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# Variance Reconciliation

## Participant Guide

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# Variance Reconciliation: Contents

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## Overview

MBE enables P@#\$\$%& to calculate and store an expected payment amount and reconcile reimbursement dollars paid by CMS – as reported through the MMR – against this P@#\$\$%& expected payment. One of the main benefits of using MBE is that these payment variances are identified at the member level, attributed to specific member data discrepancies and tied directly to a monthly CMS payment amount. This level of functionality allows P@#\$\$%& to manage variances easily at the member level and determine any potential financial impact arising from these variances.

A variance occurs in the Medicare Business Engine (MBE) when there is a data discrepancy between the member data in MBE and the data maintained by the Centers for Medicare and Medicaid Services (CMS). This variance manifests itself in MBE when there are differences between the MBE member data and the data received on the Monthly Membership Report (MMR) file sent by CMS.

The purpose of this training is to equip you to use P@#\$\$%& R+\*&%\$#@'s Medicare Business Engine (MBE) application to find and resolve variances between CMS and P@#\$\$%& member-level information that impacts Medicare payments.

## Performance Objectives

By the end of this chapter you will be able to perform the following:

- Identify the triggers that place variances in the Variance Reconciliation task queue
- Understand relationships among MBE settings and functionality
- Understand member-level attributes that impact payments
- Locate the reconcile canvas
- Identify a variance based on processing an MMR file
- Query/view variances in MBE – base functionality within MBE
- Reconcile a variance –determine whether P@#\$\$%& or CMS data is correct on a member's record
- Correct the member data – update a member's record in MBE (if P@#\$\$%& value is incorrect) or submit a correction to CMS (if CMS value is incorrect)
- Pull Internal Certification (sometimes referred to as Attestation) –custom reports, for tracking progress on variances that have been identified

## Introduction

The following is a list of variance types that may be created due to a data discrepancy:

Variance Type
<b>Membership</b>
<b>Contract #</b>
<b>Segment ID</b>
<b>Plan Benefit Package (PBP)</b>
<b>State and County Code (SCC)</b>
<b>Part A / Part B Eligibility</b>
<b>End-Stage Renal Disease (ESRD)</b>
<b>Hospice</b>
<b>Long-Term Institutional (LTI)</b>
<b>Rate Cell</b>
<b>Age Group</b>
<b>Gender</b>
<b>Medicare Secondary Payer (MSP)</b>
<b>Risk Factor</b>
<b>Factor Types</b>
<b>Medicaid Add-On</b>
<b>Original Reason for Entitlement Code (OREC)</b>
<b>Hierarchical Condition Code (HCC, RxHCC)</b>
<b>Low Income Indicator (LICS, LIPS)</b>

Most member variances in MBE are loaded from the MMR file. Variances are then recorded and can be displayed through either the Variance Card or the Payment Card. The Payment Card and the Variance Card are not the appropriate place for making corrections to member data.

### How MBE Identifies Variances

When an MMR file has been received from CMS, it must be loaded into MBE. During this data load, each record within the MMR data file is matched against the active member records in MBE. When the MMR record matches a member record in MBE and the payment month on the MMR is on or after the [Live Date](#) (see section in document) the following data events take place.

- A member's payment record is created.

- Within each payment record, a comparison dataset is created for the member-level attributes that impact payment calculation. This comparison dataset consists of P@#\$\$%& Values for these attributes along with the supplied CMS values. The P@#\$\$%& value can be derived directly from values within MBE data cards or be set as the CMS value, depending on P@#\$\$%&'s confidence in its data sources. Please refer to the **Error! Reference source not found.** section of this document for details.
- An expected payment amount is calculated based on the P@#\$\$%& values for the member-level attributes.
- Differences between the P@#\$\$%&'s expected payment amount and the CMS actual payment are recorded within MBE.

These data events are stored in MBE as monthly payment records and you can view them through the Payment Card.

The screenshot shows a 'Payment' window with the following fields and controls:

- Title Bar:** Payment: [Minimize] [Maximize] [Close]
- Controls:** Pymt Month [Dropdown],  Disable auto-adjust
- Table:**

	ORG	GOV	STATUS
Total Payment			
MA Payment			
Rx Payment			
MCO Member			
Contract #			
PBP ID			
Segment ID			
County Code			
<input type="checkbox"/> Out of Area			
Part A			
Part B			
Rate Cell			
Age Group			
Gender			
MSP			
MSP Type			
Risk Factor			
Factor Type			
MA Add-On			
OREC			
HCCs			
<input type="checkbox"/> New To Plan			
Rx Factor			
Low Income			
Rx Factor Type			
Rx HCCs			
- Text Fields:** Comment [Text Area]
- Buttons:** Adjust, List, Save, Cancel

At the conclusion of the MMR data file load, MBE will search through the member database to find any member record for which an MMR record was not loaded. If an unmatched member record has been identified, MBE will determine whether the member had been enrolled during the MMR payment month. If so, MBE will track this as a membership variance and create a payment record with a P@#\$\$%-expected payment amount and ORG values for the member-level attributes. The GOV side of the Payment Card will be blank, and variances will be generated for that month. In a similar manner, if an MMR record is loaded for a member, but the P@#\$\$% data for the member data indicates that the member is not actively enrolled during the payment month, a membership variance will be logged, and a payment record will be created with the GOV side populated and the ORG side blank.

Whenever there is a difference between the ORG and GOV values for any data item on the payment record, a number of visual cues will be displayed on the Payment Card:

- The dollar difference in payment amounts will be displayed under the payment items at the top of the card.
- A status of Open will appear in the Status column for each attribute that varies.
- The attribute label will appear in bold font.

Pyemt Month	March 2011		<input type="checkbox"/> Disable auto-adjust
	<b>ORG</b>	<b>GOV</b>	<b>STATUS</b>
Total Payment	\$547.86	\$1,484.92	\$937.06
MA Payment	\$339.27	\$1,276.33	\$937.06
<b>MSP</b>	Yes	No	Open
<b>MSP Type</b>	Aged/Disabled	None	Open

The CMS plan data due date is the cutoff date each month for CMS processing. It is typically around the 12<sup>th</sup> of the month. CMS stops processing as of this date for the upcoming payment month. The MMR is typically received around the 25<sup>th</sup> of the month, but reflects plan activity as of the plan data due date. CMS wants plans to reconcile plan data against the MMR using the plan data due date.

When the MMR file is loaded into MBE, all active member records are considered for an ORG payment, regardless of whether the records were entered before or after the plan data due date. The result is that records that are eligible for an ORG payment but are not on the MMR will have a "Membership" variance created. In a similar manner, the reconciliation of any member-level attributes does not account for the plan data due date.

The net result is that any variances associated with a payment month must be carefully analyzed to account for any data timing differences that may have been introduced by data updates taking place after the plan data due date.

## **Setting Member-Level Attribute Values**

Member-level attributes displayed in the Payment Card are designated as either the *ORG* or *GOV* (CMS) value. Each time a payment record is established by loading an MMR record, MBE checks for the current *P@#\$\$%&* value of an attribute and stores this current value within the corresponding *ORG* value data field. (Please see note on page 5 regarding the plan data due date and potential timing differences between the *ORG* and *GOV* values.)

One of the advanced features within MBE offers the opportunity to use the *GOV* value from the MMR record to be used instead of the *P@#\$\$%&* value; in effect, when the MBE

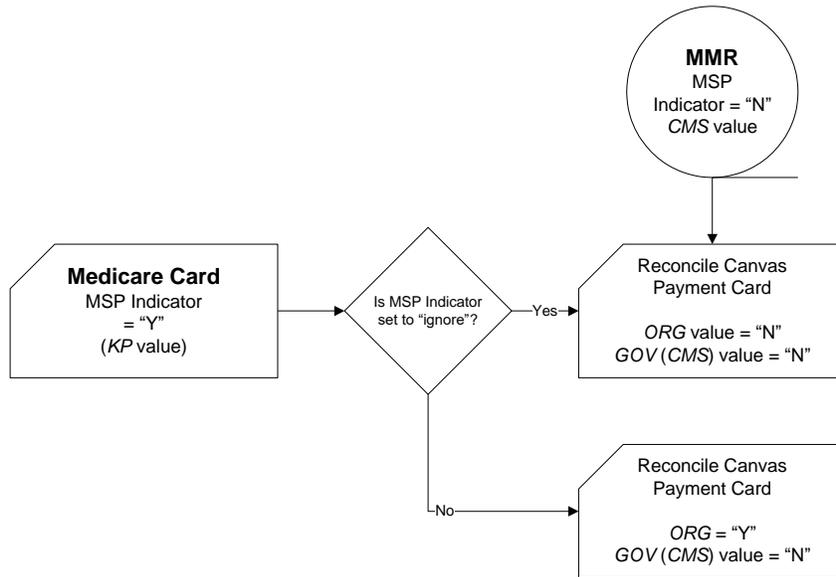
Ignore Flag is activated for an attribute, MBE ignores the *P@#\$\$%&* value for purposes of identifying a variance for a particular member-level attribute and computing an expected *ORG* payment value.

It is important to note that when an attribute is designated to use the *GOV* value (i.e., the Ignore Flag is “on” for the attribute,) only the *ORG* value on the payment record shown on the Payment Card is set to the *GOV* value for the attribute.

*The actual *P@#\$\$%&* value of the attribute on an underlying MBE membership card (e.g., Name Plus Card, Medicare Card, etc.) is not changed during the process of defaulting the *ORG* value to the *GOV* value.*

For example, if the Medicare Secondary Payer (MSP) indicator is “N” on the MMR but “Y” on the MBE [Medicare Card](#), the “Y” value will be retained on the Medicare card even if the

Ignore Flag is on for the MSP indicator:



MBE treats a member-level attribute as having three values: the current value on the member's card (P@#\$%& Value), the ORG value on the payment record and the GOV (CMS) value on the payment record.

## Ignore Flag

Through the use of the **Ignore Flag**, the ability to utilize the *GOV* value in lieu of a *P@#\$\$%* value is available for each member-level attribute that appears on the MMR record. Furthermore, the determination of when to use the *P@#\$\$%* value from the member's data card (for instance, the **Name Plus** card or Medicare card) is independently controlled for each attribute.

For example, *P@#\$\$%* may not have a high level of confidence in the Factor Type data from 2013; however, *P@#\$\$%* improves its data cleanliness for 2014. The *ORG* value for the Factor Type can be set to the *GOV* value for 2013 and switched to the *P@#\$\$%* value (from the Medicare Card) in 2014. Because the **Ignore Flag** setting is effective dated (that is, it can be activated for a select period, deactivated for another period and activated for a third period, etc.) and set independently for each member-level attribute, this **Ignore Flag** feature provides great flexibility on when to begin relying on the *P@#\$\$%* value of individual attributes in the computation of the expected (*ORG*) payment value; thus, *P@#\$\$%* can gradually move toward a future scenario in which the *ORG* values on a payment record would be solely populated by the *P@#\$\$%* values from the member's data cards.

Because the **Ignore Flag** is tied to the setting of member-level attribute values that appear on a **Payment** card, this functionality is available for use only after the **Live Date** (See Live date section below) has passed. Additionally, the **Ignore Flag** can be set for all attributes except for the following, which are mandatory attributes to be reconciled within MP:

Member-Level Attribute
<b>MCO Member (for example, CMS has someone noted as a member, but <i>P@#\$\$%</i> does not)</b>
<b>Contract #</b>
<b>PBP ID</b>
<b>Segment ID</b>
<b>Gender</b>

When determining the setting of the Ignore Flag for each member-level attribute, there are some important considerations:

- If the **Ignore Flag** is initially set to **on** for an attribute during a specified timeframe, MBE will not modify the initial *ORG* value setting for the period that the Ignore Flag was **on** for that attribute. For example, if the Factor Type is set to **on** for the period starting January 1, 2012 and ending on February 28, 2014, the *ORG* value for the Factor Type for the payment records from January 2012 through February 2014 will be defaulted to the *GOV* value reported on the corresponding MMR files for those payment months. Beginning with the March 2014 payment record, the *ORG* value for the Factor Type will be set based upon the value on the Medicare Card in March 2014.

- Additionally, if an adjustment record is received for a period during which the Ignore Flag had "on," MBE will handle the adjustment using the GOV value for all member-level attributes having this "on" setting. Continuing the example in the previous bullet point, if a February 2014 adjustment record is reported in the April 2014 MMR file, the February payment record will adjust based on the GOV value of the Factor Type reported on the February 2014 MMR record.
- By turning "on" the Ignore Value for any member-level attribute, it is important to note that there will not be any variance (and thus variance records in MBE) created for that attribute during the period in which the Ignore Value is "on."

As of June 25, 2012, P@#\$\$%& has turned **on** the Ignore Value for the following member-level attributes.

Member-Level Attribute	Start Date	End Date
<b>County Code</b>	1/1/2012	12/31/2012
<b>Age Group</b>	1/1/2012	12/31/2012
<b>RA Age Group</b>	1/1/2012	12/31/2012
<b>OREC</b>	1/1/2012	12/31/2012
<b>Risk Factor</b>	1/1/2012	12/31/2012
<b>Rx Risk Factor</b>	1/1/2012	12/31/2012
<b>Factor Type</b>	1/1/2012	12/31/2012
<b>Rx Factor Type</b>	1/1/2012	12/31/2012
<b>HCCs</b>	1/1/2012	12/31/2012
<b>Rx HCCs</b>	1/1/2012	12/31/2012
<b>MA Add-On</b>	1/1/2012	12/31/2013
<b>Hospice Indicator (Rate Cell)</b>	1/1/2012	12/31/2014
<b>Institutional Indicator (Rate Cell)</b>	1/1/2012	12/31/2014
<b>ESRD (Rate Cell)*</b>	1/1/2012	12/31/2012
<b>Rate Cell (if ESRD is set to Ignore)</b>	1/1/2012	12/31/2012
<b>MSP Status*</b>	1/1/2012	12/31/2012
<b>MSP Type</b>	1/1/2012	12/31/2012

*ESRD variance identification for the MAS release requires functionality within MP 2012.1 Build 2805 to utilize the ESRD Indicator and Date Span on the Medicare Card. Using the ESRD Indicator and Date Span is P@#\$\$%&'s preferred methodology until the ESRD and RAFT enhanced functionality is introduced with the ROC/NMF release at which point the Factor Type will be derived by MBE and should serve as the basis for the ESRD reconciliation thereafter. Upgrading to MP 2012.1 Build 2805 prior to the ROC/NMF release requires approval by MBE Leadership, which is pending as of June 25, 2012.*

*MSP Status and Type for MAS members must be derived utilizing data from the MSP Informational (MSPI) Data File. As of June 25, 2012, such derivation would require an enhancement to base MBE functionality. If this enhancement is not approved by MBE Leadership, then the Ignore Value should be turned “on” for the MSP attributes.*

*The above Ignore Value settings reflect those that will be in effect for the MAS release in September 2012. P@#\$%& should reevaluate these settings prior to the ROC/NMF and CA releases.*

The End Date for the above attributes has been set to a future date so as to minimize having to change the End Date on a regular basis. As P@#\$%& gains more confidence in any of the above member-level attributes and wishes to begin reconciling these attributes through MBE, the End Date for the corresponding attribute should be adjusted.

