

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 10592	Date: March 12, 2021
	Change Request 12067

SUBJECT: Fiscal Intermediary Shared System (FISS) - Eliminate Multiple Common Working File (CWF) Replies Received in the Same Cycle

I. SUMMARY OF CHANGES: This CR is a technical change to implement FISS' proposed solution to an issue where CWF approved replies are not always applied to the claim. FISS analysis of MAC CWF reply files found that there are instances when more than one CWF reply is processed in the same batch reply file. The first reply record updates the claim and subsequent replies are dropped. This change will modify FISS to remove duplicate replies from the batch CWF reply file to ensure that any CWF reply with a disposition indicating CWF accepted the claim is processed.

EFFECTIVE DATE: July 1, 2021

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

IMPLEMENTATION DATE: July 6, 2021

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: Medicare Administrative Contractors (MACs) request approval from the Centers for Medicare & Medicaid Services (CMS) to use a Tape-to-Tape Flag (TTF) of J on Medicare Part A claims when the Common Working File (CWF) posted the claim and FISS was not able to apply the response to the claim. This most commonly occurs when the claim is not in a status/location appropriate for FISS to apply the CWF reply. The use of the TTF of J creates an inconsistency between what is posted to CWF and FISS. The MACs must ask for CMS approval to use the TTF for each claim and this creates additional claims processing delays.

FISS completed research on the root cause of claims where the CWF approval to finalize the claim was not applied to the claim from the CWF reply file. FISS found that when multiple replies were present, FISS applied the first reply and bypassed any additional replies for the same claim. If the first response was not the approval to pay, the claim typically receives an Out of Service Area (OSA) response and continues to pend in FISS.

This change request will modify the FISS CWF reply file processing to remove duplicate requests and ensure any response with a disposition indicating the claim is posted at CWF is processed.

B. Policy: No policy impact.

II. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility									
		A/B MAC			D M E	Shared- System Maintainers				Other	
		A	B	H		F	M	V	C		
				H H H	M A C	I S S	C S	M S	V S	C W F	
12067.1	FISS shall modify CWF reply processing to remove duplicate replies for the same Health Insurance Claim Number (HICN) and Document Control Number (DCN).					X					
12067.1.1	FISS shall always retain the CWF reply with disposition equal to 01, 02, 03, 04 or 05 if present.					X					
12067.1.2	FISS shall retain a CWF reply with disposition UR,					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	
	CR or ER when there is not a reply with disposition 01, 02, 03, 04 or 05.									
12067.1.2.1	FISS shall prioritize the CWF reply with disposition UR when multiple replies with disposition UR, CR or ER are present.					X				
12067.1.3	FISS shall retain the first CWF reply in the file reply when no record with disposition 01, 02, 03, 04, 05, UR, CR or ER is present.					X				
12067.1.4	FISS shall exclude unsolicited responses when determining if a duplicate reply exists. Unsolicited responses shall not be dropped from the CWF reply file.					X				
12067.2	FISS shall include the reply disposition for duplicate CWF replies removed from the reply file on a new or existing report.					X				

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E M A C	C E D I
		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): Rita Hazlip, Rita.Hazlip@cms.hhs.gov

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

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

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ATTACHMENTS: 0