Program Memorandum
Intermediaries/Carriers

Transmittal AB-03-082

Date: JUNE 6, 2003

CHANGE REQUEST 2548

SUBJECT: Medicare Secondary Payer (MSP) Prepayment and Post Payment Workload Reporting -Activity Code (AC) Definitions

The budget preparation process for the MSP function for the Medicare intermediary and carrier contractor budget has historically been described in the Fiscal Administration- Part I of the Medicare Intermediary Manual (MIM) and the Medicare Carriers Manual (MCM). These manuals no longer describe the MSP activity codes and workload activities that contractors are required to report in the Contractors Administrative-Budget & Financial Management System (CAFM II). With the implementation of the MSP Coordination of Benefits Contractor (COBC), and the MSP Post Payment Debt Referral and Write-Off--Closed activities and Activity Based Costing (ABC), new CAFM II workload reporting instructions are necessary to ensure consistent reporting of contractors' workload. In this Program Memorandum (PM) you will find ACs, and new AC definitions, tasks, and reporting requirements for Workloads 1, 2, and 3. The information outlined in this instruction will assist you in consistent and accurate reporting of your MSP Prepayment and Post Payment budget costs and their accompanying workloads. This PM has been designed to serve as your ongoing guide to your preparation of your annual MSP Medicare Integrity Program (MIP) Budget and discusses, in detail, the MSP ACs.

The MSP Prepayment activities are to be reported under the following:

- AC 22001 MSP Prepayment Activities,

- AC 22005 MSP Hospital Audits/On-site Reviews.

The MSP Post Payment activities are to be reported under the following:

- AC 42021 Debt Collection/Referral

- AC 42002 Liability, No-fault, Workers' Compensation, Federal Tort Collection ACT (FTCA) recoveries,

- AC 42003 Group Health Plan,

- AC 42004 MSP General Inquiries, and

- AC 42006 Outreach.

It is important to understand that a single counted workload in sections I and II may be reflective of multiple tasks and the costs associated with these tasks. Refer to section III of this PM for specific information regarding these workload tasks and reporting.

CMS- Pub. 60AB

I. MSP Prepayment Workload Reporting

    A. AC 22001--MSP Prepayment Activities, MSP prepayment tasks that result in the proper payment or the non-payment of an active Medicare bill/claim are to be counted as defined below and reported under AC 22001 in the appropriate workload in CAFM II.

- Workload 1: The number of MSP claim edits processed by MSP staff and the number of "I" records manually prepared that are necessary to complete the processing of a bill /claim. (While current reports are available to report this workload, a future instruction will be issued to ensure that claims processing systems will provide standard/consistent reporting for Workload 1.)

NOTE: No costs associated to the keying of a claim, an adjustment or another payer's Explanation of Benefits (EOB)/Remittance Advice (RA) should be reported in MSP MIP budget workloads.

- Workload 2: The number of MSP Prepayment Electronic Correspondence Referral System (ECRS) transmissions that affect the proper payment of an active Medicare bill/claim. ECRS transactions may be referred to as electronic requests and referrals. These include ECRS MSP Inquiries, used when there is no existing or related MSP record on the Common Working File (CWF) and the ECRS CWF Assistance Requests, used when the existing information on CWF should be updated or the MSP record has been deleted.

- Workload 3: The number of prepayment Congressional inquiries and hearing requests processed, including follow up with the COBC.

    B. AC 22005--Hospital Audits/On-site Reviews, MSP hospital audit/review tasks must be counted as defined below and reported under AC 22005 in CAFM II:

- Workload 1: Count all completed on-site audits. (Costs for in-process audits and follow up on audits will be reported, but no count for these tasks will be included in Workload 1, unless a report has been issued to the provider.)

NOTE: This is not a carrier activity.

II. MSP Post Payment Workload Reporting

    A. AC 42002--Liability, No-fault, Workers' Compensation and FTCA, All costs of activities associated with the identification and establishment of a MSP recovery claim specific to the named activity.

- Workload 1: The number of recovery demand letters issued.

