EDS & RAPS Operational User Group

01/26/2023 | 2pm-3:30pm

Joining Audio

Select a Speaker

✓ Speakers / Headphones (Realtek Audio)

Same as System

Test Speaker & Microphone...

Leave Computer Audio

Audio Settings...
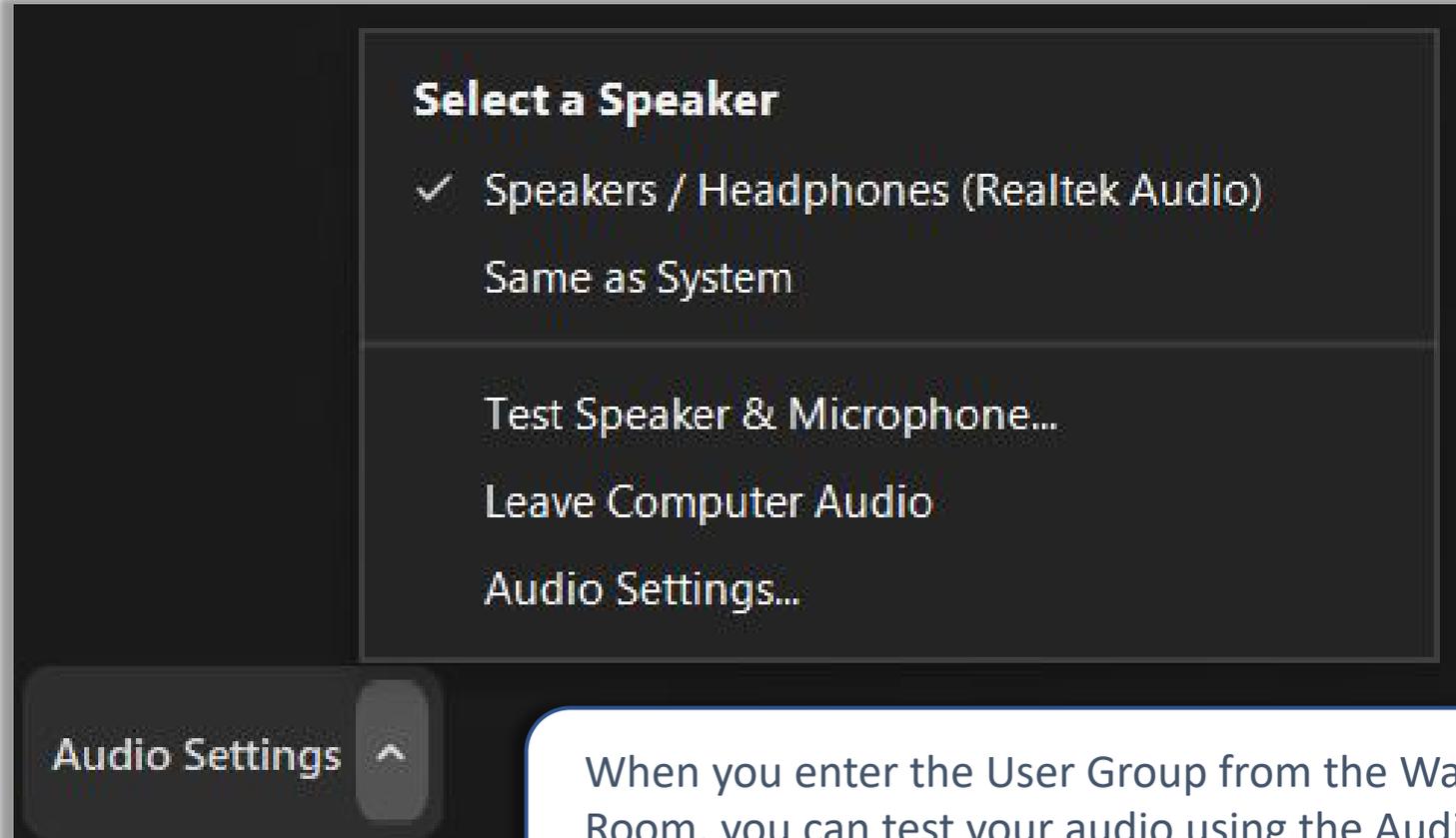
Audio Settings ^

Throughout the User Group, your microphone will be muted, and you will not be able to unmute yourself.

