KNOW RANDY.

HE'S NOT TYPICALLY A STATUS

QUO-TYPE PERSON.

HE'S ALWAYS LOOKING AT HOW WE
CAN DO IT BETTER, FASTER,

SMARTER. AND I LOVE THAT ABOUT
HIM.

BECAUSE I TYPICALLY THINK THAT
WAY AS WELL.

PROCESS IMPROVEMENT--WE'RE
ALWAYS TRYING TO THINK

OF HOW WE CAN DO SOMETHING
BETTER.

AND I THINK THAT'S ALSO A
MESSAGE

THAT WE WANT TO MAKE SURE THAT
GETS COMMUNICATED

TO THE PLANS AS WELL-- THINKING
OF,

"EVEN THOUGH IT'S WORKING WELL
NOW,

IS THERE A MORE COST-EFFECTIVE
OR COST EFFICIENT WAY THAT WE

CAN HANDLE THE PROCESS THAT
WE'RE USING TODAY?"

SO WITH THAT FEBRUARY 24th
GUIDANCE, WE BROKE OUT

THE RETROACTIVE REQUEST INTO 3
CATEGORIES.

CATEGORY ONE ARE

JUST THOSE REGULAR, NORMAL
BUSINESS PROCESSES

THAT COULD BE HANDLED BY THE
MAPD HELP DESK.

SO AN EXAMPLE WOULD BE THE
EMPLOYER GROUP

OR THE EMPLOYER GROUP
ENROLLMENTS

OR A SYSTEM FAILURE ON YOUR END.

THERE WAS A CATASTROPHIC OUTAGE
IN YOUR SYSTEM.

AND YOU WEREN'T ABLE TO SUBMIT
ENROLLMENTS IN TIME.

SO YOU MISSED THE CUTOFF.

OR, GOD FORBID, THERE WAS
SOMETHING AT CMS

THAT DIDN'T ALLOW YOU--WE HAD A
SYSTEM FAILURE

OR A SYSTEM CRASH, AND YOU
WEREN'T ABLE TO SUBMIT

DURING CUTOFF. THEN YOU WOULD BE
ABLE TO CALL

THE MAPD HELP DESK WITHOUT GOING
TO THE RPC

AND SUBMIT YOUR TRANSACTIONS.

IF ANY OF YOU HAVE EVER
SUBMITTED RETROACTIVE REQUESTS

THAT FELL INTO CATEGORY ONE, YOU
GET THAT E-MAIL

FROM GLORIA WEBSTER THAT
OUTLINES WHAT YOU'RE SUPPOSED

TO DO AND HOW YOU'RE SUPPOSED TO
SUBMIT

THE NUMBER OF TRANSACTIONS, AND
WHAT EFFECTIVE DATE

YOU'RE SUPPOSED TO USE.

SO SHE GIVES YOU ALL OF THE INS
AND OUTS

IN THAT LITTLE E-MAIL THAT
YOU'LL RECEIVE.

CATEGORY 2 REQUESTS ARE, AGAIN,
NORMAL PROCEDURES,

BUT YOU HAVE TO SUBMIT THOSE

TO THE RETROACTIVE PROCESSING
CONTRACTOR,

WHICH WE'LL TALK ABOUT A LITTLE
BIT MORE.

AND THEN CATEGORY 3 REQUESTS ARE
THINGS BEFORE YOU SUBMIT THEM--

THEY, TOO, GO TO THE RETROACTIVE
PROCESSING CONTRACTOR,

BUT BEFORE YOU SUBMIT THOSE TO
THE RPC,

YOU MUST OBTAIN APPROVAL

FROM YOUR REGIONAL OFFICE
ACCOUNT MANAGER.

AND I'LL EXPLAIN MORE WHY WE
CHANGED THAT.

THE RPC, THEY PROCESS
RETROACTIVE ENROLLMENTS

AND DISENROLLMENTS, WHICH
INCLUDES THE PBP CHANGES,

SEGMENT CHANGES, AND
REINSTATEMENTS.

AND REINSTATEMENT SEEMS TO BE AN
ISSUE OF CONTENTION

AMONGST A LOT OF PLANS.

SO THE ENROLLMENT GUIDANCE,

PEOPLE ARE ACTUALLY GOING TO
REVISE

THE GUIDANCE TO MAKE IT A LITTLE
BIT MORE CLEAR

ABOUT WHAT CONSTITUTES A

REINSTATEMENT

AND WHAT NEEDS TO BE SUBMITTED
TO THE RPC.

THE RPC ALSO HANDLES PAYMENT
VALIDATION ADJUSTMENTS.

SO THE STATE AND COUNTY CODE
CHANGES, THE MEDICAID CHANGES,

ESRD, AND THEN THE LIS UPDATES
THAT YOU NEED.

AND THEN I JUST WANT TO GO OVER
THE RPC WORKFLOW A LITTLE BIT

BECAUSE I KNOW SOME PEOPLE SAY,
"WELL, I SEND STUFF TO THE RPC

ALL THE TIME, AND I NEVER KNOW
WHAT HAPPENS,"

OR "I DON'T KNOW WHAT THEIR FLOW
IS."

"WHY DOES IT TAKE THEM SO LONG
TO GET BACK TO ME?"

SO I JUST WANTED TO GO OVER
THEIR FLOW A LITTLE BIT.

SO YOU SEND YOUR INFORMATION TO
THEM VIA A CARRIER.

SO THEY RECEIVE THAT
INFORMATION,

THEY LOG IT INTO THEIR INTERNAL
SYSTEM.

THEY UPLOAD IT.

A LOT OF PLANS DO, EVEN THOUGH
YOU CAN STILL SEND INFORMATION

HARD COPY, A NUMBER OF PLANS DO
SEND IT ON A DISK,

AND THAT'S GREAT BECAUSE WE WANT
TO GO GREEN.

SO THEY UPLOAD IT INTO THEIR
INTERNAL TRACKING SYSTEM.

AND THEN THEY SEND YOU AN
ACKNOWLEDGEMENT E-MAIL.

AND THE ACKNOWLEDGEMENT E-MAIL
THAT YOU GET FROM THE RPC IS

VERY SIMILAR TO THE ENROLLMENT
TRANSMISSION STATUS FILE

THAT YOU GET FROM CMS WHEN YOU
DO YOUR BATCH SUBMISSIONS.

SO, YOU KNOW, IT'S JUST A LITTLE
RECEIPT, JUST

ACKNOWLEDGING, "HEY, WE RECEIVED
YOUR REQUEST,

AND WE'RE GOING TO PROCESS IT."

SO THERE ARE A LOT OF
SIMILARITIES IN THAT RESPECT.

AND THEN ONCE THEY GET IT AND
THEY LOG IT INTO THEIR SYSTEM,

THEN THEY ROUTE IT TO THEIR
PROCESSORS.

AND THEY HAVE TWO SEPARATE
SECTIONS.

THEY HAVE PROCESSORS THAT ONLY
HANDLE

ENROLLMENT AND DISENROLLMENT.

AND THEN THEY HAVE PROCESSORS
THAT ONLY HANDLE

PAYMENT VALIDATION.