- Workload 2: Number of incoming correspondence and/or telephone calls related to an existing case for which the contractor has lead responsibility, plus the number of MSP Post Payment case-related ECRS transactions performed as a result of incoming Correspondence.

- Workload 3: The number of notices of Medicare's conditional payment amount issued for cases for which the contractor has lead responsibility plus the number of Inter-contractor notices (ICN) responded to for which you do not have lead responsibility.

B. AC 42003--Group Health Plans, All costs of activities associated with recovery of all Medicare mistaken payments specific to the named activity.

- Workload 1: The number of GHP recovery demand letters issued.

- Workload 2: The number of MSP Post Payment case related ECRS transactions performed.

C. AC 42021--Debt Collection/Referral, All costs of activities associated with the collection of all MSP debts and the referral of eligible delinquent MSP debt under the Debt Collection Act of 1996.

- Workload 1: The number of responses to initial demand letters received from the debtor or their agent (other than a simple acknowledgment of receipt).

- Workload 2: The number of Intent to Refer (ITR) to Department of Treasury letters issued, plus the number of responses received to ITRs from the debtor or their agent (other than a simple acknowledgment of receipt). This includes telephone calls, checks and letters.

- Workload 3: The number of referrals to the Department of Treasury plus the number of Treasury Action Forms received.

D. General Inquiries--AC 42004, All costs of activities associated to MSP correspondence that is not case or active claim specific.

- Workload 1: The number of general MSP inquiries (correspondence) resolved that are non-case related and non-active claim related that are received either by email, fax, phone or letter. This includes OBRA 93 requests. This workload cannot include any inquiry related to an established debt. However, voluntary (unsolicited) refunds having no known case, or established debt are reported in this AC.

- Workload 2: The number of non-case related and non-active claim related ECRS transmissions performed. These ECRS transmissions do not fit within the descriptions provided for ACs 22001, 42021, 42002, and 42003. These are usually correspondence related and may result in, (1) the addition of a CWF MSP auxiliary file when there is no existing or related MSP record or, (2) an update of existing information, which includes re-establishment of a MSP auxiliary file.

- Workload 3: The number of onetime inquiries requesting outreach materials (which may/may not include the reproduction of those materials).

E. Outreach, AC 42006-- All costs of activities associated to the development and presentation of MSP material for target audiences.

- Workload 1: The number of offsite seminars, workshops, or face-to-face meetings.

- Workload 2: The number of media, brochures, audiotapes, by topic, created or revised.

- Workload 3: The number of changes/updates or any new modules related to the Web page and/or Web based training modules.

III. Specific Information: MSP ACs, Tasks and Workload Definitions

The attached charts display the ACs and the AC definitions, as well as, the workload reporting requirements for Prepayment and Post Payment MSP. Activity Dictionaries will be published as part of the Budget and Performance Requirements (BPRs) each year. Contractors will report all MSP workloads to the CAFM II system using the information provided in this instruction. Contractors will continue to refer to the annual CMS BPRs for any changes to the workloads defined in this instruction or the tasks referenced in this instruction.

The following information applies when reporting workload and costs in CAFM II and when preparing the MSP budget requests and/or supplemental budget requests.

1. All MSP MIP costs are to be allocated to MSP CAFM II codes. For guidance on reporting cost categories related to MSP, including overhead costs, refer to §§1212.9, 1212.10,4212.9, and 4212.10 found in Part 1, Fiscal Administration MIM and MCM, respectively.

2. A single piece of incoming correspondence or any action may only be counted once. Correspondence includes all written (includes checks), faxed, e-mailed materials and telephone calls.

3. Recovery demands must be reported at the demand level, not the claim level. For a GHP based recovery demand to a third party payer, count each Report ID or each beneficiary where a single cover demand letter is used for multiple debts. For a GHP based recovery demand to a beneficiary or a provider, physician or other supplier, the recovery demand may be counted only once regardless of the number of providers, physicians, or other suppliers involved in a beneficiary demand or the number of beneficiaries involved in the provider, physician or other supplier recovery demand.

4. Where a workload count includes more than one task, contractors must be able to provide task-specific totals upon request, e.g., AC 42021, Workload 3, requires a count of more than one task. The costs and workload counts reported must also be available, upon request, at site level if the contractor performs the task at more than one location.