*For additional details on setting the Ignore Value, please refer to the CPS system document titled Medicare Rate Info.*

## Live Date

As part of the basic MBE setup, a date parameter, known as the (Medicare) Live Date, must be set. For MBE, this Live Date will be set to January 1, 2012. This Live Date establishes the data starting point for when MBE will create variance records for the member. If the payment month for an MMR record precedes the Live Date, no variances will be created for the member, regardless of whether the member was actively enrolled. This does not mean that the MMR data is not loaded into MBE; it simply means the MMR data will not be compared against the member's Medicare data in MBE. The MMR data will be loaded into MBE for historical reference purposes only, and custom reports can be run against this data.

*The Live Date controls only the creation of Variance card records and does not control the creation of Payment card records from the MMR. Payment card record creation is driven by parameters for the MonMemb utility and the Import Monthly Membership function within the Medicare Operations card.*

In addition, this Live Date is used to determine whether to process an adjustment (such as a retroactive enrollment) being provided in an MMR record, based on the effective date of the adjustment, not the month of the MMR record.

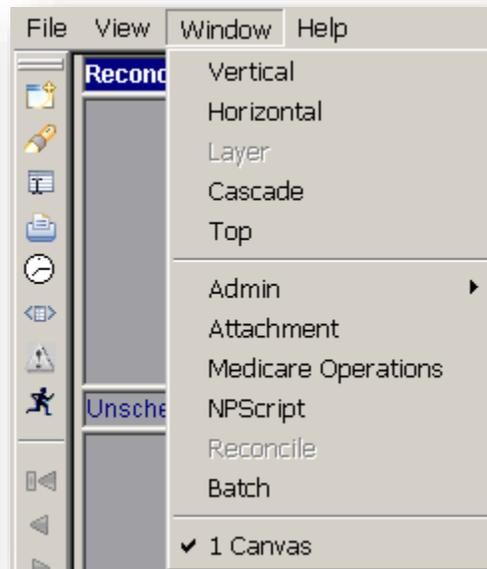
- **Example 1:** With a Live Date of January 1, 2012, an MMR file for May 2011 is loaded into MBE for conversion. There will be no May 2011 payment record created for any members.
- **Example 2:** With a Live Date of January 1, 2012, an MMR file for February 2012 is loaded into MBE. February 2012 payment records will be created with an expected *ORG* payment, and a payment variance would be identified if the *ORG* payment did not equal the *GOV* payment reported on the MMR.

- **Example 3:** With a Live Date of January 1, 2012, an MMR record for May 2012 that reports adjustments for February 2012 is loaded into MBE. These adjustments will be applied to the GOV value(s) for the February 2012 payment record.
- **Example 4:** With a Live Date of January 1, 2012, a TRR record received in April 2012 reports that a member was automatically disenrolled as of November 2011. The member will be disenrolled effective November 2011, and payment records on or after January 2012 will be recalculated on the ORG side to reflect the disenrollment. In other words, all necessary disenrollment processing, letters and membership updates will occur based on the November 2011 disenrollment. Because the adjustment date precedes the Live Date, all payment records on or after January 2012 will be cleared on the ORG side; however, any payment records prior to January 2012 that may have been loaded into MBE will not be altered.

### Locate the Reconcile Canvas

The Variance Reconciliation process starts within the **Reconcile** Canvas; the process does not contain a workflow.

1. Open MBE and Select the **Window** drop down and then the **Reconcile** Canvas.

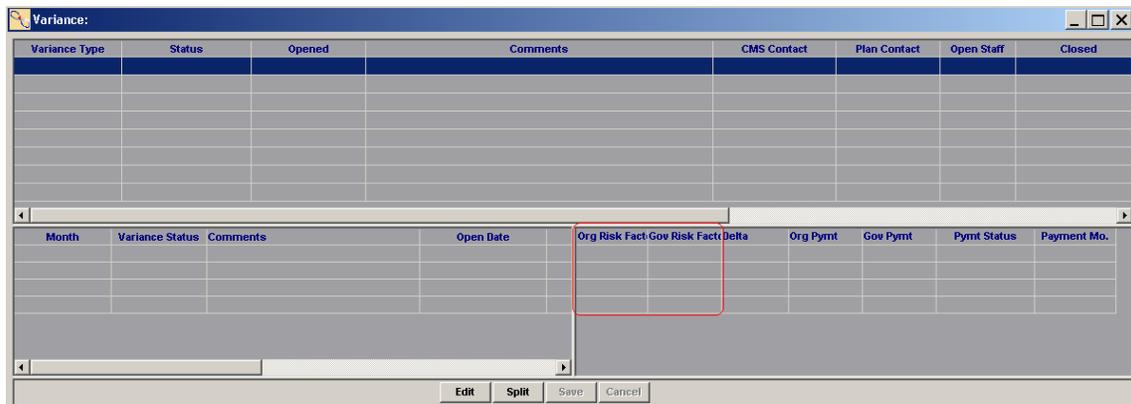


## Variance Card

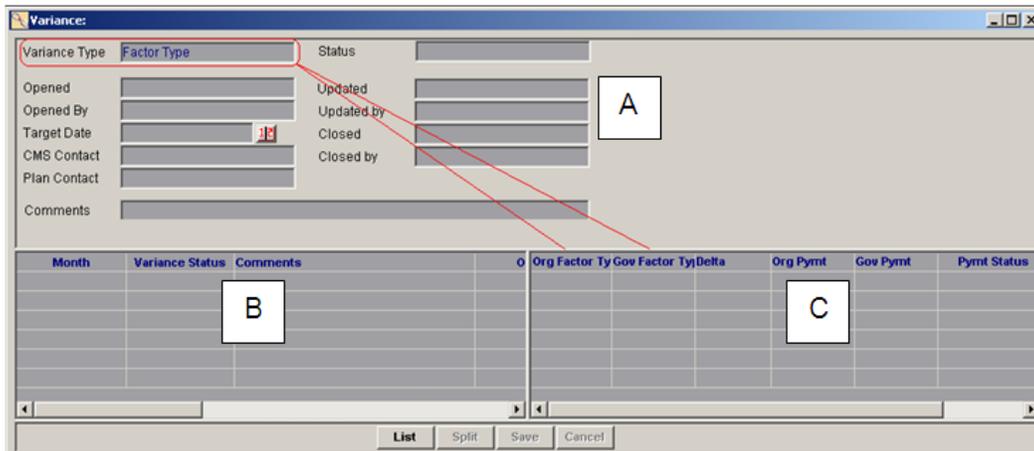
Use the **Variance** card to categorize and track variances over time.

There are two views of the **Variance** card:

1. The first view displays a summary of all variances for the member, filtered by selection criteria used when searching on a payment or data variance. The values for the member-level attribute designated by the selection criteria are highlighted in the bottom-right section of the **Variance** card.



2. The second **Variance** card view is used to make updates in the status of a variance. This feature enables updates to the status of the variance reconciliation through a typical lifecycle.



- In section **A** contains the editable section of the card.
3. The user will make the appropriate entries; Status and Comments.
    - After updates are made, section **B** of the card will be updated with the entries for each payment month that is impacted by the variance and results of the reconciliation process.

- For more details on updating the **Variance** card, please refer to the **Updating the Variance Card** section of this document.
- Section **C** of the card displays the variance; the Org and Gov columns for the Variance Type and the “per-month” dollar impact of the variance on payments.

*For additional details on the Variance Card, please refer to the CPS system document entitled VarianceCard.*

## Variance Status

This table contains the Status codes used for tracking the variances:

Status	Used When	Set By
<b>Open</b>	This is set by MBE upon identifying a variance via an MMR load.	MBE
<b>CMS Update Pending</b>	Research has been completed with the determination that this is a timing issue awaiting CMS data to be updated.	User
<b>Retro - Submit (replaces the Retro Required status)</b>	Research has been completed, and a retro packet needs to be submitted to the Retro Processing Contractor (RPC).	User
<b>Retro - Submitted (replaces the Retro Required status)</b>	Research has been completed, and a retro packet has been submitted to the Retro Processing Contractor (RPC).	User
<b>ECRS – Submit</b>	Research has been completed on an MSP member, and an ECRS inquiry must be submitted; this status can be used as a filter to determine which variances were submitted to the Coordination of Benefits Contractor (COBC).	User
<b>ECRS - Rejected</b>	The proposed solution that was submitted to the COBC in order to resolve the variance was rejected by the COBC through the receipt of an ECRS Response.	User
<b>Closed</b>	The variance was resolved by MBE through the receipt of an MMR adjustment record or an ECRS Response; this status is set by MBE as part of the MMR load and adjustment process.	MBE

## Payment Card

The Payment card displays “snapshots” of data associated with the monthly payment amount from CMS.

There are three primary columns of data to be referenced; the *ORG* side, the *GOV* side and the *Status*.

The screenshot shows a software window titled "Payment:". At the top, there is a "Pymt Month" field with a calendar icon and a "Disable auto-adjust" checkbox. Below this is a table with three columns: "ORG", "GOV", and "STATUS". The rows in the table include:

- Total Payment**
- MA Payment**
- Rx Payment**
- MCO Member
- Contract #
- PBP ID
- Segment ID
- County Code
- Out of Area
- Part A
- Part B
- Rate Cell
- Age Group**
- Gender
- MSP
- MSP Type
- Risk Factor
- Factor Type**
- MA Add-On
- OREC
- HCCs
- New To Plan
- Rx Factor**
- Low Income**
- Rx Factor Type**
- Rx HCCs
- Comment

At the bottom of the window, there are buttons for "Adjust", "List", "Save", and "Cancel".

The *ORG* side of the Payment Card reflects the P@#\$\$& values for the member based on data from the MBE membership cards, most notably the Name Plus Card, Medicare Card and ESRD Card (to be developed for the ROC/NMF release.) If data changes on any of the other MBE membership cards, there will likely be updates on the *ORG* side, based on the effective dates of the data changes and payment month(s) impacted.

Changes could be one-to-many, meaning that a change for **one** data field on an MBE membership card may directly result in a change to **many** fields on the **Payment** card. For instance, a change to the ESRD status will impact the value in the Rate cell, which would also impact the Factor Type and Risk Factor. For more details, please refer to the [Variance Hierarchy](#) section of this document.

It is important to note that if a data field on the *ORG* side has been designated with an

**Ignore** Flag of **Y**, the value from the MMR, if available, would be used instead of any value present within any of the MBE membership cards.

*Due to MBE's base logic in variance and payment processing, it is important not to change the values on the **Payment** card unless special training has been provided. For most users, the option to change data on the **Payment** card will be suppressed.*

*A known issue will be corrected when MBE is upgraded to MP 2012.1 Build 2806. Within the Payment Detail window, the ORG side Rate Cell is displayed as "Standard" when it was actually "Disabled".*

*For additional details on the **Payment** card, please refer to the CPS system document document entitled **Payment Card**.*

### Update MBE Membership Cards

If, as a result of the reconciliation process, it has been determined that a data update is required in MBE, one of the MBE membership cards on the following pages will be updated. The MBE workflows have been configured for all necessary member data to be collected through scripts and user prompt, reducing the chances of inadvertently omitting crucial data from a member's record or in a CMS transmission.

MBE workflows ensure that proper actions are taken to track follow-up activities or launch additional workflows. Each result in a workflow will conclude with any necessary letters being created and data interfaces back to the Core Membership System.

*Although it is possible to go directly to an MBE membership card directly and change data, this "**direct change**" method is prohibited, unless approval has been granted by the Operations Manager or Operations Director. Working within the MBE workflows will ensure P@#\$\$%'s compliance with CMS regulations.*

## Name Card

The Name card contains basic demographic information for a member; including full name, address history, phone number(s), and other important information such as date of birth, Social Security number and gender.

The following fields on the **Name** card have a direct bearing on the expected payment calculation.

Name Plus Card Data	Data Impact(s) on Payment Card
<b>County</b>	County Code
<b>State</b>	PBP ID
<b>Zip</b>	
<b>Zip+4</b>	
<b>Birth Date</b>	Age Group MSP Type OREC
<b>Gender</b>	Gender

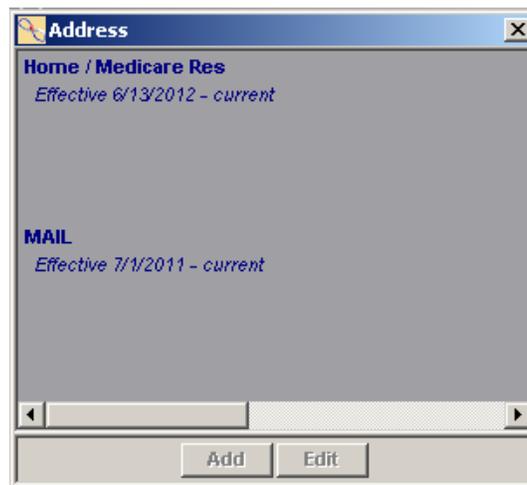
*For additional details on the **Name** card, please refer to the CPS system document titled **Name Card**.*

## Address Card

The **Address** card contains address history for a member and tracks three types of addresses.

- Home / Medicare Res (residence)
- Mailing
- Temporary

*The most-recent “active” Home / Medicare Res address on the **Address** card is tied directly to the Home Address on the **Name** card.*



*For additional details on the **Address** card, please refer to the CPS system document entitled **Address**.*

## Medicare Card

The **Medicare** card contains entitlement, enrollment and Medicare membership information pertaining to a member. Within the **Medicare** card, the critical data items contain history. This history can be accessed by clicking the Date Span icon  next to the data item.

The following fields on the **Medicare** card have direct bearing on the expected payment calculation.

