CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-06 Medicare Financial Management	Centers for Medicare & Medicaid Services (CMS)
Transmittal 226	**Date: September 6, 2013**
	Change Request 8411

SUBJECT: Recovery Audit Program Tracking Appeals and Reopenings

I. SUMMARY OF CHANGES: This Change Request pertains to the national Recovery Audit Program. It amends 100.9.2, Tracking Appeals and Reopenings, so it is consistent with the current standard systems tracking capabilities.

EFFECTIVE DATE: October 7, 2013
IMPLEMENTATION DATE: October 7, 2013

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)
R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
R	4/100/9.2/Tracking Appeals and Reopenings

III. FUNDING:

For Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs) and/or Carriers:
No additional funding will be provided by CMS; Contractors activities are to be carried out with their operating budgets.

For Medicare Administrative Contractors (MACs):
The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC statement of Work. The contractor is not obliged to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

Business Requirements
Manual Instruction

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

Attachment - Business Requirements

Pub. 100-06	Transmittal: 226	Date: September 6 2013	Change Request: 8411

SUBJECT: Recovery Audit Program Tracking Appeals and Reopenings

EFFECTIVE DATE: October 7, 2013

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I. GENERAL INFORMATION

A. Background: This Change Request pertains to the national Recovery Audit Program. It amends 100.9.2, Tracking Appeals and Reopenings, so it is consistent with the current standard systems tracking capabilities.

B. Policy: Section 302 of the Tax Relief Act and Health Care Act of 2006.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility											
		A/B MAC			DME MAC	FI	CARRIER	RHHI	Shared-System Maintainers				Other
		A	B	HHH					FISS	MCS	VMS	CWF	
8411.1	MCS and VMS contractors shall upload the weekly appeals report created in the standard systems to the RAC Data Warehouse no later than 2 business days after the end of the business week (typically Friday).		X		X								
8411.2	Part A Contractors shall complete the spreadsheet provided in CR 7458 to report the prior month's appeals and reopening information.	X		X		X		X					
8411.2.1	The MAC/Contractor shall upload the Monthly Recovery Auditor Appeals and Reopenings Report to the RAC Data Warehouse by the 15th business day of each month. **NOTE**: Questions concerning upload of the file should be sent to the RAC Data Warehouse Help Desk at helpdesk.RACDW@qssinc.com or 1-866-600-7395. **NOTE**: CMS is in the process of modifying the Medicare Appeals System (MAS) to track first level Part A appeals. Once the use of MAS at the first level is operational at the MAC the monthly	X		X		X		X					

Number	Requirement	Responsibility											
		A/B MAC			DME MAC	FI	CARRIER	RHHI	Shared-System Maintainers				Other
		A	B	HHH					FISS	MCS	VMS	CWF	
	uploads of the Excel spreadsheet shall cease. The implementation of MAS will occur individually.												
8411.2.2	The MAC/Contractor shall provide a copy by email to the appropriate Recovery Auditor and the MAC COR.	X		X		X		X					
8411.3	The MAC/Contractor shall research, fix and upload within 15 calendar days of notification all errors, including claims that do not get uploaded to the RAC Data Warehouse.	X	X	X	X	X	X	X					

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility							
		A/B MAC			DME MAC	FI	CARRIER	RHHI	Other
		A	B	HHH					
	None								

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Ashley Miller, 410-786-0828 or Ashley.Miller@cms.hhs.gov, Connie Leonard, 410-786-0627 or Connie.Leonard@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR) or Contractor Manager, as applicable.

VI. FUNDING

Section A: For Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), and/or Carriers:
No additional funding will be provided by CMS; Contractors activities are to be carried out with their operating budgets.

Section B: For Medicare Administrative Contractors (MACs):
The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS do not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

100.9.2 - Tracking Appeals and Reopenings

(Rev.226, Issued: 09-06-13, Effective: 10-07-13, Implementation: 10-07-13)

Appeals and reopenings requests received in response to a Recovery Auditor initiated improper payment shall be tracked. The status of any appeals shall be tracked through the redetermination level of the appeal process.

MCS and VMS contractors shall upload the weekly appeals report created in the standard systems to the RAC Data Warehouse no later than 2 business days after the end of the business week (typically Friday).

FISS contractors shall complete the supplied Excel spreadsheet, *see CR 7458,* when reporting monthly appeals and reopenings information. The MAC/Contractor shall *upload the* Monthly Recovery Auditor Appeals and Reopenings Report *to the RAC Data Warehouse* by the 15th business day of each month. *Questions concerning upload of the file can be sent to the RAC Data Warehouse Help Desk at helpdesk.RACDW@qssinc.com or 1-866-600-7395.* The report shall include the prior month's information and a copy shall be provided *by email* to the appropriate Recovery Auditor *and the MAC COR.*

***NOTE**: CMS is in the process of modifying the Medicare Appeals System (MAS) to track first level Part A appeals. Once the use of MAS at the first level is operational at the MAC the monthly uploads of the Excel spreadsheet shall cease. The implementation of MAS will occur individually.*

The MAC/Contractor shall include the additional tracking information supplied on the Excel monthly appeals and reopenings report. The MAC/Contactor shall record on the tracking report the rationale for the reversal. Reasons for Reversal Codes have been created and if one of the given codes is not appropriate, a narrative explanation shall be input.

The MAC/Contractor shall research, fix and upload within 15 calendar days of notification all errors, including claims that do not get uploaded to the RAC Data Warehouse.