[Jackie - Moderator] 12:57:34
Good afternoon. Everyone. We're just gonna give it some time, to let people into the room and then we'll get started shortly.

[Jackie - Moderator] 13:00:07
Good afternoon. And welcome to the Medicare cost report. E-filing system webinar. We're going to wait a couple of minutes so we can let other attendees into the room and then we will be again today's presentation.

[Jackie - Moderator] 13:02:11
Good afternoon, everyone, and welcome to the Medicare cost report e-filing system webinar. My name is Jackie Ryan and I will be your moderator for today's event.

[Jackie - Moderator] 13:02:22
Before we get started, we wanted to let you know that if you have any connection issues with today's event or if you have any questions throughout the presentation.

[Jackie - Moderator] 13:02:30
Please use the Zoom Q&A feature at the bottom of the window to reach out to us. All participant lines have been muted and with that being said I will pass it off to Owen Osage from CMS to get us started.

[Owen Osaghae] 13:02:50
One, Owen or Saga. I walk into the, you know, provider audit operations at CMS.

[Owen Osaghae] 13:02:58
My division is responsible for Medicare for 8 payments. Cost reports, and mcrove systems.

[Owen Osaghae] 13:03:09
On new enhancements to the Mcraft system. And to this part, I was, Off about with CMS.

[Owen Osaghae] 13:03:18
Jeff, we're with CJ Ferdin, our system maintainer. Matt Kenny, CGI.

[Owen Osaghae] 13:03:25
Patrick Clarity, CGI. And Jolene Andy Siji. Once again, if you have any questions, please use the Q&A button and we'll try as much as possible to address our questions.

[Owen Osaghae] 13:03:38
I would not end over to Julian. For the presentation.

[CGI Federal] 13:03:44
Thanks, Owen. Good afternoon, everyone. My name is Jolene New Yan and I'm a senior consultant for CGI Federal and I'm a senior consultant for CGI Federal who are the system maintainer and I'm a senior consultant for CGI Federal who are the system maintainer for the PSNR and MCRF Welcome to today's webinar, which covers new updates

[CGI Federal] 13:04:01
to Mcraft. As well as a refresher for e-filing. Please note that an accessible version of the slides we covered today will also be available online on the CMS andcraft information page after today's webinar presentation.

[CGI Federal] 13:04:22
This slide just has a list of acronyms that may be said throughout the presentation today and is for your reference when accessing these slides at a later time.

[CGI Federal] 13:04:37
We often receive questions regarding how Empress and e-filing work for home offices and their cost statements.

[CGI Federal] 13:04:45
So we want to note upfront the process for providers and home offices is essentially the same. Whenever we're referring to providers, we are including both providers and home offices.

[CGI Federal] 13:05:00
Similarly, when we say cost report, we really mean cost reports as well as home office cost statements.

[CGI Federal] 13:05:07
This will be true throughout the presentation unless explicitly stated otherwise.

[CGI Federal] 13:05:16
For today's agenda since we've already covered introductions. Next up, we'll provide a little bit of business background and overview so that we know what part of Medicare we're talking about that MQR deals with.

[CGI Federal] 13:05:32
And then we'll provide a high level overview and walkthrough of MCREF itself.

[CGI Federal] 13:05:37
Going through the latest updates to Empress as well as the typical e-filing process for individuals and bulk.

[CGI Federal] 13:05:46
Followed by a quick poll to get feedback on the system and upcoming enhancements. And finally, finish with a live question and answer session.

[CGI Federal] 13:05:58
If you have any questions throughout the presentation, resubmit them via Zoom's Q&A feature and will include those during our QA session.

[CGI Federal] 13:06:12
We know there are a large number of participants on the line with a variety of different backgrounds and expertise.

[CGI Federal] 13:06:21
So we just wanna make sure we're all on the same page as to what M.Creft is all about.

[CGI Federal] 13:06:30
And that's the Medicare cost report. In general, the Medicare cost report is used to determine part A providers annual Medicare Reimbursable cost.

[CGI Federal] 13:06:40
And providers use a large number of sources to create their cost report including Cm's existing system the provider statistical and reimbursement system.

[CGI Federal] 13:06:53
Otherwise known as PSNR. There are a approximately 56,000 cost reports submitted each year which account for over 250 billion dollars worth of Medicare reimbursement.

[CGI Federal] 13:07:08
And so providers themselves have a regulation- deadline for submitting an acceptable cost report to their Medicare administrative contractor.

[CGI Federal] 13:07:21
And then max have a policy guided requirement for. Receiving, accepting, reviewing, auditing, and finalizing cost reports.

[CGI Federal] 13:07:34
When looking at the history of how cost reports submissions were handled. Previously, providers would create their MCR package and mail or hand deliver it to their Mac.

[CGI Federal] 13:07:46
With the majority of cost reports being sent in that way. And maybe a few being transmitted via portal websites made available by some Mac.

[CGI Federal] 13:07:58
Once mcreft went live in May, the, twentieth, 18, providers still had the option to mail or hand deliver their MCR package but with them prep they were now universally able to electronically transmit or E file their MCR.

[CGI Federal] 13:08:16
Since then, we've had a good number of enhancements. Continuously evolving the system. More recently, in April, the 2,000, and, 22, The system was updated to allow for settlement documentation, which you should consistently find available for any activity July, the, 2023 onward.

[CGI Federal] 13:08:39
In August, 2023, we continued these system improvements with support for electronic exhibits. Such as bad debt and now support all exhibits.

[CGI Federal] 13:08:52

Finally, coming up shortly here in spring, 2,024, we will be updating the system to allow for one click downloads of PSNR summary reports within Empress.

[CGI Federal] 13:09:06
The last 2 items are amongst the updates. We'll be talking about today.

[CGI Federal] 13:09:14
Before we get into the latest updates, we wanted to also provide some context and feedback we've received on Mcraft since Go Live.

[CGI Federal] 13:09:25
So since mcreps go live in 2018, we've had over a hundred 40,000 submissions submitted via Mcraft.

[CGI Federal] 13:09:34
Each taking about 4¬†s to complete. And given the ease and instant response of the system, users were able to correct any errors without needing extra correspondence with their max.

[CGI Federal] 13:09:48
Which also led to faster tentative settlement payments. For the year we just wrapped up, we had about 65% of all MCR submissions Efiled through MCRF.

[CGI Federal] 13:10:03
Overall, providers have really responded positively with Mcraft and the process of de-filing.

[CGI Federal] 13:10:13
And so all of these enhancements we have done for Mcraft are in service of making this product better for the provider community.

[CGI Federal] 13:10:22
Which is in line with Cm's goal to improve the Medicare provider experience by making it easier for users and adding value to the system by providing more of the information you need.

[CGI Federal] 13:10:40
Even though I'mcraft is optional, there are many advantages to using it. In general, Mcraft is very easy to use and it provides one process for all Part A providers to follow, regardless of Mac.

[CGI Federal] 13:10:55
Via one official submission portal. Which ultimately reduces confusion, delays, and time you may spend on administrative processes.

[CGI Federal] 13:11:07
The other thing that I'mcraft provides is a direct response. Regarding the receive ability of your cost report submission and with the potential for instant acceptance.

[CGI Federal] 13:11:19

So sometimes you'll mail in your submission and it'll take several days for it to get to your Mac.

[CGI Federal] 13:11:25
And then they'll make a determination as to whether it's received or not. With Mcraft, the moment you click the submit button, the system starts processing and you'll be notified immediately of its status.

[CGI Federal] 13:11:39
And in some cases, you may even receive an instant acceptance. We're also seeing that filings made via Mcraft are tentatively settled factor.

[CGI Federal] 13:11:51
And once you're set up for E filing, you also gain access to the status tracker and settlement documentation.

[CGI Federal] 13:11:59
So you can keep an eye on the status of your cost report from acceptance through your NPR.

[CGI Federal] 13:12:09
And to further achieve Cm's goals of both making it easier to EFI and increasing transparency, we've made additional system improvements that we'll be covering in transparency, we've made additional system improvements that we'll be covering in more detail today.