Unmute   Chat   Q&A

When you enter the User Group from the Waiting Room, you can test your audio using the Audio Settings button in the bottom right of your screen.

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Ask Questions in the Q&A Box

Your question and answered questions will appear here.

Type your question in the Q&A box and press the Send button.

Select the Q&A button on the toolbar at the bottom of your screen to open the Q&A box.

Question and Answer

Welcome
Feel free to ask the host and panelists questions

Where

Send anonymously   Cancel   Send

Unmute   Chat   Q&A

3

Polling

Polls will appear on your screen automatically when they are open.

1. When can I find the user group slide deck? (Single Choice) *

○ A.CSSC Operations

○ B.HPMS

○ C.Marx UI

Select your answer to the poll question and then Submit.

Submit

⌕ Who can see your responses?

Polls

You are viewing the poll results (shared by host)

Test Question for Screenshots

1. When can I find the user group slide deck? (Single Choice) *

A.CSSC Operations   100%

B.HPMS   0%

C.Marx UI   0%

Your answer: A.CSSC Operations

Close

Poll results, including your answer, will appear on the screen once the poll has closed.

Objectives

1 To open an exchange of information on a multitude of topics.

2 To analyze what areas could use additional training and guidance.

3 To highlight recently released information and resources available to plans.

Agenda

1 Plan Communications

2 HPMS Memos/Emails, August 2022 – January 2023

3 Resources Available to Plans

4 Risk Adjustment Reports

5 Encounter Data Submissions

6 Resources

7 HPMS Memos/Emails, January 2022 – July 2022

Plan Communications

HPMS Polling Question 1

How am I informed of Encounter Data System edits, updates and changes?

A. CSSC Listserv

B. HPMS.cms.gov

C. CSSC Operations

HPMS Polling Question 1 Answer

How am I informed of Encounter Data System edits, updates and changes?

A. CSSC Listserv

B. **HPMS.cms.gov**

C. CSSC Operations

The correct answer is **B**.

HPMS Polling Question 2

Select all that apply. Where are HPMS memos stored/archived?

A. CMS.gov

B. CSSCOperations.com

C. HPMS.cms.gov

D. Health & Human Services (HHS) Guidance Portal

HPMS Polling Question 2 Answer

Select all that apply. Where are HPMS memos stored/archived?

A. **CMS.gov**

B. CSSCOperations.com

C. **HPMS.cms.gov**

D. **Health & Human Services (HHS) Guidance Portal**

The correct answers are **A, C,** and **D.**

Note: To access memos on the HPMS website, you can log in to HPMS and search for announcements or you can subscribe to receive HPMS announcements via email by navigating to the HPMS home page and selecting the "Subscribe to the Listserv" button.

HPMS Memos/Emails (table)

Date	Subject
08/15/2022	2023 Full Risk Contract Option Election
08/15/2022	2023 Full Risk Contract Option Continuance
08/19/2022	Medicare Advantage Risk Adjustment Support Resources
09/12/2022	Email: ACTION: Payment Year 2021 Risk Adjustment Attestation Overdue
09/13/2022	2023 Full Risk Contract Option Election – Correction
09/21/2022	Email: Release of Medicare Advantage Encounter Data Submission Performance Reports – September 2022
09/28/2022	Encounter Data Software Release Updates: 2022 Quarter 3 Release
10/04/2022	Information on 2023 CMS-HCC ESRD Risk Adjustment Model and Updates to Monthly Membership (MMR) and Model Output Reports (MORs)

HPMS Memos/Emails (table cont.)

