



Using Microsoft Access to Simplify Enrollment Reconciliation in Capitated Financial Alignment Demonstrations

March 16, 2016

2:30 – 3:30 pm ET

Agenda

- Welcome, Introductions, and Roll Call
- Summary of Current Reconciliation Challenges and Benefits of the Reconciliation Tool
 - Identifying and enrolling dually eligible individuals
 - Reconciliation challenges
- Microsoft Access Tool: Description, Operation, and Queries
 - Demonstration Using Simulated DTRR Information
- Centers for Medicare & Medicaid Services (CMS) Discussant
- Questions and Discussion

Participants

- Ann Mary Philip, Integrated Care Resource Center (ICRC)
- Julie Stone, ICRC
- Paul M. Montebello, ICRC
- Jason Rachel, Virginia Department of Medical Assistance Services
- Gimman Kim, Centers for Medicare & Medicaid Services

Summary of Current Reconciliation Challenges and Benefits of the Reconciliation Tool

Individuals Must Meet Both State and Federal Eligibility Criteria

- State Medicaid criteria
 - Beneficiary meets states' financial eligibility criteria
 - Beneficiary meets states' categorical or medically needy eligibility criteria
 - Beneficiary permanently resides in demonstration service area
 - Other state-specific criteria for demonstration (e.g., care setting)
- Federal Medicare criteria
 - Enrolled in Medicare Part A and Part B
- Synching eligibility data is challenging
 - State retains Medicaid eligibility data
 - In some states, demonstration team may not have direct access to Medicaid data
 - CMS retains Medicare eligibility data

States Take Varying Approaches to Enrollment Processes

- All enrollment is voluntary
- Passive enrollment
 - Large numbers of individuals enrolled in bulk
 - Enrollment occurs in waves
 - Members may “opt out” prior to their start date
 - Members may “disenroll” after start date
 - 7 states either completed or are undergoing passive enrollment
 - South Carolina will begin passive in April 2016; Rhode Island in September 2016
- Individuals elect to enroll
 - All states use this approach to enrollment after passive enrollment is complete
 - Minnesota relies exclusively on individual opt-ins

Eligibility and Enrollment Requires Significant Coordination Between States, CMS, and Plans

- States
 - Identify dually eligible individuals enrolled in Medicaid
 - Validate their eligibility for the demonstration with CMS' Medicare eligibility file (MARx)
 - Infocrossing supports the transmission of the state's eligibility file to CMS' MARx file
 - Enroll individuals into the demonstration
 - Assign enrollees to demonstration plans
 - Notify plans of assigned members
- CMS
 - Shares Medicare's MARx file with states
 - Infocrossing serves as a liaison between CMS' MARx file and states
 - Processes demonstration enrollment for beneficiary
 - Notifies the state and/or plans of beneficiary's enrollment status
- Plans
 - Notify dually eligible members of their enrollment status coverage benefits

Step-by-Step Breakdown of Enrollment Process

1. State identifies beneficiaries using state-specified criteria
2. State sends a Medicaid enrollment file to Infocrossing
3. Infocrossing validates the file, converts it to MARx format, and sends it to CMS
4. CMS processes enrollment and sends a Daily Transaction Reply Code Report (DTRR) to Infocrossing, or, in some states, to Infocrossing and the MMP (“Dual Routing”)
5. Infocrossing then pushes the DTRR to the state and to the appropriate demonstration plan

State Reconciles the DTRR

- Each record includes Transaction Codes (TCs) and Transaction Reply Codes (TRCs)
- TCs & TRCs indicate enrollment acceptance, rejection, or other status information
- State must compare the information found on the DTRR against the “system of record”
- State must sort through the TCs & TRCs to determine which require immediate attention for resolution
- States do this alone or rely on their enrollment broker for assistance

Problems Arise When Reconciliation Does Not Flow Smoothly

- Issues with Effective Dates:
 - Beneficiary makes multiple enrollment requests with the same effective date
 - There is an error in the enrollment opt-in effective date
- Issues with Disenrollments:
 - CMS rejects a disenrollment transaction submitted by the state
 - Beneficiary moved from service area, causing a delay in disenrollment
- Other Passive Enrollment Issues:
 - State enrolls an ESRD or hospice beneficiary
 - State enrolls a beneficiary who does not live in the MMP's service area