[CGI Federal] 13:12:24
First, Mcraft will soon support one-click downloads of PSNR summary reports.

[CGI Federal] 13:12:31
Building on functionality CMS provided last year for support of electronic bad debt exhibits. Now supports all of the noted exhibits for all the cost reports that need them.

[CGI Federal] 13:12:49
Now we'll get into more details of the various Empress updates. Starting with the one click PSNR summary report download feature that will be available this spring.

[CGI Federal] 13:13:05
To start off with, what do we mean by one click download and why is it beneficial? The summary reports everyone has traditionally gotten from the PS and our system will now be available in Mcraft.

[CGI Federal] 13:13:21
Requiring only a single click to download the reports. Even though PSNR reports generate faster than ever these days, instead of going through, let's say, 6 screens to confirm your providers.

[CGI Federal] 13:13:36
Reports and dates. Submitting and then waiting for your report to show up in your inbox. With one click download in Empress, there's no data entry.

[CGI Federal] 13:13:48
Just find the year you want. Click, grab, and go with a report that's already set up with your cost report information and the date splits needed for most people.

[CGI Federal] 13:13:59
In addition to being faster, these are set up to be directly compatible with the vendor software.

[CGI Federal] 13:14:06
This further streamlines the process getting you what you need for completing your cost report with as little effort as possible.

[CGI Federal] 13:14:19
As a reminder, here is the Mcraft home page today where we have one row per provider and fiscal year end.

[CGI Federal] 13:14:30
Belonging to your organization with relevant information such as the overall cost report status and any actions the user can take and filters for honing in on years of interest.

[CGI Federal] 13:14:46
And here is that same home page with the new column added for a one-click PSNR download on each row.

[CGI Federal] 13:14:54
Before we talk about how this download works or what the different statuses mean, we want to talk a bit more about what you'll find in the reports themselves.

[CGI Federal] 13:15:09
When requesting reports in PSNR today, users go through a summary report request workflow and make a bunch of different choices.

[CGI Federal] 13:15:20
So you go in, select providers, report types, service periods, pay dates, and the report format.

[CGI Federal] 13:15:32
For these reports being made available in Mcraft, the system is defaulting those choices based on what you would be needed for filing out, filling out a cost report.

[CGI Federal] 13:15:45
As a result, all of the one click summaries in Mcraft will have the following by default.

[CGI Federal] 13:15:52
All providers relevant to the cost reporting period, including any applicable subunits. All of the available summary reports.

[CGI Federal] 13:16:02

Inpatient, outpatient, and home health as applicable. Along with any optional sections like the DRG section of the inpatient 1 10 report.

[CGI Federal] 13:16:15
The service states included will span the full cost reporting period for the provider family with splits included where the cost report instructions act for them.

[CGI Federal] 13:16:29
When we say split, we mean having one service period leading up to the split and a second service period for the time after it.

[CGI Federal] 13:16:39
The splits applied will depend on the type of provider and whether the cost recording period spans that required split.

[CGI Federal] 13:16:49
So for IPPS hospital, those will have a separate period before and after October first. And then for other provider types listed here, they will have separate periods before and after January first.

[CGI Federal] 13:17:05
Rural health clinics have an additional one time split for years spanning April, the first, 2,021.

[CGI Federal] 13:17:14
And any similar splits that are needed as a result of future cost report instruction changes will be incorporated as needed.

[CGI Federal] 13:17:23
So All of the splits described here only apply to the indicated individual units. Units based to a parent being split won't be split unless they are.

[CGI Federal] 13:17:37
Specifically listed here as meeting their own splits. Home health agencies, for example, will never be split.

[CGI Federal] 13:17:44
And we know all of this is tricky. So we'll be walking through an example of these splits in a moment.

[CGI Federal] 13:17:53
The reports will also include all paid dates available as of report generation and will include both the CSV and PDF report format.

[CGI Federal] 13:18:04
Just to note, these reports are expected to cover the vast majority of providers cost reporting needs. Based on discussions with CMS.

[CGI Federal] 13:18:15
Your max, your cost report vendors, and our provider focus group. However, there are always exceptions, so confirmed that these defaults cover your needs before relying on one-click PSNR for your cost report.

[CGI Federal] 13:18:35
Given that the service period splits are the trickiest part of the defaults, we wanted to show an example of how that would work.

[CGI Federal] 13:18:45
In practice. In this example, we have a teaching hospital with 3 subunits and a fiscal year end of June thirtieth, 2,023.

[CGI Federal] 13:18:56
For the parent in needs to split on October first because it's an IPPS hospital and another split on January first because it's a teaching facility.

[CGI Federal] 13:19:09
As a result, it gets 3 separate service periods. From the fiscal year begin up to the first split on September thirtieth.

[CGI Federal] 13:19:19
From the first split up to the second split on December 30 first. And then from the second split through the fiscal year end on June thirtieth.

[CGI Federal] 13:19:31
Even though the based site and rural health clinic have different reasons for needing to be split, they both independently qualify for a split on January first.

[CGI Federal] 13:19:43
So they get the same 2 service periods each.

[CGI Federal] 13:19:47
And finally, the B home health agency doesn't need any splits. So its reports will just have the one service period from the fiscal year begin to the end.

[CGI Federal] 13:20:00
So this is just one example. It doesn't include every possible provider type or split, but it's just intended as a representation of what we introduced on the prior slide for one hypothetical provider family.

[CGI Federal] 13:20:18
And with that, let's move on to talk about what FYEs are supported in the one-click downloads and the reports data refresh frequency.

[CGI Federal] 13:20:28
So.

[CGI Federal] 13:20:32
One click downloads are going to be made available at least for periods meeting the 3 criteria on the fly.

[CGI Federal] 13:20:41

The year half that ended not be more than 3 years ago. And not already be finalized. I said at least for periods meeting these criteria because we are looking into making even the current in progress year available.

[CGI Federal] 13:20:59
But for today's purposes, as long as the cost reporting period meets the 3 criteria on this slide.

[CGI Federal] 13:21:07
Then the one click download functionality will be fully available.

[CGI Federal] 13:21:13
These reports will be refreshed on a regular basis according to the schedule on the slide. From the year end of the year until you submit an accepted cost report.

[CGI Federal] 13:21:27
The reports will be current within at least the last week. After acceptance and until finalization, the reports will be current within at least the last month.

[CGI Federal] 13:21:40
This will begin making these available as soon as the year end. You will still need to make sure to give enough time for your claims to be paid and accumulated before relying on these for your cost reports.

[CGI Federal] 13:21:55
Similarly, if your Mac was only recently notified of a new subunit, you may need to wait for the next refresh of the reports to have all of your units included.

[CGI Federal] 13:22:07
For anything else, whether that older years. Custom service periods or detail and misscellaneous reports, you would continue to request those directly from the PSNR system like you always have.

[CGI Federal] 13:22:25
Alright, now that we've covered what will be in the one click downloads, let's go back to how you can access these reports in M.

[CGI Federal] 13:22:33
Cress.

[CGI Federal] 13:22:36
Here we have the mock-up of the MCREP home page with the upcoming changes that we showed a moment ago.

[CGI Federal] 13:22:43
There is a new column in the table called PSNR download that will have a download link for the individual PSNR reports.

[CGI Federal] 13:22:53
Or a status explaining why there is no download. The details of which will be going over in a moment.

[CGI Federal] 13:23:04
In addition to being able to download the reports provider by provider, we're also adding a download PSNR button in the top right corner.

[CGI Federal] 13:23:16
When downloading via the button, you'll receive one big zip containing separate reports for each of the years you filtered for below.

[CGI Federal] 13:23:27
You can further refine the roads displayed by using the filter section on the screen. For instance, you can filter for all of your providers with a particular fiscal year end, or you could filter for all your providers that are pending receipt.

[CGI Federal] 13:23:45
And then download all of their summary PSNRs in one go.

[CGI Federal] 13:23:53
Going back to the PSNR download column, let's walk through the different things you'll find here and what they mean.

[CGI Federal] 13:24:02
On this first row, users will see not yet available in Mcraft. When the P in our summary report has not yet been generated for this particular provider and fiscal year end in Empress.

