

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2135	Date: August 31, 2018
	Change Request 10829

SUBJECT: Medicare Appeals System (MAS) Part B and Durable Medical Equipment (DME) Data Collection Web Services Pilot

I. SUMMARY OF CHANGES: CMS will conduct a pilot to create a web service connection between the contractor (Jurisdiction D and Jurisdiction 15) and the Medicare Appeals System (MAS). This pilot will expand the use of the MAS by incorporating the contractor data into the appeals system of record. To account for the complexity of incorporating this new type of workload into MAS, this pilot also requires all MAC jurisdictions to assist in the development of requirements.

EFFECTIVE DATE: October 1, 2018 - to begin conference calls and analysis

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: October 1, 2018 - to begin conference calls and analysis

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	N/A

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

One Time Notification

Attachment - One-Time Notification

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I. GENERAL INFORMATION

A. Background: The Medicare Appeals System (MAS) is an integral part of CMS' management and oversight of appeals. Access to appeals data in a single system of record allows CMS to closely monitor workload trends. Currently, MAS is the appeals system of record for Level 1 Part A, all Level 2, and all Level 3 appeals. Expanding MAS to include Level 1 Part B and DME data for the selected contractors will provide an electronic appeals case file at Level 1 in a CMS system of record. This pilot is a step toward achieving consistent appeals data collection across multiple appeal levels.

B. Policy: CMS will conduct a pilot to create a web service connection between the Pilot Contractor (Jurisdiction D and Jurisdiction 15) and the Medicare Appeals System (MAS). This pilot will expand the use of MAS by incorporating the Pilot Contractor data into the appeals system of record. To account for the complexity of incorporating this new type of workload into MAS, this pilot requires all MAC jurisdictions to assist in the development of requirements. The MAS maintainer will conduct requirements gathering sessions with all of the MACs to ensure that consistent Part B and DME MAC appeals data elements will be captured in MAS.

Jurisdiction D and Jurisdiction 15 have been selected to pilot the transfer of Level 1 appeals data into the MAS for data collection, reporting, and case file transfer only. The approach to this project is to create web services that the Pilot Contractor would pass data from their operational system(s) via the CMSNet to the MAS system. Using this approach will allow MACs to continue using their own operational systems, while still allowing CMS to receive appeals data via MAS. In addition, the Pilot Contractor will have the ability to continue to develop their own internal workload tools for case processing and correspondence, while also allowing CMS to explore enhanced monitoring of DME workload and data. The web services will provide the MACs with the ability to notify MAS of their intake, close out, and various other reporting metrics, all while updating MAS with data from the MAC internal systems.

NOTE: All of the MACs, not just the two selected jurisdictions, will participate in requirements gathering sessions with the MAS Maintainer.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility									
		A/B MAC			DME MAC	Shared-System Maintainers				Other	
		A	B	HHH		FMS	MCS	VMS	CWF		
10829.1	All A/B MACs (Part B) and DME MACs shall participate in requirement gathering sessions with the MAS maintainer (CGI) to define Part B and DME data elements for appeals workload.		X		X						
10829.1.1	All A/B MACs (Part B) and DME MACs shall email representative contact information (email and phone number) for requirements gathering sessions to Lekeisha Johnson (Lekeisha.Johnson@cms.hhs.gov), 10 business days after issuance of this CR.		X		X						
10829.1.2	All A/B MACs (Part B) and DME MACs shall attend the one-hour kick-off meeting with CMS and CGI.		X		X						
10829.1.3	All A/B MACs (Part B) and DME MACs shall attend twelve one-hour weekly analysis calls.		X		X						
10829.1.4	All A/B MACs (Part B) and DME MACs shall research and analyze current data elements for appeals workload.		X		X						
10829.1.5	All A/B MACs (Part B) and DME MACs shall collaborate with other MACs and the MAS system maintainer to develop a common understanding of MAS fields and data element definitions.		X		X						
10829.2	The Pilot Contractors shall work with CGI to create web services that will assist the MACs with intake, casefile upload, close out and other functions to update MAS with data from the MAC's internal system.										J15 A/B MAC, JD DME MAC
10829.3	The Pilot Contractors shall coordinate the project schedule with CMS and CGI within 10 business days after the kick-off meeting described in Business Requirement # 1.2.										J15 A/B MAC, JD DME MAC
10829.4	The Pilot Contractors shall collaborate with CMS and CGI in the design of the required web services in accordance with approved requirements within the contractors' proposed budget, schedule, and other constraints.										J15 A/B MAC, JD DME MAC
10829.5	The Pilot Contractors shall collaborate with CGI to perform design, development, testing, implementation and support tasks to develop the web services required to support the business requirements. This will include										J15 A/B MAC, JD DME MAC

