Financial Management Series IV: Payment Dispute Feedback & FAQs

February 22, 2016

Financial Management Series IV

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

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Agenda

- Session Guidelines
- Payment Dispute Pointers
- ER&R Support Center FAQs
- Question and Answer (Q&A)
- Resources
- Closing Remarks

Session Guidelines

- This is a 90-minute webinar session.
- Documented Q&As will be posted in the coming weeks.
- For questions regarding logistics and registration, contact the Registrar at: (800) 257-9520.

FM Series IV

- The Centers for Medicare & Medicaid Services (CMS) will continue to roll out trainings in 2016.
- Series IV will continue to provide information related to testing, timelines, HIX 820 scenarios, and any additional guidance related to the 2016 transition.
- Series IV will consist of Monday webinars from 2:00 – 3:30 p.m. Based on poll results from February 19, 2016, Friday webinars have been temporarily suspended but will resume as needed.

FM Series IV Dates: February 2016

Day of Session	Date of Session	Time	Session Title
Monday	February 1, 2016	2:00 – 3:30 p.m. ET	Webinar
Friday	February 5, 2016	12:00 – 1:00 p.m. ET	Q&A Session
Monday	February 8, 2016	2:00 – 3:30 p.m. ET	Webinar
Friday	February 12, 2016	12:00 – 1:00 p.m. ET	Q&A Session
Monday	February 15, 2016	N/A	HOLIDAY
Wednesday	February 17, 2016	1:00 – 2:00 p.m.	Webinar
Friday	February 19, 2016	12:00 – 1:00 p.m. ET	Q&A Session
Monday	February 22, 2016	2:00 – 3:30 p.m. ET	Webinar
Friday	February 26, 2016	12:00 – 1:00 p.m. ET	**CANCELLED**
Monday	February 29, 2016	2:00 – 3:30 p.m. ET	Webinar

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Payment Dispute Pointers

Payment Dispute Pointers

- If dispute is HIX 820-based, Issuers should supply the HIX 820 EFT Trace Number in header.
- Total Premium amount is not available in HIX 820 and is not required for dispute form submissions.

Payment Dispute Pointers

- Payment dispute form submissions via EFT only
- Issuers should make sure submissions:
  - o Correctly reflect PPR/HIX820 data
  - o Correctly reflect RCNO/RCNI data
- **PSV** (pipe-separated value) **format encouraged**

Payment Dispute Pointers

- PSV formatted submissions
  - Header record contains 9 fields (8 pipes to separate values)
  - Detail record contains 23 fields (22 pipes to separate values)
  - No leading or trailing pipe on record line of file
  - Empty, unused fields should not be populated (pipe to pipe)

```
C12345678|John Smith|8001111234EXT849204|johnsmith@company.com|20160201|162055|000004930||A000009
12345|ABC123456789|0001503934|56291448|201602|492616725|693816725|20160201|20160210|20160229|2016
0228|4022.35|2534.50|513.48|234.06|174.59|90.48|-12.36|-8.43|E0000000000|N||
12345||0001503935|56291448|201602|||20160201|20160201|20160229|20160229|1200.00|1200.00|513.48|23
4.06|0.00|0.00|-42.00|-42.00||||
12345||0001503935|14485629|201602|||20160201|20160201|20160229|20160229|1050.00|1050.00|523.48|24
4.06|0.00|0.00|-36.75|-36.75||||
12345||0001503936|29144856|201602|||20160201||20160229||900.00|0.00|475.00|0.00|90.00|0.00|-
31.50|0.00||||
12345|ABC123456789|0001503934|56291448|201602|492616725|693816725|20160201|20160201|20160229|2016
0229|4022.35|2534.50|513.48|234.06|174.59|90.48|-12.36|-8.43|E0000000000|Y|999999|E0000000001
```

ER&R Support Center FAQs

FAQ 1

Question: How should Issuers name the dispute file when submitting via EFT?

Answer: The Application ID (.CMS) and the Function Code (.ERRS) both need to be in the filename. The total filename should be formatted like this: [TPID].CMS.ERRS.Ddddddd.Ttttttttt.P.IN.

FAQ 2

Question: How should Issuers format the dispute header in PSV submissions?