IN THE LAST YEAR, WE TRIED TO DO
SOME CROSS-TRAINING

TO MAKE SURE THAT WE'RE AS
EFFICIENT AS POSSIBLE

BECAUSE I THINK CROSS-TRAINING

IS DEFINITELY COST EFFECTIVE

ALL THE WAY AROUND.

AND THEN ONCE IT GETS ROUTED TO
THEM, THEN THEY REVIEW IT.

THEY REVIEW THE DOCUMENTATION--

IF IT'S A CATEGORY TWO OR A
CATEGORY 3 REQUEST,

THEY MAKE SURE THAT THE
DOCUMENTATION

THAT YOU'VE SUBMITTED ACTUALLY
SUPPORTS THAT REQUEST.

IF IT'S VALID, OF COURSE THEY
MAKE THE NECESSARY CHANGES

IN MARx AND IN MBD.

AND THEN AFTER THEY MAKE THE
CHANGE, THEN THEY DEVELOP

A FINAL DISPOSITION REPORT.

SO IT'LL GET THAT LITTLE 3-DIGIT
CODE, THAT 524 OR THE 526,

AND SOME OF YOU PROBABLY HAVE
MEMORIZED THE CODES

BETTER THAN I HAVE.

BUT IT'LL LET YOU KNOW WHETHER
THE REQUEST WAS PROCESSED

AS REQUESTED OR IT WASN'T
PROCESSED AS REQUESTED.

AND THEN IT'LL GIVE YOU A LITTLE
EXPLANATION AS TO WHY.

AND ONE OF THE THINGS THAT WE'VE
DONE, BECAUSE THERE IS A LOT OF

CONFUSION ABOUT WHEN THE PLANS
GET THE FDR, WHAT IT MEANS,

AND WHAT ACTIONS THEY'RE
SUPPOSED TO TAKE.

SO WHAT WE'VE DONE, WE'VE BEEFED
THAT UP A LITTLE BIT MORE.

WE'VE ENHANCED THE REPORT.

SO IT'S CLEAR FOR THE PLANS,
ONCE YOU GET THAT,

YOU'LL KNOW UP FRONT WHAT THE
DISPOSITION CODE MEANS.

SO THERE WILL BE A DESCRIPTION,
BUT THERE'LL ALSO BE

A SEPARATE SECTION TO LET YOU
KNOW

WHAT YOUR RESPONSIBILITY IS,
WHETHER IT'S SOMETHING

THAT NEEDS TO BE RESUBMITTED OR
IF IT'S SOMETHING

THAT'S ALREADY BEEN SUBMITTED.

SO YOU'LL KNOW UP FRONT WHETHER
THERE'S AN ACTION

THAT YOU NEED TO TAKE OR NOT,
BECAUSE I THINK THAT WAS

A POINT OF CONFUSION AMONGST THE

PLANS.

THEY WOULD CALL CLIENT SERVICES,
AND THEY WOULD BE CONFUSED.

ONCE THEY RECEIVED THAT FDR,
THEY WEREN'T SURE

IF THERE WAS ANOTHER ACTION THAT
THEY WERE SUPPOSED TO TAKE.

SO WE REVISED THAT REPORT.

AND THAT SHOULD BE ON THE
WEBSITE IN JUNE, I BELIEVE.

SO AFTER THEY ACTUALLY ASSIGN A
FINAL DISPOSITION REPORT,

THEN IT ACTUALLY GETS ISSUED TO
YOU.

SO CATEGORY TWO CASES--WHAT
CONSTITUTES A CATEGORY TWO.

PLAN ERROR IS SOMETHING THAT
FALLS UNDER CATEGORY TWO.

SO BASICALLY CATEGORY TWO IS ANY
EFFECTIVE DATE

THAT IS BEING REQUESTED WITHIN
THE LAST 3 MONTHS.

THAT CONSTITUTES A CATEGORY TWO.

SO RIGHT NOW THE CURRENT
PROCESSING MONTH IS--

WE'RE IN JULY--

THE CURRENT PROCESSING MONTH
RIGHT NOW IS JULY.

SO THE CUTOFF IN MAY WAS MAY
7th.

AND THE CUTOFF FOR JUNE IS JUNE
11th.

SO FROM MAY 8th TO JUNE 11th,
THE CURRENT PROCESSING MONTH

IS JULY, OK?

SO IF YOU WANT TO REQUEST A MAY
1st EFFECTIVE DATE,

THAT'S CATEGORY TWO.

SO YOU HAVE TO PACKAGE IT UP AND
SEND IT TO

THE RETROACTIVE PROCESSING
CONTRACTOR,

SO, AGAIN, THE EXAMPLES THAT WE
GAVE WHERE THE EMPLOYER GROUP

OR THE UNION GROUP ENROLLMENTS.

AND CTM COMPLAINTS AUTOMATICALLY
ARE CONSIDERED CATEGORY TWO.

AND IF YOU LOOK AT THIS, THE RPC
SUBMISSION SPREADSHEET,

THERE'S A LITTLE SECTION ON THE
TAB THAT SAYS,

"IS THIS A CTM COMPLAINT?"

AND THEN THERE'S OTHER
DOCUMENTATION THAT YOU HAVE

TO PROVIDE IF IT FALLS UNDER A
CTM.

Part 3

CATEGORY 3--CATEGORY 3
COMPLAINTS ARE

AGAIN, EFFECTIVE DATES THAT ARE
REQUESTED BEYOND 3 MONTHS.

SO, AGAIN, THOSE PLANS-- AND I
HOPE YOU DON'T FALL

INTO THAT CATEGORY--BUT IF YOU
ARE A PLAN AND YOU'RE

STILL DOING YOUR AEP
RECONCILIATION

AND YOU'RE REQUESTING A JANUARY
1st OR FEBRUARY 1st

EFFECTIVE DATE, THAT FALLS UNDER
CATEGORY 3.

AND THAT, TOO, HAS TO GO TO THE
RPC FOR PROCESSING.

BUT BEFORE YOU DO THAT, WE
REALLY WANT YOU TO GO

TO YOUR ACCOUNT MANAGER AND
REQUEST APPROVAL.

AND ONE OF THE REASONS THAT WE
DECIDED TO DO THAT IS WE WANTED

TO GIVE THE ACCOUNT MANAGERS AN
OPPORTUNITY TO SEE

WHAT'S BEING REQUESTED BECAUSE
IT IS A POINT OF COMPLIANCE

BECAUSE IF IT'S OVER 3 MONTHS
OLD, THAT'S REALLY A RED FLAG

FOR THE ACCOUNT MANAGERS TO SAY,
"WAIT. MAYBE I NEED TO FOLLOW UP

WITH MY PLAN" BECAUSE THAT'S AN
INDICATION THAT THEY'RE

NOT DOING THEIR RECONCILIATION
TIMELY.

SO WE WANTED TO MAKE SURE THAT
THE ACCOUNT MANAGERS KNEW

WHAT WAS BEING REQUESTED AND
WHEN AND BY WHO.

AND ANOTHER THING, WE WANTED TO
MAKE SURE THAT PLANS WERE

DOING A ROOT CAUSE ANALYSIS.

