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Randy Brauer: Still morning. Good morning. All right, so I know it's almost lunch and you're all like "Oh, God, please don't make me listen to that guy for 40 minutes." So I will do my best to keep my comments brief, and then Jack and I are here to try and answer any questions that you might have. Real quick, we're going to talk about MARx and the Redesign effort, which I think you've all heard me talk about for, oh a real long time now. In fact, what we're going over two years at this point that we've been working on this project. So I don't think a lot of this is new information, I'm not going to spend a lot of time on those details but rather talk about you all being ready for us to launch and move forward because it's right around the corner.

So, a couple of key dates, you should have all received via HPMS a update to the Implementation schedule that came out in the middle of last week, so some of the dates that I had been telling you for a while have actually shifted a little bit by about two weeks. So from this table here, this is just a quick little summary of what was in that memo from HPMS. The real important take-away for you on this memo, and why is that the wrong date. So you all, can I ask my conference planners if you have my updated slides? Hello? All right, so here let's just move past that. Please refer to the HPMS memo for an updated list of Implementation Dates. I'm very sorry about that, but the big deal is we moved away from the 18th, which was our original implementation date, that would be this coming Monday, and now we'll be implementing the upgrade to our software over the weekend, the last weekend of April, so April 30th and we'll be coming up live in on May 3rd is our actual full-on go live date. Um, so that's really the big one. The other big thing that we changed, and that was highlighted in that memo, was we moved the May MARx payment cutoff date back a week. So you have a little bit of additional time there. And we also moved the monthly report availability back by, I think it was three days. Yeah, May 23rd now is that date, May 3rd the Go Live date, and the new Payment cut-off date is May 13th. Again, it's all in that memo.

The next few slides I'm going to blow through pretty quickly, guys, basically what we're looking at here is just a picture for you to see the very simple state of affairs that we manage at CMS for you all. So in the middle you see the dark blue circle, that's MARx and that's what we're talking about today. And all of that surrounding it are the downstream and interdependent systems that we have to care about. And what I'm trying to show you here is the process for us to bring our system down, make our upgrades to the code, bring the system back up in phases, and then go live. So this is just a picture of today. This is what we're doing at the moment. Ok. Is that date correct? Yes it is. Ok, so the slides have been refreshed. So you've got the correct dates up there now. So, starting Wednesday the 27th at 8:00pm Eastern Time, we'll start bringing down or disconnecting from MARx and our infrastructure some of the more distant or satellite systems that are a part of our entire process. So you can see things like you all, ok, 8:00pm Eastern, that's when you all are coming off-line with us. The states, POS, the appeals system, MAS and so on, those systems will start to be taken down, and this will be a phased approach to getting that done, next slide continues on the same path. Now CWF is coming off, RAS and so on. Did I go backwards one? There we go, thank you. Moving on, ok, so here we are, Friday April 29th, and

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pretty much we are off-line. This is, of course, for us to be able to disconnect ourselves, implement the new code, do all the stuff we have to do. So that will be the important moment for all of us. We are completely down and converting them across the weekend. I don't think this is, there is still an error on this slide. You see it says April 30th through the 16th. Um, I can do a lot of things. I can't do that. So, I think that's supposed to say April 30th through May 1st. Jack? It's May 2nd. See, without Jack I'd be completely lost. Ok.

So, Sunday May 1st is when we're going to start to come back up internally. You won't have access to MARx at this point, you won't have access until the 3rd of May, but we're starting to bring everything back up so that we can make sure everything is running, that we can do all those sorts of things to make sure our code implementation was successful and start to make all of those connections over again. So we need to reconnect to all of those systems that you see on the slide. Again, you just see more come on, more come on, and again, these dates are off, that should say Tuesday May 3rd is what that should say. So we'll make sure that the slides on the website are updated and flawless for you, and I apologize for that. Because we had that sort of last minute change in our schedule, the slides were done with the whole April dates and we had to move things a little bit. So, May 3rd we're up and running, we're connected; May 4th is when all of our interactions are connected, right Jack? We're good? Thank you, guys. So, this is when we are really back up full operations, is Wednesday May 4th, and we are expecting things to go smoothly, but you know, things happen, right, so you have to be prepared for any eventuality. And I'm going to skip past that and move into plan readiness there.