Answer: All records in PSV submissions should be horizontally arranged, with no field/column labels and no leading or trailing pipes.

FAQ 3

Question: What is the turnaround time for Payment Disputes?

Answer: Response files with CMS Dispute Control Numbers, Disposition Codes and Error Codes are returned for PSV submissions within a business day (XLS files typically take longer to ingest). Once resolved, dispute resolutions may take 1-2 or more monthly payment cycles to be updated accordingly.

FAQ 4

Question: Which dispute form should Issuers use when discrepancies are encountered?

Answer: The specific form that should be used depends on the type of dispute that is being submitted. Current year enrollment disputes encountered on the RCNO should be submitted on the “Discrepancy Disputes” tab of the CCIIO_ERR_Baseline_Dispute_Resolution_Template document. Payment disputes encountered on either the PPR or HIX 820 should be submitted using the PPR-820_Dispute_Form.

FAQ 5

Question: Will Issuers continue to submit manual workbooks for 2016 data after April?

Answer: Yes, in addition to submitting any 2015 restatements in manual workbooks, all Issuers should continue submitting 2016 manual workbook in April and future months. CMS will notify Issuers when 2016 manual workbooks submissions are no longer required.

Technical Assistance

Contact the ER&R contractor with technical questions, or to obtain the latest copy of the dispute form:

- errsupportcenter@cognosante.com
- (855) 591-7113

Polling Question

Polling Question

Does the Q&A portion of the webinars provide you with adequate opportunity to ask your questions?

A. Yes

B. No (please add comment in Q&A panel)

Questions?

To submit questions by phone:

- *dial ‘14’ on your phone’s keypad*
  - *dial ‘13’ to withdraw your question*

To submit questions by webinar:

- *type your question in the text box under the ‘Q&A’ tab*

Acronyms

Acronym	Definition
DSH	Data Services Hub
EDI	Electronic Data Interchange
EPS	Enrollment and Payment System
FFM	Federally-facilitated Marketplace
FMCC	Financial Management Coordination Center
HIOS	Health Insurance Oversight System
HIX	Health Insurance Exchange
PBP	Policy-based Payments
PPR	Preliminary Payment Report
SBM	State-based Marketplace
SHOP	Small Business Health Options Program