5. The Chief Financial Officers' (CFO) reporting activities (M751/MC751 report) are not MSP MIP costs and must be reported as contractor overhead costs. This includes CNC ("write-off, currently not collectible") reclassifications.

6. MSP appeal determinations, tracking and reporting are not MSP MIP activities or costs. They must be reported along with Non-MSP appeals for workload purposes and must be included in the Program Management Appeals budget. Only clerical support provided by the MSP staff, i.e., copying a file, if necessary, is a cost to MSP and would be reported under Activity Code 42004, General Inquiries.

7. The keying of claims, adjustments (including those resulting from appeals/re-openings), and other payer EOBs/RAs are not MSP MIP costs.

8. Establishing a routine termination date on a CWF record does not require an ECRS transmission.

9. Correspondence related to an established debt (i.e., after the demand) is always case related and is reported in AC 42021.

10. The Activity Dictionary lists tasks associated with a particular AC but does not attempt to specify responsibility for a particular task. For example, carriers are no longer lead contractors

for <u>new</u> Liability, No-Fault, Workers' Compensation, or FTCA cases. Consequently, the bulk of carrier reporting for AC 42002 will be for Workload 3. Similarly, intermediaries will have no OBRA 93 workload to report under AC 42004.

11. The CWF automatic notice is intended to be an automated update to contractor internal files as are other data exchanges/responses to and from CWF. These are not MSP Prepayment costs. Costs to MSP Prepayment, AC 22001, include only necessary ECRS transmissions that may result from the automated update. However, note that the CWF data received via the automatic notice should be considered the correct data and changes to that data must be justified. Issuance of demand letters and related recovery activities resulting from the automatic update are MSP Post Payment costs. Recovery activities do not include keying and processing adjustment bills through the standard system. These are bill payment costs.

12. Intermediary credit balance tasks are not MSP MIP costs. They must be reported as overhead costs.

13. Claims that are automatically (system determination) returned to the provider prior to claim adjudication or automatically (system determination) denied are not considered MSP claims for reporting costs or workload under AC 22001.

14. "I" records automatically created for secondary payment and sent to CWF by the standard systems are not charged to AC 22001.

15. No "I" records can be based on receipt of a piece of correspondence. A MSP ECRS Inquiry should be submitted when there is no existing or related MSP record on the CWF. A CWF Assistance Request should be submitted when the information on the CWF is incorrect or the MSP record has been deleted.

16. "I" GHP and non-GHP records cannot be created and then terminated in one occurrence for unsolicited/voluntary refunds and/or MSP settlements, judgments or awards. Instead, a MSP ECRS Inquiry or CWF Assistance Request must be prepared. An exception: a Non-GHP "I" record is needed to make a conditional payment.

17. MSP prepayment edits include only those occurring after initial claim entry. Only the comparison of an EOB/RA data attached to the MSP claim to HIMR/CWF data to identify the presence/absence of a CWF MSP Aux File record is charged to AC 22001, keying the EOB/RA data is a PM bill/claim cost.

18. ECRS workload counts include keying into the ECRS screens and follow up as necessary. A report will be available through ECRS that will provide you with the number of ECRS transactions prepared under each AC. See the Activity Dictionaries for specific codes that will be required when preparing an ECRS transaction.

19. If contractors receive a "cc" piece of correspondence, it does not require action and does not get counted.

These instructions are only changing the way contractors will report MSP workload. These instructions do not affect contractors' total costs.

The *effective date* for this PM is October 1, 2003.

The *implementation date* for this PM is the October 1, 2003.

These instructions should be implemented within your current MSP Operating Budget.

This PM may be discarded after October 1, 2004.

Contractors should direct any questions to their RO MSP coordinator. ROs may direct MSP Prepayment questions to Donna Kettish at Dkettish@cms.hhs.gov and MSP Post Payment questions to Jennifer Rickrode at JRickrode@cms.hhs.gov.

