



**OFFICE OF INFORMATION SERVICES**

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**DATE:** August 11, 2006

**TO:** All Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Demonstration Organizations Systems Staff

**FROM:** Henry Chao /s/  
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**SUBJECT:** **Special TRR Communication – Week-at-a-Glance  
August 14<sup>th</sup> through August 18<sup>th</sup>**

The following describes the Special TRRs that CMS is preparing to send to Plans during the week of August 14, 2006. The focus of these TRRs is described below. Only Plans with transactions/beneficiaries that are impacted by the specific conditions of each cleanup will receive a file.

Target dates for the Special TRRs are provided, however Plans should be aware that system resources and other factors might alter this schedule. The MMAHelp Desk will communicate any changes to the schedule that occur after this memo is published to Plans.

*Monday, August 14, 2006*

**Special Cleanup TRR**

This TRR will address a number of conditions, some of which have been the subject of the regular Monday “cleanup” TRRs in the past. This TRR will follow normal naming conventions: e.g. P#MMA.@BGD5050.PLNxxxxx.YM200608.D14.TRWEEKD

1. Locked Beneficiaries – This appears to be happening when 2 transactions try to process at the same time and the beneficiary record is put into a “locked” status.

Transactions receiving TRC165, because of beneficiary records being locked by CMS, were reprocessed. Plans should see transactions on the TRR with an accepted or rejected status and a legitimate TRC. Plans should not receive TRC165.

2. Blank TRC codes – Plans see a “Blank TRC” when a transaction (60, 61, 71, or 01) tried to process against a beneficiary record that was already “locked”. Transactions receiving these “Blank TRCs” were reprocessed.
  - a) For beneficiaries where no subsequent transactions have been processed, Plans should see transactions on the TRR with an accepted or rejected status and a legitimate TRC.
  - b) For beneficiaries with subsequent transactions, the reprocessing resulted in TRC199. The TRR containing the records with TRC 199 will be sent to the Plans on Tuesday of this week..

*Tuesday, August 15, 2006*

**Special Reject TRR**

This TRR will follow normal naming conventions:

e.g. P#MMA.@BGD5050.PLNxxxxx.YM200608.D15.TRWEEKD

As has been the process in the past, CMS will produce a Special Reject TRR as referred to above. Some transactions that were pended in the system are for beneficiaries who have since had other actions performed on their records. These prior transactions cannot be released back into the system and will be rejected back to plans with a TRC199 - Rejected, Returned to Plan for additional research. After examining these returned transactions, if a plan believes the transaction should be re-run, the plan should re-submit the transaction. This may require use of the retro process.

*Wednesday, August 16, 2006*

**Special TRR – Enrollment Transaction Reprocessing (TRC 165)**

CMS continues efforts to address transactions impacted by the TRC 165 – System Delay issue. This Special TRR is focused on addressing issues specific to the transaction response code of TRC 165, “System Delay”, received for:

1. Blank Part A Effective Date: Some enrollments were processed prior to the beneficiary’s entitlement to Medicare and MARx incorrectly used the blank Part A effective date in the calculation of the election period start and end dates. This normally would result in a TRC 033, “Enrollment Rejected – Beneficiary not entitled to Part A”. These transactions received a TRC 165.
2. Locked Table – System Time-out: While processing enrollments, files required to process the enrollment transactions were “locked” and MARx “timed out” causing the transactions to receive TRC 165.

The affected beneficiary transactions will be reprocessed. Plans should expect to receive TRCs indicating that the transactions have been accepted (i.e. TRC 011 “Enrollment

Accepted”) or a legitimate rejection TRC. Multiple TRCs may be assigned to a transaction, but Plans will not receive TRC 165.

This TRR will follow normal naming conventions:

e.g. P#MMA.@BGD5050.PLNxxxxx.YM200608.D16.TRWEEKD

Please direct questions or concerns to the MMAHelp Desk at 1-800-927-8069 or [mmahelp@cms.hhs.gov](mailto:mmahelp@cms.hhs.gov).