[CGI Federal] 13:24:17
This will display in scenarios where the providers fiscal year end has not yet alas. So it's still in the future.

[CGI Federal] 13:24:26
Or where the FYE has passed what the report hasn't finished generating yet.

[CGI Federal] 13:24:36
For years with one click PSNR reports already generated, users will see an image of a download icon along with a hyperlink date.

[CGI Federal] 13:24:47
The date displayed let users know when the report downloads were last verified to be current. Users can click anywhere on the download icon or the date to initiate the download.

[CGI Federal] 13:25:05
The resulting download will be a zip file containing both the PDF and CSV versions of the reports.

[CGI Federal] 13:25:18
For fiscal year ends more than 3 years ago or those that were already finalized before this functionality became available.

[CGI Federal] 13:25:29

Users will see the text. Only available in PSNR. To let them know they should refer to the PSNR system if such reports are needed.

[CGI Federal] 13:25:39
As noted earlier, the detail and miscellaneous requests are never available via this new functionality and would always be requested through PSNR.

[CGI Federal] 13:25:56
The new functionality for one click PSNR summary report download is actively under development and will be tested by both Macs.

[CGI Federal] 13:26:05
And and our provider focus group before being finalized. As a result of feedback from this testing, there may be changes to the functionality as described here today.

[CGI Federal] 13:26:18
With all of that underway, our goal is to have this feature available this spring and we look forward to everyone's feedback once it is live.

[CGI Federal] 13:26:35
The second major update will be discussing today is the full support of electronic Medicare cost report exhibits. Last year we discussed the new initiative to create standardized electronic templates for the different cost report exhibits listed on the slides.

[CGI Federal] 13:26:56
That initiative is now complete. Documentation has been posted to the CMS. Gov site and all of these electronic exhibits can be used right now.

[CGI Federal] 13:27:09
So we want to remind everyone of what is available.

[CGI Federal] 13:27:16
At a high level, CMS has created standardized electronic versions of the exhibit for Medicare bad debt.

[CGI Federal] 13:27:25
Medicaid eligible days. Charity care and total bad debt. The use of these electronic versions is completely optional.

[CGI Federal] 13:27:35
However, if you do use them, they would help speed up your settlement process since having a standardized format makes it easier for Max to review your listing and line it up with your cost report.

[CGI Federal] 13:27:50
Minimizing back and forth with your Mac. So in support of this CMS initiative, Mcraft has been updated to be able to receive and process these electronic exhibits.

[CGI Federal] 13:28:04

And as a result, be able to provide improved. Feedback to you on the exhibit.

[CGI Federal] 13:28:13
To provide a little background for anyone who isn't sure what we mean when saying exhibits. The Medicare cost report instructions include the definitions of and requirements for supporting documentation needed to justify various reimbursements being claimed in the cost report like bad debts.

[CGI Federal] 13:28:36
These are referred to as exhibits.

[CGI Federal] 13:28:40
The cost report instructions for exhibits include a visual presentation of that additional information and also have certain rules that should be followed for the data included in them.

[CGI Federal] 13:28:54
While the electronic format of the exhibits we're discussing today is optional, whether or not you need to include the exhibit at all is dictated by your cost reports instructions.

[CGI Federal] 13:29:08
And in the case of the 2552 10 for hospitals and the 1728 20 for Hhs the layout of the information is also required as shown in the instructions.

[CGI Federal] 13:29:23
Whether you're using the Excel template that we provide or making your own.

[CGI Federal] 13:29:31
In support of these exhibits, CMS provides optional electronic specifications for creating these digital versions of the exhibits.

[CGI Federal] 13:29:43
These electronic specifications detail things like Vetters, field labels, as well as the exact locations, the labels, and corresponding information need to be for the system to automatically read and process the file.

[CGI Federal] 13:30:01
By submitting files that follow these electronic specs. Press is able to check the files to make sure they are in line with the cost reporting instructions and give providers feedback about any potential problems with their documentation.

[CGI Federal] 13:30:22
In addition to the specs, CMS has also created some pre-made templates that have been set up according to these specifications.

[CGI Federal] 13:30:32
These templates are essentially blank spreadsheets with all of the appropriate identifiers and all of the field labels in the specified location ready to be filled out.

[CGI Federal] 13:30:45
The templates also include date formatting and drop-downs where appropriate to help complete them.

[CGI Federal] 13:30:56
To illustrate what we mean by exhibit, template, and specification, we're going to show examples of each and where to find them.

[CGI Federal] 13:31:11
First, I'll navigate to the CMS website that contains part 2 of the provider. Reimbursement Manual.

[CGI Federal] 13:31:23
This is where you can find all of the latest cost report forms and their instructions. For today, we're just going to use the skilled nursing facility cost report as our example.

[CGI Federal] 13:31:37
So I will scroll down to find the 2540 10 instructions and form.

[CGI Federal] 13:31:47
Medicare Bad debt for the 2540 10 is on worksheet S 2 part 2. So I'm going to head down to that section.

[CGI Federal] 13:32:02
As I scroll down. I eventually arrive at Line 9. Where users indicate whether they're seeking reimbursement for bad debts.

[CGI Federal] 13:32:16
Which in turn specifies that anyone answering why in column one must also submit a completed exhibit one.

[CGI Federal] 13:32:28
From there it goes on to describe what exhibit one consists of. We've pre highlighted these exhibit one instructions in blue to call attention to it for today's conversation.

[CGI Federal] 13:32:44
Just like other fields on the cost report itself, You can see the instructions for the exhibit laid out starting with columns 1, 2, and 3.

[CGI Federal] 13:32:54
All the way through column 10.

[CGI Federal] 13:32:59
If I keep scrolling down to the end of the section. You can see the visual layout of the exhibit as well.

[CGI Federal] 13:33:08
As we said, this is just for the Medicare bad debt exhibit on the skilled nursing facility cost report.

[CGI Federal] 13:33:17

But you'll find similar information for the relevant exhibits in each of your respective cost report instructions.

[CGI Federal] 13:33:26
Alright, so going back to the slide deck for a second.

[CGI Federal] 13:33:36
Here we have that same example. Of the exhibit as well as the URL to the CMS website we just mentioned for reference.

[CGI Federal] 13:33:51
I'll be navigating to a different CMS URL where users can access the electronic cost report exhibit template and specifications.

[CGI Federal] 13:34:04
At the top of this website you'll find information summarizing a lot of what we're going over today.

[CGI Federal] 13:34:11
And then if I scroll down to the bottom of the page. You can see all of the files available to download.

[CGI Federal] 13:34:21
Sticking to the Medicare badgeette exhibit for skilled nursing facilities as today's example. I will select this second link which is the Medicare bad debt template for several different provider types, including SNIST, to download the template.

[CGI Federal] 13:34:43
As you can see, the template itself is just an Excel file with different fields where you can input your information.

[CGI Federal] 13:34:55
We're not necessarily. Expecting people to type all their data into these templates. The goal would be to copy paste listings from internal records into this standardized format.

[CGI Federal] 13:35:10
The templates sometimes have additional helpful features like dropdowns and totals. So for example, here for bad debt 4, you can see drop-down options for inpatient or part B.

[CGI Federal] 13:35:27
In line with the cost report instructions for that field. And then over here above the deductible coinsurance and allowable bad debt columns, there's a total for each column.

[CGI Federal] 13:35:43
You can create multiple tabs within the same file. Or tabs in multiple files contributing to the same exhibit as long as each of the tabs with listing data have the appropriate headers.

[CGI Federal] 13:35:58

You can even split up data for the same provider. Across multiple tabs by, for example, putting all indigent bad debt in one tab and the rest in another.

[CGI Federal] 13:36:12
You can name the tabs and the files, however, is most convenient for your own organization and communicating with your back.

[CGI Federal] 13:36:22
If you keep the prefix for the file name that we have on the templates, so Medicare BD in the example shown.

[CGI Federal] 13:36:30
You'll get the added benefit of Mcraft automatically slotting the files into the right category.

[CGI Federal] 13:36:38
Instead of file name or tab name, the key thing that system relies on to know this tab has my listing in it is the identifying information in the first 2 cells in the upper left corner.