Date	Subject
11/23/2022	Email: Release of Encounter Data Report Cards Q3 2022
12/06/2022	Rerun of Payment Year (PY) 2016
12/09/2022	Encounter Data Front End System (EDFES) Translator Quantity Edit Updates for the 2023 Q1 Quarterly Release
12/13/2022	Email: Release of Medicare Advantage Encounter Data Submission Performance Reports – December 2022
12/15/2022	Risk Adjustment Methodology Computer-Based Training Series
12/22/2022	Rerun of Payment Year (PY) 2016 – Deadline Extension
12/23/2022	EDS & RAPS Operations User Group January 26, 2023
01/04/2023	Registration Open: EDS & RAPS Operations User Group January 26, 2023

Resources Available to Plans

Resources Polling Question 1

Who should I contact for Risk Adjustment (RA) and Encounter Data System (EDS) report restore requests?

A. Risk Adjustment Operations

B. Risk Adjustment Policy

C. CSSC Operations

D. MAPD Help Desk

Resources Polling Question 1 Answer

Who should I contact for Risk Adjustment (RA) and Encounter Data System (EDS) report restore requests?

A. Risk Adjustment Operations

B. Risk Adjustment Policy

C. **CSSC Operations**

D. MAPD Help Desk

The correct answer is **C.**

Resources Polling Question 2

Where can I go to find computer-based trainings (CBTs) regarding risk adjustment?

A. CMS.gov

B. HPMS.cms.gov

C. CSSCOperations.com

Resources Polling Question 2 Answer

Where can I go to find computer-based trainings (CBTs) regarding risk adjustment?

A. CMS.gov

B. HPMS.cms.gov

C. **CSSCOperations.com**

The correct answer is **C.**

Navigating CSSC Operations Website – Instructional Videos

Resources Polling Question 3

Under which section of the CSSC Operations website do I find assistance regarding acknowledgement reports and avoiding common edits?

A. Tools

B. Instructional Videos

C. Job Aids

Resources Polling Question 3 Answer

Under which section of the CSSC Operations website do I find assistance regarding acknowledgement reports and avoiding common edits?

A. Tools

B. Instructional Videos

C. **Job Aids**

The correct answer is **C.**

Navigating CSSC Operations Website – Job Aids

Resources Polling Question 4

Where can I find RA and EDS edit descriptions?

A. CMS.gov

B. CSSC Operations Topics Section

C. CSSC Operations Lookup Tools

Where can I find RA and EDS edit descriptions?

A. CMS.gov

B. CSSC Operations Topics Section

C. **CSSC Operations Lookup Tools**

The correct answer is **C.**

Navigating CSSC Operations Website - Tools

CSSC Operations Lookup Tools

Resources on CSSC Operations

- Complete and submit enrollment documents online.
- Sign up to receive listserv notifications that contain important updates and information.
- View how-to videos for common operations.
- View CBTs for more in-depth guidance on specific topics.
- Access self-service tools to assist with items such as edit lookup, SFTP (Secure File Transfer Protocol) password reset and report restores.

Resources on CSSC Operations (cont.)

- Easily locate information covered within User Group sessions via the Encounter Data and RAPS Webinar Topic Index.

- Access report and file layouts.

- Review Encounter Data FAQs about commonly asked questions and answers.

Risk Adjustment Reports

Report Polling Question 1

When are MAO-002 reports due to be posted?

A. One business day of receipt of files

B. Five business days of receipt of files

C. Immediately after receipt of files

D. Seven business days of receipt of files

Report Polling Question 1 Answer

When are MAO-002 reports due to be posted?

A. One business day of receipt of files

B. **Five business days of receipt of files**

C. Immediately after receipt of files

D. Seven business days of receipt of files

The correct answer is **B.**

Report Polling Question 2

When there is a difference between the filtering status of the MAO-002 and MAO-004 reports, the MAO-002 report is the source of the truth.

A. True

B. False

Report Polling Question 2 Answer

When there is a difference between the filtering status of the MAO-002 and MAO-004 reports, the MAO-002 report is the source of the truth.

A. True

B. **False**

The correct answer is **B.**

Note: The MAO-004 report is always the source of the assigned status for risk adjustment.

MAO-002 Report Job Aid

- CMS made updates to the MAO-002 report last Summer. The report provides information on the disposition status and error codes for all records and lines for each file that successfully passes all stages of front-end processing and is passed to EDPS.

- For additional information on the MAO-002 report and the changes made, you can view the job aid on the CSSC Operations website.