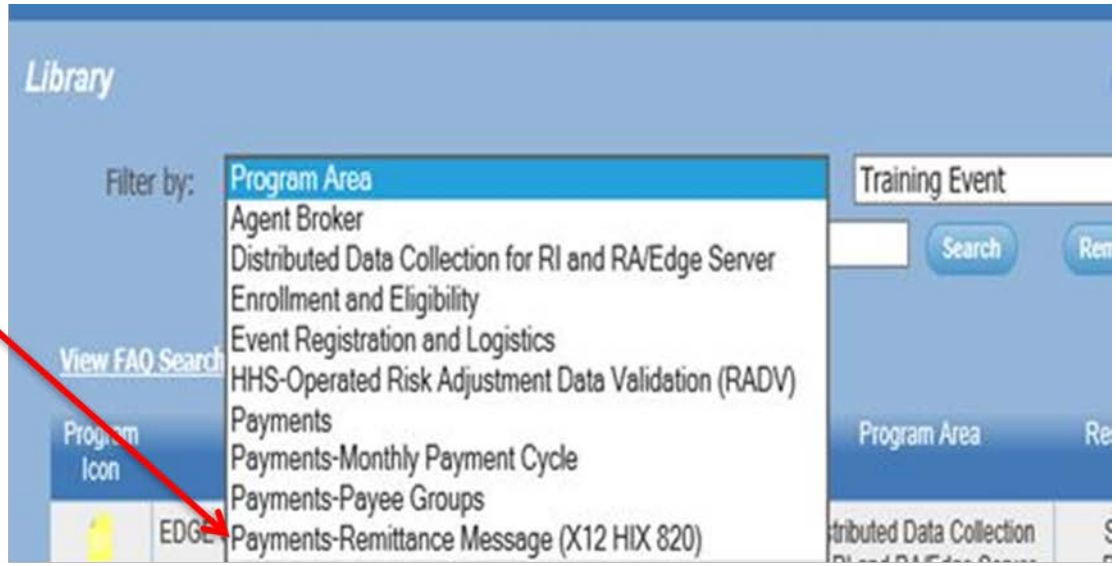
Resources

Resource	Resource Link
Centers for Medicare & Medicaid Services (CMS)	http://www.cms.gov/
U.S. Department of Health & Human Services	http://www.hhs.gov/
The Center for Consumer Information & Insurance Oversight (CCIIO) web page	http://www.cms.gov/cciio
Consumer website on Health Reform	http://www.healthcare.gov/
ASC X12 Store	http://store.x12.org/store/health-insurance-exchanges
Registration for Technical Assistance Portal (REGTAP) - presentations, FAQs	https://www.REGTAP.info

Document Location

Additional Materials for FM Series IV are available in the REGTAP Library at https://www.REGTAP.info

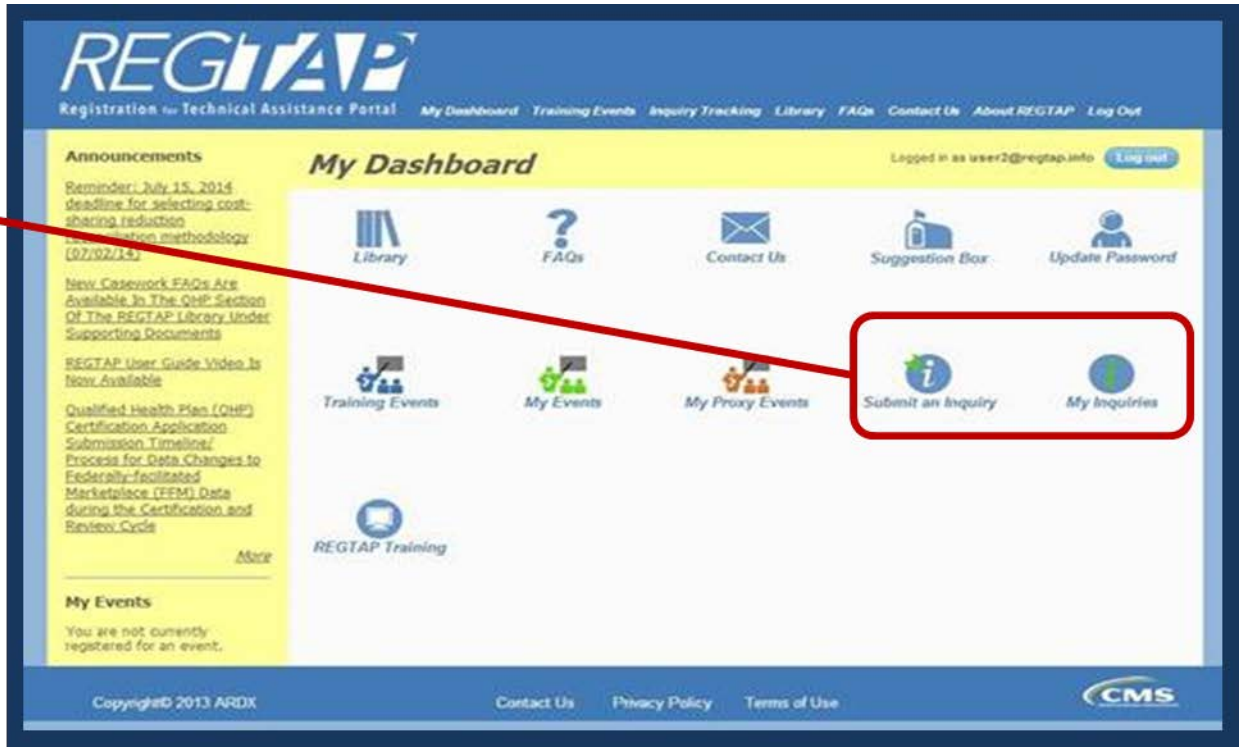
Under Program Area, select "Payments – Remittance Message (X12 HIX 820)"



