Program Memorandum
Intermediaries/Carriers

Transmittal AB-02-026   **Date: FEBRUARY 21, 2002**

CHANGE REQUEST 2024

SUBJECT: **System Networking Electronic Correspondence Referral System (SNECRS) User Guide**

Medicare contractors have indicated that with the development and implementation of the Electronic Correspondence Referral System (ECRS), Medicare Secondary Payer (MSP) staff are spending additional time keying beneficiary specific data and MSP information into ECRS where it already resides in the Common Working File (CWF). Medicare contractors have also indicated that prior to ECRS their standard systems did not require additional keying of this type of information when requesting beneficiary letters, third party payer notices, and recovery demands.

As a result of this additional burden to Medicare contractors, CMS requested a non-invasive application/tool be developed and tested that would minimize MSP staff manual efforts by reducing or eliminating unnecessary keystrokes when forwarding ECRS requests to the Coordination of Benefits Contractor (COBC). This request was taken into consideration and a technological solution was created by Palmetto GBA, called SNECRS. Palmetto GBA is a Medicare contractor with Part A, Part B, Durable Medical Equipment (DME) , Railroad Retirement Board (RRB), and Regional Home Health (RHH) lines of business. Palmetto GBA also developed and maintains the MSPPAY module that is used by all Medicare contractors to process secondary claims.

SNECRS is a Web based application that works in a PC/network based system. This application requires no changes, updates, or modifications to Medicare contractor's standard systems. The SNECRS application will map, identify, and scrape data from previously identified fields within CWF and paste the existing data into the appropriate ECRS screen(s) and field(s). "Scraping" and "pasting" existing data from CWF drastically reduces analyst keystrokes, errors, and time spent transmitting information to the COBC through ECRS.

Attachment 1 is the SNECRS User's Guide that will be used to navigate through the SNECRS application. The application will require a simple installation on the Medicare contractor's intranet server. Your technical support staff will provide you with an intranet address that will take you to the SNECRS application.

Attachment 2 is the SNECRS implementation schedule listed by Medicare contractor number. The mail receipt date indicated is the date by which you will receive this software. Medicare contractors must implement usage of this software application by March 30, 2002.

In addition to the software, the installation guide and another copy of the attached user's guide will be E-mailed to your technical support staff. The only exclusions for implementation are: 1) You already have a working application that performs the same functions as SNECRS, 2) You are currently working in a non-PC based standard system environment, or 3) You do not have the required intranet or any web server available to run this application. If you do not plan to implement based on any of the above exclusions, forward an explanation to your RO MSP Coordinator with a cc to your Consortia Contractor Management Systems Specialist (CCMS). This information should be sent within 10 days of final issuance of the PM.

The effective and implementation schedules are based on the necessity to reduce Medicare contractor work efforts and budget requests for the ECRS workload during the 2nd quarter and beginning of the 3rd quarter. This efficiency is conducive to the approved FY 2002 quarterly reductions for Medicare contractor MSP prepay budgets.

CMS-Pub. 60A/B

SNECRS Version 2.0 will be E-mailed to all Medicare contractors using SNECRS Version 1.0 after the implementation of ECRS 4.0 scheduled for April 15, 2002. This will be E-mailed to all Medicare contractor technical contacts by April 8, 2002.

NOTE: SNECRS Version 1.0 will not be compatible with ECRS 4.0.

The effective date for this program is February 21, 2002.

The implementation date for this program memorandum is March 30, 2002.

These instructions should be implemented within your current operating budget.

This program memorandum may be discarded after May 1, 2003.

If you have any questions regarding this PM, contact Danielle Barbour at 410-786-6468.

If you have technical questions during installation and/or implementation of SNECRS, contact Sandy Sowell at (803) 763-1312 or preferably by E-mail at SNECRS.adminl@palmettogba.com.

**System Networking Electronic Correspondence System
(SNECRS)**

User Guide

Version 1.0

Rev.02/01-January 2002

Systems Networking Correspondence Referral System (SNECRS) Introduction

This document explains the purpose of SNECRS and how to use the SNECRS application for submitting MSP Inquiries and CWF assistance requests to the Coordination of Benefits Contractor (COBC) via the Electronic Correspondence Referral System (ECRS).

DISCLAIMER - This document assumes the user has working knowledge of ECRS and is familiar with the navigational tools of their web browser (i.e., Netscape, Internet Explorer).

Within this User's Guide the following topics are covered:

> What is SNECRS
> Getting Started in SNECRS
> Using SNECRS to Process an ECRS CWF Assistance Request or MSP Inquiry
> Submitting CWF Assistance Request through SNECRS
> Submitting MSP Inquiries through SNECRS
> Return/Select another Beneficiary's Record

What is SNECRS

SNECRS is an intranet-based tool that allows a user to submit CWF Assistance Requests and MSP Inquiry records to the COBC via ECRS. It is designed to minimize manual efforts by reducing or eliminating unnecessary keystrokes. SNECRS provides a consolidated single-page display of all current MSP Occurrences on CWF and pending ECRS requests so that the operator is able to more quickly identify the record(s) that require action. As within ECRS, the operator will only be able to view those ECRS requests that are affiliated with their individual ECRS access code and contractor number. SNECRS will pre-fill the appropriate data elements required by ECRS, prompt the user for changes, updates, or comments as required and then submit the requested action to ECRS. SNECRS also eliminates the need to manage multiple sessions (i.e. HIMR, ECRS), and multiple screen migrations within those sessions by consolidating the actions, data collection, and data submission as needed.