This is really where you all can help to make sure that our implementation is a success. Because really this is, the interface to you is really how you communicate to us, you have to have your beneficiaries enrolled in order for all those other things to happen. So, it's very, very important that your organization has gone through all the activities to implement this change on your side. We've been working for a couple of years on our side. So, I've been sharing this with you now for some time, so I'm hoping that you all have made sure everyone in the organization that needs to be a part of this process has indeed been a part of this process.

So, a couple things for you to think about, have you reviewed the handbooks? I'm really really pleased to be able to tell you that for the very first time, we have what I think is really good external guidance. So, the first one you got was the MARx Redesign and Modernization Handbook, this is all your file layouts and all the things about what you can do, new transaction code sets, the description of your daily TRR and all that stuff. Then just recently, the MARx User Interface Handbook was provided. These two books together provide you with all the information that you need to operate in our new environment. Eventually, that information will be incorporated into the plan communications user's guide, and we'll keep working to improve that particular document. But, the point is, have you reviewed them, right. And, something that I hear on occasion that I want to share with you all is because this is a system upgrade, we often hear that you know, the organizations are, their IT departments are all over it. We'll, that's good, they need to be, but it's not just your IT folks. So, make sure that it's not just your information services, your information technology folks are the ones who are receiving and reviewing this information. This is enrollment operations, this is your compliance areas, you should be sharing this information through marketing and all of those areas that touch the process for beneficiaries to become members of your plans and or to dis-enroll from your plans. Have you adjusted to the new format of things.

You know we've done a lot of enhancements here with the upgrade to our software, and one of the big ones was splitting up that code 74 that used to do a whole bunch of different things. Now each one of those different things is its own transaction code. So, that's kind of important for you to have put into your business process. Specifically the transaction code 76 residence address update, that's a pretty significant change, and what it really is doing is replacing the process for you to send a state and county code adjustment to the retroactive processing contractor. Instead of sending state and county code adjustments like you do now, you're going to submit resident address information via MARx, and that should be a streamline for you. It's a lot less work to submit, it will be faster and more timely for all of us to use that process. But it doesn't change the underlying policy, right? So it's very important that you're still applying your out-of-service area processes and so forth. This is the culmination of all that work when you need to update a beneficiary's residence information.

Another enhancement that probably doesn't affect everyone, but we've heard it one or two times, is the ability to have more than one 4RX period within a single enrollment period. So right now in the structure, the 4RX data is linked to the start date of enrollment. So if you change the existing 4RX data in my system, it's going to change it all the way back to the start of that enrollment. A couple of you have approached us and said well, but we're going to switch PBM's or we're

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going to do this or we're going to do that and we needed to be able to change the 4RX data but not change the beneficiaries enrollment, so this will give you the ability to be able to do that.

Make sure you've reviewed the new transaction reply codes. There's a variety of them, not hundreds, but enough that you ought to be making sure you are familiar with them, and most importantly, that your enrollment operations people and your reconciliation folks are familiar with those things. And of course, finally, have you trained your staff. Right, have you spent time talking about these things, making sure everyone has the handbooks handy, that those have been incorporated into your operating procedures, that your internal quality controls reflect the new operating environment and so forth.

Have you prepared for the new daily transaction reply report? This is a big deal. You're not going to get monthly transaction replies anymore. You're not going to get weekly transaction replies anymore. You're going to get daily transaction replies. In order to ensure that we have a one to one relationship, if I've got nothing to tell you, you're still going to get a transaction reply report, but it will have zero, zero, zero in a single TRC response row. That way you know you received your file for today and you can check it off the list. We did provide a test file with that data in it back in February. All the feedback I got was that that went very well. People were able to receive it, read it, and do what they needed to do with it, just wanted to mention that that had happened. I hope you all took advantage of that opportunity. It was the first time that we've ever really had that sort of external testing for MARx, something that we hope to build over time. As you can imagine, it's pretty complex to do that, but this little baby step in that direction was a good one.

Have you prepared for the changes to your BCSS or your batch completion summary status report? Those of you who have seen me speak before have heard me pound on that. Use your BCSS, and the reason I was so specific about that was that before we had a daily transaction reply report, the BCSS was your first response, it was the first thing you got back from us. Now you're going to get a transaction reply report right back from us the next day. So the BCSS is actually changed; it won't include those responses anymore, but it will still include some important information like failed transactions. That's very important.