Report Polling Question 3

MAO-002 reports cannot be restored after 60 business days.

A. True

B. False

Report Polling Question 3 Answer

MAO-002 reports cannot be restored after 60 business days.

A. <mark>True</mark>

B. False

The correct answer is **A.**

Note: As a reminder, make sure you are downloading the report in a timely manner. After 60 days, the plans/submitters would need to request the reports from their third-party submitter (if applicable) or send a detailed email with justification as to why they need reports restored older than 60 days submission.

Report Polling Question 4

For what month does the MAO-004 report provide information?

A. The current month's submissions

B. The next month's submissions

C. The previous month's submissions

For what month does the MAO-004 report provide information?

A. The current month's submissions

B. The next month's submissions

C. **The previous month's submissions**

The correct answer is **C.**

Note: MAO-004 reports are only received if you have accepted submissions. If there are no submissions during the previous month you will not receive an MAO-004 report.

Report Polling Question 5

Where can a user find archived Model Output Reports (MOR) and MAO-004 reports?

A. CSSC Operations

B. Medicare Advantage Prescription Drug User Interface (MARx UI)

C. HPMS

Where can a user find archived Model Output Reports (MOR) and MAO-004 reports?

A. CSSC Operations

B. **MARx UI**

C. HPMS

The correct answer is **B.**

Accessing Archived Reports Using the Marx UI

For additional information on archived reports, view this [interactive tutorial.](interactive tutorial) Here you will learn how to sign into MARx UI with your active EUA user ID, how to search for archived reports, and how to retrieve the reports you have selected.
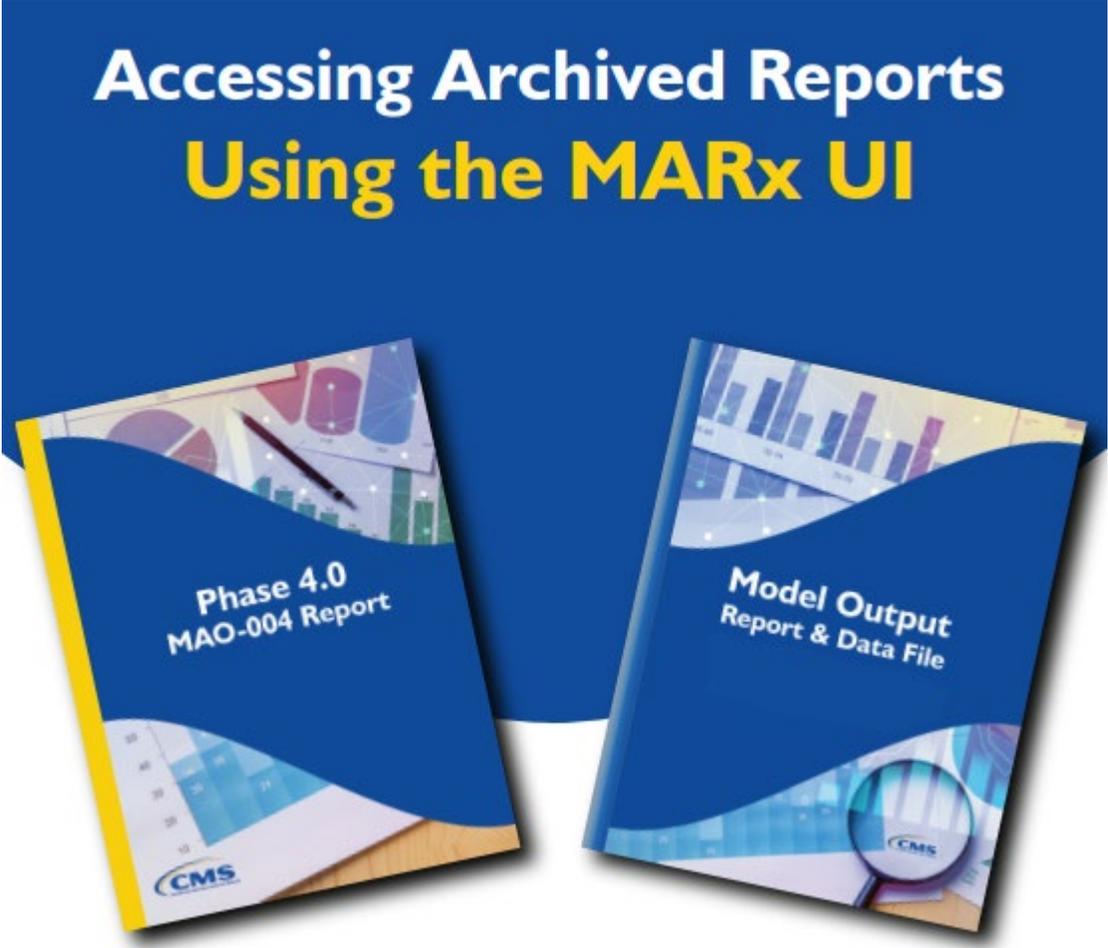
Report Polling Question 6