[CGI Federal] 13:36:55
A one and B one. If those supporting exhibit fields are blank or have a different value than what the system expects.

[CGI Federal] 13:37:06
Press will ignore that tab all together and you won't get the benefits of its automated processing. If you download the template from the CMS website, these fields are pre-populated with the correct values.

[CGI Federal] 13:37:21
As shown in this example. With Medicare, bad debt listing.

[CGI Federal] 13:37:28
The template that we're looking at and the specifications that we're about to pull up.

[CGI Federal] 13:37:34
Lay out the core parts of what is needed for a listing to be useful. As long as the pre-printed columns and fields and labels are not moved, you can enter whatever additional information or new columns you want in the empty space outside the pre-printed tables or on additional tabs in the same file.

[CGI Federal] 13:37:59
Yes, make sure not to insert any new rows above the pre-populated field or new columns before the existing ones.

[CGI Federal] 13:38:10
And don't include the supporting exhibit header field on any tab that you don't want to be treated as part of your listing.

[CGI Federal] 13:38:19

Additionally, as you're entering data in the main table, don't skip rows since the system considers the file to have ended wherever it finds an empty row.

[CGI Federal] 13:38:35
So that's what we wanted to cover today. On the templates. If you missed some of those details, don't worry.

[CGI Federal] 13:38:43
That's where the specifications come in to document in writing how these files should be set up. And that's where we're heading next.

[CGI Federal] 13:38:56
Going back to the same website, the specifications for the template we were just looking at can be found right next She was in the download section clicking here on the first link pulls them right up.

[CGI Federal] 13:39:14
Everything about the template we just walked over and all the general guidance we described that is all captured and defined in these specifications.

[CGI Federal] 13:39:26
At the top of the document you'll find general rules and guidelines about what is expected of a compatible listing and if you scroll to the bottom you'll see a listing.

[CGI Federal] 13:39:40
Of all the expected fields. Where they should be situated within the file and the valid values for each.

[CGI Federal] 13:39:50
If you're using the provided template and you don't move things around in there, then all of this is taken care of for you and you don't need to worry about this.

[CGI Federal] 13:40:00
But if you're trying to modify the layout or you're a software development team looking to create your own compatible version of these files.

[CGI Federal] 13:40:11
This lays out all the rules you would need.

[CGI Federal] 13:40:15
When you go to upload, M.Craft will check to make sure the file is in compliance with these rules and provide feedback on any discrepancies.

[CGI Federal] 13:40:27
In addition to these specifications, the Empress user manual will also have detailed descriptions for how to correct and work around any alerts you receive.

[CGI Federal] 13:40:40

We'll talk a bit more about that. So now going back to the slide deck again. These next few slides are just quick snapshots of the sites and files for everyone's reference and for anyone who wasn't able to join the webinar today.

[CGI Federal] 13:41:03
Here's the CMS info page with its information summary and downloads.

[CGI Federal] 13:41:11
Here's the download link for the Excel template.

[CGI Federal] 13:41:18
And here's the specification link and corresponding content.

[CGI Federal] 13:41:27
While following the electronic specifications is optional, there are definitely benefits for doing so, including being alerted to any potential issues with your exhibits when filing through Empress.

[CGI Federal] 13:41:42
Which we'll see some examples of shortly. Assuming you've addressed any issues and submit the exhibits successfully following the specifications, this would help speed up your overall settlement process.

[CGI Federal] 13:41:57
And potentially enable Mcraft to instantly accept your cost report, allowing it to move on to tentative settlement even faster.

[CGI Federal] 13:42:10
Now that we've covered what the electronic exhibits are and why you might want to use them, will touch briefly on how to get the most out of them in Empress.

[CGI Federal] 13:42:23
We noted earlier that users can submit multiple files with multiple tabs. But in this screenshot, you can see that the user is including just one Medicare bad debt listing and has it in the appropriate slot.

[CGI Federal] 13:42:39
As a friendly reminder, if you follow the naming convention, in this case starting the name of the document with Medicare BD.

[CGI Federal] 13:42:49
Then the system will automatically recognize it and put it in the right slot for you. You can also self categorize the document as Medicare BD listing from the dropdown if you name the file something else.

[CGI Federal] 13:43:07
Once the user hit submit, the system will validate their materials. Here, since the user included the appropriate identifiers in the upper left corner of at least one of their tabs, The system knew to treat that as an electronic listing and look through that tab in depth to report back anything that seems out of line with the specifications.

[CGI Federal] 13:43:34
And you can see the resulting examples of constructive messages notifying the user of potential issues with the included bad debt information.

[CGI Federal] 13:43:45
Again, users should make sure they categorize their file correctly in order to see these helpful warnings.

[CGI Federal] 13:43:54
At this point, users could then address any of the applicable warnings on their listings and then resubmit.

[CGI Federal] 13:44:02
Doing so can help smooth issues with processing and acceptance. But even if you opt not to address them upfront, your cost report can still go through and be successfully received if you click OK.

[CGI Federal] 13:44:20
Additional helpful information about all of these warnings can be found in the Empress user manual.

[CGI Federal] 13:44:27
In appendix C you'll find guidance for any validations you may encounter when using the optional template.

[CGI Federal] 13:44:35
And while we're on that topic, there are 2 different places where you can access the Mcrest user manual.

[CGI Federal] 13:44:43
One is within the mcreft system itself. Up here on the top right hand of the page.

[CGI Federal] 13:44:52
Another way to access the Empress user manual is on the CMS website listed here at the top of the slide which has links to the user manual amongst other potentially useful andcraft information.

[CGI Federal] 13:45:10
All of the functionality we just went through. Regarding the exhibits. Templates and specifications.

[CGI Federal] 13:45:19
All of that is 100% rolled out and supported by Empress. If you use a cost report vendor or internal IP system for managing and generating your exhibit listings today.

[CGI Federal] 13:45:33
Please be sure to ask them about adopting the published specifications for Dreaml your cost report filing experience.

[CGI Federal] 13:45:42

The next thing will be working on for this functionality will be more feedback from Empress about agreement between your cost report and the uploaded exhibits.

[CGI Federal] 13:45:56
Oh, right. That takes us through the 2 largest updates. With the time remaining, we're going to do a quick system refresher to highlight a few critical pieces of information to keep in mind when a filing, including some frequently asked questions.

[CGI Federal] 13:46:15
After that, we'll go over some of the upcoming enhancements planned for Empress. Along with a brief poll about Emcraft before opening it up to Q&A.

[CGI Federal] 13:46:31
Cress is still accessible at the same website. Via the URL listed here on the slide.

[CGI Federal] 13:46:38
To get into the system, you need to have an IBM account associated to the PSNR slash star application with any of the roles listed on the slide.

[CGI Federal] 13:46:54
The rules here have not changed and the information here on the slide is just for your reference.

[CGI Federal] 13:47:04
If you want to maintain your access to Mcraft, You need to keep your user account in good standing via the tips here on the slides.

[CGI Federal] 13:47:15
We strongly recommend identifying a backup security official as they make it significantly easier to deal with security. Official changes and keep your organization active.

[CGI Federal] 13:47:30
If you're having any issues with your IBM account, you can reach out to the US Support Help Desk.

[CGI Federal] 13:47:38
Using contact information available on the website listed here. And if you need help identifying your current SEO, have your organization's tax identification number ready and they should be able to assist.

[CGI Federal] 13:47:56
This past August. IBM revamped their process for confirming that you are who you say you are.

[CGI Federal] 13:48:04
Even if you have an existing role and went through a similar process in the past, You may have to go through the updated identity proofing process the next time you add a new role or association.

[CGI Federal] 13:48:23
When you first navigate to mcref. Dot cms. Gov you'll encounter this IDM login page.

[CGI Federal] 13:48:31
Entering your username and password. Agree to the terms and conditions by clicking the checkbox.

[CGI Federal] 13:48:39
And then I click the Sign In button. After entering the one-time login code that it asked for, you will find yourself On the Mcraft home page.