So, what's the difference between a failed transaction and a rejected transaction? A rejected transaction is something where I can communicate to the contract number, to the owner if you will, to the plan, because I knew enough about what you were asking me in order to be able to communicate back to you. I've associated the beneficiary with you. In a failed situation, I can't talk to anybody but the person who submitted it. I have to go back to that entity because something was fundamentally flawed with the transaction. I don't know what you want me to do, therefore I can't make any relationships and I can't respond other than with a failure. Those are real important to be paying attention to because that's your opportunity to fix it and resubmit it.

UI update, a quick word on that. We've run into a little bit of a snag here with your requests to change user role. Basically the issue is if you already have an IAX role, you can't have another IAX role; you can't have two. So, when an existing user logs in and tries to change themselves to viewer to view I updater, it's not letting you do that. We'll have a work around for you real quick, and we're trying to work out the policy and technical issues with that particular item. If you have a new staff person who does not have an IAX user role at this point, they can log into IAX select the updater role, the APOC approves it and it follows the usual process.

We're going to talk a bit this, in just a few minutes about quality review monitoring and the whole concept of the user interface. But I'll save that joyous conversation for just a moment. Ok, so a couple things about after we go live. Please do make use of the MAPD Help Desk. We've been keeping them in the loop, training them, providing them with all kinds of materials. They should be able to help you with anything that you might run into. But I do want to make really clear here that don't call the MAPD Help Desk with non-technical questions. So if you have a question about what notice do I send for this transaction reply, that's not something the technical help desk can help you with. Go to your account manager or the usual channels for you to get those sorts of answers to your questions. What the MAPD Help Desk's job is is technical issues. So, I can't log in to MARS. I didn't get a TRR. All right, those kinds of things, that's what they can help you with. Anything that you run into, I'm going to ask you all to make the commitment to me that you will please review the handbooks before you call. All right, we want to be sure that through the Help Desk we capture anything we need to know right away. Something happens we want to hear about it and if the phone logs, if we're just jammed up with a whole bunch of calls that are easy to answer because the information is already there, you'd be doing ourselves, us and

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all of you frankly, a real favor by making sure you review the handbooks when you run into something that isn't clear. Take a look, see if the answer is there; if it's not, please call the help desk. And of course, we'll be monitoring the whole process from soup to nuts, seeing how we're performing, watching our volume numbers and all that good stuff. That's where Jack comes in, he's much better at that stuff than I am. I'm just really really impatient.

Ok. Quality Review. So, I've got a number of questions that I'd like to answer, because, well, we've received them a number of times, and I'm hoping that talking to all of you one-on-one will help to make some of this clear. Probably the most common question I've been asked recently is why am I limited to two updaters, and when are you going to let me have more? Fair question. Let's go in reverse order. When are you going to let me have more? Not today. But why, right, so it's fair. Why. Well, there are a couple things. This is really a new world for us, right, you have never had online access to our enrollment environment. So it's kind of a test, if you will. We want to see how this goes. Are folks going to continue to follow our guidance appropriately? Are we going to see a huge uptake in volume from that particular avenue of connection versus the batch processing? And really our system is built to be a batch processor, so that's what we want you to do.

A little fun fact for you, so the RPC, right, you know and love the RPC and you send them lots of work. Take a wild guess in your minds about how many people, how many processors, full time, do I have at the RPC doing all the work you submit, which is somewhere in the 350,000-450,000 requests a year? Twelve. Twelve, that's it. So, if I give two user ID's to every parent organization to go online and update MARx, I'm going to have about 470 users versus 12. I think that's enough, frankly. And the other real important thing is, there is nothing that you can do in the UI at this stage that you can't do by batch. Absolutely nothing. So relax on that item. Trust me, it isn't that big of a deal. The other part, though, is through quality reviews, we'll be monitoring how this goes, and assuming that it goes well, the opportunity for us to expand what you can do via the UI exists and it's part of the long range plan. But before we'll make those decisions, we're going to see how this goes. So that's what it's really about.