Medicare Card Data	Data Impact(s) on Payment Card
<b>Death Date</b>	MCO Member
<b>Disenroll Dt</b>	
<b>Eff Date</b>	
<b>PBP ID</b>	PBP ID
<b>Product</b>	

<b>Part A Indicator</b>	Part A
<b>Part B Indicator</b>	Part B
<b>ESRD Indicator</b>	MSP Type Rate Cell
<b>MSP Indicator</b>	MSP
<b>Factor Type</b>	Factor Type MSP Type
<b>Hospice Indicator</b> <b>LTI Indicator</b>	Factor Type
<b>Medicaid Indicator</b>	MA Add-On
<b>LIS Level</b>	Low Income
<b>Rx Fac Type</b>	Rx Factor Type MSP Type
<b>Part D Indicator</b> <b>Pt D Opt-out</b>	RxHCC

*For additional details on the Medicare Card, please refer to the CPS system document entitled **Medicare** card.*

## OHCI Card

The **OHCI** (Other Health Coverage Information) Card contains data regarding a member's Medicare Secondary Payer (MSP) status and Coordination of Benefits (COB) information. All of the data on this card is necessary when submitting an Electronic Correspondence Referral System (ECRS) file to Medicare's designated Coordinator of Benefits Contractor (COBC). Multiple **OHCI** Card records are summarized at the top with the corresponding selected record displayed in the detail section.

Tran Src. Code	MBSH Role	Check Dt.	Check Amt.	Check #
02	01			

Cov Start Date	Ill/Inj. Desc.
Cov End Date	Rep. Name
Part C Ind	Rep. Address1
Part D Ind	Rep. Address2
Submit Status	Rep. City, State
Tran Src. Code	Rep. Zip
MBSH Role	Rep. Type
Check Dt.	Dialysis Date
Check Amt.	Black Lung Ind
Check #	Black Lung Eff.
Inf. First, MI	MBD Seq. #
Inf. Last Name	Chng Lead To
Inf. Rel. Code	MSP Accrete Dt
Inf. Address1	Orig Contractor
Inf. Address2	Send Venue Ltr
Inf. City, State	PHP Date
Inf. Zip	Rmrks Code 1
Inf. Phone #	Rmrks Code 2
Group Name	Rmrks Code 3
Emp. Address1	Trans Cmnt
Emp. Address2	COB Cmnt
Emp. City, State	Subgroup ID
Emp. Zip	MBSH Src Key
Emp. Phone #	Family ID
Emp. EIN	Sub MRN Prefix
Employee #	Sub MRN
Sup. Type	CostRisk
MSP Type	Medicare Plan
Drug Cov. Type	Rate Level ID
Primary Payer	MBSH Status
Ins Type	Enr Cld Reason
Ins Name	Empl Status Cd
Ins. Address1	Empl Override
Ins. Address2	Funding Typ
Ins. City, State	Benefit Plan
Ins. Zip	MSP Status Typ
Ins. Phone #	Benefit Type Cd
Group ID	Coverage Type
Individual Policy	Prov Fin Cl
Rx BIN	Payer Id
Rx PCN	Hm Rgn Cd
Rx Group	Hm MRN Pfx
Rx ID	Hm MRN
Rx Phone #	Hm Group Id
Tnsact Code1	Hm Subgrp Id
Tnsact Code2	Hm Sub MRN P
Tnsact Code3	Hm Sub MRN
Tnsact Code4	SEE Indicator
Activity Code	MPR Status
1st Devel.	OCI Level
2nd Devel.	CA IR Ind
Develop To	Coverage ID
RSP	Set by MP
Send To CVWF	Error Code1
CMS Group Cd	Error Code2
Sub First, MI	Error Code3
Sub Last Name	Error Code4
Sub SSN	Resp Status
Diag. Code1	Resp Reason
Diag. Code2	Mbr Region
Diag. Code3	Mbr MRN Prefix
Diag. Code4	Mbr MRN
Diag. Code5	Group Type
Ill/Inj. Date	

None of the data on the **OHCI** card directly impacts the calculation of the expected payment amount. This **OHCI** data is required for the MSP reconciliation, the creation of the ECRS Submission file submission and the ECRS Response file processing. For more details on the ECRS submission process, please refer to the CPS system document titled *Send-ECRS*.

For additional details on the **OHCI** card, please refer to the CPS system document entitled **OHCI Card**.

### Attach Card

Use the **Attach** card to link various artifacts to the member record. These artifacts typically fall into one of three categories:

- Documents that the member has sent to P@#\$\$%& – enrollment form, proof of address, other correspondence from the member, etc.
- Other documents associated with the member – Form 2728 for ESRD members, Power of Attorney, etc.
- Any letters sent to the member – verification of enrollment, out of area notification, etc.

These documents may be stored as electronic images, document files or Uniform Resource Locator (URL) addresses.

Type	Description	Attach Date	File	Attachment Staff	File Create Date
Image (TIF, JPG, Bmp, gif, h...		3/2/2011 18:34:15	C:\store\PCUG_v5_2_072710_Appendices_Final_with_Cover.pdf	User	11/9/2010 11:28:21
Text	srth	3/2/2011 18:33:46	C:\store\depcolumnsimport.txt	User	5/18/2010 10:21:23

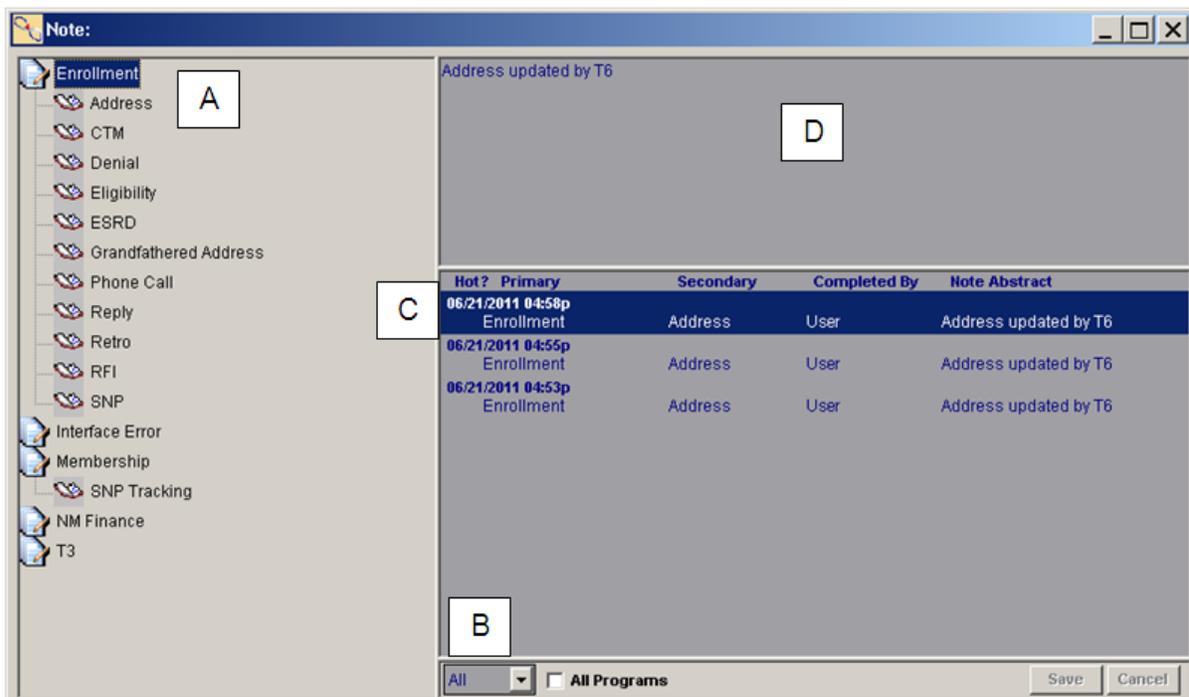
1. Double-click the required document to render the document on the screen, either through an application (Word, Acrobat, text editor, etc.) or through image viewer (for electronic images).

For additional details on the **Attach** card, please refer to the CPS system document entitled **Attach Card**.

## Note Card

The **Note** card enables you to add a free-text note to the member's record.

1. To enter a note, click on the note category.
  - A **red** check mark will appear next to the word. This indicates that a note related to the Expedited Enrollment is ready for entry.
  - The following features are highlighted on the screen shot below:
    - A. Note categories
    - B. Time period drop list: This can be used to filter notes from a specific period.
    - C. Inventory of all notes for the selected category and time period
    - D. Double-click a note header to display the note in the viewer section of the card.



*For additional details on the **Note** card, please refer to the CPS system document titled **NoteCard**.*

## Completed Card

The **Completed** card contains an inventory of the system events associated on a member's record. The inventory contains both completed events and scheduled events that have not yet been completed. For completed events, the corresponding results are also captured.

Staff	Event Type	Event Name	Extra
Wed 02/23/2011 11:22a	User	Denial of Enrollment	N/A
Tue 07/05/2011 08:36p	User	Prepare MAXIMUS Package	N/A

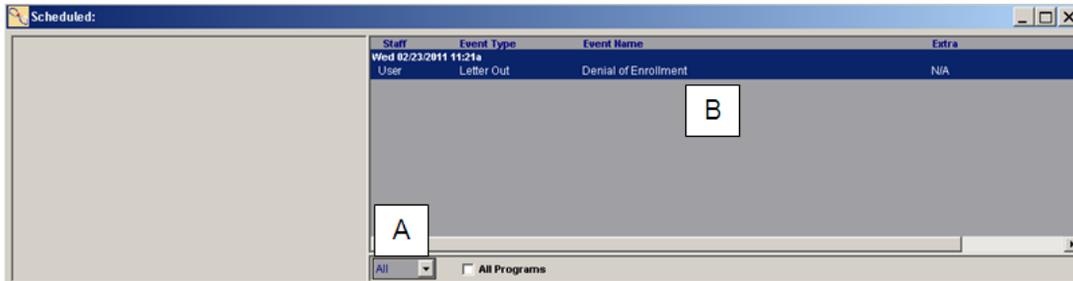
Event Type	Event Name	Completed By	Result	Scheduled For	Ent
Tue 09/13/2011 04:25p	Phone Out	User	Dialing	Not Complete	User
Tue 09/13/2011 04:23p	Cancelation Not Processed	User	Dialing	Not Complete	User

- A. Time period drop list: This can be used to filter events from a specific period.
- B. Events that are scheduled for the member but have not yet been completed – with the most-recent event at the top of the list.
- C. Inventory of all completed events organized by event type, event name, user completing the event, date of completion and result of the completed event.

*For additional details on the **Completed** card, please refer to the CPS system document entitled **CompletedCard\_090217**.*

## Scheduled Card

The **Scheduled** card contains an inventory of the system events that are planned on a member's record. This inventory contains both completed events and scheduled events that have not yet been completed. For completed events, the corresponding results are also captured.

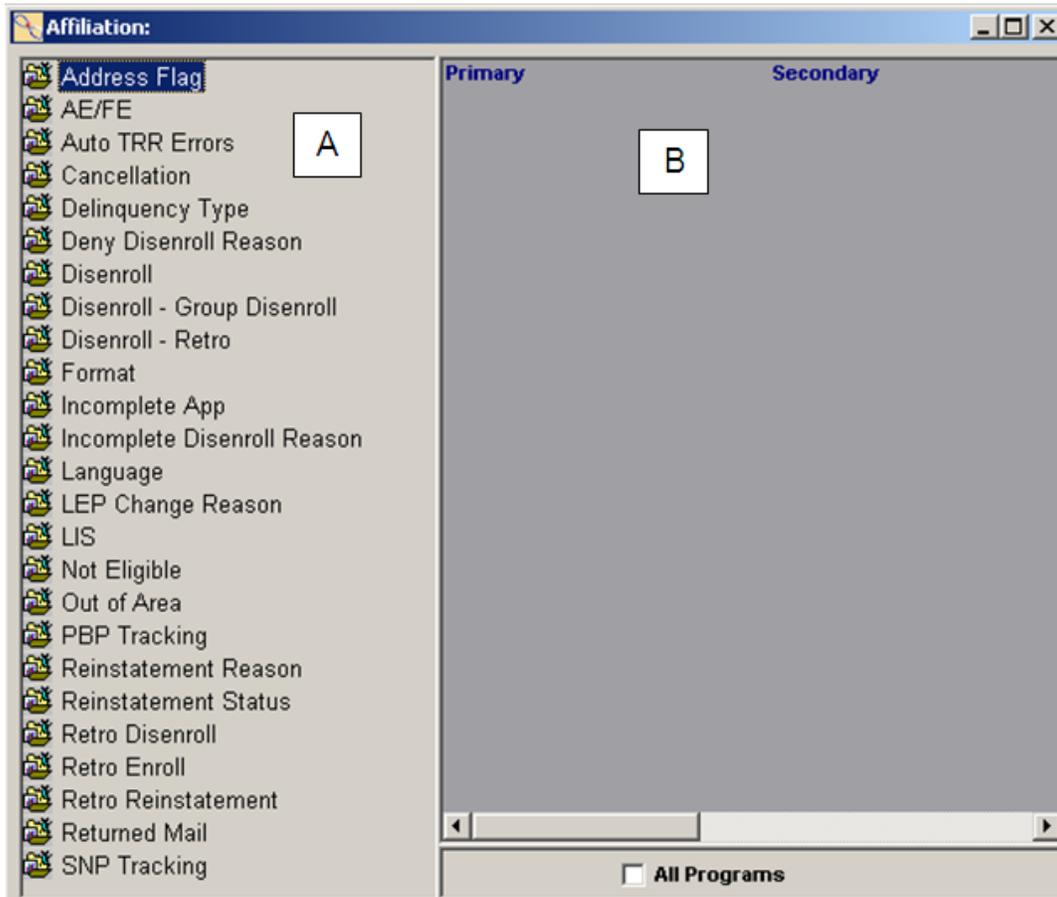


- A. Time period drop list: This can be used to filter events from a specific period.
- B. Events that are scheduled for the member but have not yet been completed – with the most-recent event at the top of the list

*For additional details on the **Scheduled** card, please refer to the CPS system document entitled **Scheduled Card**.*

## Affiliation Card

The Affiliation Card provides an overview of the various categories or classifications that have been assigned to the member's record. These affiliations are indications of special attributes for the member's record. For example, affiliations can be used to note a member's language preference, Out of Area tracking or Denial reasons.



- Primary categories of affiliations
- Specific affiliations that have been assigned to the member

*For additional details on the Affiliation Card, please refer to the CPS system document titled Affiliation.*

## Scripts Card

The **Scripts** card provides a history of scripts (i.e. workflows) that have been executed for the member. These scripts can provide a high-level timeline of the member's history by reviewing the sequence of scripts that have been executed.

The screenshot shows a window titled "Scripts:" with a table of script history and a question/answer section below it.

Type	Script	Score	Rating	Created	Updated	Create Staff	Update Staff
NPScript	Enrollment: Process Disenroll Cancellation		A	9/20/2011	9/20/2011	User	User
NPScript	Enrollment: Process Cancellation			9/15/2011	9/15/2011	User	User
NPScript	Enrollment: Process Disenroll			9/6/2011	9/6/2011	User	User

Question	Answer	Text	Update Date	Update Staff
Check Disenroll Date	Yes, request prior or equal to disenroll date		9/20/2011 20:	User

- A. History of scripts that have been executed are shown in section **A**
- B. Shows the question(s) and corresponding answer(s) for the selected script in section **A**.