[CGI Federal] 13:48:51
This main table will display all of the providers that you have registered for access to and their fiscal years with the high level status of that year's cost report and the option to E file if applicable.

[CGI Federal] 13:49:07
As noted earlier, this is also where you'll find the one-click PSNR downloads when those become available later this year.

[CGI Federal] 13:49:19
If you don't see a provider that you were expecting, confirm that your security official properly registered it in IBM.

[CGI Federal] 13:49:28
If you've confirmed everything is set up correctly on your end and you still don't see it in the system, then you should contact your Mac.

[CGI Federal] 13:49:38
To start the e-filing process, you just click. The E file CR link for the provider and year you want.

[CGI Federal] 13:49:46
And that brings you here to the E file cost report materials screen. Choose your level of Medicare utilization from the dropdown and double check whether you and the system agree about this being your first cost report submission.

[CGI Federal] 13:50:06
You add your cost report and other supporting materials, click the add files button which will launch a file selection dialogue like this one.

[CGI Federal] 13:50:18
Here. In this example, we already have all the files we need in the same folder on our hard drive.

[CGI Federal] 13:50:27
So we can just select them all to upload everything in one go. After. Clicking open. You can see that each file has been added to my table and the system automatically categorized the ones it was able to based on the file naming scheme in appendix B of the user manual.

[CGI Federal] 13:50:51

At this point, you can correct the categories using the dropdowns if necessary. Choose the appropriate category for each one can reduce follow-up questions from your Mac and accelerate settlement.

[CGI Federal] 13:51:07
As we noted in the earlier section on exhibits, you will only receive system feedback about the contents of your exhibit listings if they are in the right category.

[CGI Federal] 13:51:20
Once you've got your files the way you want them, you have to acknowledge the statement at the bottom by checking the checkbox.

[CGI Federal] 13:51:28
And then click Submit. Is the system finds any problems, it will report them back to you right here on this screen.

[CGI Federal] 13:51:37
If not, you'll receive a confirmation page with your electronic postmark date and an E filing ID for your reference.

[CGI Federal] 13:51:51
Now that we've shown you how to easily file a single cost report submission, we're going to walk through how you can file submissions for multiple providers.

[CGI Federal] 13:52:01
All at once through the bulk E file functionality.

[CGI Federal] 13:52:09
Starting back on the mcreb home page, you can find the bulk E file functionality in the menu at the top.

[CGI Federal] 13:52:16
Clicking that link will take you straight to the bulk upload screen. With bulk filings, the critical thing is preparing a structured zip file with all your files properly named because the actual filing process is just one file selection.

[CGI Federal] 13:52:39
The acknowledgment checkbox and a click of submit.

[CGI Federal] 13:52:45
Here you can see a sample of a properly structured zip file with a folder for each cost report.

[CGI Federal] 13:52:54
Each one identifying the provider, fiscal year-end, and Medicare utilization. This information has been pulled from section 4 dot one dot one of the mcrep user manual and anyone planning to e file in bulk should make sure to read through those details.

[CGI Federal] 13:53:18

If we expand the folders in the structured zip file, you can see that each one contains the relevant cost report materials and the key ones have been named according to the scheme laid out in appendix B of the user manual.

[CGI Federal] 13:53:33
The files produced by your cost report vendors like the ECR will generally already be properly named. But when you're filing in bulk, the only way the system can tell which file is which is by looking at the file name.

[CGI Federal] 13:53:51
Anything that doesn't have one of the standard prefixes will be treated as other.

[CGI Federal] 13:54:00
If you've got your structured zip ready to go, then you're all set to do your bulk E filing.

[CGI Federal] 13:54:07
Attach your zip with the choose file button. I acknowledge the statement at the bottom of the screen by checking the checkbox.

[CGI Federal] 13:54:16
And click the submit button.

[CGI Federal] 13:54:22
Once your files have finished uploading, you'll receive a success message. You still need to check on your uploads via the E file history screen to confirm they were officially received and address any warnings or errors.

[CGI Federal] 13:54:40
Choosing the second item in the menu will take us there.

[CGI Federal] 13:54:47
On the E file history page you can see a table containing a row for every bulk, E filing submission and every successful individual E filing.

[CGI Federal] 13:54:58
Since we just finished uploading today's submission, it still shows that it's in a pending state.

[CGI Federal] 13:55:05
Awaiting further processing. As the system works through the cost reports that were included, each one will get its own status and row in the table like those you can see for earlier uploads below.

[CGI Federal] 13:55:20
In addition to seeing the overall status of your submissions here, you can also click on the links in the load status column.

[CGI Federal] 13:55:29

To get to the status details page. This shows all the details related to the cost report that was submitted, including the files that were attached and any messages that were encountered.

[CGI Federal] 13:55:44
Even users that do not file their cost reports in bulk may find this page helpful as it allows you to see the same information from the individual e-filing confirmation screen after the fact.

[CGI Federal] 13:56:01
Now that we've covered the 2 different options, mcref has for effiling, we want to quickly touch on a few updates from this past year and some key things to keep in mind when filing.

[CGI Federal] 13:56:18
Now that CMS has issued an electronic format for the Home Office cost statement, home offices, e-filing for fiscal year begins on or after October first, 2,022 can fully e file without sending in a hard copy signature page as was required in the past.

[CGI Federal] 13:56:40
And as a result of feedback from the user community, the iris file size limit has been increased to 50¬†MB to accommodate the vast majority of use cases.

[CGI Federal] 13:56:57
When filing in MC. If there are fundamental issues with your submission like missing required fields or invalidly formatted files.

[CGI Federal] 13:57:09
The system will communicate errors to alert you to those issues. You must resolve such errors for your submission to be received by your Mac electronically or send in your cost report.

[CGI Federal] 13:57:25
You can also encounter warnings in the system which will alert you to potential concerns but will not prevent you from e-filing.

[CGI Federal] 13:57:35
When you encounter a warning, a pop-up screen will display with a description of the concern identified. While you can click OK to successfully submit without addressing the warnings, If you review them and correct any legitimate issues with your cost report submission, that will increase the likelihood of instant acceptance.

[CGI Federal] 13:58:00
Reduce subsequent back and forth with your Mac. And accelerate processing of your submission.

[CGI Federal] 13:58:08
Next, to submit your cost report timely, you must do so by 1159 pm eastern time on your due date.

[CGI Federal] 13:58:19

Just to emphasize that is before midnight Eastern time. You should never encrypt or password protect any of your files.

[CGI Federal] 13:58:29
The system itself is a secure portal in particular for transmitting your PII and PHI.

[CGI Federal] 13:58:38
Finally, duplicate submissions will be rejected by your Mac. Regardless of how that duplicate submission is submitted.

[CGI Federal] 13:58:47
If you submit a duplicate submission, the Mac will process them in the order of receipt and the second one will be rejected once the Mac notices that it is a duplicate.

[CGI Federal] 13:59:03
We often get a lot of questions related to electronic signature. So we want to quickly recap how these work.

[CGI Federal] 13:59:14
The 2018 IPPS final rule established the guidance for electronic signatures and based on that CMS final rule established the guidance for electronic signatures and based on that CMS for electronic signatures and based on that CMS worked to update the various cost report forms to include e-signature support.

[CGI Federal] 13:59:34
With that support now included for the Home Office, 287, and 22.

[CGI Federal] 13:59:39
Everyone has the ability to esign and avoid sending in a hard copy signature page with a wet signature.

[CGI Federal] 13:59:49
To illustrate dues and don't for e signatures we're going to show just a few examples.

[CGI Federal] 13:59:55
For the full set of rules you should refer to the 2018 IPPS final rule.

[CGI Federal] 14:00:05
For this first example of a valid eat signature, you can see the 2 key pieces. The signatories first and last name have been typed into the signature field and the checkbox certifying that the electronic signature is the legally binding equivalent of their original signature.

[CGI Federal] 14:00:25
Has been checked. That works.

[CGI Federal] 14:00:30
In this second example of a valid e signature, the signatory chose to print out the summary page, sign an ink.

[CGI Federal] 14:00:39
Check the box for the certification and make an electronic copy by scanning the resulting page. They're all set.