So how are we going to figure out how it's going? Well, we're going to do quality reviews. So the RPC, or the Retro Processing Contractor, is going to take a sample of all the activities submitted by your user ID's at the parent organization level, and we're going to take a sample of that activity once a month. We're going to come out to you, and we're going to say hey, here's your sample, send me the documentation. So, you should be familiar with this largely. It's very similar to the probe studies now that go on for state and county code. Really, really similar to that. So, it's no big mystery or secret. That's what it's going to look like. Why are we doing this? Well, again, as I've been discussing, to ensure that the actions submitted are valid and you've got all the stuff back at your ranch that shows us what you've submitted to our system directly is of course appropriate with all the guidance and requirements that you all have to apply, maintaining strict adherence to all of that good stuff. So again, RPC will be doing this work, it's similar to the existing quality reviews which of course we all know and love is the probe studies. Monthly random sample, your point of contact will receive this report listing sample cases and you have seven calendar days to get your documentation to me.

So, I want that to sink in a little bit because one way to fail your quality review is to not get your documentation in on time. There is no excuses here, there is no you know appeals for mercy, nope. On or off, yes or no, black or white. This is in. You're in on time, you're not in on time, end of discussion. So think about that, right. What's a couple of good ways you might want to do this? I'm not going to tell you how to run your business, but something to consider. When your processors are entering something online, have them prepare the documentation right then. Right, they ought to be looking at it anyway, after keying stuff online they must have it in front of them, so paperclip it, throw it in a folder, wait for your quality review: if it doesn't get picked, file it. If it does, you've got it, right? So things like that. But do keep that time frame in mind. RPC will take 35 days to review that documentation and let you know how things went. Documentation requirements are not changing. It's the same documentation requirements that exist today for your submissions to the RPC to request retro activity. So if you're entering an enrollment, we're going to ask you for a copy of the enrollment request or some picture of it. We'll ask you for all of the stuff that is associated with that request. If it's a residence address update that you've submitted, we're going to ask you for the same stuff we would ask you for the state and county code probes studies today and so on and so on. Again, if you do not submit your documentation timely, it's a failed review. That's that.

If you fail a quality review, what happens? Well, I mean at this point, and again, thinking about this as kind of new waters for us, right. I believe that the goal, or that the answer today will be if you fail your quality review we're going to suspend

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your update users. Now, that really doesn't have a huge impact on you, right, because remember, there is nothing you can do in the UI that you can't do by batch. So we're not preventing you from getting your work done, we're just changing the avenue through which you are submitting your work. These things are all, this is our plan, right, we're going to adjust and move ahead as we have to and as we gain experience. But again, you all can help me make this looser more free by doing really well in this area. Let's not have any failed reviews or other such problems. Oh, and speaking of, we've already seen some people trying to add more than two users, we will catch up with you and we're going to turn them all off. I don't know which two it should be, right, so if you think you are clever, well you might be for a day, but we'll find ya.

All right. That's it. That's all I wanted to say, we're getting not too far from lunch, we've got about fifteen minutes remaining. Jack and I are more than happy to take questions. I hope you're coming with your questions, we'll do our best to answer them. Anything we can't answer, again, I want you to, I mean, answer today, I want you to review the handbook, I want you to make use of the R&M resource mailbox. It's in all the memos and the handbook. I hope you all bring some questions. Thanks for your attention.

Audience Question: I'm [Audience Member's Name Withheld] from [Organization Name Withheld], quick question with regards to the probe studies. Are they done at parent level or are they done at plan level?

CMS Panelist: Parent. I can't see you over the podium, [Audience Member's Name Withheld], but Hi. It's parent organization. Ok, thank you.

Jill: All right, question right down front?

Audience Question: With the 3 CMS shut down days, will they be taking that into consideration for timely processing on the HPMS reports? Yes, we've talked to our colleagues in the Medicare drug benefit group that manage the reports, the 4RX and the enrollment timeliness, and they are well aware of our schedule and are planning to apply those dates to the reporting that they do.

Jill: All right we have another question right in back.

Audience Question: [Audience Member's Name Withheld], [Organization Name Withheld], you talk about having 35 days to review the documentation supplied for sample transactions. Is the results of that review also going to be provided within that 30 day time period?