*For additional details on the **Scripts** card, please refer to the CPS system document entitled **Scripts Card**.*

## CMS Transactions Card

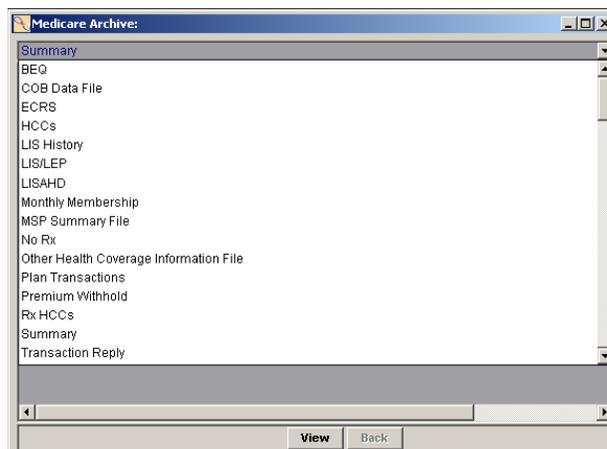
The **CMS Transactions** card contains all history of the CMS transactions received for a member. This summary view shows the “file date” (such as MMR month, TRR date, etc.) for the CMS file received along with simple descriptions for the following:

- CMS file on which the record was sent
- Code or transaction provided on the CMS file
- Effective date of the transaction

Rept/File Dt	Source	Data Type	Code	Eff/Trans Dt	Trans Data	Data Subty
6/19/2012	Gov	TRR	011: Enrollment Accepted as Submitt	6/19/2012		Normal We
6/17/2012	Org	Enrollment	61: Enroll	1/1/2011		
5/1/2012	Org	Enrollment	51: Disenroll	1/1/2012		
5/1/2012	Gov	Monthly Mem.		5/1/2012		
4/1/2012	Gov	Monthly Mem.		4/1/2012		
3/1/2012	Gov	Monthly Mem.		3/1/2012		
2/1/2012	Gov	Monthly Mem.		2/1/2012		
1/1/2012	Gov	Monthly Mem.		1/1/2012		
12/1/2011	Gov	Monthly Mem.		12/1/2011		
11/1/2011	Gov	Monthly Mem.		11/1/2011		
10/1/2011	Gov	Monthly Mem.		10/1/2011		

The “filtered” view allows you to view transactions based on an individual CMS file by clicking at the top of the **CMS Transactions** card.

The following drop list is presented:

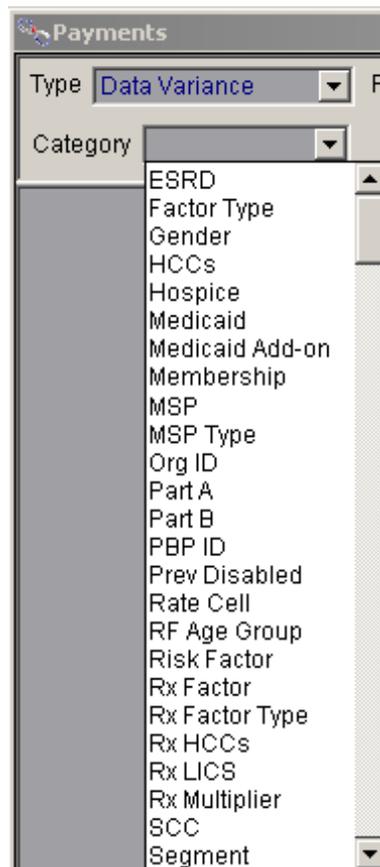




## Variance Hierarchy

There are numerous member-level attributes that impact a member's payment amount. In the Payment Card referenced in Chapter 4, the important attributes that impact payment amounts, as well as the payment amounts are displayed.

All of the member-level attributes that can be reconciled are displayed as shown below: Member-Level Attributes for Reconciliation. While these attributes are shown in alphabetical order, these will not be worked in the sequence shown. Instead, a hierarchy of these attributes has been established in order to recognize the relative importance of these attributes with each other along with noting that some of the attributes are used in the derivation of other attributes. For example, it is strongly recommended that the ESRD status is reconciled before analyzing Rate Cell since the Rate Cell is derived based on the ESRD status value.



*In some cases, a member may have multiple Variances. Usually, the multiplicity results from one member-level attribute being used to derive another attribute; however, this is not always the case. Pay careful attention to the Payment Card; this provides status on multiple variances. Once a variance has been worked, different variances may appear as well.*

Member-Level Attribute	MMR Data Field (MMR Item Number)	Impact(s)
<b>MCO Member ** (Membership)</b>	N/A (based on presence in MMR file)	Highest-ranking attribute – must be reconciled before any other attribute variance will appear for the member
<b>PBP ID **</b>	Plan Benefit Package Id (45)	Needed for attestation of membership reconciliation
<b>Part A **</b>	Part A Entitlement (12)	Payment splits for Part A and Part B amounts
<b>Part B **</b>	Part B Entitlement (13)	Payment splits for Part A and Part B amounts
<b>Gender **</b>	Sex (7)	Additional demographic data to be reconciled
<b>Low Income ** (LIS Indicator)</b>	Part D Low-Income Indicator (68)	Additional demographic data to be reconciled
<b>Segment ID</b>	Segment ID (51)	Associated with the PBP
<b>Contract #</b>		MCO Contract Number
<b>** See Appendix F: P@#\$\$%&amp;-Specific Research by Attribute for details</b>		
Attributes not Being Reconciled with the MAS Release		
<b>Age Group ** (Date of Birth)</b>	Date of Birth (8) Age Group (9)	Will impact Risk Factor Will impact Rx Risk Factor
<b>Factor Type</b>	RA Factor Type Code (47)	Will impact MSP Type Will impact Rate Cell
<b>Institutional Indicator (Factor Type)</b>	Institutional (17) or LTI Flag (20)	Will impact Factor Type
<b>ESRD Indicator ** (Rate Cell)</b>	ESRD (15)	<p>Significant impact on payment amount With the MAS release in September 2012 on MP 2012.1 Build 2803, the use of the ESRD Indicator was removed from the variance identification process, as the Factor Type was being used exclusively instead – changed with MP 2012.1 Build 2800.</p> <p>With Build MP2012.1 Build 2805, however, the ESRD Indicator was reinstated as a client-selectable attribute for identifying ESRD variances.</p> <p><i>It is strongly recommended that P@#\$\$%&amp; invoke the appropriate setting within the Medicare Rate Info setup canvas to utilize the ESRD Indicator. This shift should occur concurrently with P@#\$\$%&amp;'s upgrade to any MP Build beyond 2805. If, however, the ROC/NMF release occurs on or before such an</i></p>

		<p><i>upgrade and the release contains the ESRD and RAFT CRs, then it is unnecessary to invoke the setting on the Medicare Rate Info setup canvas.</i></p> <p>May impact MSP Indicator and MSP Type Will impact Rate Cell</p>
<b>MSP (Indicator) **</b>	Aged/Disabled MSP (16)	Significant impact on payment amount Will impact Rate Cell
<b>MSP Type **</b>	ESRD MSP Flag (36)	
<b>County Code ** (SCC)</b>	State & County Code (10)	<p>May impact PBP and eligibility (due to Out of Area)</p> <p>Will be worked as part of TRC processing and custom report</p>
<b>Rate Cell</b>	Hospice (14) ESRD (15) OREC (49) – for Disabled status only	<p>Derived based on values of other attributes</p> <p>If ESRD is reconciled, then Rate Cell should be reconciled as well</p>

*For those attributes not being reconciled either only for the MAS release or beyond, please refer to the **Ignore Flag** section of Chapter 3 of this document.*

*The strategy for reconciling the member-level attributes must periodically be reevaluated to determine whether an attribute can migrate from the “defaulted” strategy to the “reconciled” strategy.*

The following remaining attributes will not be reconciled because either the attribute is no longer used or does not have a direct impact on payment amount.

Member-Level Attribute	Impact(s)
<b>CHF 2001, CHF 2002, CHF 2003 NHC</b>	Either no longer used or do not have a direct impact on payment amount

## Overview: Identifying Variances

You can identify Variances by group or by member. There are very specific ways to look at the information presented by MBE to reconcile variances. We'll discuss the following:

### Reconcile Canvas

- Locating Variances in MBE

### Search Options

- Find
- Payment Variance Search
- Data Variance Search
- Sorting Search Results
- Variance Details

### Reconcile Canvas

- Open the Reconcile Canvas
- Display the Reconcile Canvas

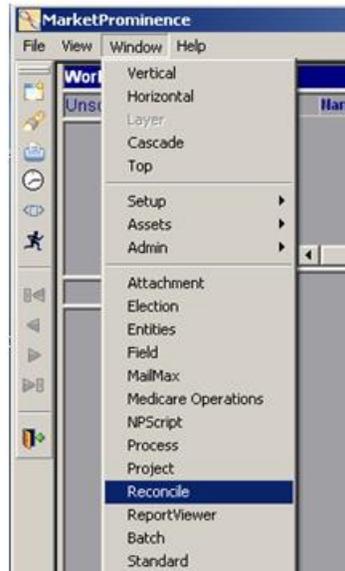
### View the Variances

- Payments and Data Summary
- Variance Card
- Updating the Variance Card

## Reconcile Canvas

In most cases, reconciliation work will originate in the **Reconcile** canvas. Open the **Reconcile** canvas by navigating in MP to **Window > Reconcile**.

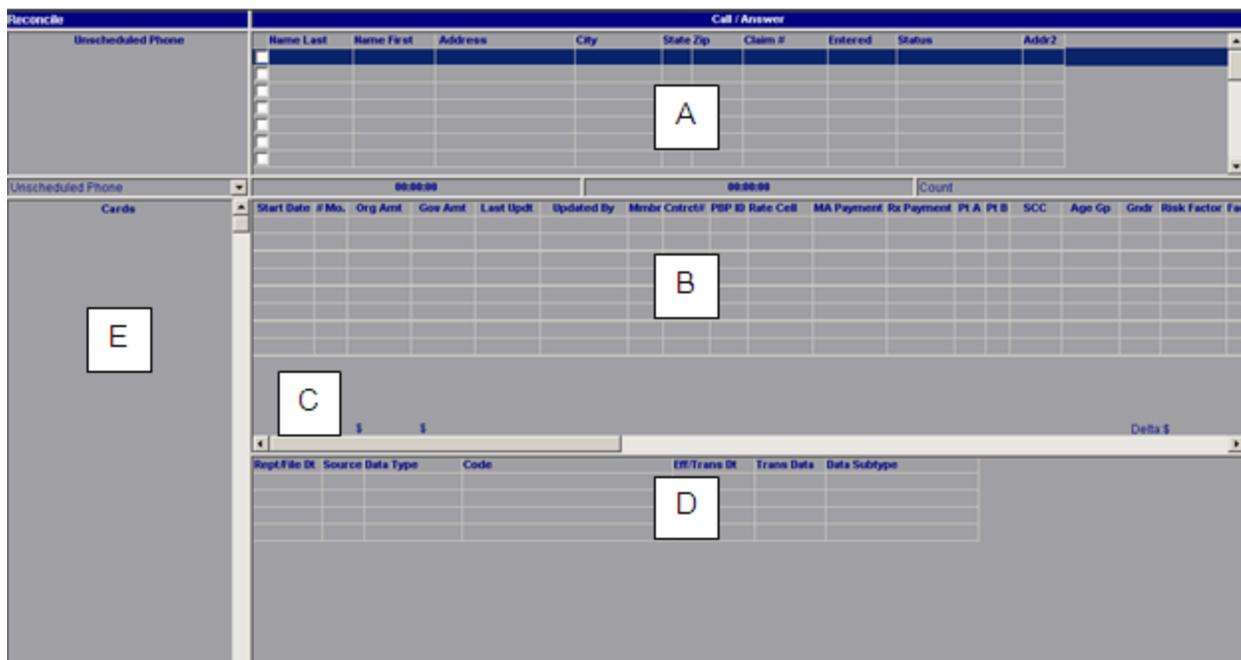
- The **Reconcile** canvas may or may not display content.
- Ignore the **Launcher** window if it displays.
- Ignore the **Find** box if it displays.



## Display the Reconcile Canvas

The Reconcile canvas contains five main components:

- A. The roster of members will be based on the search criteria (see Search Options section for more details).
- B. For a selected (highlighted) member, the payment records are shown by month. In most cases, the payment records will be displayed in pairs: one representing the MMR file (GOV values), the other representing the MBE membership card data (ORG values).
- C. The dollar amounts shown at the bottom of section B reflect the total P@#\$%& expected payment and actual CMS payment amounts. If there is a difference between these two totals, this difference will be shown in the Delta amount at the bottom of section B.
- D. For reference, the history of CMS file exchange records is shown for the selected member. i
- E. MBE cards, spanning membership, documents, variance, payment, etc., enable quick access for research and updates.



*Double-click any of the records in sections B or D to bring up a new window displaying the details of the record.*

## Search Options

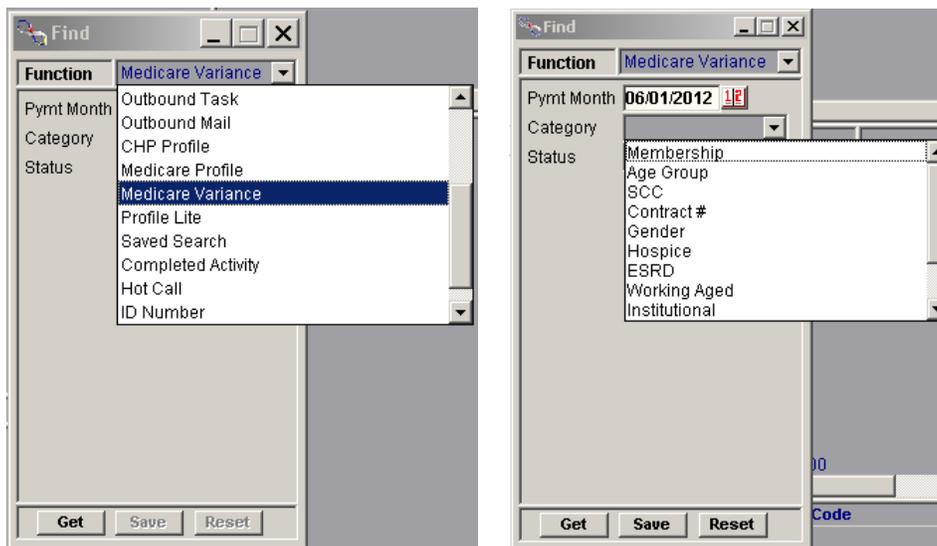
While there are numerous methods to search for variances, you will use the following most frequently.

