



DEPARTMENT OF HEALTH & HUMAN SERVICES
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MEDICARE-MEDICAID COORDINATION OFFICE

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TO: States Participating in the Capitated Model of the Financial Alignment Initiative, Contract Management Review Teams (CMTs) and Medicare-Medicaid Plans (MMPs)

FROM: Sharon Donovan
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SUBJECT: On-going MMP Enrollment Reconciliation – Addition to Standard Operational Protocol

Overview

This bulletin provides State and CMS members of the Contract Management Teams (CMTs) as well as MMPs participating in the Capitated Model of the Financial Alignment Initiative, with the first step in updated procedures to minimize discrepancies in enrollment status between state and CMS' MARx enrollment systems. Specifically, this bulletin addresses the role of MMPs in identifying enrollment discrepancies to the CMT for research and resolution. The guidance provided in this bulletin should not supplant other reconciliation efforts that are actively being pursued by MMPs and States. Instead this guidance should be used to support those efforts.

The Role of MMPs in Identifying Discrepancies

The Medicare-Medicaid Coordination Office (MMCO) has been working closely with States to identify and remediate outstanding enrollment discrepancies in order to align CMS' MARx enrollment system and States'/enrollment brokers' enrollment systems. As outstanding enrollment discrepancies are resolved, the next phase is putting in place procedures to quickly identify any new discrepancies that may arise in the future. States have developed a range of enrollment reconciliation strategies, and MMCO is also developing tools to assist states and their enrollment brokers with on-going review of CMS' reports with state reports on enrollment status (within the respective systems) to quickly identify enrollment discrepancies.

MMPs are uniquely positioned to identify enrollment discrepancies, as they receive both 834 enrollment reports from states as well as Daily Transaction Reply Reports (DTRR) from CMS' MARx system. CMTs that do not already do so should solicit these MMP analyses at least monthly, and research and resolve discrepancies expeditiously.

The MMCO enrollment team will continue to be available to provide assistance with addressing and remediating enrollment and disenrollment discrepancies. Please contact the enrollment team at MMCOEnrollment@cms.hhs.gov should you have questions or need to request assistance.