CMS Panelist: Good question. So, what we're looking to do with the results of the review is incorporate them for your account managers. There is already a monthly report with the retroactive processing contractor does, we're going to provide that information in the monthly reports to your account managers, and the response will come to you the same way the responses from the RPC come to you now. As soon as we're done processing, you'll receive a response. 35 days is the contractual days' timeframe that I have with the RPC. I expect that as in most of their work, it will be much quicker than that. They're usually running at around an 18-20 day turnaround on the work that they receive, so I anticipate we'll be in the same kind of ball park here. However, this is new work, right, and there is an awful lot of it. So, it may be that this takes on a little bit of different flavor. We'll keep you posted and keep you, you know, be open about it, but those are my expectations at the moment.

Jill: All right, we have another question in the middle.

Audience Question: Hi, [Audience Member's Name Withheld], [Organization Name Withheld], with the change of the implementation to the basically the end of April with dark days kind of crossing over a month, have there been any discussions about potential access to beneficiary access concerns, essentially, you know you've got dark days, if someone's trying to apply April 27-28 for a May 1 start date, I'm assuming BEQ is down, that sort of thing, how are we addressing access to benefits for people who are trying to get in the beginning of May?

CMS Panelist: Excellent, excellent question. So, yeah we've been thinking a lot about this, and you know, the timing is perhaps not what we wanted, as you saw on our original implementation schedule, was working around issues like that. This was our next best opportunity. A couple of things I would say, we, have been part of our policy at CMS since the

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inception of the programs as long as I can remember, that coverage for beneficiaries begins on the first day of enrollment regardless of what CMS systems activity has occurred, so I appreciate your question about BEQ, it is part of the process. I would suggest that at this point, since BEQ won't be available to you, you should consider those beneficiaries eligible unless proven otherwise. We'll work our hardest to bring the systems up as quick as we can, we've actually padded the timeframe with an extra day, to give ourselves a little bit of leeway, so we're hoping we'll be able to come out and say, oh hey, everything is up now. But, I get your question and it's a good one, did I answer it? Ok.

Jill: All right, another question?

Audience Question: [Audience Member's Name Withheld] and I'm from [Organization Name Withheld]. I had a question regarding the submission of the quality review. Has any thought been given to doing something online similar to what we do with BAE quality review in \INAUDIBLE\?

CMS Panelist: See, I love these kinds of questions; it's like you can read my mind. So, this is nowhere near final, guys, this is just a teaser, but I'm working very hard on implementing a new bit of technology that the agency has available called enterprise content manager, and if I'm able to do this, and the biggest issues quite frankly is securing funding at this point, but, if I'm able to do this, what we'll be able to provide to you is hopefully a web based portal into which you will submit all our PC documentation. So no more CD's and Fed-Ex packages and all that joyous stuff, and we would respond to you through that same portal. We're not there yet, fingers crossed that that's something that I'm going to be able to do this summer. So yes, we're very much thinking about that. At this point and time, you know, I don't have it, but it's on the plate.

Jill: Good, we have a question up front.

Audience Question: Yes, hi, my name is [Audience Member's Name Withheld] from [Organization Name Withheld]. My question is how long is the suspension and does the suspension, would it be lifted depending upon rectifying the results of the review and, you know, providing corrective action plans?

CMS Panelist: Well, honestly the answer to that question, and you're talking about when we take your user update access away, the suspension is indefinite, and to be perfectly frank with you, I haven't quite wrapped my head around exactly how one would convince me they could do it differently or better. So I think this is something we're going to have to learn together. It's not a forever suspension. It's something we'll work with the organization. Hopefully we won't have any, but if we do run into that situation, we'll work one-on-one, we'll review the issues, try to figure out why it happened, and maybe we'll come up with one updater subject to 100% quality review, and after that add the second and go back to normal. That kind of thing.

Audience Question: We would be involved as well?

CMS Panelist: Absolutely, the Account Manager hears before you do.

Jill: Do we have any other questions, one more in back? You ought to give Jack a question guys, he's bored out of his mind sitting here, something really techy and hard. Come on.

Audience Question: Hi, [Audience Member's Name Withheld] from [Organization Name Withheld]. With the implementation of the daily TRR's, is it going to be communicated on what the processing lag time is going to be.

CMS Panelist: It currently is 10 calendar days from Sunday. With the new TR's I haven't seen anything with that information. What's sent in before the normal daily cut-off being 8:00 at night, will be returned the next day on the daily TRR.