Attachment

Attachment			FY 04 MSP PREPAYMENT & POSTPAYMENT INTERMEDIARY ACTIVITY DICTIONARY		
CAFM Code	**Activity Name**	**Definition**	**Tasks**		**Workload**
22001	**MSP Bill Prepayment Activities**	All costs of activities associated to continued processing of a MSP claim after it enters the claims processing system, subsequent to initial claim entry, and activities necessary to aid in the processing of MSP Prepay-related Congressionals and hearings. **References:** • PM AB-03-016 • PM AB-03-020 • PM AB-03-024 • PM AB-02-089 • PM AB-02-107 • PM (Change Request 2548) • MIM, Part 3, Chapter 3, § 3682 • PM AB-02-140	a. Resolve MSP claim edits occurring in the claim adjudication process within the standard systems and in response to CWF verification and validation b. Compare EOB/RA data attached to the MSP claim to HIMR/CWF data to identify the presence/absence of a CWF MSP Aux File record and to continue claim processing c. Contact the provider (for clarification- not development) if necessary, to avoid suspending the claim d. Add termination dates to MSP auxiliary records previously established on CWF with a "Y" validity indicator when no discrepancy exists in the validity of the CWF information and an active claim (simple terminations) e. Prepare a CWF Assistance Request to terminate a record **only** when a system problem exists or it fits existing CWF error codes/subject to the 6-month rule f. Work MSP suspended claims that have not processed through to final payment decision including: -Override a claim using conditional payment codes to process the claim as primary -Prepare an "I" record to accommodate an override -Determine to pay as primary or secondary or deny -Follow up on COBC development/actions -Address CWF Automatic Notices g. Complete MSP ECRS Inquiries and CWF Assistance Requests necessary to process the receipt of a claim through to payment or denial – Use C in the ECRS AC field. h. Follow up on prepay CWF Assistance Requests within designated timeframes i. Create "I" records when enough claim information exists to add a new CWF MSP Aux File record j. Process Congressional inquiries and hearings related to MSP Prepay functions and follow up with COBC within designated timeframes		**Workload 1** The number of MSP claim edits resolved in the claim adjudication and CWF verification and validation processes and the "I" records manually prepared, necessary to complete the processing of a claim. **Workload 2** The number of ECRS MSP Inquiries and CWF Assistance Requests transmitted to the COBC. **Workload 3** The number of MSP prepay Congressional and hearing requests processed, including follow up with the COBC.

CAFM Code	Activity Name	Definition	FY 04 MSP PREPAYMENT & POSTPAYMENT INTERMEDIARY ACTIVITY DICTIONARY	Workload
			Tasks	
22005	**MSP Hospital Audits/On-site Reviews**	All costs of activities associated with the onsite review of hospitals, completion of reports and follow-up. **References:** • PM A-02-021 • PM (Change Request 2548) • MIM, Part 3, Chapter 7, § 3693	a. Conduct on-site hospital reviews b. Prepare review reports to providers c. Conduct follow-up on corrective action plans with providers	**Workload 1** The number of **completed** on-site reviews when a provider report has been submitted.
42002	**Liability, No-Fault, Workers' Compensation, Federal Tort Claim Act (FTCA)**	All costs of activities associated with the identification and establishment of a MSP Recovery claim specific to the named activity. **References**: • MIM, Part 3, Chapter 5, Section 3400 • MIM, Part 3, Chapter 7, Section 3600, • MIM Part 3, Chapter 9, Section 3899 • PM (CR 2548) • PM AB-02-140	a. Research Medicare paid claims to identify claims related to a pending settlement, judgment, or award b. Identify Medicare's conditional payment amount c. Issue subsequent conditional payment amount notices (when appropriate) d. Respond to all case related inquiries (includes congressional inquiries) prior to the demand. e. Issue Inter-contractor notices (ICN) requests, as appropriate f. Respond to ICN requests g. Enter appropriate termination dates to CWF h. Calculate the Medicare recovery amount i. Issue recovery demand to appropriate individual or entity j. Coordinate with RO all pre-demand compromise requests. k. Coordinate with CMS to effectuate FTCA recoveries l. Follow CMS directives for access to OSCAR, UPIN, & NSC data m. Perform appropriate case related ECRS transactions. Use **N** in the ECRS AC field.	**Workload 1:** The number of recovery demand letters issued. **Workload 2:** The number of incoming Correspondence plus the number of resultant ECRS transactions. **Workload 3:** The number of notices of Medicare's conditional payment amount issued for cases which the contractor has lead responsibility plus the number of ICNs responded to for which you do not have lead responsibility.