Where can a user access the Report Restore Request tool?

A. CSSC Operations

B. MARx UI

C. HPMS

Where can a user access the Report Restore Request tool?

A. **CSSC Operations**

B. MARx UI

C. HPMS

The correct answer is **A.**

CSSC Tools - Report Restore

- The online Report Restore Request tool allows plans with established connectivity to electronically request the restoration of reports.

- Multiple report restore requests can be submitted at the same time.

- Once the request is submitted, the available reports will be restored within 1-2 business days to the appropriate Submitter/Receiver ID destination based on how you are set up to send and receive information.

- If a report is unavailable, a response email will be sent to the requester explaining why a report is unavailable.

Restore Report Tool

- **Encounter** – TA1, 999, 277CA, MAO-001, MAO-002, Post Screener and Pre-Screen Validation

- **RAPS** – Return File, Transaction Error Report, Duplicate Diagnosis, Transaction summary report, Monthly Report and Monthly Cumulative Report

MAO-004 User Guide

- The MAO-004 is a monthly report informing MAOs and other entities of the risk adjustment eligibility of diagnosis data submitted on accepted Encounter Data Records (EDRs) and Chart Review Records (CRRs).

- CMS recently released the MAO-004 User Guide that provides an overview of the MAO-004 report. The guide includes information regarding filtering rules, designating families, accounting for diagnoses, and finally identifying diagnoses that make it to the risk adjustment model input file for Encounter Data risk adjustment. As we stated before, the MAO-004 report is to be used when reviewing risk adjustment eligibility of diagnoses.

- Use the following link to access the MAO-004 User Guide.

Phase 4.0
MAO-004 Report
User Guide

Report Polling Question 7

How are Model Output Report (MOR) files distributed to plans?

A. MARx mailboxes

B. MARx UI

C. HPMS Reports Module

Report Polling Question 7 Answer

How are Model Output Report (MOR) files distributed to plans?

A. **MARx mailboxes**

B. MARx UI

C. HPMS Reports Module

The correct answer is **A.**

Model Output Report & Data File User Guide

- In September 2021, CMS released the risk adjustment [Model Output Report User Guide](#) that is available for plans to view and download on the CSSC Operations website.