Number	Requirement	Responsibility							
		A/B MAC		D M E	Shared- System Maintainers				Other
		A	B		H H H	M A C	F I S S	M C S	
	<p>three months for analysis/requirements gathering described in Business Requirement #1.3, six months for development/testing and implementation and three months for support and training.</p> <p>We anticipate at a minimum, the web services will provide the following functions:</p> <ul style="list-style-type: none"> • Case creation • Regular status update back to MAS • Case close out • Case file upload • Re-Open or Post-Close updates 								
10829.6	<p>The Pilot Contractors shall include the following activities in the scope of the effort to develop, test, and implement the above web service:</p> <ul style="list-style-type: none"> • Use of an AGILE development methodology while maintaining the standards and documentation requirements of the CMS xLC; • Collaboration with CGI and other MACs in Requirements Gathering sessions, the documentation and review for the required web services; • Ensure Reference Data tables from the MAS system are added to and synchronized with the reference data tables in the contractor internal system; • Provide a detailed analysis of Data Dictionary mapping. 								J15 A/B MAC, JD DME MAC
10829.7	<p>The Pilot Contractors shall coordinate with CMS and CGI the timing of integration-related milestones, to align the on-boarding schedule with those milestones, and to integrate with the relevant milestone functionality as it becomes available. To align with MAS' Agile software development lifecycle:</p> <ul style="list-style-type: none"> • The contractor shall participate in iterative requirements development and design review activities. Agile requirements development occurs periodically throughout the project rather than gathering all requirements at the 								J15 A/B MAC, JD DME MAC

Number	Requirement	Responsibility									
		A/B MAC		D M E	Shared- System Maintainers				Other		
		A	B		H H H	M A C	F I S S	M C S		V M S	C W F
	<p>beginning of the project as in a Waterfall project.</p> <ul style="list-style-type: none"> The MAS team works in two-week sprint cycles. The contractors shall plan for the possibility of integrating with/testing new features bi-weekly and to have resources available accordingly to support integration and test activities to avoid scheduling delays. MAS provides several web service interfaces with which the contractors shall integrate. The contractors shall staff their project with a software engineer with experience including, but not limited to: SOAP-based web services, WS-Security (WSS), Public Key Infrastructure (PKI), and File Transfer Protocol (FTP) to support integration with these interfaces. 										
10829.8	<p>The Pilot Contractors shall ensure that the PC hardware and software used to access the core MAS system as a MAS system user meets the following minimum specifications:</p> <ul style="list-style-type: none"> Web Browser, Internet Explorer 11.0 is required for optimal performance of the MAS image viewer. MAS requires Compatibility View when using Internet Explorer Version 11.0. Adding the MAS URL as a trusted site is required for the proper operation. The MAS Imaging viewer applet supports Java version 1.8 									J15 A/B MAC, JD DME MAC	
10829.9	<p>The Pilot Contractor shall set up the web services by generating the X.509 certificate, and testing the web service client using authentication via X.509 certificate.</p>									J15 A/B MAC, JD DME MAC	
10829.10	<p>The Pilot Contractors shall develop, test and implement an automated process to use both the web service (and X.509 certificate for authentication) and Electronic File Transfer (EFT). Utilizing this process correctly will immediately create appeals in MAS with the imaged case files associated with the appeal being transferred to the MAS system using the EFT protocols. This process will automatically bring in all</p>									J15 A/B MAC, JD DME MAC	