[CGI Federal] 14:00:50
This invalid example represents the most common mistake. Even though they filled out everything on the left, they forgot to check the certification checkbox.

[CGI Federal] 14:01:02
So the e signature is invalid.

[CGI Federal] 14:01:08
And for this invalid example, even though they remembered the checkbox, the signature field does not contain the signatories first and last name.

[CGI Federal] 14:01:18
So it would be considered insufficient.

[CGI Federal] 14:01:25
Now that we've gone through the refresher of the individual and bulk e-filing process, We just want to briefly summarize the key things that can help accelerate the processing of your cost report, each of which we've touched on a bit throughout the webinar today.

[CGI Federal] 14:01:45
First and foremost, use mcreft instead of the mail. This cuts out the mailing time and immediately puts your submission at your max.

[CGI Federal] 14:01:56
INTO. When submitting an Mcraft, follow the other tips listed here. Be sign in your vendor software.

[CGI Federal] 14:02:05
Assign your files to the proper categories. Use the electronic exhibits if they apply to your submission and fix any warnings that can be fixed.

[CGI Federal] 14:02:17
Doing all of these things optimizes the system's ability to immediately accept your submission, minimizes back and forth with your Mac later and accelerates the Mac review and settlement of your submission.

[CGI Federal] 14:02:35
Next, we want to briefly touch on planned improvements to the system.

[CGI Federal] 14:02:44
As we went over earlier, we've continuously improved Empress since going live in 2,018.

[CGI Federal] 14:02:52
The new functionality covered in today's webinar is just the latest. Listed here on the slide we have a quick preview of what will be coming down the pipeline in the future.

[CGI Federal] 14:03:04
That includes enhancements such as making it easier to file an amendment without uploading all your files again.

[CGI Federal] 14:03:12
Displaying non-claims payments information and opt-in push notifications like emails or text. To let you know when the status of your cost report changes or new settlement documentation gets.

[CGI Federal] 14:03:27
Posted.

[CGI Federal] 14:03:31
That brings us to the end of the prepared portion of our presentation. Before we get into the live question and answer session, we're posting a quick poll for everyone to provide feedback.

[CGI Federal] 14:03:47
On the mcreft system and rate your interest in future enhancement. It also might help for this poll to maximize your window to see the full set of options.

[CGI Federal] 14:04:02
While you fill that out, we're reviewing questions submitted to the Zoom Q&A tool. And once you finish the poll, feel free to start submitting more questions and we'll get started answering those in just about 3¬†min.

[CGI Federal] 14:06:44
All right, I hope everyone had a chance to complete the poll. We're going to get started with the Q&A session now.

[CGI Federal] 14:06:52
If you have any questions, please put them into the Q&A tool that you should see in your Zoom window.

[CGI Federal] 14:06:59
And with that, I'll hand it over to Matt Kinner from my team who will be reading the questions.

[CGI Federal] 14:07:06
Okay, thanks, Jolene. And everyone, like Jolene said, my name is Matt and I'll be reading out your questions today, which either someone here from CGI or at CMS will be answering.

[CGI Federal] 14:07:17
So to get us started, the first question today is on the new one click PS and our download functionality.

[CGI Federal] 14:07:25
In the slides you mentioned that this functionality will be coming in spring, 2024. Do you have any better date estimate?

[CGI Federal] 14:07:31

More specifically than that. Yeah, hi, this is Jeff Coon with the CJ Federal team that runs Mcraft.

[CGI Federal] 14:07:39
As of right now, we are in the middle of developing that functionality. We're still going to be going through testing both with your Medicare administrator.

[CGI Federal] 14:07:50
We're still going to be going through testing both with your Medicare administrative contractors and with provider administrative contractors and with a provider focus group that we work with.

[CGI Federal] 14:07:55
So it's still in the process of being refined and developed. And so at this point, we do testing both with your Medicare administrative contractors and with a provider focus group that we work with. So it's still in the process of being refined and developed.

[CGI Federal] 14:08:01
And so

[CGI Federal] 14:08:01
Okay, the next question. Can a hospital and or any provider still access the PSNR system and request their own PSNR reports.

[CGI Federal] 14:08:11
For a specific year and a specific breakout period as well as their own specific paid dates. Certainly. Yeah, I think the thing to keep in mind is that everything we're adding in Mcraft is in addition to existing functionality you have access to.

[CGI Federal] 14:08:26
So everything about the current PS in our system for requesting custom summaries, detail reports, miscellaneous reports, everything you have access to in PSNR today, you will continue having access to afterwards.

[CGI Federal] 14:08:38
We are just also adding the ability to get these sort of canned, you know, ready to go PSNR reports in Mcraft that hopefully will cover most of your use case when you're trying to do a cost report and then anything else you would still use PSNR like you always have.

[CGI Federal] 14:08:56
Okay, the next question is, where do I find the instructions on how to add my home office provider number for access to mcraft and some offices don't have a PSNR.

[CGI Federal] 14:09:07
Sure. When it comes to home offices, the way you get them into IBM and the way you get them into Mcraft is really the same way you got your providers into PSNR and into Mcraft.

[CGI Federal] 14:09:18

That means that, you know, if they're part of the same taxable organization, then your security official needs to be adding them to your organization's profile if they are part of a different taxable organization you need to be setting up a additional organization in IBM with its own security official and requesting access through that.

[CGI Federal] 14:09:39
The quality though, even you've never needed to put in your home offices for PSNR in the past.

[CGI Federal] 14:09:44
The way you go about it is still the same for getting the mcre going forward and in where for PSNR you rely or for PSNR providers you're relying on the Oscar number or the CCN.

[CGI Federal] 14:09:56
For the home offices, you're just doing the same thing with the Home Office identifying, you know, 6 character ID.

[CGI Federal] 14:10:04
Okay. The next question is. That one of your slides indicated that the bad debt template is optional to use.

[CGI Federal] 14:10:13
Is this correct? I have the understanding that the use of these exhibits was mandatory. Yeah, the terminology here can be a little bit tricky, but the exhibits are the things that are defined by your cost report.

[CGI Federal] 14:10:25
So when you're filing your cost report, if you're indicating yes, you're claiming your cost report if you're indicating yes you're claiming bad debts you must provide the corresponding bad debts, you're claiming bad debts, you must provide the corresponding exhibit per the cost report instructions.

[CGI Federal] 14:10:38
But that exhibit can be in different file formats. You could submit it in Excel or in a PDF.

[CGI Federal] 14:10:43
Or in a word document if you wanted to just how you choose to submit that exhibit is kind of up to you as long as you're providing the information.

[CGI Federal] 14:10:52
On the hospital form and on the home health agency version the column order is required exactly as shown in the exhibit instructions on the others.

[CGI Federal] 14:11:04
There's a little bit more flexibility as to how you arrange your information. But in all cases, the cost report says you must supply those exhibits and under which conditions you have to supply them.

[CGI Federal] 14:11:14

The template that we're providing sort of the Excel version we're showing is just one of many ways you could fulfill your requirement to submit that exhibit.

[CGI Federal] 14:11:24
And then, you know, if you use our template, then you'll definitely kind of fulfill the requirements of the cost report.

[CGI Federal] 14:11:30
It'll have things laid out the way they need to be laid out. But you just you don't have to use our version you do have to submit the exhibit party instructions

[CGI Federal] 14:11:40
Okay, next up in those forms, how should patient name be listed? Last name, comma, first name.

[CGI Federal] 14:11:47
Yeah, when it comes to anything to do with how to fill out the information on any given row, I would strongly encourage you to go look at the cost report instructions because those are what say the information that needs to be in each field, how it should be formatted, if there's any guidance around that.

[CGI Federal] 14:12:03
What we have in the templates is a place for you to put in that information and for things where there's a really restrictive list of values like inpatient or part B, we have those drop-downs to help with that.

[CGI Federal] 14:12:15
But in terms of other guidance for what kind of value goes in this field, what does this line up to on the cost report?

[CGI Federal] 14:12:23
Anything around that that's in the cost report instructions that we had referenced earlier and the the link for that is also in the slides.