- The user guide provides information on accessing the MOR file layouts, examples of records in a MOR, and an explanation of how to use the report to verify the payment HCCs that are used to calculate each beneficiary's Part C and/or Part D risk score.
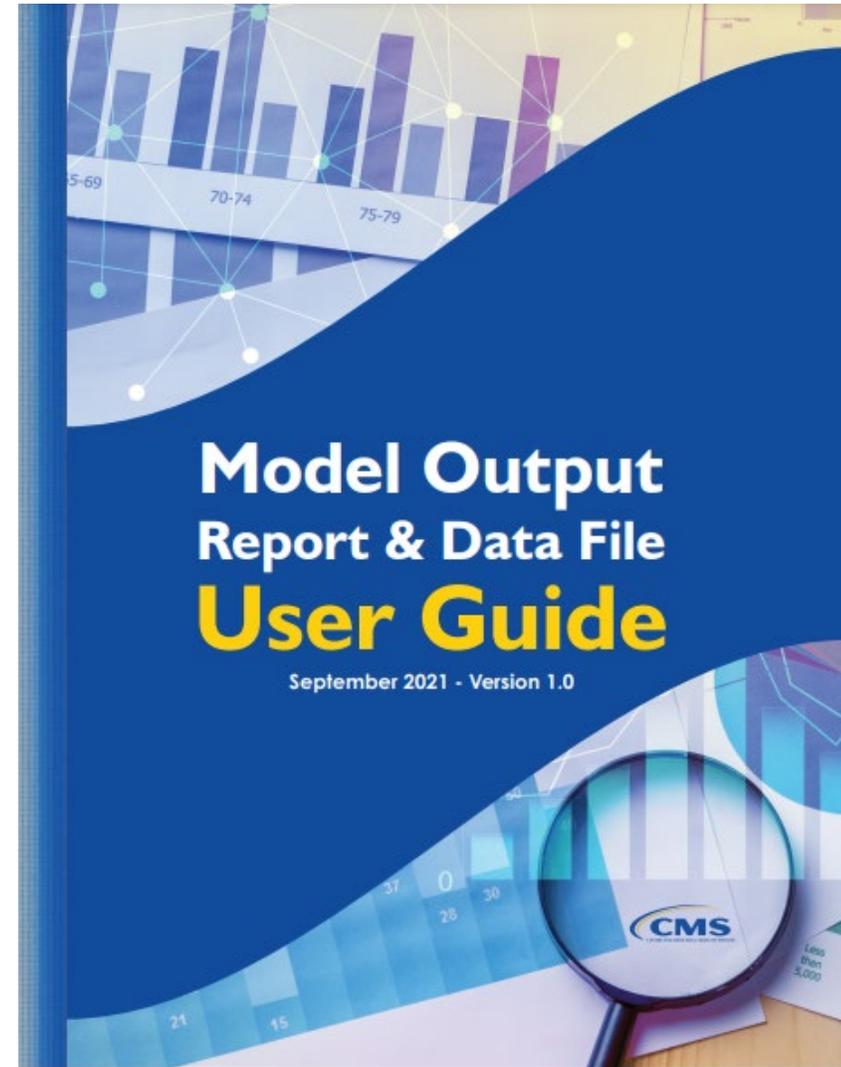
Where can plans find updated MAO-004 and MOR report layouts?

A. Plan Communications User Guide (PCUG)

B. CMS.gov

C. MARx UI

Report Polling Question 8 Answer

Where can plans find updated MAO-004 and MOR report layouts?

A. **Plan Communications User Guide (PCUG)**

B. CMS.gov

C. MARx UI

The correct answer is **A.**

Note: The PCUG was updated in December 2022 and contains information for using the MARx system, an overview of how plans will send data to CMS, as well as descriptions of the specific data files and reports that are exchanged between the plans and CMS.

Encounter Data Submissions

Submission Polling Question 1

Where do you submit encounter files to test your system?

A. Test environment

B. Production environment

C. Validation environment

Submission Polling Question 1 Answer

Where do you submit encounter files to test your system?

A. Test environment

B. **Production environment**

C. Validation environment

The correct answer is **B.**

Note: Test encounters are submitted to the production environment utilizing the Tier 2 testing guidance. The Tier 2 testing guidance is available in the Encounter Data Submission and Processing guide. The link for the guide is available on the resources slide at the end of this presentation.

Submission Polling Question 2 Answer

How soon after effective date must a plan be certified?

A. 2 months

B. 5 months

C. 6 months

D. **4 months**

The correct answer is **D.**

Note: The 4 months begins for PACE plans once they have enrolled beneficiaries.

Encounter Data Test Region

- Submitters must follow certification requirements documented on the CSSC Operations site.

- Certified plans can submit test files using the Tier 2 testing guidance available in the Encounter Data Submission and Processing Guide. The link to the guide is available on the Resources slide.

