



**OFFICE OF INFORMATION SERVICES**

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**DATE:** October 9, 2006

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

**FROM:** Henry Chao /s/  
Deputy Director, Information Services Design and Development Group

**SUBJECT: Special TRR Communication – Week-at-a-Glance  
October 9<sup>th</sup> through October 13<sup>th</sup>**

In an effort to improve efficiency of the TRR process, CMS is planning to eliminate the creation of Special TRRs that have, to this point, been scheduled and communicated to Plans via the Week-at-a-Glance memos. At present, transactions that appear on Special TRRs are also included in the Plan's weekly/monthly TRR. The elimination of Special TRRs will therefore eliminate the transmission of redundant data to the Plans.

Beginning the week of October 9, 2006, transactions that would normally appear on a Special TRR will be sent to the Plan via the regular weekly/monthly TRR only. CMS will continue to produce the Week-at-a-Glance memos, which describe the specific cleanup conditions and associated transaction codes that Plans should expect to see on their next weekly/monthly TRRs.

Please note that Special TRRs may still be produced under special circumstances as determined by CMS. In these cases, the Week-at-a-Glance memo will provide a description of the Special TRR including a target date for transmission.

**General Reminder to all Plans** – CMS has changed the plan data submission cutoff date in November from November 15 to November 8, 2006. Please make necessary adjustments to your processes to meet this date.

**Clean-ups that will appear on the Plan's October 14, 2006 Weekly TRR:**

**Special General Cleanup**

The following describes the cleanup of a number of conditions, which have been the subject of the regular Monday and Tuesday "cleanup" TRRs in the past.

1. Locked Beneficiaries – This appears to be happening when two 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 will result in the transactions being rejected back to the Plan 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.

### **Disenrollment Transactions (Code 51) and TRC165 Cleanup**

CMS has addressed the underlying issues that caused a number of Disenrollment Transactions (Code 51) to reject with TRC 165 - System Delay.

In order to close the loop with the Plans, these transactions will be reprocessed; however no disenrollments from active contracts will occur as a result of this reprocessing. Plans should expect to receive TRCs indicating that the beneficiaries have already been disenrolled (i.e. TRC 050 – Disenrollment Rejected, Not Enrolled) or a legitimate reject code. Plans will not receive TRC 165.

### **Enrollment Transactions (Code 60, 61, 71) and TRC165 Cleanup**

CMS continues to address software issues causing enrollment transactions to receive TRC 165 - System Delay.

For this cleanup, CMS will reprocess Enrollment Transactions (Code 60, 61, & 71). As a result, Plans may see transactions successfully enrolled or rejected with a legitimate reject code. Multiple TRCs may be assigned to a transaction, but Plans will not receive TRC 165. Payment adjustments may also occur depending on the requested effective date of the enrollment transaction.

### **MCO Corrections (Code 01) and TRC165 Cleanup**

In a continuing effort to address Plan transactions that received TRC165 - System Delay, CMS is reprocessing MCO Corrections (Transaction Type 01) that have received this response.

CMS will reprocess the affected transactions in timestamp order. Plans will receive replies for MCO Correction transactions with legitimate acceptance and rejection

Transaction Reply Codes (TRCs). Some examples of legitimate TRCs would be TRC 075 – Institutional Status Set or TRC 077 – Medicaid Status Set. Payment adjustments may also occur depending on the MCO Correction.

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