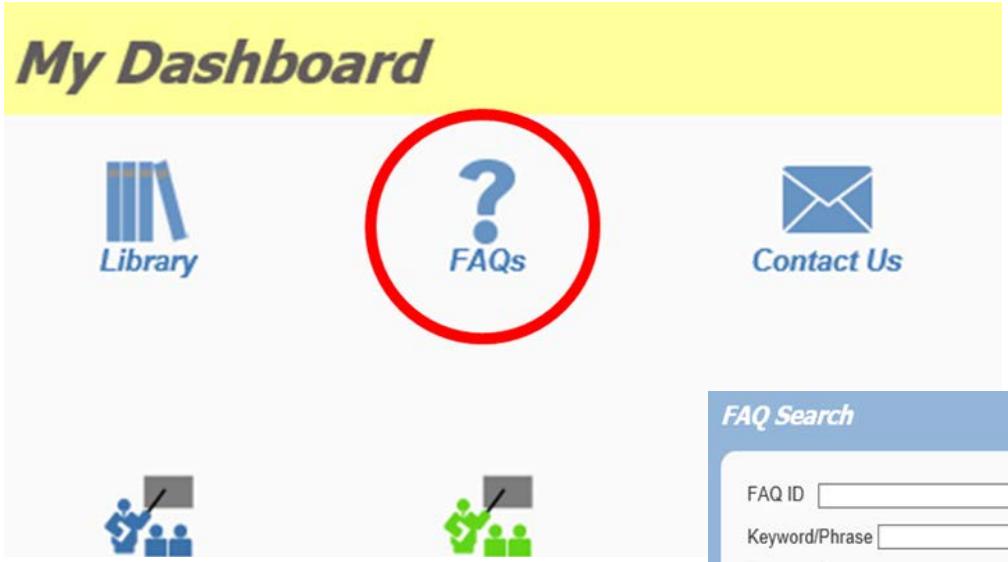
Inquiry Tracking and Management System (ITMS)

Stakeholders can submit inquiries to ITMS at https://www.REGTAP.info

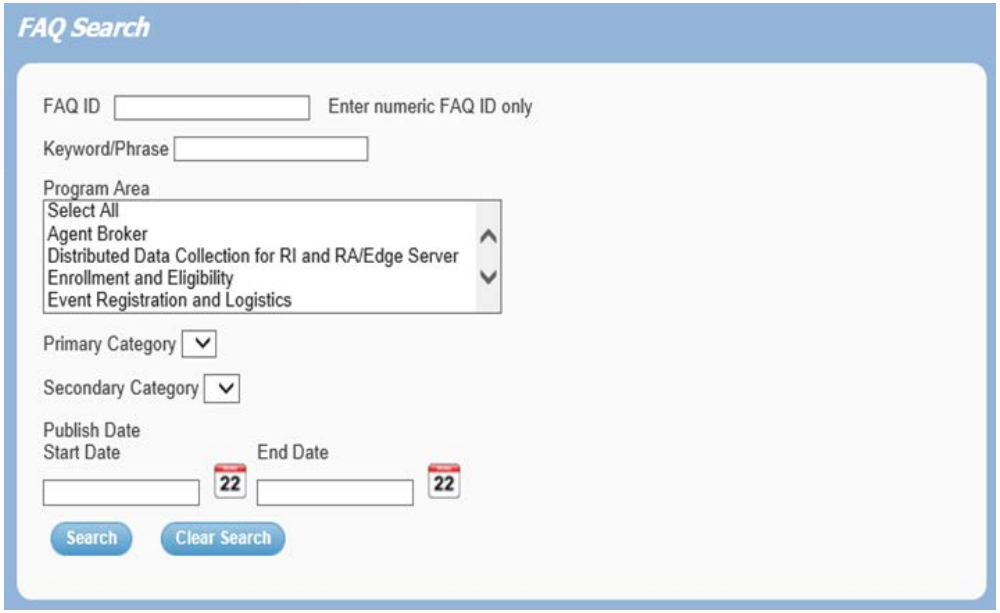
Select “Submit an Inquiry” from My Dashboard.



FAQ Database on REGTAP



The FAQ Database allows users to search FAQs by FAQ ID, Keyword/Phrase, Program Area, Primary and Secondary Categories, and Publish Date.



FAQ Database is available at https://www.REGTAP.info/

Closing Remarks