SO I KNOW THAT ACCOUNT MANAGERS,
THEY HAVE DIFFERENT STANDARDS

AND DIFFERENT REQUIREMENTS FOR
WHAT THEY WANT YOU TO SEND

TO THEM IN ORDER TO GET
APPROVAL, BUT, HOPEFULLY,

ALL OF THE ACCOUNT MANAGERS ARE
REQUIRING

THAT ROOT CAUSE ANALYSIS,

BECAUSE IT'S REALLY IMPORTANT TO
UNDERSTAND WHAT WENT WRONG,

WHY, AND THEN WHAT HAVE YOU DONE
TO ENSURE

THAT THERE'S NOT GOING TO BE A
REOCCURRENCE

OF THAT SAME ISSUE.

AND IF I WERE AN ACCOUNT
MANAGER,

I DEFINITELY WOULD WANT THAT
INFORMATION.

SO IF YOU'RE SENDING ME A
REQUEST AND YOU SAY,

"I HAVE 500 CATEGORY 3
SUBMISSIONS THAT I WANT TO SEND

TO THE RPC," I WOULD WANT TO
KNOW WHAT HAPPENED

WITHIN YOUR ORGANIZATION THAT
PREVENTED THAT FROM BEING

SUBMITTED TIMELY.

AND THEN, WHAT HAVE YOU DONE TO
ENSURE--

ARE THERE SYSTEM CHANGES THAT
NEED TO TAKE PLACE?

IS THERE ADDITIONAL TRAINING

THAT YOU NEED TO GIVE

TO YOUR PEOPLE? AND IF SO, HAS
IT BEEN DELIVERED?

AND IF NOT, WHEN?

AND THAT'S JUST SOMETHING THAT I
WOULD DEFINITELY RECOMMEND.

AND IF YOU HAVE DATES FOR THINGS

THAT HAVE NOT YET BEEN
IMPLEMENTED,

BUT YOU'RE SAYING THAT IT IS
GOING TO BE IMPLEMENTED.

"SO A SYSTEM CHANGE IS GOING TO BE IMPLEMENTED IN JULY

"TO ENSURE THAT THIS PARTICULAR ISSUE THAT WE'VE DISCOVERED

"THAT PREVENTED US FROM SUBMITTING

THOSE 500 TRANSACTIONS TIMELY WILL NOT OCCUR AGAIN."

IF I WERE AN ACCOUNT MANAGER, I WOULD GIVE MYSELF

A LITTLE TICKER TO SAY, "OK, IN JULY I WANT TO MAKE SURE I'M

GOING TO FOLLOW UP WITH YOU, THE PLAN,"

AND SAY, OK, IN JULY, DID THAT ACTUALLY HAPPEN?

WAS IT IMPLEMENTED?

SO IF I SEE ANOTHER REQUEST IN AUGUST FOR THE SAME ISSUE,

THEN WE'LL HAVE A DIFFERENT CONVERSATION.

BECAUSE THAT'S LETTING ME KNOW THAT WHATEVER YOU IDENTIFY

AS THE ISSUE, OR WHATEVER PROCESS THAT YOU PUT IN PLACE

DIDN'T NECESSARILY HELP THAT SITUATION.

AND ONE THING I DO WANT TO NOTE, THE RO APPROVAL LETTER

DOES NOT GUARANTEE THAT YOUR SUBMISSION IS GOING TO GET

PROCESSED. IT'S JUST WAIVING THE TIMELINESS REQUIREMENT.

SO THE RPC IS STILL REQUIRED TO REVIEW THE DOCUMENTATION

TO MAKE SURE THAT IT SUPPORTS
THE REQUEST.

SO JUST BECAUSE YOU HAVE AN RO
APPROVAL LETTER

FROM YOUR ACCOUNT MANAGER,
DOESN'T MEAN

THAT ALL OF YOUR REQUESTS ARE
GOING TO GET PROCESSED

SUCCESSFULLY BY THE RPC.

SO THAT IS ONE THING THAT I
WANTED TO NOTE.

REINSTATEMENTS--IN THE GUIDANCE
TODAY, THERE ARE 3 REASONS

FOR REINSTATEMENT.

THE FIRST IS REINSTATEMENT DUE
TO MISTAKEN DISENROLLMENT

BY THE MEMBER.

SO THE MEMBER IS ENROLLED IN
PLAN "A."

THEN THEY HEAR FROM PLAN "B."

AND THEY DECIDE TO ENROLL IN
PLAN "B," NOT REALIZING

THAT IT'S AUTOMATICALLY GOING TO
DISENROLL THEM FROM PLAN "A."

SO BEFORE THE EFFECTIVE DATE OF
PLAN "B," THEY CALL YOU,

PLAN "A," AND SAY, "OOP, I WANT
TO BE REINSTATED BACK

"INTO THE PLAN. I'M REALLY HAPPY
WITH THE BENEFITS THAT YOU'RE

OFFERING ME, SO I WANT TO GO
BACK TO YOUR PLAN."

THAT CONSTITUTES A

REINSTATEMENT.

REINSTATEMENT FOR DISENROLLMENT
DUE TO ERRONEOUS DEATH INDICATOR

OR ERRONEOUS LOSS OF
ENTITLEMENT.

WE KNOW THERE ARE SOME INSTANCES
WHERE SSA ERRONEOUSLY

MARKED SOMEONE AS DECEASED WHEN
THEY'RE NOT

OR THEY TELL US THAT THEY'VE
LOST ENTITLEMENT

WHEN THEY ACTUALLY HAVE NOT.

SO THAT NECESSITATES A
REINSTATEMENT.

AND THEN LAST, IT'S A
REINSTATEMENT DUE TO A MEMBER'S

INVOLUNTARY DISENROLLMENT BY AN
ORGANIZATION.

AND THE MOST COMMON REASON THAT
WE SEE FOR THIS IS

FAILURE TO PAY PLAN PREMIUMS.

AND THERE ARE INSTANCES WHERE
THAT IS APPROPRIATE

AND THERE ARE INSTANCES WHERE
IT'S NOT.

SO I'LL GIVE YOU AN EXAMPLE.

SO YOU SEND OUT A LETTER TO THE
BENEFICIARY.

AND YOU SAY, "IF YOU DON'T
SUBMIT YOUR PREMIUMS,"

"IF YOU DON'T PAY YOUR
PREMIUMS,"

"IF WE DON'T RECEIVE YOUR
PREMIUMS BY X DATE,

YOU'RE GOING TO BE DISENROLLED
EFFECTIVE MAY 31st."

AND THE MEMBER SUBMITS THEIR
PLAN PREMIUMS

TO YOUR ACCOUNTING DEPARTMENT ON
MAY 29th.

BUT THERE'S A MISCOMMUNICATION
BETWEEN YOUR INTERNAL SYSTEMS.

THE ENROLLMENT DEPARTMENT
DOESN'T KNOW

THAT ACCOUNTING HAS RECEIVED
THAT PAYMENT,

SO YOU DISENROLL THEM ANYWAY.

THAT NECESSITATES A
REINSTATEMENT.

SO THAT WOULD BE A VALID
REINSTATEMENT.

WITH THAT SAME EXAMPLE, YOU SEND
OUT THAT LETTER,

WITH THE SAME EFFECTIVE DATE.

THE BENEFICIARY DOES NOT PAY
THEIR PREMIUM UNTIL JUNE 1st.