Results of Enrollment Disconnects

- Beneficiaries may not realize that they were passively enrolled until they attempt to use services
- Beneficiary may believe that they are enrolled, when they are not
- Beneficiaries may receive inaccurate information
- Beneficiaries may become confused and upset
- Greater probability of opt-outs & disenrollments

About the Reconciliation Tool

- Virginia has substantially reduced the time and effort it spends on enrollment reconciliation with the use of this Microsoft Access Tool
- Helps to identify enrollment records that require immediate action, based on their TCs & TCRs
- MMCO believes that other states might find a demonstration of the tool useful

Microsoft Access Tool: Description, Operation, and Queries

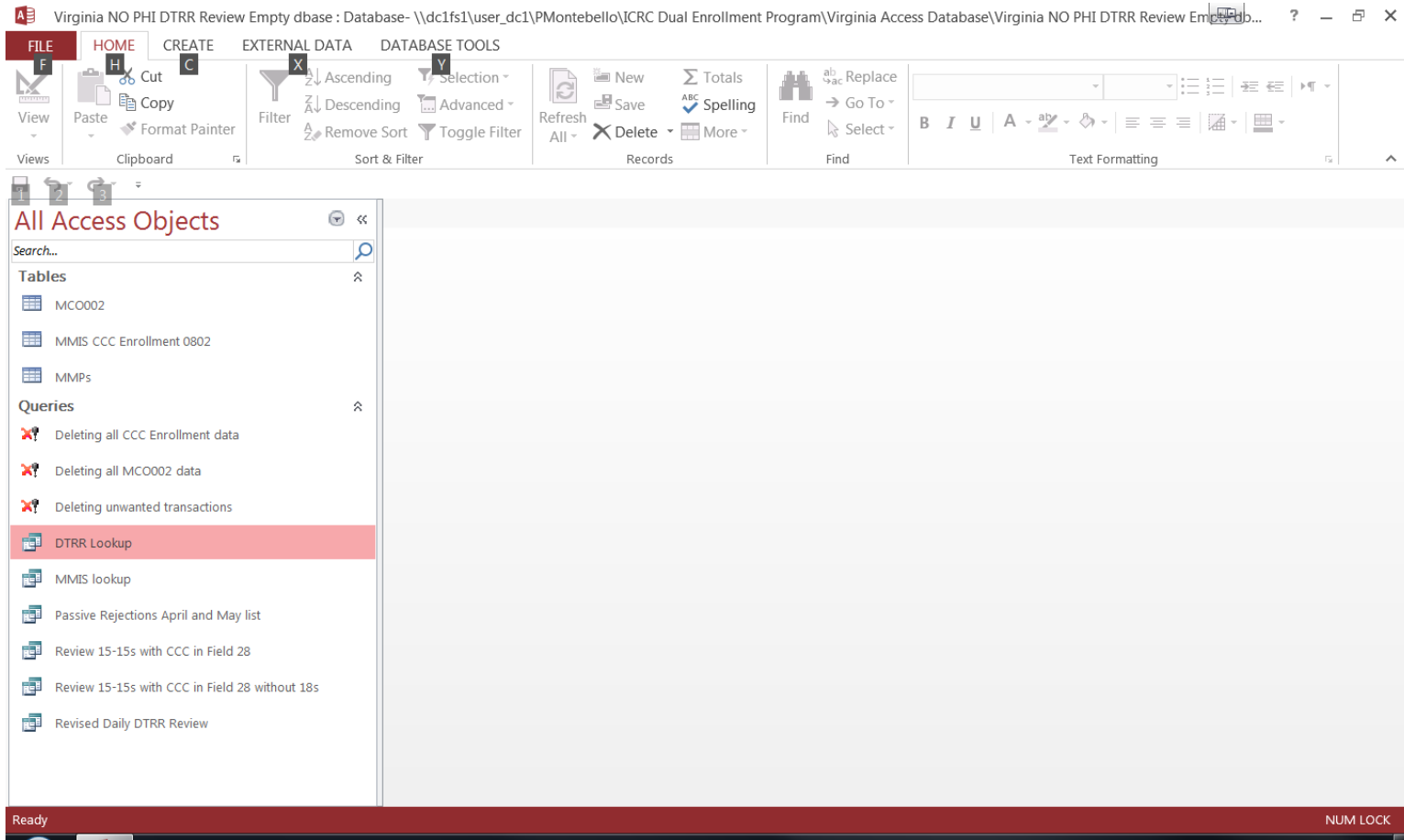
Overview: Microsoft Access Tool

A simple program written in Microsoft Access that includes two queries:

- Query 1 selects specific TCs and TRCs from the DTRR, which the state can then reconcile; and
- Query 2 lets the user pull all the records available for a given beneficiary using their HICN.

