

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-01 Medicare General Information, Eligibility, and Entitlement</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 100</b>	<b>Date: June 23, 2016</b>
	<b>Change Request 9455</b>

**CONTRACTORS NOTE: Transmittal 99, dated June 10, 2016, is rescinded and replaced by Transmittal 100, dated June 23, 2016, to correct the Effective and Implementation dates. All other information remains the same.**

**SUBJECT: Medicare Fee-for-Service Change Request Correction and Rescind Process**

**I. SUMMARY OF CHANGES:** The Centers for Medicare and Medicaid Services (CMS) is developing the requirements to automate the correction and rescind process in the Electronic Change Information Management Portal (ECHIMP) for the Fee-or-Service Change Requests (CRs). This CR provides the instructions, requirements and steps the contractors will take when this automation goes into production.

**EFFECTIVE DATE: July 5, 2016**

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

**IMPLEMENTATION DATE: July 5, 2016**

*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.

<b>R/N/D</b>	<b>CHAPTER / SECTION / SUBSECTION / TITLE</b>
R	7/70/Change Management Process (Electronic Change Information Management Portal)

**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:**

**Business Requirements  
Manual Instruction**

# Attachment - Business Requirements

Pub. 100-01	Transmittal: 100	Date: June 23, 2016	Change Request: 9455
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**SUBJECT: Medicare Fee-for-Service Change Request Correction and Rescind Process**

**EFFECTIVE DATE: July 5, 2016**

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**IMPLEMENTATION DATE: July 5, 2016**

## I. GENERAL INFORMATION

**A. Background:** Since 2006, the Centers for Medicare & Medicaid Services has distributed draft Medicare Fee-for-Service (FFS) Change Requests (CRs) via the Enterprise Electronic Change Information Management Portal (ECHIMP). A notification is distributed via an email from ECHIMP to the CMS, Shared System Maintainers (SSMs) and Medicare Administrative Contractors (MACs) Points of Contact (POCs) that a draft Medicare FFS CR is available for POC Review. Once the SSM and MAC POCs receive the email notification from ECHIMP, they log into ECHIMP to review the draft CR and provide comments and level of effort (LOE) estimates by the POC Review End Date.

**B. Policy:** Currently, the process to correct or rescind a previously issued Medicare Fee-for-Service CR is manual and completed via email. CMS is automating the CR correction and rescind process utilizing the ECHIMP system. This CR implements the following processes:

- CMS will begin distributing Medicare FFS CRs that are being corrected or rescinded for review via an email notification from ECHIMP to the current POC Review recipients. These notifications will specify the type of review to be performed in the subject line of the email (i.e., Correction or Rescind Review). The notifications will also include the review end date as well as specify which MACs and SSMs are impacted. All current POC Review recipients will receive the notifications whether they are impacted on the CR or not.
- Impacted SSMs will review, comment and concur or non-concur on CRs during the CR's Correction or Rescind Review Period.
- Impacted SSMs will update their estimates as a result of the correction or rescind.
- Non-impacted SSMs will be able to review and comment on draft corrected or draft rescinded CRs in ECHIMP, if they so choose.
- Impacted and non-impacted MACs will be able to review and comment on draft corrected or draft rescinded CRs in ECHIMP, if they so choose.

CRs that have been corrected and rescinded prior to this automation will not be updated in ECHIMP. This process will apply to CR corrections and rescinds initiated for the first time on or after July 5, 2016.

## II. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility
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		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	C W F	
9455.1	Contractors shall adhere to the following requirements that apply to the CR Correction Process:	X	X	X	X	X	X	X	X	CEDI, HIGLAS, VDCs
9455.1.1	All current POC Review recipients shall receive a notification from ECHIMP (whether they are impacted by the CR or not) when a CR that is being corrected is distributed for review. The notification will include the following: <ul style="list-style-type: none"> <li>the type of review to be performed in the subject line of the email (e.g., Correction or Rescind Review)</li> <li>the review end date; and</li> <li>which contractors are impacted by the CR (e.g., MACs, CEDI and SSMs).</li> </ul>	X	X	X	X	X	X	X	X	CEDI, HIGLAS, VDCs
9455.1.2	The impacted SSMs shall review the CR and provide comments in the Forums, Review Comments Tab in ECHIMP. The current POC Review Comments Tab will be renamed to Review Comments. Within the Review Comments Tab will be two new filters to the drop down selection, Correction Review and Rescind Review. The system will default to the type of review currently in progress.					X	X	X	X	
9455.1.2.1	Contractor comments for a corrected CR shall include the following: <ul style="list-style-type: none"> <li>a risk assessment for the correction; and</li> <li>concurrence or non-concurrence on the change to the impacted business requirement(s) for the corrected CR</li> </ul> <p>These comments, including risk assessment and concurrence/non-concurrence will be required by the specified Correction Review End Date, which will be determined on a CR-by-CR basis.</p>					X	X	X	X	
9455.1.3	Impacted SSMs shall update their estimate based on the corrected CR in the most appropriate field (e.g., Current or Final) in ECHIMP based on when the correction was issued.					X	X	X	X	