Number	Requirement	Responsibility							
		A/B MAC		D M E	Shared- System Maintainers				Other
		A	B		H H H	M A C	F I S S	M C S	
	associated claim, beneficiary, and provider information in the MAS system.								
10829.11	<p>The Pilot Contractors shall have a technical resource available who is experienced with eXtensible Markup Language (XML), Web Services Description Language (WSDLs), and setting up and maintaining certificates for a web service client that can communicate with the MAS Maintainer. The resource shall be familiar with the creation of web services by 'hand-coding' (i.e., not only experienced in the use of auto web service generation tools).</p> <p>Complexity of this task involves coordinating the transfer of data between the contractor's operational system and the MAS XML gateway. CMS is beginning a process of moving the MAS system to the Amazon Web Service; it is anticipated that there will be no difference to the web service user in their coding and communication of their web services from before the move (the Baltimore Data Center) and after the move to AWS is completed.</p>								J15 A/B MAC, JD DME MAC
10829.12	The Pilot Contractors shall perform functional and performance testing of the web service with CGI In accordance with the Agile development described in the Business Requirements #7.								J15 A/B MAC, JD DME MAC
10829.13	The Pilot Contractors shall ensure that appropriate staff are able to access the MAS Production, Test and Validation (T&V) and Development through the Medicare Data Center Network (MDCN) using CMSNet.								J15 A/B MAC, JD DME MAC
10829.14	The Pilot Contractors shall attend or otherwise participate remotely in MAS User Acceptance Testing (UAT) for all MAS releases.								J15 A/B MAC, JD DME MAC
10829.15	The Pilot Contractors shall collaborate with CMS and CGI and other MACs to identify, document, analyze, and take corrective actions stemming from discrepancies/anomalies/problems encountered during the testing of the web service.		X		X				J15 A/B MAC, JD DME MAC
10829.16	The Pilot Contractors shall participate in meetings with CGI and CMS for technical discussion to								J15 A/B MAC, JD DME MAC

Number	Requirement	Responsibility									
		A/B MAC		D M E	Shared- System Maintainers				Other		
		A	B		H H H	M A C	F I S S	M C S		V M S	C W F
	determine processes, provide updates, etc.										
10829.17	The Pilot Contractors shall attend status and readiness calls with CMS prior to implementation.										J15 A/B MAC, JD DME MAC
10829.18	In the event of failure of the Pilot Contractor's web service connections to the MAS system, the Pilot Contractors shall have a process to troubleshoot any web service errors in the MAS connection process.										J15 A/B MAC, JD DME MAC
10829.19	<p>The Pilot Contractors shall ensure the following performance and availability requirements, which are dependent upon the specifications and throughput capabilities of the contractor's processing environment; the contractor's network throughput connecting to CMSNet; and, the underlying MAS system specifications, are met:</p> <p>Performance:</p> <p>All web services shall provide a response in a maximum of 5 seconds with an average expected time of 3 seconds or less while supporting a maximum of 20 concurrent requests. Response time is measured from the time the request is received on the MAS application server to the time the response is sent from the MAS application server (this response requirement is not applicable to services that return data using overnight batch file transfer mechanisms).</p> <p>Availability:</p> <p>The above web services shall be available for use 95% per month for full user access during core business hours from 6 am-12 am Eastern Time Monday through Friday, excluding federal holidays. Approved maintenance windows shall be completed outside core business hours.</p>										J15 A/B MAC, JD DME MAC
10829.20	The Pilot Contractors shall be provided with Train-the-Trainer training, MAS user guides, and job aids upon MAS implementation; but, the MAC shall train all necessary MAC staff.										J15 A/B MAC, JD DME MAC
10829.21	The Pilot Contractors shall document any non-proprietary lessons learned from the pilot to assist with										J15 A/B MAC, JD DME MAC

Number	Requirement	Responsibility							
		A/B MAC		D M E M A C	Shared- System Maintainers				Other
		A	B		H H H	F I S S	M C S	V M S	
	future expansion to other MAC jurisdictions.								

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility							
		A/B MAC			D M E M A C	F I S S	M C S	V M S	C W F
		A	B	H H H					
	None								

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Lekeisha Johnson, 410-786-4612 or lekeisha.johnson@cms.hhs.gov , Michael Torrisi, 410-786-6319 or Michael.torrisi@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

ATTACHMENTS: 0