[CGI Federal] 14:12:29
So just in general, any question about. How do I fill out this field? What's its intended use?

[CGI Federal] 14:12:37
What's it's used for? All of that would be something to refer to the instructions.

[CGI Federal] 14:12:41
Okay, next up in the template, if the hospital has more than one sub provider, can we add more lines with sub-provider description?

[CGI Federal] 14:12:50
For handling different sub providers, this will depend on the particular exhibit and the cost port instructions. In many cases, it will have a sub

provider field in the header that sort of says this whole tab that I'm filling out is for this particular sub provider.

[CGI Federal] 14:13:07
And then you can make a different tab or a different file for doing the bad debt corresponding to that sub provider.

[CGI Federal] 14:13:14
But that's definitely a case where you don't want to add an extra column for doing the bad debt corresponding to that sub-provider.

[CGI Federal] 14:13:22
But that's definitely a case where you don't want to add an extra column. But that's definitely a case where you know you don't want to add an extra column at the start of the thing for subprovider if there's not already a pre-printed column for that.

[CGI Federal] 14:13:29
You'd either want to use the field in the head to add that sort of clarifying information.

[CGI Federal] 14:13:31
Okay, the next question is. Can I file an amended cost report via Democrats if the original was filed via the mail?

[CGI Federal] 14:13:39
Absolutely. You have the option of filing any cost report either through the mail or through mcraft and even for a given year you can do your as file through mcraft and file amendments through the mail.

[CGI Federal] 14:13:52
Or you can do your S file through the mail and amendments through Mcraft. Both of those are fine.

[CGI Federal] 14:13:57
The one thing you know we'd note to watch out for is that if you submit one thing through the mail and that might take 2 weeks to get to your Mac.

[CGI Federal] 14:14:06
If you then want to go and amend it and you submit that through Mcraft before your one of the mail got there.

[CGI Federal] 14:14:12
The first one that gets to your Mac will be treated as the ads filed. So that's just something to watch out for if you're you're mixing and matching but overall if you start off in the mail and you realize you want to do certain things in Mcraft totally fine or vice versa.

[CGI Federal] 14:14:26
Okay, next up is would template layout errors prevent submission of the cost report in Amcraft?

[CGI Federal] 14:14:34

When it comes to anything related to the template layout, those will never be errors in the system.

[CGI Federal] 14:14:40
We will only ever warn you about their potentially being something, you know, out of line with the template or out of line with the goal.

[CGI Federal] 14:14:47
If you say, okay, you can always proceed and submit anyway and have that successfully get received.

[CGI Federal] 14:14:55
Will this they'll only be warnings to say there might be something out of line with this template that you may want to consider.

[CGI Federal] 14:15:00
Fixing and then we'd encourage you to always review those warnings because fixing them can speed things up and make for less back and forth if you're Mac, but they will not prevent you from filing.

[CGI Federal] 14:15:12
Okay. The next question is, will Mcraft review resident file and possibly reduce cost reports for edits associated with that?

[CGI Federal] 14:15:20
For the Iris files, the main thing that Mcreff is doing is making sure that the Iris file itself is properly formatted that we're, you know, it is a properly formatted XML or DBF in the case of older filings.

[CGI Federal] 14:15:33
We will not prevent a cost report submission from going through as a result of the, you know, the resident amounts or FTEs reported within that Iris file.

[CGI Federal] 14:15:45
Okay, the next question is if the agency didn't provide any services in 2023, is the Medicare cost report required?

[CGI Federal] 14:15:53
If it is what document is required for it, can we submit them electronically?

[CGI Federal] 14:16:00
Oh, and you can correct me if I say any of this wrong, but I think in general for someone who doesn't provide any.

[CGI Federal] 14:16:06
Services for Medicare in a given year. They would fall under no Medicare utilization. And then there would be guidance within the cost report instructions for what needs to happen when you have not had any medicalization and what needs to be filed for that.

[CGI Federal] 14:16:22

But as long as you are subject to a Medicare agreement for participating in Medicare, you need to file something each year.

[CGI Federal] 14:16:29
And then if you are filing no Medicare utilization, sort of saying, I'm participating in Medicare but did not provide any services this year, then you can submit the necessary documentation for that through Mcraft.

[CGI Federal] 14:16:44
Okay, this next question has to do with the PSNR one click downloads I believe. Will there be a summary PDF available as well?

[CGI Federal] 14:16:53
One without splits, which chow the twelve-month total into one field and column.

[CGI Federal] 14:16:58
Gotcha. So I think for the reports that are available in Mcraft, these are always going to be summary reports.

[CGI Federal] 14:17:07
So always rolling everything up to sort of a grand total for the periods requested. But for the splits that we described, we're also always going to be splitting the service periods if there's a split that's expected for the cost report.

[CGI Federal] 14:17:20
So we talked about for IPPS hospitals or teaching facilities where there would be a split on October first or a split on January first.

[CGI Federal] 14:17:27
The defaults available in Mcraft will always have those splits included. And so if you're trying to get a grand total number for your entire cost reporting period, you can either take the summary that will be providing in PSNR and totalling across any splits.

[CGI Federal] 14:17:44
Or you can go to the PSNR system and run your own custom service periods that have one continuous period for your entire fiscal year.

[CGI Federal] 14:17:53
But the defaults available at Mcraft will always follow the splits that the cost report is expecting.

[CGI Federal] 14:18:01
Okay, the next question. Is there any way to do an upload pre-test of the Iris styles?

[CGI Federal] 14:18:08
So if I need to fix anything, I could know this further ahead of time. And have it fixed before I do the official upload.

[CGI Federal] 14:18:16

There is currently no upload pre-test for Iris files. You're vendors have worked with us to make sure that the files they produce are validly formatted, but in terms of any issues that might, you know, run into that the iris.

[CGI Federal] 14:18:32
Has weird values or things the systems aren't expecting. Those, you know, when you upload, if there's anything that's odd, will kick out a warning for you to check at that point.

[CGI Federal] 14:18:42
But no, there's no pre-submission check for us to tell you about what warnings you might get later on, just the actual submission and the warnings we deliver there.

[CGI Federal] 14:18:53
If we could write that down as a possible thing to consider in the future though, so thanks for asking that question.

[CGI Federal] 14:18:59
Next up. When filing an amended cost report, why is it required to resubmit all of the files, including Iris data?

[CGI Federal] 14:19:08
This seems redundant to me. Sure. In the way the system is set up right now, when you're filing an amendment, the idea is that you are submitting an entire cost report and fulfilling all requirements related to that cost report.

[CGI Federal] 14:19:20
Rather than just saying I'm just changing this one file. We are looking at one of the enhancements that was in the list and one of the ones that we're pursuing in the near future, ways of simplifying that to make it more clear.

[CGI Federal] 14:19:33
That, you know, the new submission you're doing, you're acknowledging all those other files you intend to be exactly the same and it is just this one thing or these 2 things that you want to change but under the current setup in terms of it being your complete submission with your signature that this entire submission is what you intend you have to give everything together so the the future functionality will hopefully make that simpler but

[CGI Federal] 14:19:57
that's why it's set that way up right now.

[CGI Federal] 14:20:04
1¬†s.

[CGI Federal] 14:20:24
1¬†s just looking through the rest of the questions here.

[CGI Federal] 14:20:56

Okay, the next question. Can cost report to pairs like CPAs have multiple access to providers cost report submission under one login or account with Mcraft.

[CGI Federal] 14:21:09
Definitely. So your account within IDM is your user account that I enterprise you as an individual. You as an individual can request access to however many providers and organizations you want to and then each of the security officials at those organizations will individually grant access.

[CGI Federal] 14:21:30
And so if you are a cost per prepare CPA that is working for different hospitals. You can sign up for each of them if each of their security officials approves you.

[CGI Federal] 14:21:41
When you log into Mcraft. All the providers that you have been approved for will show up in the home page for you to perform the efilings.

[CGI Federal] 14:21:49
Okay, the next question. Did the bad debt form change for the Smith like it did for the hospitals?