Number	Requirement	Responsibility								Other
		A/B MAC			D M E M A C	Shared- System Maintainers				
		A	B	H H H		F I S S	M C S	V M S	C W F	
	NOTE: If, as a result of the correction, the previously submitted estimate has not changed, the SSM is not required to update their estimate in ECHIMP.									
9455.1.4	Impacted SSMs shall enter/update their final hours in ECHIMP according to the timeframe that is documented in their current Statement of Work.					X	X	X	X	
9455.1.5	Impacted SSMs shall enter their actual hours in ECHIMP according to the timeframe that is documented in their current Statement of Work.					X	X	X	X	
9455.1.6	Impacted contractors have the option to review and comment on the CR, if they choose.	X	X	X	X					CEDI, HIGLAS, VDCs
9455.1.7	MACs shall continue to notify their Contracting Officer's Representative (COR) if corrections to a CR will result in an additional financial impact from the final issued CR.	X	X	X	X					
9455.1.8	No action is required if a SSM or contractor is not impacted by the corrected CR.	X	X	X	X	X	X	X	X	CEDI, HIGLAS, VDCs
9455.2	Contractors shall adhere to the following requirements that apply to the CR Rescission process:	X	X	X	X	X	X	X	X	CEDI, HIGLAS, VDCs
9455.2.1	All current POC Review recipients shall receive notification from ECHIMP (whether impacted or not by the CR) when a CR that is being rescinded is distributed for review. The notification will specify the type of review to be performed in the subject line of the email, the review end date and which contractors are impacted by the CR.	X	X	X	X	X	X	X	X	CEDI, HIGLAS, VDCs
9455.2.2	The impacted SSMs shall review the CR and provide comments in the Forums, Review Comments Tab in ECHIMP. The current POC Review Comments Tab will be renamed to Review Comments. Within the Review Comments Tab will be two new filters added to the drop down selection, Correction Review and Rescind Review. The system will default to the type of review currently in progress.					X	X	X	X	
9455.2.2.1	Contractor comments for a rescinded CR shall include the following:					X	X	X	X	

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	C W F	
	<ul style="list-style-type: none"> <li>a risk assessment for rescinding the CR; and</li> <li>concurrence or non-concurrence on rescinding the CR</li> </ul> <p>These comments, including risk assessment and concurrence/non-concurrence, will be required by the Rescind Review End Date, which will be determined on a CR-by-CR basis.</p>									
9455.2.3	<p>Impacted SSMs shall update their estimate based on the number of hours expended for rescinding the CR in the most appropriate field (e.g., Current or Final) in ECHIMP based on when the CR is rescinded.</p> <p>NOTE: If, as a result of the CR being rescinded, the previously submitted estimate has not changed, the SSM is not required to update their estimate in ECHIMP.</p>					X	X	X	X	
9455.2.4	Impacted SSMs shall enter/update their final hours in ECHIMP according to the timeframe documented in their current Statement of Work.					X	X	X	X	
9455.2.5	Impacted SSMs shall enter their actual hours in ECHIMP according to the timeframe documented in their current Statement of Work.					X	X	X	X	
9455.2.6	Impacted contractors have the option to review and comment on the CR, if they choose.	X	X	X	X					CEDI, HIGLAS, VDCs
9455.2.7	No action is required if a contractor is not impacted by the rescinded CR.	X	X	X	X	X	X	X	X	CEDI, HIGLAS, VDCs
9455.3	Contractors shall not cease work on a CR that is being rescinded until you receive official notification via email from CMS DRI or your CMS Contracting Officer's Representative (COR).	X	X	X	X	X	X	X	X	CEDI, HIGLAS, VDCs

### III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility
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		A/B MAC			D M E	C E D I
		A	B	H H H	M A C	
	None					

**IV. SUPPORTING INFORMATION**

**Section A: Recommendations and supporting information associated with listed requirements:**

*"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):** Nicole Atkins, nicole.atkins@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**

## **70 – Change Management Process -- Electronic Change Information Management Portal (eChimp)**

**(Rev. 100, Issued: 6-23-16; Effective: 7-5-16; Implementation: 7-5-2016)**

The Centers for Medicare & Medicaid Services' (CMS's) Division of Change Management (DCM) is responsible for the coordination and distribution of the draft Medicare Fee-for-Service (FFS) Change Requests (CRs) for Point-of-Contact (POC) Review. To that end, the DCM has developed the Electronic Change Information Management Portal (eChimp), a user-friendly, Web-based application to streamline and automate the change management process.