THAT DOES NOT CONSTITUTE A
REINSTATEMENT.

THEY'VE ALREADY BEEN
DISENROLLED,

THEY MISSED THAT CUTOFF.

SO THIS BENEFICIARY IS NOT
ELIGIBLE FOR REINSTATEMENT.

AND THEY WOULD HAVE TO WAIT--
AND YOU AS WELL--

WOULD HAVE TO WAIT TO ENROLL
THEM

DURING A VALID ENROLLMENT
PERIOD, OK?

SO I SEE HEADS NODDING. SO I
THINK IT'S REGISTERING.

SO I KNOW THAT WAS A POINT OF
CONFUSION WITH A LOT OF PLANS.

SO I WANT TO TALK ABOUT
SOMETHING ELSE

THAT THE RPC DOES.

THEY HANDLE REQUESTS--AND THESE
ARE JUST FOR PAYMENT VALIDATION.

SO WE TALKED ABOUT ENROLLMENT
AND DISENROLLMENT.

SO I WANT TO SHIFT TO PAYMENT
VALIDATION.

SO THEY HANDLE ANYTHING THAT'S
OVER 6 MONTHS,

OR ANY PAYMENT VALIDATION
REQUESTS THAT ARE OVER 6 MONTHS.

THE EFFECTIVE DATE IS OVER 6
MONTHS FROM THE DATE

THAT THE RPC RECEIVED A REQUEST.

SO YOU HAVE A STATE AND COUNTY
CODE SUBMISSION

OR A MEDICAID CORRECTION THAT
YOU WANT--

OR LIS IS 100% DOCUMENTATION
NOW, BUT--

SO LET'S JUST STICK WITH STATE
AND COUNTY CODE CHANGES

AND MEDICAID CHANGES.

SO THE REQUESTED EFFECTIVE DATE
IS MORE THAN 6 MONTHS

FROM WHEN YOU SUBMITTED THAT

REQUEST TO THE RPC.

THAT MEANS THAT UP FRONT
DOCUMENTATION IS REQUIRED

FOR 100% OF THOSE REQUESTS.

SO NORMALLY IF IT'S UNDER 6
MONTHS, YOU JUST SUBMIT

YOUR SPREADSHEET, AND YOU'RE
GOOD TO GO.

AND YOU'LL WAIT TO GET YOUR
FINAL DISPOSITION REPORT--

YOUR FDR--TO SEE IF IT'S
PROCESSED OR NOT.

BUT IF IT'S OVER 6 MONTHS, YOU
HAVE TO PROVIDE

THAT DOCUMENTATION UP FRONT OR
IT'S GOING TO GET DENIED.

THEY ALSO DO PROBE STUDIES.

SO, AGAIN FOR THOSE
TRANSACTIONS, OR THOSE REQUESTS:

THOSE STATE AND COUNTY CODE
CHANGES AND MEDICAID CHANGES

THAT ARE UNDER 6 MONTHS, IT'S
NOT REQUIRED

FOR YOU TO SUBMIT DOCUMENTATION
UP FRONT.

BUT WHAT THEY DO IS THEY DO
PROBE STUDIES.

SO THEY'RE GOING TO TAKE A 5%
SAMPLE OF WHAT YOU SUBMITTED.

AND THEN THEY'RE GOING TO
REQUEST THAT DOCUMENTATION

FROM YOU. AND IT'S REQUIRED.

IT'S AN EXPECTATION THAT YOU AS

A PLAN

KEEP THAT DOCUMENTATION.

SO YOU GET A QUICK TURNAROUND
FROM THE RPC TO PROVIDE

THAT DOCUMENTATION.

NOW, HOW TO SUBMIT RETRO
REQUESTS TO THE RPC.

YOU HAVE THE SUBMISSION
SPREADSHEET,

WHICH IS THAT EXCEL SPREADSHEET
THAT THEY PROVIDE TO YOU.

AND ALL OF THIS INFORMATION IS
INCLUDED ON THEIR WEBSITE.

SO YOU CAN GO TO THE RPC
WEBSITE, AND YOU CAN DOWNLOAD

ALL THE NECESSARY INFORMATION
THAT YOU NEED

TO SUBMIT A REQUEST TO THEM.

SO YOU HAVE THAT SUBMISSION
SPREADSHEET,

WHICH HAS THE DIFFERENT TABS AT
THE BOTTOM.

SO YOU KNOW IF IT'S AN
ENROLLMENT,

YOU CLICK ON THE "ENROLLMENT"
TAB AND THEN FILL OUT

ALL THE NECESSARY INFORMATION.

AND IF YOU HAVE TWO SEPARATE
CATEGORIES FOR ONE SUBMISSION,

WE DO RECOMMEND FOR PROCESSING
PURPOSES THAT YOU SUBMIT

TWO SEPARATE SPREADSHEETS.

SO IF I HAVE CATEGORY TWO

SUBMISSIONS,

AS WELL AS CATEGORY 3, WE WANT
TO MAKE SURE THAT YOU HAVE

TWO SEPARATE SUBMISSION
SPREADSHEETS,

THAT THEY'RE NOT COMMINGLED.

AND YOU WILL HAVE TO INCLUDE
THAT RO APPROVAL LETTER

WITH THE CATEGORY 3 SUBMISSIONS
ANYWAY.

SO WE WANT TO MAKE SURE THAT WE
KEEP THAT SEPARATE.

AND WITH THIS SUBMISSION
SPREADSHEET,

ONE OF THE THINGS THAT THE RPC
HAS DONE

TO HELP PLANS TO MAKE SURE THAT
WHAT YOU SUBMIT TO THEM IS

ACCURATE, THEY'VE INCLUDED A
MACRO FUNCTION,

WHICH VALIDATES YOUR DATA.

AND ALSO ON THEIR WEBSITE,
THEY'LL TELL YOU HOW TO ENABLE

THE MACRO AND WHAT YOU NEED TO
DO INTERNALLY TO MAKE SURE

THAT IT GETS ACCEPTED-- OR THAT
FUNCTION GETS ENABLED

IN YOUR INTERNAL SYSTEMS.

BUT BASICALLY THAT GIVES YOU A
DATA QUALITY CHECK.

SO, REMEMBER, ON THE FRONT END,
I TOLD YOU, WHEN YOU SUBMIT

SUBMISSIONS TO CMS, ONE OF THE
THINGS THAT WE EXPECT YOU

TO DO IS DO YOUR DATA QUALITY
CHECK.

WELL, THE RPC HAS DONE THAT FOR
YOU,

IF YOU SUBMIT SOMETHING TO THEM.

IF YOU ENABLE THAT MACRO, IT'LL
TELL YOU, "WAIT. YOU

SUBMITTED...INSTEAD OF HAVING
H1234, YOU PUT 1234."

SO IT'S INCORRECT.

SO YOU GET A LITTLE ERROR
MESSAGE TO SAY, "HEY, YOU MIGHT

WANT TO CHECK THAT OUT BEFORE
YOU SEND IT,"

OR "YOU NEED TO MAKE THAT
CORRECTION BEFORE YOU SUBMIT

IT TO US."

THEN YOU HAVE THE DOCUMENTATION
WORKSHEET.

