

|   |   |
|---|---|
| <b>CMS Manual System</b>                | <b>Department of Health &amp; Human Services (DHHS)</b>   |
| <b>Pub 100-20 One-Time Notification</b> | <b>Centers for Medicare &amp; Medicaid Services (CMS)</b> |
| <b>Transmittal 11076</b>                | <b>Date: October 28, 2021</b>                             |
|   | <b>Change Request 12055</b>                               |

**SUBJECT: User Change Request (UCR): Fiscal Intermediary Shared System (FISS) - Workload Reports to Capture Optical Character Reader (OCR) and Paper Claim Counts Correctly**

**I. SUMMARY OF CHANGES:** Since the implementation of the 5010 OCR format, FISS does not correctly identify OCR claims on the workload reports. Medicare Administrative Contractors (MACs) have to manually capture the number of OCR claims entered into the system and adjust the workload reports. This UCR will correct the FISS Workload Reports to capture the OCR claims and report them on line 38.

**EFFECTIVE DATE: April 1, 2022**

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

**IMPLEMENTATION DATE: April 4, 2022**

*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.

| <b>R/N/D</b> | <b>CHAPTER / SECTION / SUBSECTION / TITLE</b> |
|--------------|---|
| 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

|             |                    |                        |                       |
|-------------|--------------------|------------------------|-----------------------|
| Pub. 100-20 | Transmittal: 11076 | Date: October 28, 2021 | Change Request: 12055 |
|-------------|--------------------|------------------------|-----------------------|

**SUBJECT: User Change Request (UCR): Fiscal Intermediary Shared System (FISS) - Workload Reports to Capture Optical Character Reader (OCR) and Paper Claim Counts Correctly**

**EFFECTIVE DATE: April 1, 2022**

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

**IMPLEMENTATION DATE: April 4, 2022**

**I. GENERAL INFORMATION**

**A. Background:** FISS Workload Reports are used by the MACs to complete Monthly Status Reports (MSR) required by the Centers for Medicare and Medicaid Services (CMS). Currently, the FISS reports do not reflect the number of hardcopy claims entered through Optical Character Reader (OCR) devices. The MACs have to manually count the OCR claims and adjust the totals on the FISS Workload Reports to populate the CMS MSR. This UCR will correct the FISS Workload Reports to capture the number of 5010 OCR claims received and report it on Page 1, Section D, Line 38.

**B. Policy:** This is a correction to existing system functionality and has no policy impacts.

**II. BUSINESS REQUIREMENTS TABLE**

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

| Number    | Requirement   | Responsibility |   |     |            |                           |     |     |     |       |
|-----------|---|----------------|---|-----|------------|---------------------------|-----|-----|-----|-------|
|           |   | A/B MAC        |   |     | DME<br>MAC | Shared-System Maintainers |     |     |     | Other |
|           |   | A              | B | HHH |            | FISS                      | MCS | VMS | CBF |       |
| 12055.1   | The contractor shall modify all workload reports that capture hardcopy claim counts to recognize the 5010 OCR claims and report the total OCR claims on the report. |                |   |     |            | X                         |     |     |     |       |
| 12055.1.1 | The contractor shall report the 5010 OCR claims on page 1, section D, line 38 of the workload reports.  |                |   |     |            | X                         |     |     |     |       |
| 12055.1.2 | The contractor shall evaluate claims with a Uniform Bill Code of 9 to determine the claim origin and count only claims that meet all criteria for OCR claims.       |                |   |     |            | X                         |     |     |     |       |
| 12055.2   | The contractor shall modify the 5010 OCR load process to populate claim audit trail with  |                |   |     |            | X                         |     |     |     |       |

| Number  | Requirement  | Responsibility |   |     |            |                           |     |     |   |       |
|---------|--|----------------|---|-----|------------|---------------------------|-----|-----|---|-------|
|         |  | A/B MAC        |   |     | DME<br>MAC | Shared-System Maintainers |     |     |   | Other |
|         |  | A              | B | HHH |            | FISS                      | MCS | VMS | CWF   |       |
|         | OCR-LOAD in the Oper ID to allow the MACs to easily identify OCR claims.   |                |   |     |            |                           |     |     |   |       |
| 12055.3 | The MAC shall provide OCR files to FISS for use in unit and alpha testing no later than November 12, 2021.                     |                |   |     |            |                           |     |     | J5<br>A/B<br>MAC,<br>J8<br>A/B<br>MAC,<br>JE<br>A/B<br>MAC,<br>JF<br>A/B<br>MAC |       |
| 12055.4 | Contractor shall fully test the updates to the workload reports because the Single Testing Contractor cannot test OCR changes. |                |   |     |            |                           |     |     | J5<br>A/B<br>MAC,<br>J8<br>A/B<br>MAC,<br>JE<br>A/B<br>MAC,<br>JF<br>A/B<br>MAC |       |

### III. PROVIDER EDUCATION TABLE

| Number | Requirement | Responsibility |   |     |            |      |
|--------|-------------|----------------|---|-----|------------|------|
|        |             | A/B<br>MAC     |   |     | DME<br>MAC | CEDI |
|        |             | A              | B | HHH |            |      |
|        | None        |                |   |     |            |      |

### IV. SUPPORTING INFORMATION

**Section A: Recommendations and supporting information associated with listed requirements: N/A**

*"Should" denotes a recommendation.*

| <b>X-Ref Requirement Number</b> | <b>Recommendations or other supporting information:</b> |
|---------------------------------|---|
|---------------------------------|---|

**Section B: All other recommendations and supporting information:** N/A

## **V. CONTACTS**

**Pre-Implementation Contact(s):** Rita Hazlip, 410-786-5755 or 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):**

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.

**ATTACHMENTS: 0**