- Find – Preferred method for finding individual members to be worked
- Payment Variance Search
- Data Variance Search – Preferred method for finding the total population of members to be worked as the result of an MMR load for a particular payment month

## Find

If it is known that a specific member has a variance, perhaps through previously working a member or as listed in a custom report, the **Find** function will enable you to navigate rapidly to the member's record.

1. Within the **Reconcile** canvas, select the **Medicare Variance** function within the **Find** box. This will bring up additional selection criteria, enabling you to search by payment month and/or data variance.

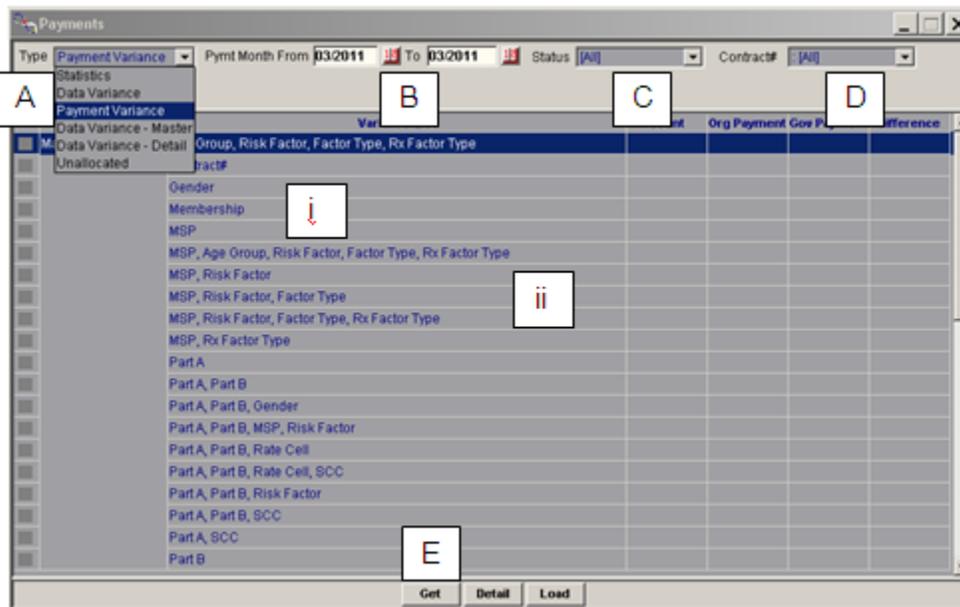


## Payment Variance Search

The reconciliation process will be to analyze the results for an entire payment month. One of the two methods for doing this, the Payment Variance Search function, provides an overview of the variances by data attribute and shows instances where multiple variances exist for members. The Payment Search window is accessed through the  Payment Search button.

1. Within the Payments search window, enter the search parameters:
  - Select **Payment Variance** from the upper panel Type drop list.
  - Pymt Month range
  - Status
  - Contract#
2. Once you have selected search parameters, click **Get**. (E)
  - The hybrid screen below displays the search parameters and resulting roster of variances by payment attribute.

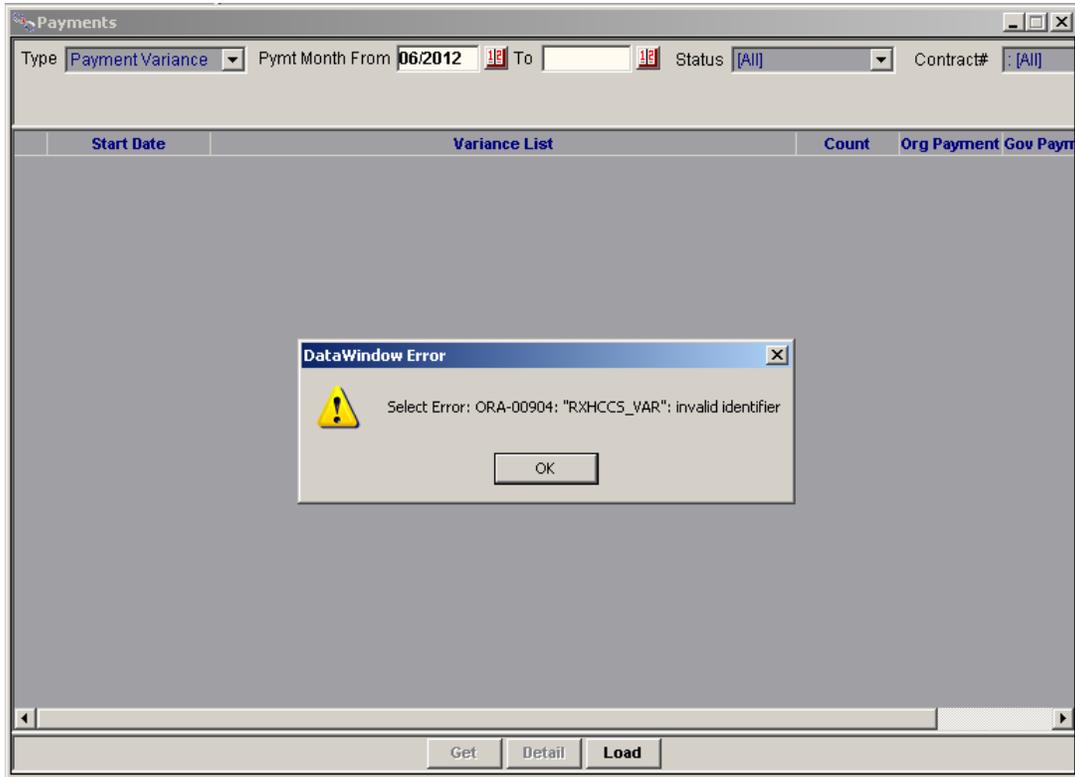
*If the end date is not specified in the Pymt Month To field, all open variances will be returned starting with the Pymt Month From date through the most recent payment month that has been loaded.*



*The results of the Payment Variance search are shown in alphabetical order. Within this view, the count totals are displayed for each attribute variance. It should be noted that*

*this display includes single-attribute variances (i) as well as member counts with multiple-attribute variances (ii).*

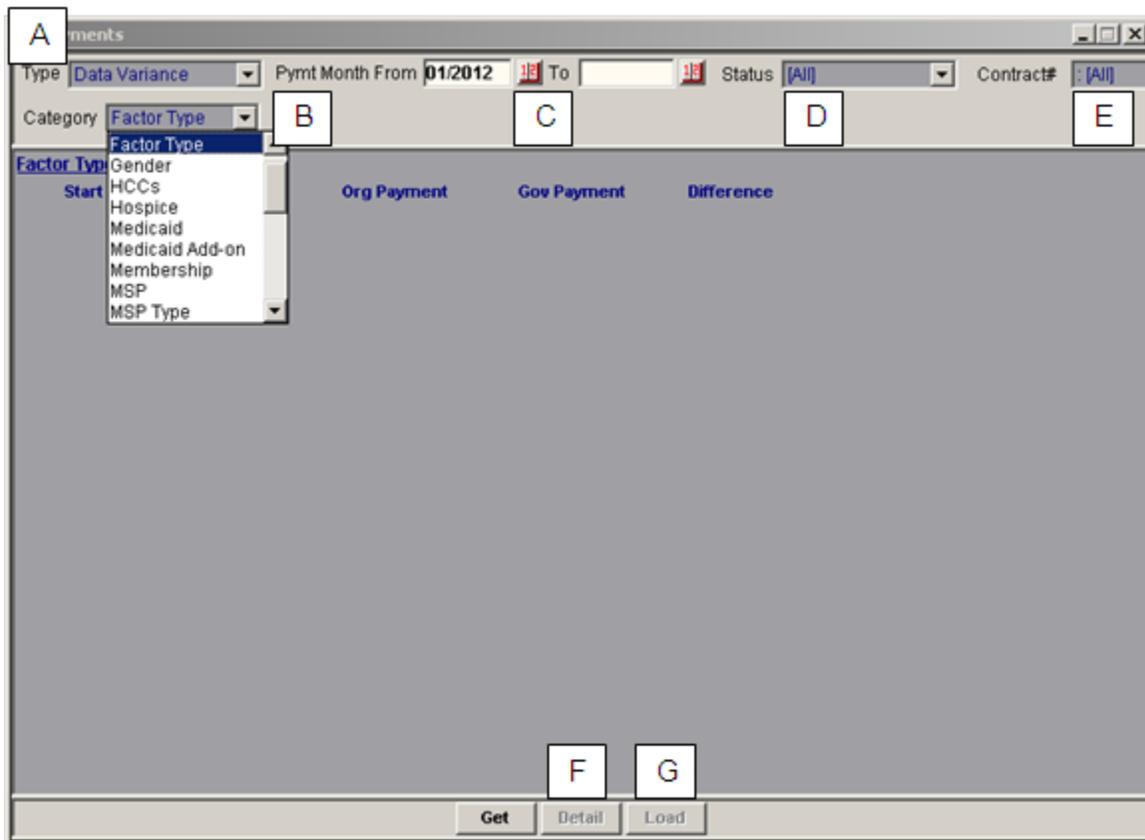
*A known issue will be corrected when MBE is upgraded to MP 2012.1 Build 2805: Any Payment Variance search will generate an Oracle error and not render any variances for display. Because of this, it is recommended that the Payment Variance search functionality not be used until MP 2012.1 Build 2805 has been implemented.*



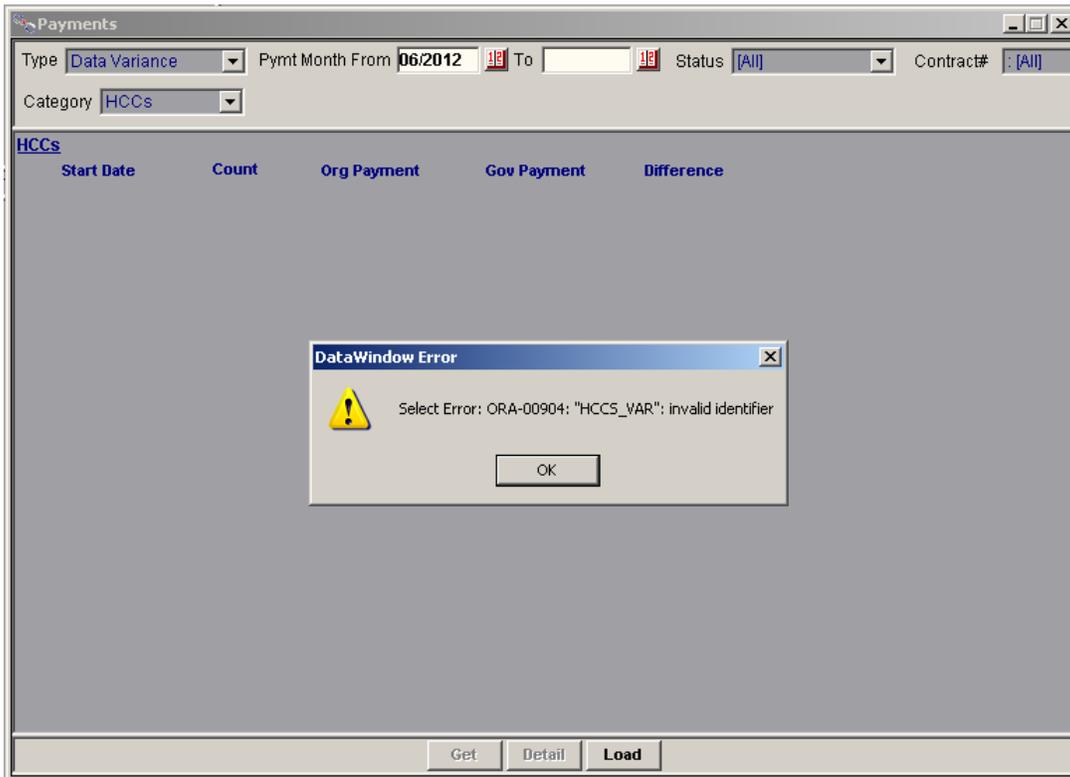
## Data Variance Search

Similar to the Payment Variance Search function, the Data Variance Search function provides an overview of the variances for a selected data attribute. The Data Variance Search function is accessed through the Payment Search window via the  **Payment Search** button.

1. Within the Payments search window, select Data Variance from the upper panel Type drop list.
2. Fill these fields:
  - Member-Level Attribute
  - Pymt Month range
  - Status
  - Contract#
3. Once you have selected search parameters, click **Get**. (F) A screen opens and displays the search parameters and resulting roster of variances by payment attribute:



*A known issue will be corrected when MBE is upgraded to MP 2012.1 Build 2805. Any Data Variance search involving HCCs or RxHCCs will generate an Oracle **Select** error and not render any variances for display. Because of this, it is recommended that the Data Variance Search functionality not be used for identifying HCCs or RxHCCs variances until MP 2012.1 Build 2805 has been implemented.*

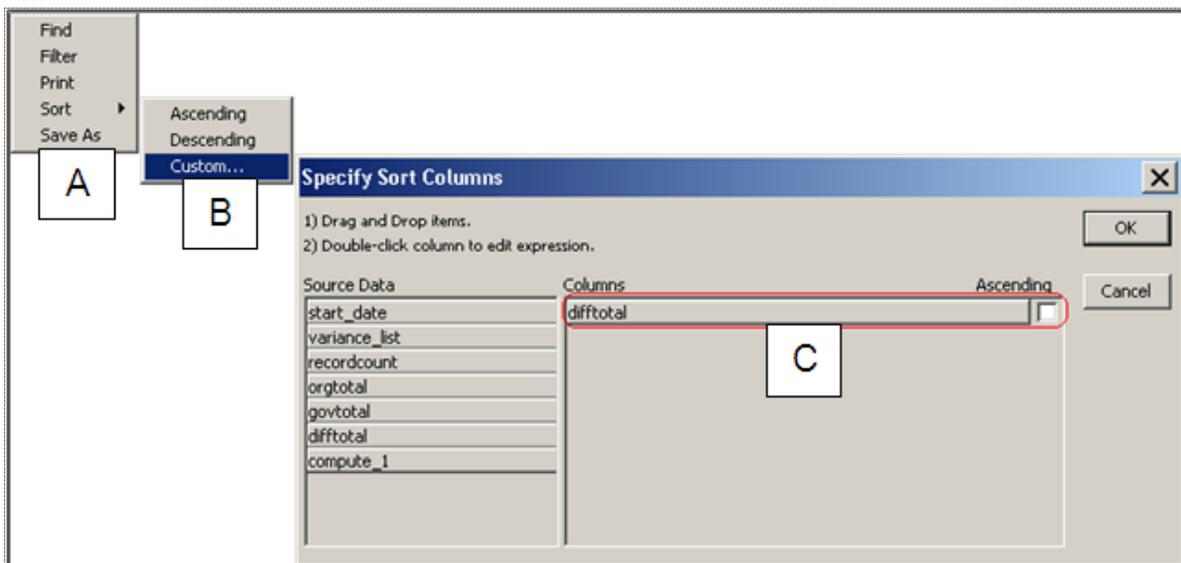


## Sorting Search Results

As previously highlighted, the variance search results are displayed in alphabetized order based on the attribute name.

