

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 11409	Date: May 12, 2022
	Change Request 12239

SUBJECT: User Enhancement - Update the Multi-Carrier System (MCS) to Display the Full History of a Claims' Audit Trail Location

I. SUMMARY OF CHANGES: This Change Request (CR) is being issued to update the MCS to display the full history of a Medicare Part B claims' movement through the processing system, otherwise known as the claim audit trail location.

EFFECTIVE DATE: October 1, 2022

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

IMPLEMENTATION DATE: October 3, 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.

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

Pub. 100-20	Transmittal: 11409	Date: May 12, 2022	Change Request: 12239
-------------	--------------------	--------------------	-----------------------

SUBJECT: User Enhancement - Update the Multi-Carrier System (MCS) to Display the Full History of a Claims' Audit Trail Location

EFFECTIVE DATE: October 1, 2022

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

IMPLEMENTATION DATE: October 3, 2022

I. GENERAL INFORMATION

A. Background: The A/B Medicare Administrative Contractors (MACs), Part B MACs have requested an enhancement to display the full history of a claim within the MCS. When a claim is in a finalized location, the audit trail on the Detail History Screen of the MCS shows a limited display of eleven locations. The Part B MACs need the complete history of a claim to display when responding to auditors and performing quality control reviews.

The MCS pending claims audit trail currently only captures six locations of the claims' history. In order to capture all locations regardless of the claim processing status, pending verses finalized, the coding being performed under this change shall start with the seventh location.

B. Policy: N/A

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	
12239.1	The MCS shall create a new location overflow screen associated with a claims' Internal Control Number (ICN), adjustment claim or a Correspondence Control Number (CCN). This screen shall be referred to as the 'Location Overflow Screen'.						X			
12239.1.1	The MCS shall ensure the new screen includes the following fields: ICN/CCN – 13 characters and this is the key field, Clerk – 4 characters, Location – 3 characters, Activity Code – 1 characters,						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	
	Date 6 characters (MMDDYY).									
12239.1.2	The MCS shall ensure the display of the ICN/CCN is sorted by most recent location first, starting with the seventh oldest audit trail location.						X			
12239.1.3	The MCS shall include a page forward and backward ability for the user when there are multiple pages per ICN/CCN.						X			
12239.1.4	The MCS shall purge the location audit file claims from the Location Overflow Screen during the annual history purge.						X			
12239.1.4 .1	The MCS shall display the full audit trail on the Location Overflow Screen for claims recalled from being purged.						X			
12239.2	The MCS shall create a new mnemonic for the Location Overflow Screen and add it to the MCS History Menu.						X			
12239.3	The MCS shall update the MCS Desktop Tool System (MCSDT) to include a new location overflow window associated with a claims' ICN, adjustment claim and CCN.This window shall be referred to as the 'Location Overflow Window'.						X			
12239.3.1	The MCS shall update the MCSDT to access the new Location Overflow Window through the existing Claim Overview and Correspondence History windows.						X			
12239.3.2	The MCS shall develop a new button to access the Location Overflow Window and it shall be displayed on the MCSDT Claim Overview and Correspondence Windows.						X			
12239.3.2 .1	The MCS shall program the button to only be enabled if there are seven or more locations available on the audit trail.						X			
12239.3.3	The MCS shall ensure the new window includes the following fields: ICN/CCN – 13 characters and this is the key field,						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	
	Clerk – 4 characters, Location – 3 characters, plus the 25 character description, Activity Code – 1 characters, Date 6 characters (MMDDYY).									
12239.3.4	The MCS shall ensure the display of the ICN/CCN is sorted by most recent location first, starting with the seventh oldest audit trail location.						X			
12239.3.5	The MCS shall purge the location audit file claims from the Location Overflow Window during the annual history purge.						X			
12239.3.5.1	The MCS shall display the full audit trail on the Location Overflow Window for claims recalled from being purged.						X			
12239.4	The Integrated Data Repository (IDR) shall continue to receive eleven locations of the claims' audit trail as it currently does today.						X		IDR	

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): Cathleen Gurreri, 443-934-2913 or cathleen.gurreri@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