In September 2004, the initiators of the CRs began creating and submitting CRs to the DCM via eChimp. In the past, the DCM distributed the draft Medicare FFS CRs to only 15 contractor POCs and shared system maintainers (SSMs) for POC review. The SSMs forwarded the CRs to their users for review which increased the time to market the CR and sometimes resulted in the submission of late comments. Therefore, beginning January 3, 2006, the DCM will continue to notify the CMS and SSM POCs of the draft Medicare FFS CRs that are in POC review and also notify all the Medicare FFS contractor POCs as well via eChimp 2.0. The DCM will implement eChimp 2.0 on a voluntary basis for its internal CMS staff. Initiators of CRs may create and submit a CR for POC review using eChimp 2.0 beginning January 3, 2006. However, effective February 6, 2006, eChimp 2.0 will be implemented on a mandatory basis (i.e., all CRs will be initiated, submitted and reviewed in eChimp 2.0). The POCs will continue to receive the POC Review e-mail for CRs initiated and submitted in eChimp 1.0 which will contain the CR and the attachments until February 6, 2006. In addition to receiving the POC review e-mail with the CR and the attachments, POCs will also receive the POC review e-mail alert for CRs that are initiated and submitted in eChimp 2.0 which will not contain the CR file and the attachments. However, these e-mail alerts will contain a link for the POCs to click to review and submit comments on the CR via eChimp 2.0.

**NOTE:** Beginning February 6, 2006, contractors and maintainers should not reply to any e-mails from [eChimp@cms.hhs.gov](mailto:eChimp@cms.hhs.gov) nor should they send any e-mail to [eChimp@cms.hhs.gov](mailto:eChimp@cms.hhs.gov). Effective February 6, 2006, we will not accept any e-mails sent to that address.

The notification of the draft Medicare FFS CRs will be distributed via an E-mail from eChimp to the CMS, contractor and SSM POCs, which will no longer contain the files and documents associated with the draft CR. Once the POCs receive the e-mail notification from eChimp that notifies them that a CR is currently in POC review, they shall log in to eChimp via a link that will be provided in the E-mail notification. Once logged in, they shall review the draft CR and provide comments to CMS via eChimp by the POC Review Comment due date. To maintain as much efficiency as possible with such a large number of prospective reviewers, each POC may submit only one set of comments on behalf of their contractor or maintainer organization and that submission must be identified as such. If the CR impacts Part A, Part B, DME and/or RHHI and it makes more sense to submit the comments separately (to keep the content clear), then two sets of comments from the contractor site or maintainer organization will be acceptable. No response received will be considered a concurrence. NOTE: It is the responsibility of the POCs to notify appropriate staff that a CR has entered POC review and to share the information with them. Each individual who has access to eChimp will also have the ability to review, download and print the CR files and share the files, either electronically or hardcopy, with other staff members who do not have eChimp access.

We believe that expanding the POC review process to all of the Medicare FFS contractors and SSMs will not only decrease the time to market the CRs, but will also increase the quality of the review of the CRs by allowing a wider audience of those potentially impacted by the change the opportunity to comment. We also believe that this expansion to the POC review process will reduce the number of late comments submitted as well as reduce the number of corrected CRs now necessary as a result of uncoordinated and/or untimely POC comments.

CMS realizes that expanding the POC review process to all of the Medicare FFS contractors and SSMs could potentially cause a lack of efficiency and an administrative burden if the above-outlined POC review process is not adhered to. Therefore, we will pilot this expanded POC review process for approximately 3

months effective February 6, 2006. At the conclusion of the 3 months, we will evaluate the pilot and adjust the POC review process, if necessary.

### ***Change Request Correction and Rescind Process***

*Currently, the CR corrections and rescind process is a manual process, which is completed via email. CMS is automating the CR correction and rescind process utilizing the ECHIMP system. This CR implements the following processes:*

- CMS will begin distributing Medicare FFS CRs that are being corrected or rescinded for review via a notification from ECHIMP to the current POC Review recipients. These notifications will specify the type of review to be performed in the subject line of the email (i.e., POC, Correction or Rescind Review). All current POC Review recipients will receive the notifications whether they are impacted on the CR or not. The notifications will specify which Medicare Administrative Contractors (MACs) and Shared System Maintainers (SSMs) are impacted.*
- Impacted SSMs will review and comment on CRs during the CR's Correction or Rescind Review Period.*
- Impacted SSMs will update their estimates as a result of the correction or rescind.*
- Non-impacted SSMs and non-impacted MACs will be able to review and comment on the draft corrected or draft rescinded CRs in ECHIMP, if they so choose.*

*CRs that have been corrected and rescinded prior to this automation will not be updated in ECHIMP. This process will apply to CR corrections and Rescinds initiated on or after July 5, 2016.*