			FY 04 MSP PREPAYMENT & POST PAYMENT INTERMEDIARY ACTIVITY DICTIONARY	
CAFM Code	**Activity Name**	**Definition**	**Tasks**	**Workload**
42003	**Group Health Plan**	All costs of activities associated with recovery of all Medicare mistaken payments specific to the named activity. **References**: • MIM, Part 3, Chapter 5, Section 3400 • MIM, Part 3, Chapter 7, Section 3600, • MIM, Part 3, Chapter 9, Section 3899 • PM (CR 2548) • PM AB-02-140	a. Install/run Data Match tapes b. Perform all Data Match and Non-Data Match history searches c. Develop & issue recovery demand letters (Data Match, Non-Data Match and DPP demands, as well as, demands resulting from 42 CFR 411.25 notices) taking into account existing search parameters and tolerances, if any d. Check CWF prior to mailing of recovery demands to ensure valid MSP periods if contractors' systems will not recognize an existing termination date on a MSP record e. Respond to any pre-demand Data Match & Non Data Match incoming correspondence (including Congressionals) related to a case f. Perform all MPaRTS status code updates related to actions up to and through the issuance of a recovery demand g. Perform appropriate case related ECRS transactions. Use **G** in the ECRS AC field.	**Workload 1:** The number of GHP recovery demand letters issued. **Workload 2:** The number of MSP post payment case related ECRS transactions performed.

CAFM Code	Activity Name	Definition	FY 04 PREPAYMENT & POST PAYMENT INTERMEDIARY ACTIVITY DICTIONARY	
			Tasks	**Workload**
42004	**MSP General Inquires**	All costs of activities associated to MSP correspondence that is not case or active claim specific. **References:** • MIM, Part 3, Chapter 5, Section 3400 • MIM, Part 3, Chapter 7, Section 3600, • MIM, Part 3, Chapter 9, Section 3899 • PM (CR 2548) • PM-AB-02-140	a. Perform appropriate general (non-case related and non-active claim related) ECRS transactions, including those that may be necessary for voluntary refunds/unsolicited refunds. Use I in the ECRS AC field. b. Take action on non-active claim and non-case related letters (including voluntary refunds/unsolicited refunds), faxes, e-mails, or telephone inquiries c. Respond to one time inquiries for outreach materials which may include the reproduction of these materials (those not counted in 42006) d. Enter non-case related and non-active claim related CWF termination dates e. Respond to OBRA 93 requests not related to an existing debt f. Perform only necessary clerical support for Appeals staff to make determinations	**Workload 1:** The number of general MSP inquiries resolved. **Workload 2:** The number of non-case related & non-active claim related ECRS transactions performed. **Workload 3:** The number of one-time inquiries requesting outreach materials.

			FY 04 MSP PREPAYMENT & POST PAYMENT INTERMEDIARY ACTIVITY DICTIONARY	
CAFM Code	**Activity Name**	**Definition**	**Tasks**	**Workload**
42006	**Outreach**	All cost of activities associated to the development and presentation of MSP material to or for target audiences	a. Develop and /or revise/update audience appropriate outreach materials of recovery and presentation, e.g. beneficiary/insurer/provider handout materials(booklets and brochures) and internet Web sites b. Develop training materials and perform outreach presentations c. Maintain and reproduce outreach materials as necessary d. Respond to written and phone request for outreach materials [Note: a onetime inquiry requesting outreach materials(which may /may not include reproduction of these materials should be reported under AC 42004-General Inquiries]	Workload 1: The number of educational seminars, workshops, educational classes and /or face to face meetings. Workload 2: the number of videos or brochures created and /or revised. Workload 2: the number of changes/ updates or any new modules related to the WEB page and /or web based training modules.