Getting Started in SNECRS

To begin using SNECRS, ***launch your web browser*** (Internet Explorer, Netscape, etc.) Your technical support staff will provide you with an intranet ***address*** that will take you to the SNECRS application. Enter this ***address*** into the navigation bar of your browser

(S*uggestion: Use the favorites or bookmark feature of your browser to mark this site for future access*).

Once on the site you will be presented with the **SNECRS LOG IN** screen. To Login you will need to provide the following information:

> **Your USER ID** (this is your current local CICS RACF ID)
>
> **Your Password** (this will be the current password associated with the ID above)
>
> **Contractor ID** (your 5 digit contractor ID#)
>
> **Contractor Access Code** (your ECRS Access Code)
>
> **System Context** (Test vs. Production Region)

Once you have entered all of the required information, select and click on the "**login**" button. You will then be forwarded to the **SNECRS Request** screen.

Using SNECRS to process a CWF Assistance Request or MSP Inquiry

On the **SNECRS Request** screen, you will be prompted to enter / select the following information:

> **Beneficiary HIC number**

HIMR Region Identifier (default value is "Local" but all HIMR regions are selectable)

Once the Beneficiary HIC# is entered and the Region has been selected, click "**Submit**" (or hit "**ENTER**").

If the beneficiary does <u>not</u> have a record in the HIMR region you selected, you will receive an error message. Verify the Beneficiary HIC# and region selected is correct. Re-enter/correct the information as required and choose "**Submit**" (or hit "**Enter**").

If the Beneficiary HIC# is valid and exists in the region selected, SNECRS will return the **Beneficiary MSP Detail** Page that displays the following:

- Beneficiary Demographic information.
- Current CWF MSP Occurrences, as denoted by the **RED** title bars.
- Current open/pending CWF Assistance Requests (denoted by the **YELLOW** title bar and associated with the relevant MSP occurrence).
- Summary of previously submitted MSP Inquiries. (SNECRS displays a summary of all current open MSP Inquiries at the bottom of the **Beneficiary MSP Detail** page. CLICKING on the number to the left of each record will display the detail of this record. After reviewing this detail, simply use you browser's **BACK** button to return to the **Beneficiary MSP Detail** page).

You will have three options once this page is displayed:

Option 1.   Choose a segment to Request an Update.

Option 2.   Choose to submit an MSP Inquiry.

Option 3.   Click on the **Return/Select A New Beneficiary Record** button (allows you to return to the SNECRS Start Page where you may select another beneficiary and/or region).

Option 1.   Submitting CWF Assistance Requests through SNECRS

To request an update to an existing MSP occurrence:

- ✓ Select the occurrence/segment by clicking on the number located to the left (i.e. 001, 002, …007…). This selection will take you to the **CWF Assistance Request** page
- ✓ On this page you are prompted to select (via drop down selections) the **Action Code** and **Source Code** for your request. Once your selections are made,
- ✓ Click on "**Submit**" (or hit **"Enter"**) to send your request. SNECRS will then present the user with a page requesting any additional information required for the type of action selected prior to submitting to ECRS.
- ✓ Complete the fields on the page (all displayed fields are required)*

    NOTE: SNECRS will only display those fields requiring data specific to the type of request being submitted. All other information,(e.g., beneficiary demographic data, will be "input" by SNECRS at the time of submission).

- ✓ Click "**Submit**" (or hit "**Enter**"). At this time your request will be submitted to ECRS and you will be returned to the **Beneficiary MSP Detail** page where you can:

a. Make another CWF assistance request for a different MSP segment for this same beneficiary by simply repeating the steps above, **<u>or</u>**

b. Request to submit an MSP Inquiry (see Option #2), **<u>or</u>**

c. You can select another beneficiary's record (see #3).

NOTE: Always verify that you have selected the correct beneficiary prior to proceeding with any update.

Option 2. Submitting MSP Inquiries through SNECRS

If the current **Beneficiary MSP Detail** page does display the CWF Occurrence you are seeking, you will need to submit an MSP Inquiry.
To submit an MSP Inquiry:

✓ Select the **Add MSP Inquiry** button at the bottom of the **Beneficiary MSP Detail** page.

✓ This button will display the **MSP Inquiry Detail** page.

✓ Key the required data.

   NOTE: SNECRS will pre-fill this screen with data from the Beneficiary's CWF record. You will only need to complete the remaining required fields to complete the request.

✓ Click "**Submit**" (or hit "**Enter**") At this time your request will be submitted to ECRS and you will be returned to the **Beneficiary MSP Detail** page where you can:

   a. Make another MSP Inquiry for this same beneficiary by simply repeating the steps above, **<u>or</u>**

   b. You can select another beneficiary's record (see #3).