- Use **Member** counts when you need to work the attribute having the most variances for a month.
  - You will use **Payment** differences when needing to work the attribute having the greatest dollar impact for a month.
1. To customize the variance search results display, right-click on the screen.
  2. Click the Sort item (**A**) from the pop-up menu to display a second pop-up screen. (**B**)
  3. You may remove items in the right side of the screen from the sort order by dragging them to the left side of the screen. Similarly, you may add items from the left side to the sort order by dragging them to the right side. (**C**)

In this illustration, both pop-up screens are shown with the appropriate shifts made in order to sort with the largest dollar impact showing at the top of the list.



Variance Reconciliation

The screenshot shows a window titled "Payments" with a search filter for "Data Variance" and "Pymt Month From 01/2012". The table below displays payment data for various months in 2012. The "Difference" column values are highlighted with a red box.

Factor Type	Start Date	Count	Org Payment	Gov Payment	Difference
	2/2012	39225	\$0.00	\$17,232,439.61	\$17,232,439.61
	3/2012	38953	\$0.00	\$17,112,125.21	\$17,112,125.21
	1/2012	38920	\$0.00	\$17,106,588.52	\$17,106,588.52
	4/2012	38699	\$0.00	\$16,998,253.22	\$16,998,253.22
	5/2012	38359	\$0.00	\$16,849,363.33	\$16,849,363.33
	6/2012	38102	\$0.00	\$16,737,998.18	\$16,737,998.18
			\$0.00	\$102,036,768.07	\$102,036,768.07

## Variance Details

Take one of the following approaches to view the full roster of the individual member records that comprise the aggregate information within a data row,

1. Double-click on an aggregated data row.
  - The roster appears in the **Name List** panel (A) at the top of the canvas.

The screenshot shows a software interface with a 'Reconcile' window and a 'Payments' dialog box. The 'Reconcile' window has a 'Name List' panel at the top, which is highlighted with a red box labeled 'A'. The 'Payments' dialog box is open, showing a table of payment data. The table has the following columns: Start Date, Count, Org Payment, Gov Payment, and Difference. The data is as follows:

Start Date	Count	Org Payment	Gov Payment	Difference
2/2012	39225	\$0.00	\$17,232,439.61	\$17,232,439.61
3/2012	38953	\$0.00	\$17,112,125.21	\$17,112,125.21
1/2012	38920	\$0.00	\$17,106,588.52	\$17,106,588.52
4/2012	38699	\$0.00	\$16,998,253.22	\$16,998,253.22
5/2012	38359	\$0.00	\$16,849,363.33	\$16,849,363.33
6/2012	38102	\$0.00	\$16,737,998.18	\$16,737,998.18
		\$0.00	\$102,036,768.07	\$102,036,768.07

The 'Payments' dialog box also has a 'Type' dropdown set to 'Data Variance', a 'Pymt Month From' field set to '01/2012', and a 'Status' dropdown set to '[All]'. The dialog box has buttons for 'Get', 'Detail', and 'Load' at the bottom.

- Highlight the aggregated data row and click the **Detail** button – **G** in the image above – to see the following results:

Members in contract H1170 for March 2011 with MSP variances

Org Pymt	Gov Pymt	Difference	Pymt Status	Last Name	First Name	MI	Pgm	Org Rate Cell	Gov Rate Cell	Org F
\$360.61	\$615.47	\$254.86					M30	Disabled	Disabled	
\$174.59	\$478.47	\$303.88					M30	Standard	Standard	
\$253.48	\$907.06	\$653.58					M30	Disabled	Disabled	
\$176.71	\$790.69	\$613.98					M30	Disabled	Disabled	
\$128.17	\$1,493.89	\$1,365.72					M30	Standard	Standard	
\$193.47	\$481.84	\$288.37					M30	Standard	Standard	
\$249.07	\$1,608.79	\$1,359.72					M30	Standard	Standard	
\$47.57	\$561.29	\$513.72					M30	Standard	Standard	
\$240.02	\$334.15	\$94.13					M30	Standard	Standard	
\$191.93	\$390.27	\$198.34					M30	Disabled	Disabled	
\$123.01	\$1,116.47	\$993.46					M30	Disabled	Disabled	
\$136.11	\$1,567.91	\$1,431.80					M30	ESRD	ESRD	
\$249.06	\$519.11	\$270.05					M30	Standard	Standard	
\$328.19	\$173.34	\$154.85					M30	Standard	Standard	
\$1,021.34	\$897.91	\$123.43					M30	ESRD	Standard	
\$76.11	\$463.49	\$387.38					M30	ESRD	Standard	
\$547.86	\$1,484.92	\$937.06					M30	Standard	Standard	
\$180.69	\$353.26	\$192.57					M30	Standard	Standard	
\$235.97	\$1,036.39	\$800.42					M30	Standard	Standard	
\$6,918.08	\$20,093.96	\$13,732.44								

Buttons: Get, **Groups** (A), Load

*A known issue will be corrected when MBE is upgraded to MP 2012.1 Build 2805. Clicking the **Detail** button will produce the Oracle error previously illustrated and not render any variances for display. The "Detail" example was pulled from a previous version for illustration purposes. Because of this, it is recommended that the **Detail** button not be used until MP 2012.1 Build 2805 has been implemented.*

- To return to the Summary view, click the **Groups** button (A).
  - If the **Detail / Groups** button does not appear, use the double-click drilldown method as illustrated above.
  - Once the results are displayed, minimize or close the corresponding **Variance Search** window.

## View the Variances

The next step is to select the record(s) to work in the **Reconcile** canvas. From the individual name records or groups of name records showing in the Payment Variance Search or Data Variance Search window, move one or more name records to the upper-right Name List panel on the **Reconcile** canvas as follows:

1. From a summary (Groups) view, double-click one data row or highlight it and click the **Load** button.
2. From a detail view, choose one of the following methods:
  - Load one name record to the **Reconcile** canvas: Double-click the name record or highlight it and click the **Load** button.
  - To load more than one name record, depress your keyboard <Ctrl> key as you mouse-click to highlight the name records you would like to load, and then click the **Load** button.

The screenshot displays the 'Reconcile' canvas with the following components labeled:

- A:** Name List panel showing columns: Name Last, Name First, Address, City, State Zip, Claim #, Entered, Status.
- B:** Summary table with columns: Start Date, # Mo., Org Amt, Gov Amt, Last Updt, Updated By, Mmbr, Cntrct#, PBP ID, Rate, Cell, MA Payment, Rx Payment, Pt.
- C:** Summary totals showing: \$0.00, \$4,098.46, and Delta: \$4,098.46.
- D:** Detailed table with columns: Rept/File Dt, Source Data Type, Code, Eff/Trans Dt, Trans Data, Data Subtype.
- E:** Name field.
- F:** Medicare field.
- G:** Payment summary showing Actual: \$4,098.46, Expected: \$0.00, Difference: \$4,098.46.
- H:** Monthly Membership field.
- I:** CMS Transactions field.

As previously noted in the **Display the Reconcile Canvas** section, the **Reconcile** canvas contains eight main components:

- Name List panel
- Payments and data summary which shows paired payment records for the highlighted member

- Totals for expected and actual payments for the highlighted member along with the dollar difference
- CMS file exchanges summary
- MBE cards spanning membership, documents, etc.
- Variance Card which notes the member-level attribute variances on the most-recent Payment Card
- Payment summary
- MMR summary
- CMS data load summary

*Double-click one of the CMS file exchanges records to display a more detailed summary view for that type of CMS record.*

Code	HIC Number	Name ID	Last Name	First	Start Date	Total Pay	A Pay	B Pay	Gender
			R		12/1/2011	\$412.03	\$10.95	\$374.37	M
			R		1/1/2012	\$408.39	\$10.95	\$374.37	M
			R		2/1/2012	\$408.39	\$10.95	\$374.37	M
			R		10/1/2011	\$412.03	\$10.95	\$374.37	M
			R		11/1/2011	\$412.03	\$10.95	\$374.37	M
			R		3/1/2012	\$408.39	\$10.95	\$374.37	M
			R		9/1/2011	\$412.03	\$10.95	\$374.37	M
			R		4/1/2012	\$408.39	\$10.95	\$374.37	M
			R		5/1/2012	\$408.39	\$10.95	\$374.37	M
			R		6/1/2012	\$408.39	\$10.95	\$374.37	M

*Double-click a monthly summary record to display the detailed data of the record in a more organized view.*

**Monthly Membership:**

Name	R	Run Date	4/14/2012	Curr Pay Mo.	5/2012	Pt. A Mnth Pay	\$0.00
HIC Number		Contract #	H2150	Start Date	5/1/2012	Pt. B Mnth Pay	\$0.00
Adj Code		Coverage	Parts A & B	End Date	5/31/2012	Pt. D Mnth Pay	\$78.37
Race Code		PBP ID	002	# Months: A, B	1 1	Cleanup ID	
EGHP	<input type="checkbox"/>	Segment ID	000	Enrl Source	B		

Demographic	Risk Adjustment	Payments	Rx	MSA
State/County	Factor Type	A Basic Pymt	Rx Factor	Part A MSA
Age Group	Risk Factor	B Basic Pymt	Rx Factor Type	Part B MSA
Gender	Default Ind	A Cost Share	Rx Default Ind	# Months MSA
Birth Date	Risk Age Group	B Cost Share	LIS Level, Mult	
Rate Cell	Lagged	A Supp Ben	Inst Level, Mult	
Cur MCaid	Prev Disb/OREC	B Supp Ben	Rx Premium	MSP
Dual Status	Medicaid Add-on	A Prem Reduc	Prem Reduc	Agd/Disb MSP
Out of Area	Frailty, Factor	B Prem Reduc	Rx Dir Subsidy	ESRD MSP
EGHP (pre-06)		A Rx Supp	Rx Reins Subs	MSP Reduc A
		B Rx Supp	Low Inc Subs	MSP Reduc B
Demo A	PTC LTI	A MA Pymt	Cov Gap Subs	MSP Factor
Demo B	Risk A	B MA Pymt	Net Rx Pymt	
	Risk B	Total MA Pymt	Orig Rx Pymt	
	Orig Factor Type		PACE Prem	
			PACE Cost Sh	
			# Months Rx	
			LIS Prem Amt	
			De Minimis	
			PID/Dual Flag	

View Back

- You can review open variances and data discrepancies in the following ways:
  - Utilize the Payments and Data Summary (indicated in section **B**) to view all of the data discrepancies for a particular month.
  - Review the Variance Card on the left side of the screen to view the data discrepancies by type. (section **F**)

## Payments and Data Summary

1. Double-click a payment month to retrieve details about the variance.
  - It does not matter whether you select the Org or the Gov data row.
  - MBE displays the Payment Card.

	ORG	GOV	STATUS
<b>Total Payment</b>	\$0.00	\$408.39	\$408.39
<b>MA Payment</b>	\$0.00	\$385.32	\$385.32
<b>Rx Payment</b>	\$0.00	\$23.07	\$23.07

MCO Member: Yes (ORG) / Yes (GOV)  
 Contract #: H2150 (ORG) / H2150 (GOV)  
 PBP ID: 002 (ORG) / 002 (GOV)  
 Segment ID: 000 (ORG) / 000 (GOV)  
 County Code: [Empty]  
 Out of Area  
 Part A: Yes (ORG) / Yes (GOV)  
 Part B: Yes (ORG) / Yes (GOV)  
 Rate Cell: Standard (ORG) / Standard (GOV)  
 Age Group: 70 - 74 (ORG) / 70 - 74 (GOV)  
 Gender: Male (ORG) / Male (GOV)  
 MSP: No (ORG) / No (GOV)  
 MSP Type: None (ORG) / None (GOV)  
 Risk Factor: 00.0000 (ORG) / 00.0000 (GOV)  
 Factor Type: Community (ORG) / Open (GOV)  
 MA Add-On: No (ORG) / No (GOV)  
 OREC: Age (ORG) / Age (GOV)  
 HCCs: [Empty]  
 New To Plan  
 Rx Factor: 00.0000 (ORG) / 00.3950 (GOV)  
 Low Income: [Empty] (ORG) / No (GOV)

Buttons: Adjust, List, Save, Cancel

*DO NOT make data updates to any data fields directly on the Payment Card. All updates to ORG values must be made on one of the MBE membership cards.*

## Variance Card

1. Locate the **Variance** card on the left side of the **Error! Reference source not found.** screen.
2. Double-click the **Variance** card.

Variance Type	Status	Opened	Comments	CMS Contact	Plan Contact	Open Staff	Closed
A							

Month	Variance Status	Comments	Open Date	Org Risk Fact	Gov Risk Fact	Delta	Org Pymt	Gov Pymt	Pymt Status	Payment Mo.

B

Edit Split Save Cancel

3. Locate the variances with a Status of “Open” on the top section (A) of the screen.
4. Click the **Variance Type** associated with the Open Status to display the variance information on the bottom section (B) of the screen.
  - The bottom section of the screen will display each month the variance is open for the Variance Type selected at the top of the screen as well as the ORG (P@#\$\$%) and GOV (MMR) values for the open months.
5. Compare the *ORG* values to the *GOV* values to determine the variance.

## Updating the Variance Card

In the typical usage scenario, all of the necessary research and other activities necessary to reconcile the variance would take place at this point. Due to the intricacies of these reconciliation activities, these are covered in more detail in the Variance Reconciliation section of this document. Once the appropriate corrective action has been determined from these reconciliation activities, the Variance card would be updated to reflect a new status and other notes regarding the reconciliation.

1. Double-click the **Variance Type** on the top section (A) of the Variance Card – Summary View screen; this opens a detailed window.

The screenshot shows the 'Variance' window with the 'Factor Type' dropdown menu open. A red box labeled 'C' highlights the 'Open' status in the dropdown list. The window also displays a table with columns: Month, Variance Status, Comments, Open Date, Org Factor, Ty Gov Factor, Tjy Delta, Org Pymt, Gov Pymt, and Pymt Status. The table shows data for months from January 2012 to June 2012, all with an 'Open' status and 'Auto-open' comments.

2. The detailed window enables you to update the Variance Status.
  - The Variance Status may be updated for **all months** by selecting the desired status in **section C**.
3. Once the status has been changed to the appropriate value, click **Save**.
  - A pop-up message will appear asking, “Update the status of comments of the detail records to match the master record?” Selecting “Yes” for this dialog box updates the Variance Status for each month the variance is displayed on the bottom of section D of the screen.