THAT'S THE COVER SHEET THAT
TELLS YOU

SOME OF THE SAME INFORMATION
FROM THE SPREADSHEET,

BUT IT ALSO GIVES YOU A COMMENTS
SECTION,

WHICH WE REALLY WANT TO MAKE
SURE THAT THE EXPLANATIONS

THAT YOU PROVIDE ON THAT
DOCUMENTATION WORKSHEET

ARE CLEAR.

SO MORE INFORMATION IS BETTER
THAN NONE.

SO WE WANT TO MAKE SURE THAT

YOU'RE TELLING A STORY

AND THAT THE RPC CLEARLY
UNDERSTANDS

WHY YOU WANT THIS REQUEST MADE

AND, ACTUALLY, WHAT YOU WANT TO
HAPPEN.

OK, I MENTIONED THAT IT WAS
REQUIRED FOR EACH REQUEST,

IT PROVIDES A DETAILED
EXPLANATION.

AND THEN AGAIN ON THAT
DOCUMENTATION WORKSHEET,

WE WANT TO MAKE SURE THAT YOU
NOTE

THE APPROPRIATE ELECTION TYPE,

AND THEN ANY DOCUMENTATION
THAT'S REQUIRED, MAKE SURE

THAT YOU INCLUDE THAT.

IF IT'S A RETROACTIVE
ENROLLMENT,

THAT YOU'RE INCLUDING THE
ENROLLMENT REQUEST,

IF IT'S A DISENROLLMENT REQUEST,
THAT YOU PROVIDE

THAT APPROPRIATE DOCUMENTATION.

IF IT'S NOT INCLUDED, IT'S GOING
TO BE REJECTED.

SIMILAR TO WHAT I'VE MENTIONED

ABOUT SUBMITTING THINGS TO CMS,
WE WANT TO MAKE SURE

THAT WHAT YOU SUBMIT TO THE RPC
IS CORRECT AND ACCURATE AS WELL

TO MAKE SURE THAT YOUR REQUEST

IS BEING PROCESSED TIMELY

BECAUSE ACCURATE SUBMISSIONS
EQUAL ACCURATE PAYMENTS, RIGHT?

Part 4
SO NOW WE WANT TO MOVE ON TO
IMPROVEMENT OPPORTUNITIES.

WE'VE MENTIONED THE WHOLE
PURPOSE OF RECONCILIATION

AND ENSURING THAT YOU HAVE THOSE
QUALITY CHECKS IN PLACE IS

TO REDUCE THE NUMBER OF
REJECTIONS AND REWORK

THAT YOU HAVE TO DO ON YOUR END.

AND THAT SAVES ALL OF US TIME
AND MONEY.

IF YOU SUBMIT IT THE FIRST TIME
CORRECTLY, THAT'S BENEFICIAL

FOR ALL OF US.

STAFF TRAINING. WE WANT TO MAKE
SURE THAT ALL OF YOUR STAFF,

NOT JUST YOUR ENROLLMENT
PROCESSORS, BUT EVEN

YOUR MARKETING PEOPLE, THEY NEED
TO MAKE SURE THAT THEY HAVE

AN UNDERSTANDING OF THE
APPROPRIATE ENROLLMENT PERIODS

BECAUSE YOU DON'T WANT THEM TO
MARKET TO PEOPLE

THAT AREN'T ELIGIBLE FOR
ENROLLMENT INTO YOUR PLAN.

SO IF YOU'RE A SPECIAL NEEDS
PLAN, YOU DON'T WANT

YOUR MARKETING PEOPLE WASTING

THEIR TIME MARKETING TO PEOPLE

THAT DON'T FIT THE
QUALIFICATIONS TO BE ENROLLED

IN A SPECIAL NEEDS PLAN.

AND LIKEWISE, IF YOU'RE A
MEDICARE ADVANTAGE PLAN,

YOU DON'T WANT THEM TO MARKET TO
PEOPLE THAT DON'T HAVE "B."

IF THEY JUST HAVE "A" AND THEY
DON'T HAVE "B," THEN YOU KNOW

THAT THEY'RE NOT ELIGIBLE TO
ENROLL

IN A MEDICARE ADVANTAGE PLAN.

SO YOU DON'T WANT TO WASTE THEIR
TIME AND YOUR MONEY MARKETING

TO PEOPLE WHO AREN'T ELIGIBLE TO
ENROLL.

AND THEN THE FRONT-END EDITING
AND QUALITY CONTROL, AGAIN,

THAT'S JUST GOING BACK TO WHAT
I'VE MENTIONED BEFORE

IN MAKING SURE THAT YOU HAVE
QUALITY CHECKS IN PLACE

ON YOUR END TO MAKE SURE THAT
WHAT YOU SUBMIT TO BOTH CMS

AND THE RPC--IF YOU NEED TO
SUBMIT MANUAL TRANSACTIONS--

ARE SUBMITTED CORRECTLY.

AND THEN ONE OF THE THINGS THAT
WE'VE FOUND BENEFICIAL IS

WHEN PLANS ON THEIR OWN
PROACTIVELY LOOK FOR TRENDS

IN THEIR DATA.

IF YOU SEE REJECTIONS AND THERE
ARE FORMATTING ERRORS

OR THERE ARE BEQ ERRORS, OR
THERE ARE DUPLICATES,

THEN THAT'S AN INDICATION FOR
YOU THAT YOU NEED TO DO

SOMETHING ON YOUR END.

IF IT'S FORMATTING ERRORS, MAYBE
YOU NEED TO CREATE

A MACRO OR MAKE SOME SYSTEM
CHANGES TO MAKE SURE

THAT THAT'S CAUGHT UP FRONT.

OR IF THERE ARE BEQ ERRORS,
MAYBE YOU NEED TO TALK

TO YOUR VENDOR, IF YOU ARE USING
A VENDOR TO DO YOUR BEQ.

OR IF THERE IS A DIFFERENT
DEPARTMENT THAT DOES THAT,

MAYBE THERE'S ADDITIONAL
TRAINING

THAT NEEDS TO TAKE PLACE TO MAKE
SURE THAT YOU REDUCE

THOSE NUMBER OF ERRORS.

OR IF THERE ARE DUPLICATES,
AGAIN THAT'S AN INDICATION

THAT RECONCILIATION ISN'T TAKING
PLACE

BECAUSE A DUPLICATE IS
BASICALLY, YOU'RE SENDING

SOMETHING TO CMS THAT HAS
ALREADY BEEN PROCESSED,

SO WE ALREADY HAVE IN-HOUSE.

SO, AGAIN, DEVELOPING YOUR
INTERNAL QUALITY CONTROLS,

USING YOUR BEQ, TRAINING YOUR
STAFF,

USING YOUR BCSS AND YOUR TRR TO
RECONCILE

AFTER EVERY SUBMISSION.

AND I DO WANT TO TALK ABOUT THE
AEP READINESS PLAN.

AND THIS IS SOMETHING THAT I
RECOMMENDED TO A PLAN

BEFORE LAST AEP.

THIS PARTICULAR PLAN HAD A
NUMBER OF ISSUES

THE LAST GO-ROUND.

SO I SAID, "WHY DON'T YOU DO
LIKE

A LESSONS LEARNED INITIATIVE?"