			FY 04 MSP PREPAYMENT & POSTPAYMENT INTERMEDIARY ACTIVITY DICTIONARY	
CAFM Code	**Activity Name**	**Definition**	**Tasks**	**Workload**
42021	**Debt Collection/ Referral**	All costs of activities associated with the collection of all MSP debts and the referral of eligible delinquent MSP debt under the Debt Collection Act of 1996. **References:** • MIM, Part 3, Chapter 5, Section 3400 • MIM, Part 3, Chapter 7, Section 3600, • MIM, Part 3, Chapter 9, Section 3899 • PM AB-00-11 (CR 899) • PM AB-01-24 (CR 1280) • PM AB-01-83 (CR 1538) • PM AB-02-102 (CR 2145) • PM (CR 2548) • PM AB-02-140	a. Ensure proper recovery of MSP debts b. Respond and resolve all correspondence (including Congressionals) or other inquiries regarding a debt c. Timely adjudicate and post checks received d. Review and respond timely to "Extended Repayment Plan" (ERP) requests and monitor ongoing ERPs e. Resolve all post demand 1870 waiver requests f. Validate debts using CWF and other available appropriate information before issuing the "Intent to Refer" (ITR) letter g. Issue ITRs to the appropriate individual or entity (includes the acknowledgement letters, and the preparation of CWF assistance requests & ECRS inquiries) h. Resolve all Treasury Action form requests and perform appropriate recall actions, if necessary i. Perform appropriate debt related ECRS transactions (CWF assistance requests & ECRS inquiries). Use D in the ECRS AC field. j. Refer delinquent debts, as appropriate to Treasury k. Take appropriate referral actions for all compromise or waiver of interest requests l. Develop/complete write-off – closed recommendations and take appropriate action when approval given. m. Update all appropriate systems that detail the progression of a debt. (e.g. MPARTS, DCS, etc.) n. Ensure all MSP report detail are available and complete and can support reported figures. (i.e., MSP savings)	**Workload 1:** The number of responses to initial demand letters received from the debtor /agent. **Workload 2:** The number of intent to refer to Treasury letters (ITRs) & the number of responses received from ITRs. **Workload 3:** The number of referrals to Treasury plus the number of Treasury action forms received.

			FY 04 MSP PREPAYMENT & POST PAYMENT CARRIER/DMERC ACTIVITY DICTIONARY	
CAFM Code	**Activity Name**	**Definition**	**Tasks**	**Workload**
22001	**MSP Bill Prepayment Activities**	All costs of activities associated to continued processing of a MSP claim after it enters the claims processing system, subsequent to initial claim entry, and activities necessary to aid in the processing of MSP Prepay-related Congressionals and hearings. **References:** • PM AB-03-016 • PM AB-03-020 • PM AB-03-024 • PM AB-02-089 • PM AB-02-107 • PM (Change Request 2548) • MCM, § 2370, 3300, 4300 and 13450 • PM AB-02-140	a. Resolve MSP claim edits occurring in the claim adjudication process within the standard systems and in response to CWF verification and validation b. Compare EOB/RA data attached to the MSP claim to HIMR/CWF data to identify the presence/absence of a CWF MSP Aux File record and to continue claim processing c. Contact the provider (for clarification- not development) if necessary, to avoid suspending the claim d. Add termination dates to MSP auxiliary records previously established on CWF with a "Y" validity indicator when no discrepancy exists in the validity of the CWF information and an active claim (simple terminations) e. Prepare a CWF Assistance Request to terminate a record **only** when a system problem exists or it fits existing CWF error codes/subject to the 6-month rule f. Work MSP suspended claims that have not processed through to final payment decision including: -Override a claim using conditional payment codes to process the claim as primary -Prepare an "I" record to accommodate an override -Determine to pay as primary or secondary or deny -Follow up on COBC development/actions -Address CWF Automatic Notices g. Complete MSP ECRS Inquiries and CWF Assistance Requests necessary to process the receipt of a claim through to payment or denial – Use C in the ECRS AC field. h. Follow up on prepay CWF Assistance Requests within designated timeframes i. Create "I" records when enough claim information exists to add a new CWF MSP Aux File record j. Process Congressional inquiries and hearings related to MSP Prepay functions and follow up with COBC within designated timeframes	**Workload 1** The number of MSP claim edits resolved in the claim adjudication and CWF verification and validation processes and the "I" records manually prepared, necessary to complete the processing of a claim. **Workload 2** The number of ECRS MSP Inquiries and CWF Assistance Requests transmitted to the COBC. **Workload 3** The number of MSP prepay Congressional and hearing requests processed, including follow up with the COBC.