Users can modify the current query or add new ones as needed.

Opening Screen



Daily DTRR Review Query

Virginia NO PHI DTRR Review Empty dbase : Database- \\dc1fs1\user_dc1\PMontebello\CRK\Dual...

FILE HOME CREATE EXTERNAL DATA DATABASE TOOLS QUERY TOOLS DESIGN

View Run Select Make Table Append Update Crosstab Delete Union Pass-Through Data Definition Show Table Builder Insert Rows Delete Rows Insert Columns Delete Columns Return: All Totals Parameters Property Sheet Table Names

Results Query Type Query Setup Show/Hide

All Access Objects

Search...

Tables

- MCO002
- MMIS CCC Enrollment 0802
- MMPs

Queries

- Deleting all CCC Enrollment data
- Deleting all MCO002 data
- Deleting unwanted transactions
- DTRR Lookup
- MMIS lookup
- Passive Rejections April and May list
- Review 15-15s with CCC in Field 28
- Review 15-15s with CCC in Field 28 without 18s
- Revised Daily DTRR Review

Revised Daily DTRR Review

Field:	Field16	Field15	Field66	Field18	Field22
Table:	MCO002	MCO002	MCO002	MCO002	MCO002
Total:	Group By	Group By	Group By	Group By	Group By
Sort:	Ascending	Ascending			Ascending
Show:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria:	"61"	"009" Or "019" Or "032" Or "036" Or "045" Or "45" Or "102" Or "106" Or "308"			[Please enter the DTRR run date in YYYYMMDD]
or:	"51"	"292" Or "050" Or "018" Or "014" Or "015" Or "703" Or "708"			[Please enter the DTRR run date in YYYYMMDD]
	"81"	"289" Or "284"			[Please enter the DTRR run date in YYYYMMDD]
	"82"	"037" Or "060" Or "313" Or "314" Or "286"			[Please enter the DTRR run date in YYYYMMDD]
	"51"	"014" Or "14" Or "015" Or "15"			[Please enter the DTRR run date in YYYYMMDD]
		"287"			[Please enter the DTRR run date in YYYYMMDD]
	"42"	<>"309" And <>"311"			[Please enter the DTRR run date in YYYYMMDD]
	"54"	<>"050" And <>"104"			[Please enter the DTRR run date in YYYYMMDD]

Ready NUM LOCK SQL

DTRR Lookup Query

The screenshot displays a Microsoft PowerPoint window with the following elements:

- Title Bar:** ICRC Virginia Reconciliation Tool (Draft Ver 1.0 - 07/Mar2016).pptx - PowerPoint
- Ribbon:** FILE, HOME, INSERT, DESIGN, TRANSITIONS, ANIMATIONS, SLIDE SHOW, REVIEW, VIEW, DEVELOPER
- Slide 11:** A slide titled "Daily DTRR Review Query" (partially visible in the thumbnail). The main content area contains:
 - A title box with the text "Click to add title".
 - A text box with the text "Click to add text".
 - A dialog box titled "Enter Parameter Value" with a question mark icon, a close button (X), an input field, and "OK" and "Cancel" buttons.
 - An "ICRC Integrated Care Resource Center" logo in the bottom left corner.
 - A notes area at the bottom with the text "Click to add notes".
- Slide Navigation:** The left sidebar shows slide thumbnails for slides 9, 10, 11, and 12. Slide 11 is highlighted with a red border.
- Status Bar:** SLIDE 11 OF 15, NOTES, COMMENTS, 59%

Demonstration Using Simulated DTRR Information

Audience Questions and Discussion

About ICRC

- Established by CMS to advance integrated care models for Medicare-Medicaid enrollees
- ICRC provides technical assistance (TA) to states, coordinated by Mathematica Policy Research and the Center for Health Care Strategies
- Visit <http://www.integratedcareresourcecenter.com> to submit a TA request and/or download resources, including briefs and practical tools to help address implementation, design, and policy challenges
- Send additional questions to: ICRC@chcs.org