[CGI Federal] 14:21:56
So with the. New hospital bad debt form that was released as part of the 25 to 10, there's sort of updated format for the Medicare bad debt listing for the sniff and the RHC and all the other ones that were already using the prior exhibit one, those forms have not changed at this point.

[CGI Federal] 14:22:19
I cannot speak to whether they will have updates in future transmittals or have further changes, but as of right now the the sniff Medicare bad debt listing is the same as it was last year.

[CGI Federal] 14:22:37
Okay, 1¬†s.

[CGI Federal] 14:22:42
Alright, the next question. How sensitive is Mcraft to a cell that may be mis formatted?

[CGI Federal] 14:22:49
For example, under a level bad deaths, would it matter if you use currency or accounting format?

[CGI Federal] 14:22:54
From the system perspective, the most important thing is the underlying number. So regardless of what sort of display format you've chosen, whether it's got a dollar sign or it's using parentheses for negative.

[CGI Federal] 14:23:09

There's an underlying number that is stored in Excel and that underlying number is what the system is going to be trying to read.

[CGI Federal] 14:23:24
Okay, next question. How can the facility establish a new security official in IBM if the previous security official terminates the organization and is not available to remove themselves as a security official.

[CGI Federal] 14:23:39
Having your security officials sort of switch out and not swapping them over before the last one leaves is definitely one of the trickier things to deal with.

[CGI Federal] 14:23:48
Security officials sort of lapsed and the organization is still there, then you can contact the US support desk, the contact information we had listed earlier, and I think we'll have here again on the slides in a moment.

[CGI Federal] 14:24:01
And Contact them, discuss with them what has happened. They will work through a process if the organization is still viable to remove the prior security official and help you establish a new one.

[CGI Federal] 14:24:16
If for any reason the organization itself can't be kept, they will help work to sort of remove the old organization at which point you could begin the process to set up a new replacement organization with your new security official.

[CGI Federal] 14:24:31
And every scenario may be a little bit different, but that is something that the US support desk can help you through if you've run into it.

[CGI Federal] 14:24:43
Okay, the next question. For the one click PSNR downloads, can anyone with Mcraft access and run these reports or do you also need to be approved for the PS and our user role in IBM.

[CGI Federal] 14:24:55
Okay, yeah, the everyone with access to Mcraft will also have access to the PSNR download column So all the roles that we described earlier in the presentation as having access to mcraft, all of those either existing or approved in the future will have access to the PSNR downloads.

[CGI Federal] 14:25:17
Okay, the next question. How can I tell if I am approved to have access to mcref?

[CGI Federal] 14:25:25
My role show I am approved but I wouldn't not told that I was.

[CGI Federal] 14:25:30

Within the IDM system, when you go to sort of manage your existing applications or manage your roles, you will see the different ones that you are approved for but then especially if you are working at different organizations there'll be separate entries for each of those.

[CGI Federal] 14:25:47
And so it will just depend on who you have been approved for. The other thing to note is that if you're a PS and our security official you won't see any reference to Mcraft within the IDM application but because you're the security officially.

[CGI Federal] 14:26:03
Mcraft within the, IDM application, but because you're the security officially organization, you have access to it in PSNR and you have access to it in PSNR and you have access to it in PSNR and you have access to it in PSNR and you have access to it in PSNR and you have access to it in PSNR and you have access to

[CGI Federal] 14:26:14
it in PSNR and you have access to it in PSNR and you have access to it in PSNR and you have access to it in Mcraft.

[CGI Federal] 14:26:21
And that's something else that we're gonna be working with the IMF. And that something else that we're gonna be working with the IDM team to address is that nowhere in IDM other

[CGI Federal] 14:26:33
Okay, next up, how do we figure out who the security official is for our organization?

[CGI Federal] 14:26:37
If you don't know the security official for your existing organization, identify your tax identification number for your organization and contact the US support desk.

[CGI Federal] 14:26:48
Let them know why you're trying to get that information, whether you're trying to get a role approved or you're trying to identify if the security issue needs to be replaced and they can help identify for you the current security official for that organization.

[CGI Federal] 14:27:03
Okay, next up. I think Jeff said that for hospitals and Hhs, the column order is required on the bad jet template.

[CGI Federal] 14:27:10
But also that the template layout errors won't prevent submission. This seems conflicting or does that mean it can be submitted but up to the Mac to accept or reject it?

[CGI Federal] 14:27:21
Correct. The cost report will be allowed to be sent through Mcraft and therefore received by the Mac.

[CGI Federal] 14:27:28
But it will not necessarily be accepted. At that point, Mcraft is not making a determination of acceptance or rejection.

[CGI Federal] 14:27:36
There we're pointing out that there's a potential issue with your filing. And if you know that it needs to be in the right order and you don't fix on the NQR side, then you may still be subject to a rejection by the Mac.

[CGI Federal] 14:27:50
Okay, 1¬†s.

[CGI Federal] 14:27:57
Okay, next question. What is the best practice for selves where the data may not be required?

[CGI Federal] 14:28:02
When you're filing traditional flash dual-edible accounts together, should you leave fields that apply to dual eligible blank on a traditional account or would you rather put in not applicable or some other filler?

[CGI Federal] 14:28:13
Doesn't even matter. Hopefully that question makes sense. In terms of whether it matters, I would refer again to the cost report instructions if there's something in the customer instructions that says this must always be filled out a certain way even in cases where it's not applicable.

[CGI Federal] 14:28:28
I'd follow that guidance. Otherwise, from a system perspective, if the field is optional not always expected on every row then there would be no warning or you know any particular reason to do that other than what makes the most sense to you and will make the listing make the most sense to the Mac when they're reviewing it.

[CGI Federal] 14:28:48
Just a quick housekeeping thing. I know we're running up on the time. I was originally published for this that goes through 2 30 pm eastern time.

[CGI Federal] 14:28:59
There aren't too many more questions out here but there are one or 2 or a few. Eastern time. There aren't too many more questions out here, but there are one or 2 or a few.

[CGI Federal] 14:29:05
So we're able to stay on and keep answering these questions out here, but there are one or 2 or a few.

[CGI Federal] 14:29:10
So we're able to stay on and keep answering these questions

[CGI Federal] 14:29:10

And with that, one of the remaining questions is. Could a future enhancement be a CPA firm?

[CGI Federal] 14:29:18
Could have one login that showed the access for all their clients compared to each employee in the CPA firm needing their own Mcraft login.

[CGI Federal] 14:29:27
Gotcha. I think the main thing is that your account IDM is always your personal account, but, The system wasn't necessarily set up with CPAs in mind.

[CGI Federal] 14:29:39
That is something that we're we're trying to take a look at and better understand about everybody's use case and we will certainly pursue discussions in the future for if we can make that sort of experience better.

[CGI Federal] 14:29:50
So thank you for the suggestion and we will take it under advisement. Okay, 1¬†s. Let me just look through these.

[CGI Federal] 14:30:48
Okay, so right now we're just looking to see. There's any new questions for questions that we might not have answered yet, we will look to the OMDPO email questions box and reply back.

[CGI Federal] 14:31:00
In the meantime, we're waiting to see if any other questions come in that we can answer right now.

[CGI Federal] 14:31:04
We are gonna release kind of like the final quick short poll just about this today's event in general for any other feedback people might have.

[CGI Federal] 14:31:11
So I think, Jacky, we can launch the second poll. But also please feel free to continue submitting your questions if you have any.

[CGI Federal] 14:32:45
Okay, and with that, I think there's not enough new questions coming in right now.

[CGI Federal] 14:32:51
For anything that was there, it might have been too specific to answer on this today's call.

[CGI Federal] 14:32:54
We did have a slide in the deck for OFM DPO questions at CMS at HHS.

[CGI Federal] 14:33:00
Gov. Feel free to answer or to send your email to that inbound and we will try to reply to you there.

[CGI Federal] 14:33:06
Otherwise, thank you everyone for attending today. That poll will still up, please. If you have a moment, please feel free to throw it out.

[CGI Federal] 14:33:13
But otherwise, I think will be done. So thank you all for attending and have a great rest of your day.

[Jackie - Moderator] 14:38:52
Alright, thank you so much everyone and have a great rest of your day.