The screenshot shows the 'Variance' window with the 'Status' dropdown menu set to 'Submit'. A dialog box is open, asking: "Update the status and comments of the detail records to match the master record?" with 'Yes' and 'No' buttons. The window also displays a table with columns: Month, Variance Status, Comments, Open Date, Org MSP, Gov MSP, Delta, Org Pymt, Gov Pymt, Pymt Status, and Payment Mo. The table shows data for months from March 2011 to June 2011, all with an 'Open' status and 'Auto-open' comments.

The screenshot shows the 'Variance' window with the following details:

- Variance Type: MSP
- Status: **Submit** (highlighted with a red box)
- Opened: 03/01/2011
- Updated: 06/09/2011 11:24:52
- Opened By: System
- Updated by: User
- Target Date: 00000000
- Comments: Auto-open

Month	Variance Status	Comments	Open Date	Org MSP	Gov MSP	Delta	Org Pymt	Gov Pymt	Pymt Status	Payment Mo.
March 2011	Submit		3/6/2011 18:32:19	Syst	Yes	No	\$937.06	\$547.86	\$1,484.92	3/2011
April 2011	Submit	<b>D</b>	4/6/2011 18:32:19	Syst	Yes	No	\$937.06	\$547.86	\$1,484.92	4/2011
May 2011	Submit		5/6/2011 18:32:19	Syst	Yes	No	\$937.06	\$547.86	\$1,484.92	5/2011
June 2011	Submit		6/6/2011 18:32:19	Syst	Yes	No	\$937.06	\$547.86	\$1,484.92	6/2011

- Alternatively, you can update the Variance Status for individual months by selecting the desired status for each appropriate monthly record. (section E) For example, it may be necessary to update the February 2012 and March 2012 variances with one status and the April 2012 through June 2012 variances with a different status.

4. Once the monthly records have been changed to the appropriate values, click **Save**.

The screenshot shows the 'Variance' window with the following details:

- Variance Type: MSP
- Status: **Open**
- Opened: 03/01/2011
- Updated: 06/09/2011 11:24:52
- Opened By: System
- Updated by: System
- Target Date: 00000000
- Comments: Auto-open

Month	Variance Status	Comments	Open Date	Org MSP	Gov MSP	Delta	Org Pymt	Gov Pymt	Pymt Status	Payment Mo.
March 2011	Submitted	Auto-open	3/6/2011 18:32:19	Syst	Yes	No	\$937.06	\$547.86	\$1,484.92	3/2011
April 2011	Submitted	Auto-open	4/6/2011 18:32:19	Syst	Yes	No	\$937.06	\$547.86	\$1,484.92	4/2011
May 2011	Pending Review	Auto-open	5/6/2011 18:32:19	Syst	Yes	No	\$937.06	\$547.86	\$1,484.92	5/2011
June 2011	Pending Review	Auto-open	6/6/2011 18:32:19	Syst	Yes	No	\$937.06	\$547.86	\$1,484.92	6/2011

## **Variance Reconciliation**

While there is no pre-configured workflow established in MBE for the reconciliation process, there is a sequence of steps that will assist with the reconciliation of an open variance in MBE. Steps 1 and 2 below repeat earlier sections of this document by describing how to search for variances and load the members with those variances to be reconciled. Alternative methods utilizing the **Payment** card rather than the Payments and Data Summary section of the **Reconcile** canvas may be substituted.

### **Step 1: Complete the variance date search:**

1. **Error! Reference source not found.** in MBE.
2. Locate the Payment Search icon to open the

4. Data Variance Search window.
5. In the variance search window, enter the following search parameters.
  - **Type:** Select “Data Variance” from the droplist.
  - **Category:** Select the variance type to work from the droplist.
  - **Pymt Month From:** Enter the starting (or only) payment month of the variances you are assigned to work. (E.g. 10/2012 for variances created from the MMR file containing October 2012 payments)

*If a date is not specified in the Pymt Month From field, all open variances will be returned regardless of the month the variance was created.*

- **Pymt Month To:** Enter the ending payment month of the variances you are assigned to work; leave this field blank to search for all open variances from the starting payment month to the most-recent payment month
- **Status:** Select the status of the variance to be worked; in most cases, “Open” will be the starting point
- **Contract #:** Select Contract # of the variances to work, or accept the “[All]” default selection if resolving variances across all contracts.
- Click **Get** to load all variances types for the Category and date span indicated.

## Step 2: View the open variances

1. Click the **Start Date** for the variance month within the **Error! Reference source not found.** window.
  - This highlights the row in blue.
2. Click **Load** to “export” the membership to the Reconcile Canvas.
  - The name records are displayed in the upper-right “Name List” panel of the **Error! Reference source not found.** (section A).

*If there are more than 1,000 variances found based on the search criteria, only the first 1,000 records will be displayed in the “Name List” panel.*

3. Minimize the Payments Search window.
4. Double-click the payment month in the Payments and Data Summary section of the **Reconcile** canvas that displays a discrepancy between the *ORG* value and the *GOV* value.
5. Review the Payment and Data Summary to determine which member-level attributes reflect a variance between the *ORG* value and the *GOV* value.

### Step 3: Research the member record

1. Research the member record to determine whether the *ORG* value is correct.

*Because the steps required to research each member-level attribute variance will differ by the variance type, individual worksheets have been developed for each attribute. The worksheets are in **Error! Reference source not found.***

- The *ORG* value is correct if supporting documentation is available for the data that is in MBE. Supporting documentation may include:
  - An enrollment application that displays the data in question
  - Correspondence or call documentation that indicates the member provided the data in MBE
  - A Transaction Reply Code (TRC) received on the daily TRR that provided the updated information to the Plan from CMS
  - The *ORG* value matches the data value in MARx
- 2. Based on the research conducted; determine which of the following statements best applies to the variance you are working.
- 3.

Process ID	Scenario	Next Steps
Scenario A	The <i>ORG</i> value for the member-level attribute is correct, and the <i>GOV</i> value is incorrect. This scenario should be used when P@#\$%& has supporting documentation (from CMS or the member) that the value in MBE is more accurate than the value received on the MMR.	Continue to Step 4: <i>ORG</i> value is correct.
Scenario B	The <i>GOV</i> value for the member-level attribute is correct, and the <i>ORG</i> value is incorrect. This scenario should be used when (a) P@#\$%& is unable to locate information to support the <i>ORG</i> value in MBE, (b) P@#\$%& received notification from CMS but failed to make the update when received or (c) P@#\$%& received notification from the member but failed to make the update when received.	Continue to Step 5: <i>GOV</i> value is correct.
Scenario C	P@#\$%& is unsure which value is correct. This scenario should be used when (a) the value received on the MMR, (b) the value in MP and (c) the value in MARx differ, and P@#\$%& has no other supporting documentation to make a determination of accuracy.	Continue to Step 6: P@#\$%& is unsure which value is correct.

**Step 4: The ORG value for the member-level attribute is correct and the GOV value is incorrect**

1. Confirm documentation to support the *ORG* value has been located in the core system.
2. Determine whether the value in MP matches the value in MARx.

Process ID	Scenario	Next Steps
Scenario D	The value in MBE matches the value in MARx but does not match the value received on the MMR.	<ol style="list-style-type: none"> <li>1. Using the <b>Error! Reference source not found.</b>, update the variance status to “CMS Updates Pending” to indicate P@#\$%&amp; is awaiting correction of data / payment on a future MMR. See <a href="#">Updating the Variance Card</a> and</li> <li>2. <a href="#">Variance</a> Status for details.</li> <li>3. In MBE, document the specific actions taken for future reference.</li> </ol>
Scenario E	The value in MBE does not match the value in Marx and does not match the value received on the MMR.	<ol style="list-style-type: none"> <li>1. Using the documentation that was located to support the <i>ORG</i> value, prepare a case for submission to the Retro Processing Contractor or for ECRS submission (in the case of MSP variances – see <a href="#">OHCI Card</a> for more details).</li> <li>2. Using the <b>Error! Reference source not found.</b>, update the variance status to “CMS Updates Pending” to indicate P@#\$%&amp; is awaiting correction of data/payment on a future MMR due to submission to the RPC (or through ECRS). See <a href="#">Updating the Variance Card</a> and</li> <li>3. <a href="#">Variance</a> Status for details.</li> <li>4. In MBE and Retro database, document the specific actions taken for future reference.</li> </ol>

### **Step 5: The GOV value for the member-level attribute is correct and the ORG valid is incorrect**

1. Confirm that the value received on the MMR matches the value in MARx.
2. Utilizing the appropriate MBE workflow(s), update the data value in MBE to match MARx. See the **Error! Reference source not found.** section for details on updating the MBE membership cards.
3. Click **Save** to commit the changes made.
4. Double-click the Name Record at the top of the **Error! Reference source not found.** to refresh the data.
5. Locate and double-click the payment month in You can review open variances and data discrepancies in the following ways:
6. Utilize the Payments and Data Summary (indicated in section **B**) to view all of the data discrepancies for a particular month.
  - Review the Variance Card on the left side of the screen to view the data discrepancies by type. (section F)

7. Payments and Data Summary section of the screen to view the **Error! Reference source not found.** for the month that previously displayed a variance.
8. Review the data value on the Payment Card to confirm the variance has been resolved.
  - The status to the right of the variance type will display “closed” if the variance has been resolved.
  - If all variances were resolved for the payment month, the *ORG* and *GOV* payments should balance.

Process ID	Scenario	Next Steps
Scenario F	The variance is closed, and there are no additional open variances on the member record for the same Payment month.	<ol style="list-style-type: none"> <li>1. In MBE, document the specific actions taken to resolve the variance in the core system for future reference.</li> </ol>
Scenario G	The variance is closed, but there are additional open variances on the member record for the same Payment month. Each variance type must be reviewed and/or resolved.	<ol style="list-style-type: none"> <li>1. Go back to Step <b>Error! Reference source not found.</b> to begin working the next open variance.</li> </ol>
Scenario H	Despite the update, the variance remains open.	<ol style="list-style-type: none"> <li>1. Review the <i>ORG</i> data value on the <b>Error! Reference source not found.</b> to confirm the corrected value is displayed.</li> <li>2. If the corrected value is not displayed, go back to Step <b>Error! Reference source not found.</b> to update the appropriate card.</li> <li>3. If the corrected <i>ORG</i> value is displayed on the Payment Card, but this still does not match the <i>GOV</i> value, escalate the variance for further research.</li> </ol>
Scenario I	The variance remains open despite the <i>ORG</i> and <i>GOV</i> values matching.	<ol style="list-style-type: none"> <li>1. Escalate the variance for further review.</li> </ol>

### Step 6: P@#\$\$%& is unsure which value is correct

1. Confirm the value in MARx does not match the value in MBE.
  - The value received on the MMR may or may not match the MBE or MARx value.
2. Confirm the member's enrollment status.
  - Different scenarios are based on enrollment status versus disenrollment status.

Process ID	Scenario	Next Steps
Scenario J	The member is Pending Enrollment or Enrolled.	Continue to Step <b>Error! Reference source not found.</b>
Scenario K	The member is Pending Disenrollment or Disenrolled.	Continue to <b>Error! Reference source not found.</b>

3. Attempt to contact the member by phone to verify the data value.

Remember to verify the member's identity in accordance with HIPAA regulations and document the call in MBE for future reference.

Process ID	Scenario	Next Steps
Scenario L	The member was successfully contacted and provided confirmation of the data value in question.	Continue to <b>Error! Reference source not found.</b>
Scenario M	The member is Pending Disenrollment or Disenrolled.	Continue to <b>Error! Reference source not found.</b>

### Step 7: Update MBE with the information provided by the member

1. Utilizing the appropriate MBE workflow(s), update the appropriate MBE membership card with the information provided by the member.
  - See the **Error! Reference source not found.** section for details on updating the MBE membership cards.

*For HICN-related issues, confirm the HICN is valid in MARx prior to ending the call with the member. This will ensure the correct HICN was obtained and may avoid a follow-up call to the member.*

2. Save the changes in MBE and exit the open card to go back to the **Error! Reference source not found.**
3. Double-click the name record at the top of the **Reconcile** canvas to refresh the data.
4. Locate and double-click the payment month in the You can review open variances and data discrepancies in the following ways:
5. Utilize the Payments and Data Summary (indicated in section **B**) to view all of the data discrepancies for a particular month.
  - Review the Variance Card on the left side of the screen to view the data discrepancies by type. (section F)

6. Payments and Data Summary section of the screen to view the Payment Card for the month that previously displayed a variance.
7. Review the data value on the **Payment** card to confirm that the corrected value is being displayed in the *ORG* column and that the variance has been resolved.

Process ID	Scenario	Next Steps
Scenario N	Despite the update, the variance remains open.	<ol style="list-style-type: none"> <li>1. Review the <i>ORG</i> data value on the <b>Error! Reference source not found.</b> to confirm the corrected value is displayed.</li> <li>2. If the corrected value is not displayed, go back to Step <b>Error! Reference source not found.</b> to update the appropriate card.</li> <li>3. If the corrected <i>ORG</i> value is displayed on the Payment Card, but this still does not match the <i>GOV</i> value, go back to Step <b>Error! Reference source not found.</b></li> </ol>
Scenario O	The variance is closed, and there are no additional open variances on the member record for the same Payment month.	<ol style="list-style-type: none"> <li>1. In MBE, document the specific actions taken to resolve the variance in the core system for future reference.</li> </ol>
Scenario P	The variance is closed, but there are additional open variances on the member record for the same Payment month. Each variance type must be reviewed and/or resolved.	<ol style="list-style-type: none"> <li>1. Go back to Step <b>Error! Reference source not found.</b> to begin working the next open variance.</li> </ol>
Scenario Q	The variance remains open despite the <i>ORG</i> and <i>GOV</i> values matching.	<ol style="list-style-type: none"> <li>1. Escalate the variance for further review.</li> </ol>

**Step 8: The member cannot be contacted, or the data value cannot be confirmed with the member.**

1. Locate the variance type in the chart below:

Process ID	Scenario	Next Steps
Scenario R	The variance type is one of the following: <ul style="list-style-type: none"> <li>• Gender</li> <li>• Date of Birth</li> <li>• State and County Code</li> </ul>	<ol style="list-style-type: none"> <li>1. Schedule the appropriate letter within MP to instruct the member to notify the Social Security Administration (SSA) to make the necessary data change.</li> <li>2. In MBE, document the specific actions taken to resolve the variance in the core system for future reference.</li> </ol>
Scenario S	The variance type is not listed in Scenario R.	<ol style="list-style-type: none"> <li>1. Continue to Step <b>Error! Reference source not found.</b></li> </ol>

2. Confirm all research methods have been exhausted.
3. Update the data value on the **Error! Reference source not found.** to match MARx.
4. Click **Save** to commit the changes made.
5. Double-click the name record at the top of the **Error! Reference source not found.** to refresh the data.
6. Locate and double-click the payment month in the You can review open variances and data discrepancies in the following ways:
7. Utilize the Payments and Data Summary (indicated in section **B**) to view all of the data discrepancies for a particular month.
  - Review the Variance Card on the left side of the screen to view the data discrepancies by type. (section F)

8. Payments and Data Summary section of the screen to view the **Error! Reference source not found.** for the month that previously displayed a variance.
9. Review the data value on the **Payment** card to confirm the variance has been resolved.
  - The status to the right of the variance type will display “closed” if the variance has been resolved.
  - If all variances were resolved for the payment month, the *ORG* and *GOV* payments should balance.

