Program Memorandum
Intermediaries/Carriers

Department of Health & Human Services (DHHS)
Centers for Medicare & Medicaid Services (CMS)

Transmittal AB-02-135

Date: OCTOBER 11, 2002

CHANGE REQUEST 2359

SUBJECT: **System Networking Electronic Correspondence Referral System (SNECRS) 1.3 User and Installation Guides for Testing and Production**

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 standard systems. The SNECRS application will map, identify, and scrape data from previously identified fields within Common Working File (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.

Attachment 2 is the SNECRS installation guide to be used by the contractor's technical staff to install this version of SNECRS. As with each update of SNECRS, it is asked that Medicare contractors update all servlets and jar files. No other updates are necessary.

This Program Memorandum (PM) affects only those Medicare contractors currently using or testing SNECRS. All Medicare contractors that were unable to meet the implementation dates as noted in Change Requests 2024 and 2217 (and are still testing) should have submitted a request for extension through their RO MSP Coordinator with a cc to their Consortia Contractor Management Systems Specialist (CCMS). Medicare contractors that have received an approved extension should continue to work with PalmettoGBA to install and run SNECRS. Testing of SNECRS will occur during existing platform availability days and hours.

As previously communicated, 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.

In addition a SNECRS status is required from all Medicare contractors by October 8, 2002. If you have been granted a waiver, are still testing, or have not begun testing, please respond as applicable to, DBarbour@cms.hhs.gov . Include any associated and affected contractor numbers on your status response.

Version 1.3 will be e-mailed to all technical contacts by September 8, 2002. SNECRS version 1.3 is compatible with ECRS 5.0. As a result of ECRS 5.0 testing, if it is determined that a replacement version of ECRS is necessary, a subsequent and compatible version of SNECRS will be e-mailed to all technical contacts by September 23, 2002.

If you have any questions regarding this PM, contact Danielle Barbour at 410-786-6468 or dbarbour@cms.hhs.gov**.**

Technical questions during installation or implementation of SNECRS prior to October 7, 2002, should be directed to Sandy Sowell at (803) 763-1312 or preferably by e-mail at SNECRS.adminl@palmettogba.com.

CMS-Pub. 60AB

Technical inquiries and questions occurring on or after, October 8, 2002, should be directed to GHI's help desk technical support staff at (212) 615-4647 or (212) 615-4677. In addition, you may e-mail questions/concerns to the COBC via Internet address at COB@ghimedicare.com. Inquiries received by PalmettoGBA on or after October 8, 2002 will be redirected to GHI.

The effective date for this PM is October 8, 2002.

The implementation date for this PM is October 8, 2002.

These instructions should be implemented within your current operating budget.

This PM may be discarded after February 28, 2003.

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

User Guide

Version 1.3

Rev.02/01-July 2002

Systems Networking Correspondence Referral System (SNECRS) Introduction

This document explains the purpose of SNECRS and how to use the SNECRS application for submitting Medicare Secondary Payer (MSP) Inquiries and Common Working File (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 (e.g., 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 be able to view only 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)
>
> **Contractor Rep Name** (Contractor representative name)
>
> **Contractor Rep Telephone** (Telephone number of contractor rep)
>
> **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)
> **Sex Code if Required field**

Once the Beneficiary HIC# is entered and the Region has been selected and the Sex Code (if necessary) is entered, 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), and

NOTE: SNECRS will display only 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, **or**

    b. Request to submit an MSP Inquiry (see Option 2), **or**

    c. You can select another beneficiary's record (see Option 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 not 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, **or**

    b. You can select another beneficiary's record (see Option 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 take you back to the **SNECRS Login** page if your session terminates after a period of inactivity.

SNECRS Installation Guide

SNECRS Installation Guide
Release 1.3 – 9/8/02

SNECRS has been updated to version 1.3 to accommodate the changes in ECRS new version 5.0. Listed below are all steps necessary to upgrade to SNECRS version 1.3. These instructions assume that you are currently running version 1.2 with all correct files installed on your Web server. Changes must be made on the server where SNECRS is currently installed. SNECRS must be updated to version 1.3 in order to function with ECRS 5.0.

Release 1.2 Upgrade Instructions

1. All classes (servlets) have been updated and are included in the attached snecrs_executables.zip file. Please use these files to replace all classes where they are currently located on your Web server. Please delete any old versions of class files. A list of all class files (servlets) is below:

   [Servlets]
   ECSnecrs_LogIn.class
   ECSnecrs_Request.class
   ECSnecrs_NewInquiry.class
   ECSnecrs_NewAssist.class

   ECSnecrs_InquiryDetail.class
   ECSnecrs_Inventory.class
   TestServlet.class

2. All jar files **except for connectors.jar** have been updated and are included in the attached snecrs_executables.zip file. Please use these files to replace the jar files where they are currently located on your Web server. Please delete any old versions of updated jar files. A list of all jar files is below. **Do not alter or replace the connectors.jar file.**

   [.jar Files]
   pgba.jar   (formerly EcomUtil.jar in release 1_0)
   Snecrs.jar
   tn3270.jar
   Connectors.jar **(Do not replace)**

   Please remember to restart your server after replacing any files.

3. Please perform an inventory check to provide evidence of implementation of the SNECRS 1.2. To create an inventory follow the instructions below:

   - Replace all files as required in steps 1 and 2 above.
   - Make sure the ECSnecrs_Inventory.class in the same directory location as all SNECRS servlets listed above.

- Execute the ECSnecrs_Inventory.class from your Web browser. This test will be executed the same way as the testservlet. The servlet may be executed from a Web browser by requesting the url as in the following example. Replace 'host_name' and 'application_directory_structure' with your own values after installation.

  http://host_name/application_directory_structure/ECSnecrs_Inventory

- When executed, this servlet will output an html formatted page to the requesting client browser with all inventory information.
- Save the resulting html page and email to snecrs.admin@palmettogba.com to indicate successful installation of SNECRS 1.3.

4. Listed below are all known issues from the SNECRS 1.2 release that have been corrected in version 1.3.

   Cannot insert into protected field error message.
   This has been corrected in the new snecrs.jar contained in SNECRS version 1.3.

   PHP-(Pre-Paid Health) date we get an error; PH: Not on Page 1 error message.
   This has been corrected in the snecrs.jar contained in the new SNECRS version 1.3.

   Inventory servlet having difficulties with specific directory structures.
   This has been corrected in the new ECSnecrs_Inventory.class contained in version 1.3

   SNECRS_PROD_XXXX.conf]   com.pgba.util.EComUtil.EComCfgException: Missing 'ECRSClass' parameter in…
   Please go to your snecrs.conf file and add the following line under The HIMR class line and above the HIMR Connect line: ECRSClass = ECSnecrs_ECRS.