NOTE: Always verify that you have selected the correct beneficiary prior to proceeding with any update.

Option 3. Return/Select Another Beneficiary's Record

After you have finished processing requests for the current beneficiary selection:

✓ Click on **Return/Select A New Beneficiary Record** (allows you to return to the SNECRS Start Page where you may select another beneficiary/region).

In addition to the **Return/Select** action above, the **Beneficiary MSP Detail** page also displays a Login button at the top of the page. The **Login** button will enable you to be taken back to the **SNECRS Login** page if your session terminates after a period of inactivity.

SNECRS Implementation Schedule

Palmetto GBA – 00885	**1/16/2002**	**VI**
Palmetto GBA – 00880	**1/16/2002**	VI
Palmetto GBA – 00882	**1/16/2002**	VI
Palmetto GBA – 00380	**1/16/2002**	VI
North Carolina Part A – 00382	**1/16/2002**	IV
Trailblazer – 00400, 00900, 00901, 00902, 00903	**1/16/2002**	VI
Carefirst – 00190	**1/16/2002**	III
BCBS of Kansas – 00650,00655, 00740	**1/16/2002**	VII
BCBS of Kansas – 00150	**1/16/2002**	VII
Premera – 00430	**1/16/2002**	X
BCBS OK – 00340	**1/23/2002**	VI
NHIC (EDS) – 31146	**1/23/2002**	IX
NHIC (EDS) – 31140	**1/23/2002**	IX
AdminaStar Ohio (Anthem) – 00332	**1/23/2002**	V
AdminaStar Indiana (Anthem) – 00130, 00630, 00635	**1/23/2002**	V
AdminaStar Illinois (Anthem) – 00131	**1/23/2002**	V
Empire Blue – 00308, 00803	**1/23/2002**	II
WPS Wisconsin – 00951	**1/23/2002**	V
WPS Illinois – 00952	**1/23/2002**	V
WPS Michigan – 00953	**1/23/2002**	V
Empire Blue – 00805	**1/23/2002**	II
Healthnow Western New York – 00801	**1/23/2002**	II
UGS WI – 00450	**1/30/2002**	V
UGS VA – 00453	**1/30/2002**	V
UGS Michigan – 00452	**1/30/2002**	V
UGS California – 00454	**1/30/2002**	IX
BCBS of Nebraska – 00260	**1/30/2002**	VII
BCBS of Wyoming – 00460	**1/30/2002**	VIII
Nationwide – 16360, 16510	**1/30/2002**	V
AdminaStar KY (Anthem) – 00160, 00660	**1/30/2002**	IV
BCBS Arkansas – 00520, 00521, 00522, 00523, 00528	**1/30/2002**	VI
BCBS of Montana – 00250	**1/30/2002**	VIII
BCBS MS – 00230	**1/30/2002**	IV
BCBS of Montana – 00751	**1/30/2002**	VIII
NHIC – 31142	**2/7/2002**	I
NHIC – 31143	**2/7/2002**	I
NHIC – 31144	**2/7/2002**	I
NHIC – 31145	**2/7/2002**	I
Highmark – 00363	**2/7/2002**	III
WPS Minnesota – 00954	**2/7/2002**	V
Cahaba GBA, Mississippi – 00512	**2/7/2002**	IV
Cahaba GBA, BCBSAL – 00511	**2/7/2002**	IV
FCSO-CT – 00591	**2/7/2002**	I
FCSO – 00590	**2/7/2002**	IV
BSBS RI – 00370,00870	**2/7/2002**	I
Cigna - 05655	**2/7/2002**	IV/X
Healthnow – 00811	**2/7/2002**	III
Mutual of Omaha - 52280	**2/13/2002**	VII

Medicare NW – 00350, 00410	**2/13/2002**	X
Highmark (HGSA) – 00865	**2/13/2002**	III
Anthem East (BCBSNH) – 00270	**2/13/2002**	I
Anthem East (Associate Hospital Service) – 00180/00181	**2/13/2002**	I
Regence BCBS – 00910	**2/13/2002**	VIII
Noridian – 00320	**2/13/2002**	VIII
Noridian Mutual Insurance – Iowa Environment - 00826	**2/13/2002**	VIII
Noridian Mutual Insurance – Midwest Environment – 00820, 00824, 00825, 00889	**2/13/2002**	VIII
Noridian Mutual Insurance – Southwest Environment – 00832, 00833, 00834,	**2/13/2002**	VIII
Noridian Mutual Insurance – Northwest Environment – 00831, 00835, 00836	**2/13/2002**	VIII
Cahaba GBA, Iowa – 00011	**2/13/2002**	VII
BCBSAZ Part A – 00030	**2/13/2002**	IX
Riverbend GBA – 00390	**2/13/2002**	IV
Cahaba GBA, BCBSAL – 00010, 00510	**2/13/2002**	IV
BCBSGA – 00101	**2/13/2002**	IV
Cooperativa de Seguros de Vida de PR – 00468	**2/13/2002**	II