Encounter Data Certification Requirements

ENCOUNTER TESTING/CERTIFICATION	
All Plans (*Medicare Advantage, Cost, PACE*) and Third-Party Submitters	1 file containing a minimum of 50 encounters

Submission Requirements:
- Files must be identified using the Authorization Information Qualifier data element "Additional Data Identification" in the ISA segment (ISA01 = 03).
- Files must be identified using the Authorization Information data element to identify the "Test Certification File" in the ISA segment (ISA02 = TSTCERTFIL).
- Files must be identified as "Test" in the ISA segment (ISA15 = T).
- All files must pass with 100% acceptance rate.
- In the event more than the required number of encounters are submitted, the file must still receive a 100% acceptance rate.
- Upon certification for one of the 3 Encounter Data lines of business (Part A, Part B and DME), the submitter will be certified for ALL Encounter Data lines of business.

Submission Polling Question 3

Where can you find information about when the submission system is down?

A. System status on CSSC home page

B. CSSC Listserv

C. All of the above

Submission Polling Question 3 Answer

Where can you find information about when the submission system is down?

A. System status on CSSC home page

B. CSSC Listserv

C. **All of the above**

The correct answer is **C.**

Note: When the submission system is down there will be a notification under important updates on the CSSC home page, and a CSSC listserv will be sent.

From the following options, select all the actions required to submit a professional claim when the Total Claim Charge Amount exceeds $99,999.99 (Edit 178).

A. The encounter must be split.

B. The unit field should be submitted as 1.

C. The service line should be equally split.

D. Service line can not exceed $99,999.99.

E. The service line should not be split into equal amounts.

F. The unit field must be billed as 2.

Submission Polling Question 4 Answer

From the following options, select all the actions required to submit a professional claim when the Total Claim Charge Amount exceeds $99,999.99 (Edit 178).

A. **The encounter must be split.**

B. **The unit field should be submitted as 1.**

C. The service line should be equally split.

D. Service line can not exceed $99,999.99.

E. **The service line should not be split into equal amounts.**

F. The unit field must be billed as 2.

The correct answers are **A, B,** and **E.**

Where can a plan locate the data submission deadline schedule each year?

A. Risk adjustment deadline calendar is posted to the CSSC Operations website.

B. Risk adjustment deadlines are published in an HPMS memo.

Submission Polling Question 5 Answer

Where can a plan locate the data submission deadline schedule each year?

A. Risk adjustment deadline calendar is posted to the CSSC Operations website.

B. **Risk adjustment deadlines are published in an HPMS memo.**

The correct answer is **B.**

Future User Groups

Rank the following potential user group topics, with 1 being the topic in which you are most interested.

A. MAO-002 and MAO-004 Reports

B. Encounter Data Reject Edits

C. Submission Performance Reports

D. Encounter Data Report Cards

Resources

Resource	Link
CMS.gov HPMS memo Archive	https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/HPMS-Memos-Archive-Weekly
CSSC Operations Help Desk	Call: 1-877-534-2772 Email Address: csscoperations@palmettogba.com
MAPD Plan Communications User Guide (PCUG)	https://www.cms.gov/research-statistics-data-and-systems/cms-information-technology/mapdhelpdesk/plan_communications_user_guide
MAO-002 – Encounter Data Processing Status Report Job Aid	https://www.csscoperations.com/internet/csscw3.nsf/DIDC/X6984DGW4P~Job%20Aids~Encounter%20and%20Risk%20Adjustment%20Program
Accessing Archived Reports using MARx UI CBT	https://www.csscoperations.com/internet/csscw3.nsf/DIDC/US0HVXJ59D~Instructional%20Videos~Other%20Topics

Resources (cont.)

Resource	Link
Model Output Report User Guide	https://www.csscoperations.com/internet/csscw3.nsf/DIDC/ZKYRS3E41A~Job%20Aids~Encounter%20and%20Risk%20Adjustment%20Program
Encounter Data Certification Requirements	https://csscoperations.com/internet/csscw3.nsf/DIDC/BV1XCRKJ6H~EDI%20Onboarding%20and%20Connectivity~Submitter%20Onboarding%20Information
MAO-004 User Guide	https://www.csscoperations.com/internet/csscw3.nsf/DIDC/M0GJLGB6D8~Job%20Aids~Encounter%20and%20Risk%20Adjustment%20Program
Encounter Data Submission and Processing Guide	https://www.csscoperations.com/internet/csscw3.nsf/DIDC/7DFSBD3VAK~Encounter%20and%20Risk%20Adjustment%20Program%20(Part%20C)~Encounter%20Data%20Submission%20and%20Processing%20Guide
HHS Guidance Portal	https://www.hhs.gov/guidance/