Process ID	Scenario	Next Steps
Scenario T	Despite the update, the variance remains open.	<ol style="list-style-type: none"> <li>1. Review the <i>ORG</i> data value on the <b>Error! Reference source not found.</b> to confirm the corrected value is displayed.</li> <li>2. If the corrected value is not displayed, go back to Step <b>Error! Reference source not found.</b> to update the appropriate card.</li> <li>3. If the corrected <i>ORG</i> value is displayed on the Payment Card, but this still does not match the <i>GOV</i> value, conduct the following steps:               <ol style="list-style-type: none"> <li>a. Using the <b>Error! Reference source not found.</b>, update the variance status to “CMS Updates Pending” to indicate P@#\$%&amp; is awaiting correction of data/payment on a future MMR. See <a href="#">Updating the Variance Card</a> and</li> <li>b. <a href="#">Variance</a> Status for details.</li> <li>c. In MBE, document the specific actions taken to resolve the variance in the core system for future reference.</li> </ol> </li> </ol>
Scenario U	The variance is closed, and there are no additional open variances on the member record for the same Payment month	<ol style="list-style-type: none"> <li>1. In MBE, document the specific actions taken to resolve the variance in the core system for future reference.</li> </ol>
Scenario V	The variance is closed, but there are additional open variances on the member record for the same Payment month. Each variance type must be reviewed and/or resolved.	<ol style="list-style-type: none"> <li>1. Go back to Step <b>Error! Reference source not found.</b> to begin working the next open variance.</li> </ol>
Scenario W	The variance remains open despite the <i>ORG</i> and <i>GOV</i> values matching.	<ol style="list-style-type: none"> <li>1. Escalate the variance for further review.</li> </ol>

## Monitoring and Reporting

### Reports

Within MBE, there are numerous reports that can be generated in order to identify and track variances impacting membership and payment. These reports will be run in MBE against the MBE reporting database.

Report	Sample	Timing
Detailed Data Variance Report <b>(Required for Attestation)</b>	(Attestation Report)	Monthly – 3 to 5 business days prior to attestation due date
Work Queue Aging Details	Not Available To Be Developed	Weekly
<b>The following reports are available as standard CPS reports. If these will be used by Operations, the reports and Report Viewer functionality will need to be activated by BSMS.</b>		
Variance Aging Summary	(Variance Aging)	Weekly
Data Variance Details	(Data Variance details)	Monthly – 3 business days prior to attestation due date
CMS Variance Summary	(CMS Variance Summary)	Monthly – 3 business days prior to attestation due date

**Detailed Data Variance Sample Report:** This report is required for Internal Certification. (Monthly – 3 to 5 business days prior to attestation due date)

NAME_ID	LAST_NAME	FIRST_NAME	MRN	HIC	MC_STATUS	EFF_DATE	GOV_PLAN	ORG_PLAN	VARIANCE_TYPE	KP_VALUE	MMR_VALUE	STATUS	VAR_MONIT	H	CLOSE_DATE	ORG_AMOUNT	GOV_AMOUNT
					Enrollment	4/1/2012	H2150	H2150	member_ind	Y		Open	5/1/2012			\$0	\$0
					Disenrolled	4/30/2012	H2150		member_ind		Y	Open	5/1/2012			\$0	\$432
					Enrolled	1/1/2003	H2150	H2150	pbp_id	017	002	Open	5/1/2012			\$0	\$453
					Disenrolled	4/30/2012	H2150		member_ind		Y	Open	5/1/2012			\$0	\$444
					Enrolled	1/1/2012		H2150	member_ind	Y		Open	5/1/2012			\$0	\$0
					Enrolled	1/1/2012		H2150	member_ind	Y		Open	5/1/2012			\$0	\$0
					Enrolled	1/1/2010		H2150	member_ind	Y		Open	5/1/2012			\$0	\$0
					Enrolled	9/1/2010		H2150	member_ind	Y		Open	5/1/2012			\$0	\$0
					Enrolled	1/1/2003		H2150	member_ind	Y		Open	5/1/2012			\$0	\$0
					Enrolled	2/1/1997		H2150	member_ind	Y		Open	5/1/2012			\$0	\$0

PHI Data  
Suppressed

**Variance Aging Summary Sample Report (Weekly)**

Aging Discrepancies									
Variance Type	0 - 60 Days	61 - 120 Days	121 - > Days	Total	medicaid_addon	medicaid_ind	member_ind	nursehome_ind	org_id
age_group	20	41	104	165	0	3,483	2,011	2	104
county_code	1,542	1,524	2,455	5,521	6	3,614	1,014	2	92
esrd_ind	67	70	168	305	14	6,748	2,139	4	209
factor_type	0	3	12	15	20	13,845	5,164	8	405
gender	3	2	12	17	8			16	
hospice_ind	17	39	65	121	30			29	
institution_ind	5	2	3	10	58			292	
					654			14	
					12			9	
					426			46	
					46				

Enrollment

**Data Variance Details Sample Report** (Monthly – 3 business days prior to attestation due date)

**Data Variance Detail Report**

Data Variances run as of: 9/26/2008  
 Distinct Member count: 2,102  
 Total Months count: 2,431

Date Range: 01/01/2008 to 02/29/2008  
 Contract #: HXXXX

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**Start Date**

1/2008

Category

**Age Group**

Name Id	Hic Number	Member	Org Value	Gov Value	Org Pymt	Gov Pymt	Difference
Nxxxxxxxx	xxxxxxxxA	Member Name		< 35	\$508.79	\$508.79	\$0.00
Nxxxxxxxx	xxxxxxxxA	Member Name		45 - 54	\$452.17	\$452.17	\$0.00
Nxxxxxxxx	xxxxxxxxA	Member Name		60 - 64	\$811.03	\$811.03	\$0.00
Count: 3					\$1,769.99	\$1,769.99	\$0.00

**Esrd**

Name Id	Hic Number	Member	Org Value	Gov Value	Org Pymt	Gov Pymt	Difference
Nxxxxxxxx	xxxxxxxxA	Member Name		Y	\$1,263.95	\$9,684.35	\$8,420.40
Nxxxxxxxx	xxxxxxxxA	Member Name		Y	\$1,164.73	\$8,081.60	\$6,916.87
Count: 2					\$2,428.68	\$17,765.95	\$15,337.27

**Medicaid**

Name Id	Hic Number	Member	Org Value	Gov Value	Org Pymt	Gov Pymt	Difference
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$1,032.32	\$1,039.05	\$6.73
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$1,625.04	\$1,625.04	\$0.00
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$1,419.06	\$1,497.01	\$77.95
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$4,167.83	\$4,231.22	\$63.39
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$1,634.51	\$1,634.51	\$0.00
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$739.86	\$739.86	\$0.00
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$1,976.02	\$1,976.02	\$0.00
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$739.49	\$737.20	(\$2.29)
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$2,083.36	\$2,083.36	\$0.00
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$508.79	\$508.79	\$0.00
Nxxxxxxxx	xxxxxxxxA	Member Name	Y		\$1,099.64	\$1,099.64	\$0.00

**CMS Variance Summary Sample Report** (Monthly – 3 business days prior to attestation due date)

**CMS Variance Summary**

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<u>Date</u>	<u>St/Cty Code</u>	<u>Total Mem.</u>	<u>Mem. / Var.</u>	<u>Plan Estimate</u>	<u>CMS Payment</u>	<u>Variance</u>
<b>January 2008</b>						
	XXXXX	28	27	\$11,063.86	\$29,638.95	\$18,575.09
	XXXXX	1	0	\$984.76	\$984.76	\$0.00
	XXXXX	1	1	\$2,054.69	\$2,054.67	-\$0.02
	XXXXX	1,010	29	\$1,275,503.01	\$1,357,213.36	\$81,710.35
	XXXXX	787	22	\$918,628.55	\$939,460.09	\$20,831.54
	XXXXX	1	0	\$1,737.57	\$1,737.57	\$0.00
	XXXXX	3	1	\$1,448.19	\$1,652.91	\$204.72
	XXXXX	1	1	\$1,114.35	\$1,154.31	\$39.96
	XXXXX	460	15	\$461,735.36	\$493,133.02	\$31,397.66
	XXXXX	1,640	23	\$2,136,478.18	\$2,210,190.77	\$73,712.59
	XXXXX	1	1	\$1,030.66	\$1,030.65	-\$0.01
	XXXXX	3	2	\$2,712.54	\$11,231.93	\$8,519.39
		<b>3,936</b>	<b>122</b>	<b>\$4,814,491.72</b>	<b>\$5,049,482.99</b>	<b>\$234,991.27</b>
<b>February 2008</b>						
	XXXXX	328	310	\$238,339.10	\$326,154.45	\$87,815.35
	XXXXX	1	1	\$597.18	\$747.18	\$150.00
	XXXXX	1	1	\$984.89	\$0.00	-\$984.89
	XXXXX	1	1	\$2,054.69	\$2,054.67	-\$0.02
	XXXXX	2,547	260	\$2,714,462.65	\$2,757,479.97	\$43,017.32
	XXXXX	502	32	\$321,041.33	\$318,020.78	-\$3,020.55
	XXXXX	21	1	\$16,486.05	\$16,512.02	\$25.97
	XXXXX	38	1	\$23,434.39	\$23,502.04	\$67.65
	XXXXX	2,116	226	\$2,083,442.69	\$2,073,993.90	-\$9,448.79
	XXXXX	1	1	\$1,603.11	\$0.00	-\$1,603.11
	XXXXX	4	2	\$3,350.99	\$3,178.56	-\$172.43
	XXXXX	239	31	\$168,889.33	\$162,881.66	-\$6,007.67
	XXXXX	3	1	\$2,224.40	\$2,264.36	\$39.96
	XXXXX	1,319	124	\$1,201,858.19	\$1,215,805.04	\$13,946.85
	XXXXX	3,090	117	\$3,634,368.29	\$3,697,127.24	\$62,758.95
	XXXXX	1	0	\$557.05	\$557.05	\$0.00
	XXXXX	31	8	\$28,551.07	\$36,718.08	\$8,167.01
		<b>10,243</b>	<b>1,117</b>	<b>\$10,442,245.40</b>	<b>\$10,636,997.00</b>	<b>\$194,751.60</b>

Enrollment

Begin Date: 1/1/2008  
End Date: 2/29/2008

## Attestation

P@#\$\$%& follows an internal process in which CSC Medicare Operations drafts an internal certification (also known as the sub-certification) which is modeled after the CMS monthly attestation template and cover letter. This internal certification is then forwarded to P@#\$\$%&'s National Medicare Finance (NMF) group. NMF uses the internal certification to develop the monthly attestation for CMS.

In order to file the internal certification, the review of the membership variances will be completed prior to the due date of the CMS monthly attestation, in accordance with CMS' yearly calendar. The Executive Director of CSC Medicare Operations (Operations) will be responsible for signing and submitting the internal certification to NMF.

### CERTIFICATION OF MONTHLY ENROLLMENT AND PAYMENT DATA

Pursuant to the contract(s) between the Centers for Medicare & Medicaid Services (CMS), and Kaiser Foundation Health Plan, Inc (hereafter referred to as the "Organization") governing the operation of the following contracts: H0524, H0630, H1170, H6360, H9003, H1230, H1200, H2150, H6050, H6052, the Organization hereby requests payment under the contract, and in doing so, makes the following certifications concerning CMS payments to the Organization. The Organization acknowledges that the information described below directly affects the calculation of CMS payments to the Organization and that misrepresentation to CMS about the accuracy of such information may result in Federal civil action and/or criminal prosecution. This certification shall not be considered a waiver of the Organization's right to seek payment adjustments from CMS based on information or data which does not become available until after the date the Organization submits this certification.

1. The Organization has reported to CMS for requests received and processed during the period from March 16, 2012 to April 13, 2012 all new enrollments, (including Plan Benefit Package changes) and disenrollments with respect to the above-stated Organizations. Based on best knowledge, information and belief, all information submitted to CMS in this report is accurate, complete and truthful.
2. The organization has reviewed and reconciled the CMS monthly membership report and transaction reply reports received in April 2012 for the payment month of May 2012 for the above stated Organization and has submitted under separate cover all requests to CMS, according to the CMS guidance for such submissions, for retroactive adjustments to correct payment data when the Organization has more accurate information. This may include enrollment status, Medicaid status and the State and County Code related to a specific beneficiary.

Based on best knowledge, information, and belief, all information submitted to CMS and/or its contractors is accurate, complete, and truthful. In addition, for those portions of the monthly membership report and the reply listing to which the Organization raises no objection, the Organization, through the certifying CEO/CFO, will be deemed to have attested, based on the best knowledge, information, and belief, to their accuracy, completeness, and truthfulness.

Date

Executive Director of Medicare Operations, California Service Center

Kaiser Foundation Health Plan, Inc

To support the internal certification process, a **Detailed Data Variance** report has been created by BSMS. Each month, this report will be generated and reviewed by Operations. Based on the results depicted in the report, the Executive Director of CSC Medicare Operations will make a determination to proceed with the internal certification or require additional data and/or reconciliation to be completed by Operations.

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## Notes/Questions



*Add any notes or questions you have when reviewing the procedure.*

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## Knowledge Check

Name: \_\_\_\_\_



*Directions: Please answer the questions below to check your understanding of the material we've presented today.*

True or false? MBE enables P@#\$\$%& to calculate and store an expected payment amount and reconcile reimbursement dollars paid by CMS – as reported through the MMR – against this P@#\$\$%& expected payment.

True or false? A variance occurs in the Medicare Business Engine (MBE) when there is a data discrepancy between the member data in MBE and the data maintained by the Centers for Medicare and Medicaid Services (CMS).

True or false? I'll use the Variance card to categorize and track variances over time.

Which of the following are possible Variance status codes?

Open  
cms update pending  
retro - submit;  
retro - submitted – e  
crs - Submit;  
ecrs - rejected;  
closed

Answer: all are possible codes.

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