AT THE END OF ANY BIG PROJECT, I
WOULD ALWAYS DO

A LESSONS LEARNED TO SAY WHAT
WORKED WELL, WHAT DIDN'T,

AND WHAT CAN WE IMPROVE?

WHAT ARE SOME THINGS THAT WE CAN
DO SO THAT NEXT YEAR,

NEXT AEP WHEN WE KNOW WE'RE

GOING TO HAVE ANOTHER BIG SPIKE,

WE DON'T RUN INTO THESE SAME
ISSUES.

SO I THINK THAT'S A GOOD-- AND
IT'S NOT JUST LIMITED TO

ENROLLMENT AND DISENROLLMENT,

OR YOUR ENROLLMENT OPERATIONS
AREA.

BUT I THINK IT'S SOMETHING
THAT'S BENEFICIAL

FOR YOUR ENTIRE ORGANIZATION TO
DO HOLISTICALLY TO SAY,

"WHAT ARE SOME THINGS THAT WE
CAN DO?"

BECAUSE THERE ARE SO MANY
DIFFERENT PIECES

THAT FEEDS INTO THE ENROLLMENT
OPERATIONS.

AND SO WE WANT TO MAKE SURE THAT
IT'S SOMETHING THAT YOU DO

ORGANIZATIONAL--THROUGHOUT YOUR
ORGANIZATION---

ORGANIZATIONAL WIDE ACTIVITY.

SO SOME OF THE BEST PRACTICES.

AGAIN, I MENTIONED THAT TIMELY
PAYMENT, OR TIMELY ENROLLMENT

OR CORRECT ENROLLMENT EQUALS A
TIMELY PAYMENT.

SO THAT'S ONE OF THE THINGS THAT
WE KIND OF STRESS

TO MAKE SURE THAT YOU REALLY
UNDERSTAND THE IMPORTANCE

OF RECONCILIATION.

AND THEN, ALSO, THAT GOES TO THE
ATTESTATIONS

THAT YOU'RE REQUIRED TO SUBMIT
EVERY MONTH.

THE ATTESTATIONS THAT--OR THE
CERTIFICATIONS THAT YOU'RE

REQUIRED TO SIGN OFF ON. YOU'RE
BASICALLY SAYING,

"I ATTEST TO THE FACT THAT ALL
OF THE INFORMATION

"THAT I'VE PROVIDED TO CMS IS
ACCURATE,

"ALL OF THE INFORMATION THAT CMS
HAS PROVIDED

"TO ME IS ACCURATE,

"I'VE IDENTIFIED MY
DISCREPANCIES,

AND THEY'RE GOING TO BE
SUBMITTED."

SO IF YOU DON'T DO
RECONCILIATION,

YOU CAN'T MAKE THAT STATEMENT.
YOU CAN'T ATTEST TO THAT.

AND THAT IS SOMETHING THAT
YOU'RE REQUIRED TO DO

EVERY MONTH, SO, AGAIN, THAT'S
KIND OF THE IMPORTANCE

OF THAT WHOLE RECONCILIATION,
THAT IT'S A CONTINUOUS THING.

IT'S NOT SOMETHING THAT YOU WAIT
TO DO

AT THE END OF THE MONTH WHEN YOU
GET YOUR MONTHLY REPORTS.

BUT IT'S SOMETHING THAT'S DONE
THROUGHOUT YOUR ORGANIZATION.

SO, AGAIN, DEVELOPING THE TOOLS
WITHIN YOUR ORGANIZATION

TO IDENTIFY THE TRENDS,

LOOKING AT YOUR TRANSACTION
REPLY CODES

THAT ARE ISSUED ON YOUR TRR TO
SEE WHAT CHANGES OR WHAT TRENDS

YOU SEE.

AND THEN THIS EXAMPLE IS JUST,
AGAIN, IT'S JUST THAT.

IT'S AN EXAMPLE OF HOW YOU
WITHIN YOUR ORGANIZATION

CAN KIND OF TRACK AND TREND,

TO SAY, IF I RECEIVED A TRC 1,

THAT LETS ME KNOW THAT I HAVE AN
INVALID TRANSACTION CODE.

SO THAT'S A FORMATTING ISSUE
THAT MAYBE I NEED TO MAKE SURE

THAT I HAVE MY SYSTEMS ANALYST
KIND OF VERIFY THAT BEFORE.

THAT'S A SYSTEM CHECK THAT I
NEED TO PUT IN PLACE.

OR IF I GET A TRANSACTION REPLY
CODE 19,

THE ENROLLMENT WAS REJECTED

BECAUSE THE PERSON DOESN'T
HAVE--

THEY'RE NOT ENTITLED TO PART "A"
AND PART "B,"

THAT'S A BEQ ISSUE, THAT MAYBE
YOU NEED TO DEVELOP

SOME PROCESSES TO MAKE SURE THAT
YOU CAN REDUCE

THOSE REJECTIONS AS WELL.

AND THEN IF I GET A TRC 39,
ENROLLMENT REJECTED

BECAUSE THEY'RE CURRENTLY

ENROLLED IN THE SAME PLAN,

AND AGAIN, THAT'S KIND OF A RED
FLAG

THAT RECONCILIATION ISN'T TAKING
PLACE THE WAY THAT IT SHOULD.

AND, AGAIN, THAT'S JUST AN
IMPORTANT NOTE.

IT WAS JUST A SAMPLE.
ORGANIZATIONS ARE DIFFERENT.

SO, AGAIN, THAT SAMPLE IS JUST
AN EXAMPLE

OF SOMETHING THAT WE'VE DONE,

OR WE'VE DEVELOPED, TO REACH OUT
TO PLANS.

AND SOMETHING THAT WE'VE STARTED
TO DO IS--I'M NOT SURE HOW MANY

OF YOU'VE RECEIVED CALLS FROM
JOSEPH HEFTER; HE'S IN

MY DIVISION AS WELL-- WE REACH
OUT.

AFTER WE'VE RECEIVED YOUR
BCSSes, WE REACH OUT TO YOU

AND SAY, "HEY, PLAN A, YOU
RECEIVED A REJECTION.

A REJECTION, A TRC 1."

AND "THIS IS WHAT THAT MEANS..."

AND "THESE ARE SOME THINGS THAT
YOU CAN DO..."

IT'S PART OF OUR PLAN EDUCATION

BECAUSE WE REALLY WANT TO MAKE
SURE THAT WE HELP YOU DO

YOUR JOB EFFECTIVELY.

SO WE'RE NOT JUST ASKING THAT
YOU MAKE CHANGES ON YOUR END,

BUT WE ALSO REALIZE THAT THERE
ARE SOME THINGS THAT WE CAN DO

ON OUR END TO HELP YOU PERFORM
MORE EFFECTIVELY.

SO SOME FREQUENTLY SEEN ERRORS.

WE TALKED ABOUT THE ELECTION
CODE ERRORS.

SOMETIMES PEOPLE JUST DON'T
UNDERSTAND WHAT ELECTION PERIODS

ARE APPROPRIATE WHEN.

THERE WAS AN ISSUE WITH THE
ELECTION CODE "F"

THAT'S SINCE BEEN RESOLVED.