Questions

Operational Questions

Encounter Data and Risk Adjustment Operational Communications/Inquiry Inbox:

RiskAdjustmentOperations@cms.hhs.gov

Policy Questions

Risk Adjustment Policy Communications Inbox:

RiskAdjustmentPolicy@cms.hhs.gov

HPMS Memos/Emails, January 2022 - July 2022

Date	Subject
01/10/2022	Deadline Reminder for Submitting Risk Adjustment Data for Use in Risk Score Calculation Runs for Payment Year 2021
02/2/2022	Advance Notice of Methodological Changes for Calendar Year (CY) 2023 for Medicare Advantage (MA) Capitation Rates and Part C and Part D Payment Policies
02/3/2022	Registration Open: Encounter Data Technical Assistance Call for PACE Organizations
02/4/2022	Encounter Data Software Release Updates: 2022 Quarter 1 Release
02/4/2022	Participation in 2022 HOS/HOS-M for MA Organizations Planning to Sponsor FIDE SNPs in 2023 - Response Needed by Friday, February 25, 2022
02/9/2022	ESRD and Part D Risk Scores for the Risk Adjustment Models Discussed in the 2023 Advance Notice
02/10/2022	Announcement of Enhancements to MAO-002 Report
02/18/2022	Release of Encounter Data Report Cards Q4 2021

HPMS Memos/Emails, January 2022 – July 2022 (cont.)

Date	Subject
02/22/2022	Participation in 2022 HOS/HOS-M for MA Organizations Planning to Sponsor FIDE SNPs in 2023 – Response Needed by Friday, February 25, 2022
03/25/2022	Encounter Data Front End System Edit Updates
03/25/2022	Registration Open Rescheduled Encounter Data Technical Assistance Call for PACE Organizations
04/4/2022	Announcement of Calendar Year (CY) 2023 Medicare Advantage (MA) Capitation Rates and Part C and Part D Payment Policies
04/11/2022	Announcement of Testing for Enhancements to the MAO-002 Report
04/15/2022	Reminder of Existing Obligation to Submit Accurate Risk Adjustment Data
04/15/2022	Incoming Files from CMS: Beneficiary-level file to support 2023 Part C bids & ESRD Risk Scores
04/15/2022	Incoming File from CMS: Beneficiary-level file to support 2023 Part D bids

Date	Subject
04/19/2022	Registration Open: Risk Adjustment for EDS & RAPS User Group: 2023 Rate Announcement
04/27/2022	2022 Frailty Scores and 2021 Health Outcomes Survey (HOS) or Health Outcomes Survey Modified (HOS-M) Activities of Daily Living (ADLs) Results
05/04/2022	Risk Adjustment Processing System (RAPS) and Encounter Data System (EDS) Submission – UPDATE
05/13/2022	Email: Release of Encounter Data Report Cards Q1 2022
05/18/2022	Deadline for Submitting Risk Adjustment Data for Use in Risk Score Calculation Runs for Payment Years 2021, 2022, 2023, and 2024
05/18/2022	Reporting Requirements for HEDIS Measurement Year (MY) 2022, HOS, and CAHPS Measures, and Information Regarding HOS and HOS-M for Frailty
05/25/2022	Rerun of Payment Year (PY) 2015
05/31/2022	Email: Release of Medicare Advantage Encounter Data Submission Performance Reports – May 2022

HPMS Memos/Emails, January 2022 - July 2022 (cont. 2)

Date	Subject
06/24/2022	Rerun of Payment Year (PY) 2015 – Deadline Extension
06/27/2022	Encounter Data Software Release Updates: 2022 Quarter 2 Release
06/27/2022	Encounter Data Front End System Software Release Updates: 2022 Quarter 3 Release
06/29/2022	Encounter Data Front End System Software Release Updates: 2022 Quarter 3 Release: Correction