			FY 04 MSP PREPAYMENT & POST PAYMENT CARRIER/DMERC ACTIVITY DICTIONARY	
CAFM Code	**Activity Name**	**Definition**	**Tasks**	**Workload**
42002	**Liability, No-Fault, Workers' Compensation, Federal Tort Claim Act (FTCA)**	All costs of activities associated with the identification and establishment of a MSP Recovery claim specific to the named activity. **References**: • MCM, Part 3, Chapter II/ Section 2370's, • MCM, Part 3/ Chapter III Section 3300's, • MCM Part 3, Chapter IV/ Section 4300's • MCM Part 3/ChapterXIII/Section 13450	a. Research Medicare paid claims to identify claims related to a pending settlement, judgment, or award b. Identify Medicare's conditional payment amount c. Issue subsequent conditional payment amount notices (when appropriate) d. Respond to all case related inquiries (includes congressional inquiries) prior to the demand. e. Issue Inter-contractor notices (ICN) requests, as appropriate f. Respond to ICN requests g. Enter appropriate termination dates to CWF h. Calculate the Medicare recovery amount i. Issue recovery demand to appropriate individual or entity j. Coordinate with RO all pre-demand compromise requests. k. Coordinate with CMS to effectuate FTCA recoveries l. Follow CMS directives for access to OSCAR, UPIN, & NSC data m. Perform appropriate case related ECRS transactions. Use **N** in the ECRS AC field.	**Workload 1:** The number of recovery demand letters issued. **Workload 2:** The number of incoming Correspondence plus the number of resultant ECRS transactions. **Workload 3:** The number of notices of Medicare's conditional payment amount issued for cases which the contractor has lead responsibility plus the number of ICNs responded to for which you do not have lead responsibility.
42003	**Group Health Plan**	All costs of activities associated with recovery of all Medicare mistaken payments specific to the named activity. **References**: • MCM Part 3/Chapter II/Section 2370's, MCM Part 3/ChapterIII, Section 3300's • MCM, Part 3, Chapter IV, Section 4300's, • MCM, Part 3/Chater XIII, Section 13450 • PM(CR2548) • PMAB-02-140	a. Install/run Data Match tapes b. Perform all Data Match and Non-Data Match history searches c. Develop & issue recovery demand letters (Data Match, Non-Data Match and DPP demands, as well as, demands resulting from 42 CFR 411.25 notices) taking into account existing search parameters and tolerances, if any d. Check CWF prior to mailing of recovery demands, if contractors' systems will not recognize an existing termination date on an MSP record, to ensure valid MSP periods e. Respond to any pre-demand Data Match & Non Data Match incoming correspondence (including congressionals) related to a case f. Perform all MPaRTS status code updates related to actions up to and through the issuance of a recovery demand g. Perform appropriate case related ECRS transactions. Use **G** in the ECRS AC field.	**Workload 1:** The number of GHP recovery demand letters issued. **Workload 2:** The number of MSP post payment case related ECRS transactions performed.

