

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**Office of Information Services  
Center for Medicare**

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**DATE:** August 05, 2011

**TO:** All Medicare Advantage and Cost Organizations Systems Staff

**FROM:** Alan Constantian /s/  
Director, Information Services Design and Development Group

Cheri Rice /s/  
Director, Medicare Plan Payment Group

**SUBJECT: ESRD Disenrollments and Cancellations; Special TRR**

Recently MARx encountered a large volume of ESRD update notifications. These notifications have caused MARx to process enrollment cancellation transactions, resulting in payment adjustments due to the ESRD period update, some of which are incorrect.

The enrollment cancellation transactions were posted to Transaction Reply Reports (TRR) via Transaction Reply Codes (TRC) of 015 (Enrollment Cancelled) and/or 018 (Automatic Disenrollment). On July 22, 2011 CMS broadcast an important message via the MAPD Help Desk advising affected organizations to disregard these actions and continue providing services.

On July 29, 2011 CMS provided Parent Organizations with a spreadsheet containing information regarding that company's affected enrollees. This information was sent so that each organization could compare with their internal systems to identify the affected membership and restore the enrollment periods. If your Parent Organization did not receive an email from CMS, your membership was not involved.

CMS will process a data cleanup to restore the original enrollment period(s) and payment in CMS systems. Affected organizations will receive this information in a special TRR dated August 8, 2011. The special TRR will be populated with TRC 999 on the record of the restored enrollment. Please review this data and ensure the member's enrollment is restored.

In addition to restoring the cancelled enrollments, CMS will also reverse the associated payment adjustments, even if the 36-month adjustment limit would be exceeded.

## Special Informational TRR

The special TRR will follow the standard naming conventions below:

**Gentran mailbox:** P.Rxxxxx.DTRRD.Dyymmdd.Thhmsst.pn

**Connect:Direct (Mainframe):** zzzzzzzz.Rxxxxx.DTRRD.Dyymmdd.Thhmsst

**Connect:Direct (Non-Mainframe):** [directory]Rxxxxx.DTRRD.Dyymmdd.Thhmsst

TRR content summary:

Field No.	Field Name	Column Positions
1	HICN	(01-12)
2	Bene last name	(13-24)
3	Bene first name	(25-31)
5	Bene gender (sex)	(33-33)
6	Bene DOB	(34-41)
7	Record Type ("T")	(42)
8	Contract	(43-47)
15	TRC 999	(57-59)
18	Effective date	(63-70)
20	PBP	(72-74)
22	Transaction date	(76-83)
24	End date	(85-96)

## Impact on Premium Withholding Members

A small number of cancellations/disenrollments associated with incorrect TRCs 015/018 that occurred between 5/9 and 7/8 involve members in premium withholding status. SSA has stopped withholding plan premiums and refunded the members. Plan premiums withheld to date were recouped. Plans are to contact their members to obtain payment and to determine if they want to resume premium withholding for a future date. Note that, if CMS sent the corrected re-enrollments to SSA, they would reject due to the \$200 limit.

Cancellations/disenrollments that occurred after 7/8 involving members in premium withholding status were not sent to SSA. These members remain in withhold status and there is no action required by the plan. CMS will restore the premium payment option that was in effect at the time the enrollment was cancelled.

## Schedule

CMS has developed a schedule for the weekend of August 5, 2011 to incorporate this cleanup activity. Plans should be aware that CMS also has scheduled a mainframe outage from August 6, 2011 at 8am until August 7, 2011 at 2pm. MARx will not be available during these hours. CMS will make available the normal Daily TRR from Friday's nightly processing on Saturday, August 6, 2011 and will return to the normal Daily TRR schedule the morning of Tuesday, August 9, 2011. Transactions on the August 9, 2011 Daily TRR will be cumulative of Friday 9pm until Monday 9pm.

Plans should also note that a possible backlog of data processing may occur due to the system outage and cleanup activity. The MARx User Interface will be in "READ only" mode on Monday, August 8, 2011.

The Plan schedule For August 5, 2011 through August 9, 2011 is as follows:

- Friday (August 5)
- *Friday transaction processing until 9pm*
  
- Saturday (August 6)
- *TRR (Daily) available*
- *Mainframe Upgrade 8am – MARx down*
  
- Sunday (August 7)
- *Mainframe Upgrade cont. until 2pm – MARx down*
  
- Monday (August 8)
- *Special TRR (ESRD) available*
- *No TRR (Daily)*
- *MARx in "READ only" mode*
  
- Tuesday (August 9)
- *TRR (Daily) available (containing data from 8/5 to 8/8)*
- *Quarterly Medicaid updates included on Daily TRR*
- *Bi-weekly LIS available*
- *Full Enrollment File (FEF) available*
- *MARx in UPDATE mode*

Thank you for your attention. Please direct questions to the MAPD Help Desk at [mapdhelp@cms.hhs.gov](mailto:mapdhelp@cms.hhs.gov) or 1-800-927-8069