BUT A NUMBER OF THOSE REJECTIONS
WERE ACCURATE

BECAUSE PLANS DIDN'T UNDERSTAND
WHEN IT WAS APPROPRIATE

TO USE AN ELECTION CODE "F."

AND THAT'S WHEN A PERSON IS
ELIGIBLE

FOR THE SECOND INITIAL
ENROLLMENT PERIOD.

SO THAT SYSTEMS ISSUE HAS BEEN
RESOLVED.

THAT'S NOT GOING TO SAY THAT

YOU'RE GOING TO STOP GETTING
REJECTIONS

BECAUSE LIKE I SAID, A NUMBER OF
THOSE REJECTIONS WERE VALID

BECAUSE PLANS REALLY DIDN'T HAVE
AN UNDERSTANDING

AS TO WHEN IT WAS APPROPRIATE TO
USE.

AND THEN DUPLICATE TRANSACTIONS,

AGAIN, THAT'S JUST AN INDICATION

OF RECONCILIATION NOT TAKING
PLACE.

DISENROLLMENT REASON CODES--
THAT'S ALSO ANOTHER ISSUE

THAT WE'VE NOTICED.

THERE ARE 4 DISENROLLMENT REASON
CODES THAT SHOULD BE USED.

IT'S 11, 91, 92, AND 93.

SO IF YOU USE ANYTHING OTHER
THAN THOSE 4,

IT'S INCORRECT.

NOW, ONE OF THE THINGS THAT WE
REALIZE ON OUR END--

AND WE DIDN'T REALIZE THIS UNTIL
A COUPLE OF MONTHS AGO--

THERE ARE STILL A NUMBER OF
DISENROLLMENT REASON CODES

THAT ARE LISTED THAT SHOULD NOT
BE THERE.

SO EVEN THOUGH WE MADE THIS
REQUIREMENT FOR YOU TO USE

ONE OF THE 4, THERE ARE STILL A
NUMBER THAT ARE LISTED

THAT MAKE ABSOLUTELY NO SENSE.

THEY DON'T APPLY ANYMORE. I'LL
SAY THAT.

THEY DON'T APPLY ANYMORE.

AT ONE POINT, THEY WERE VALID.
NOW THEY'RE NOT.

SO COME THE NOVEMBER SOFTWARE
RELEASE, WE'RE GOING TO DELETE

ALL OF THOSE.

SO YOU'RE ONLY GOING TO HAVE THE
4 THAT YOU'RE REQUIRED TO USE.

AND IF YOU USE SOMETHING OTHER
THAN THOSE 4,

THE SYSTEM IS GOING TO CODE OUT
TO A 99,

SO YOUR REQUEST IS STILL GOING
TO GET PROCESSED,

BUT IT'S GOING TO BE A RED FLAG
TO US TO LET US KNOW

YOU DIDN'T USE THE APPROPRIATE
DISENROLLMENT REASON CODE.

WE'RE STILL GOING TO PROCESS IT,
BUT WE'RE GOING TO START

SENDING THAT INFORMATION TO YOUR
ACCOUNT MANAGERS TO SAY,

"HEY, MAYBE YOU NEED TO FOLLOW
UP WITH THE PLANS TO MAKE SURE

"THAT THEY UNDERSTAND WHICH
DISENROLLMENT REASON CODE

TO USE."

AND THEN ALSO WITH DISENROLLMENT
REQUESTS,

YOU ALSO NEED TO MAKE SURE THAT
THE VALID ELECTION PERIOD IS

USED IN THOSE INSTANCES AS WELL.

AND THEN AGAIN, THAT'S JUST A
SNAPSHOT TELLING YOU

WHAT THE VALID CODES ARE-- THE
11, THE 91, 92, AND 93.

SO THAT'S JUST A LITTLE CHEAT
SHEET THAT YOU CAN TAKE

TO MAKE SURE THAT YOU'RE USING

THE APPROPRIATE CODES.

AND, AGAIN, WITH THE NOVEMBER
RELEASE, THESE WOULD BE

THE ONLY CODES THAT YOU'LL EVEN
HAVE THE ABILITY TO USE.

AND IT'LL DEFAULT TO 99 IF YOU
USE

SOMETHING OTHER THAN THOSE
CODES.

SO LASTLY I WANT TO TALK ABOUT
MARx REDESIGN.

IT'S TARGETED FOR APRIL 2011.

THE BASIC FORMATTING CHANGES ARE
GOING TO REMAIN

LARGELY THE SAME.

THERE ARE SOME DATABASE CHANGES
ON OUR END THAT ARE

GOING TO BE MADE, BUT TO YOU,
IT'S GOING TO LOOK

LARGELY THE SAME.

WE'RE TRYING TO IMPLEMENT THIS
IN PHASES, SO THE FIRST PHASE

WILL BE IMPLEMENTED IN APRIL
2011.

WE DIDN'T WANT TO MAKE TOO MANY
DRASTIC CHANGES UP FRONT

TO SCARE YOU.

SO SOME OF THE IMPROVEMENTS,
WE'RE GOING TO GO TO

CALENDAR-BASED PROCESSING.

SO YOU KNOW THE WHOLE CPM
EXAMPLE THAT I USED BEFORE?

YOU WON'T HAVE TO WORRY ABOUT

THAT FOR ENROLLMENT.

THAT'LL STILL BE APPLICABLE TO
PAYMENTS, THOUGH.

BUT WITH ENROLLMENTS--SO IF I'M
REQUESTING A JUNE 1st

EFFECTIVE DATE, I CAN REQUEST
THAT JUNE 1st ANYTIME

DURING THE MONTH OF JUNE, SO I
WON'T HAVE TO WORRY ABOUT,

"OH, WHAT'S THE CUTOFF?"

I WON'T HAVE TO LOOK AT THE
"PLAN COMMUNICATION GUIDE"

TO SAY, "WHAT'S THE CUTOFF FOR
JUNE AGAIN?"

SO ANYTIME DURING THE MONTH OF
JUNE, YOU'LL BE ABLE TO REQUEST

JUNE 1st EFFECTIVE DATES.

BUT, AGAIN, THE CPM RULES REMAIN
THE SAME FOR PAYMENT.

SIMPLIFIED SINGLE ENROLLMENT
TRANSACTIONS.

RIGHT NOW YOU CAN SUBMIT A 60,
61, 62, OR 71.

AND THEY'RE ALL ENROLLMENT
TRANSACTIONS.

SO WE SAID, WHY ARE WE REQUIRING
PLANS TO REMEMBER

ALL OF THESE ENROLLMENT
TRANSACTIONS WHEN IT'S

FOR ONE THING--ENROLLMENT?

SO WE'RE SIMPLIFYING THAT.

SO THE 60, THE 61, THE 62, AND
THE 71 ARE ALL GOING

TO COME IN UNDER 61.

AND THEN WE'RE GOING TO INCLUDE
DIFFERENT SYSTEM CHECKS

TO MAKE SURE THAT YOU'RE
APPLYING THOSE RULES CORRECTLY

SO THAT A 60 IS STILL GOING TO
BE FOR EMPLOYER,

A 61 IS STILL GOING TO BE FOR
REGULAR ENROLLMENTS,

BUT YOU WOULD ONLY NEED TO
SUBMIT A 61,

BUT WE'LL HAVE EDIT CHECKS ON
OUR END ON OUR SYSTEM

TO MAKE SURE THAT YOU'RE USING
THOSE APPROPRIATELY.