			FY 04 MSP PREPAYMENT & POST PAYMENT CARRIER/DMERC ACTIVITY DICTIONARY	
CAFM CODE	**Activity Name**	**Definition**	**Tasks**	**Workload**
42004	**MSP General Inquires**	All costs of activities associated to MSP correspondence that is <u>not</u> <u>case or active claim</u> <u>specific</u>. **References:** • MCM, Part 3/, Chapter II, Section 2370's • MCM, Part 3/ Chapter III, Section 3300's, • MCM, Part 3/ Chapter IV, Section 4300's • MCM Part3/ChapterXIII/ • Section13450 • PM (CR 2548) • PM AB-02-140	a. Perform appropriate general (non-case related and non-active claim related) ECRS transactions, including those that may be necessary for voluntary refunds/unsolicited refunds. Use I in the ECRS AC field. b. Take action on non-active claim and non-case related letters (including voluntary refunds/unsolicited refunds), faxes, e-mails, or telephone inquiries c. Respond to one time inquiries for outreach materials which may include the reproduction of these materials (those not counted in 42006) d. Enter non-case related and non-active claim related CWF termination dates e. Respond to OBRA 93 requests not related to an existing debt f. Perform only necessary clerical support for Appeals staff to make determinations	**Workload 1:** The number of general MSP inquiries resolved. This includes OBRA 93 requests. **Workload 2:** The number of non-case related & non-active claim related ECRS transactions performed. **Workload 3:** The number of one-time inquiries requesting outreach materials.

			FY 04 MSP PREPAYMENT & POST PAYMENT CARRIER/DMERC ACTIVITY DICTIONARY	
CAFM Code	**Activity Name**	**Definition**	**Tasks**	**Workload**
42006	**Outreach**	All cost of activities associated to the development and presentation of MSP material to or for target audiences	a. Develop and /or revise/update audience appropriate outreach materials of recovery and presentation, e.g. beneficiary/insurer/provider handout materials(booklets and brochures) and internet Web sites b. Develop training materials and perform outreach presentations c. Maintain and reproduce outreach materials as necessary d. Respond to written and phone request for outreach materials [Note: a onetime inquiry requesting outreach materials(which may /may not include reproduction of these materials should be reported under AC 42004-General Inquiries]	**Workload 1**: The number of educational seminars, workshops, educational classes and /or face to face meetings. **Workload 2**:The number of videos or brochures created and /or revised. **Workload 2**: The number of changes/ updates or any new modules related to the WEB page and /or web based training modules.

			FY 04 MSP PREPAYMENT & POSTPAYMENT CARRIER/DMERC ACTIVITY DICTIONARY	
CAFM Code	**Activity Name**	**Definition**	**Tasks**	**Workload**
42021	**Debt Collection/ Referral**	All costs of activities associated with the collection of all MSP debts and the referral of eligible delinquent MSP debt under the Debt Collection Act of 1996 **References:** • MCM, Part 3, Chapter II,Section 2370's • MCM, Part 3, Chapter III, Section 3300, • MCM, Part 3, Chapter IV, Section 4300's • MCM Part 3 Chapter VIII/Section 13450 • PM AB-00-11 (CR 899) • PM AB-01-24 (CR 1280) • PM AB-01-83 (CR 1538) • PM AB-02-102 (CR 2145) • PM (CR 2548) • PM AB-02-140	a. Ensure proper recovery of MSP debts b. Respond and resolve all correspondence (including congressionals) or other inquiries regarding a debt c. Timely adjudicate and post checks received d. Review and respond timely to "Extended Repayment Plan" (ERP) requests and monitor ongoing ERPs e. Resolve all post demand 1870 waiver requests f. Validate debts using CWF and other available appropriate information before issuing the "Intent to Refer" (ITR) letter g. Issue ITRs to the appropriate individual or entity (includes the acknowledgement letters, and the preparation of CWF assistance requests & ECRS inquiries) h. Resolve all Treasury Action form requests and perform appropriate recall actions, if necessary i. Perform appropriate debt related ECRS transactions (CWF assistance requests & ECRS inquiries). Use D in the ECRS AC field. j. Refer delinquent debts, as appropriate to Treasury k. Take appropriate referral actions for all compromise or waiver of interest requests l. Develop/complete write-off – closed recommendations and take appropriate action when approval given. m. Update all appropriate systems that detail the progression of a debt. (e.g. MPARTS, DCS, etc.) n. Ensure all MSP report detail are available and complete and can support reported figures. (i.e., MSP savings)	**Workload 1:** The number of responses to initial demand letters received from the debtor /agent. **Workload 2:** The number of intent to refer to Treasury letters (ITRs) & the number of responses received from ITRs. **Workload 3:** The number of referrals to Treasury plus the number of Treasury action forms received.