AND THEN ONE THING THAT I DO
WANT TO MENTION, THE RPC,

THE SCOPE OF THEIR CONTRACT IS
GOING TO CHANGE SLIGHTLY

TO ACCOMMODATE THIS.

WHAT WE'RE GOING TO ASK THEM TO
DO IS VALIDATE THAT.

THEY'RE GOING TO DO SOME DATA
QUALITY CHECKS FOR US

TO MAKE SURE THAT YOU, THE
PLANS, ARE LOOKING AT

THAT CORRECTLY.

THEY'RE NOT GOING TO MAKE
JUDGMENTS ON IT,

BECAUSE THEY DON'T DO
MONITORING.

THEY DON'T DO COMPLIANCE.

THEY'RE JUST GOING TO ANALYZE
THE DATA

AND REPORT THE INFORMATION TO
YOUR ACCOUNT MANAGERS

OR REPORT THE INFORMATION TO THE
APPROPRIATE COMPONENTS

WITHIN CMS THAT WILL TAKE THE
NECESSARY FOLLOW-UP ACTIONS

IF ANY ARE NECESSARY.

SO THAT'S ONE OF THE THINGS THAT
THEY'RE GOING TO DO.

THEN WE HAVE THE NEW
CANCELLATION TRANSACTIONS.

SO, REMEMBER, WE TALKED ABOUT
REINSTATEMENTS.

AND WE KNOW WITH REINSTATEMENTS,
I'LL GO BACK TO THE EXAMPLE.

SO THERE'S PLAN "A" AND PLAN
"B."

THE PERSON DECIDES--INSTEAD OF
THEM CONTACTING PLAN "A,"

THEY CONTACT PLAN "B" AND SAY,

"I DON'T WANT TO BE ENROLLED IN
YOUR PLAN."

SO TODAY THE BENEFICIARY IS
REQUIRED TO TAKE A SECOND ACTION

AND CONTACT PLAN "A" AND SAY, "I
WANT TO GO BACK TO YOUR PLAN."

WELL, WITH MARx REDESIGN, THAT
ONE ACTION IS GOING TO DO

TWO THINGS. SO YOU KNOW HOW
RIGHT NOW, AN ENROLLMENT

AUTOMATICALLY DISENROLLS THEM.
WE'RE GOING TO DO THAT.

WITH ONE CANCELLATION, WE'LL
AUTOMATICALLY REINSTATE THEM

BACK INTO THE PLAN.

NOW, THERE ARE A LOT OF BUSINESS RULES

THAT WE'RE STILL WORKING ON.

WE'RE STILL FINE-TUNING WHAT THE BUSINESS RULES ARE

SURROUNDING THAT.

BUT IN GENERAL, WE'LL BE ABLE TO CANCEL THE REQUEST

AND AUTOMATICALLY RESTORE THE PERSON BACK

TO THE PLAN THAT THEY WERE IN BEFORE.

AND THEN LASTLY, YOU'RE GOING TO GET

DAILY TRANSACTION REPLY REPORTS.

SO I HOPE YOU'RE PREPARED FOR THAT.

SO THE BCSSes ARE GOING TO GO AWAY.

AND INSTEAD OF GETTING

YOUR WEEKLY TRANSACTION REPLY REPORTS,

YOU'RE GOING TO GET DAILY TRANSACTION REPLY REPORTS.

SO I HOPE THAT THAT'S SOMETHING THAT YOU'RE RAMPING UP FOR

INTERNALLY WITHIN YOUR SYSTEM.

AND I THINK ONE OF THE LARGER ENHANCEMENTS THAT WE'RE MAKING,

WE'RE GOING TO ALLOW LIMITED ONLINE PLAN USER ACCESS

FOR CERTAIN UPDATES.

AND, AGAIN, WE'RE STILL WORKING
OUT WHAT EXACTLY THAT MEANS,

WHAT WE'RE GOING TO ALLOW THE
PLANS TO DO.

WE'VE MET WITH PAUL COLLURA AND
SOME OF THE OTHER FOLKS

IN THE REGION TO GET THEIR
SUGGESTIONS

ABOUT WHAT WOULD BE APPROPRIATE
TO ALLOW PLANS TO SUBMIT

ON-LINE.

WE'RE GOING TO CREATE A
PLAN-USER INTERFACE ESSENTIALLY

TO ALLOW YOU TO SUBMIT SOME OF
YOUR TRANSACTIONS ON-LINE.

AND THESE WOULD BE SOME OF THOSE
CATEGORY TWO SUBMISSIONS

THAT YOU TODAY SEND TO THE RPC,

YOU'LL BE ABLE TO SUBMIT ON-LINE
YOURSELF.

SO THAT WILL DEFINITELY REDUCE
THE SUBMISSIONS TO THE RPC.

BUT WE'RE ALSO GOING TO MAKE
SURE THAT THE RPC IS MONITORING

THAT, SO THEY'RE GOING TO DO
PROBE STUDIES,

BUT THE PROBE STUDIES ARE GOING
TO BE SUBMISSIONS

THAT YOU'VE PROCESSED YOURSELF
THROUGH THE USER INTERFACE.

SO THE DETAILS ABOUT THE MARx
REDESIGN AND MORE INFORMATION IS

DEFINITELY GOING TO BE COMING.

WE ACTUALLY WANT TO ISSUE

THE PRELIMINARY SYSTEM
COMMUNICATION.

WE WANT THAT TO COME OUT
SOMETIME THIS SUMMER TO GIVE YOU

AN OPPORTUNITY TO PREPARE A
LITTLE BIT MORE.

BECAUSE WE KNOW THAT THIS IS A
CHANGE.

AND WE WANT TO MAKE SURE THAT
YOU'RE READY.

WE'VE BEEN GIVING YOU LITTLE
SNIPPETS, OR LITTLE TIDBITS,

OF INFORMATION THROUGHOUT THE
CONFERENCES,

BUT WE WANT TO MAKE SURE THAT
YOU ARE PREPARED.

SO WE'RE GOING TO HAVE

THE PRELIMINARY "PLAN
COMMUNICATION GUIDE,"

FOLLOWED BY THE DETAIL.

WHICH WE'RE GOING TO BUMP UP

THAT SCHEDULE A LITTLE BIT TO
MAKE SURE THAT YOU GET

THE INFORMATION SOONER RATHER
THAN LATER TO MAKE SURE

THAT, AGAIN, YOU'RE IN A
POSITION TO RECEIVE IT

AND YOU'RE READY FOR ALL OF THE
UPDATES THAT ARE COMING.

SO WITH THAT, I DO WANT TO SAY
THANK YOU FOR YOUR TIME.

I'M NOT SURE IF WE HAVE TIME FOR

QUESTIONS NOW,

BUT I'LL BE AROUND THROUGHOUT
THE REMAINDER OF THE CONFERENCE,

SO IF YOU HAVE QUESTIONS, PLEASE
FEEL FREE TO STOP ME.

[APPLAUSE]