



Coverage Gap Discount Program Manufacturer Webinar – April 2016



Diane Lapin
**CMS, Division of Payment
Reconciliation**

Agenda

- Overview of the Dispute Management Enhancements
- Calendar Year Closeout Invoice
- Helpful Tips for Manufacturers
- Live Q&A



Dispute Management Enhancements



Art Spaziano, Manager
Palmetto GBA
Medicare Part D, CGDP TPA

Challenges of the Current Process

- Preparation of Dispute submission can be time-consuming
- Submission of Dispute can be trial and error
- Can take up to one day to discover formatting errors
- Can take an additional day to identify submission content problems

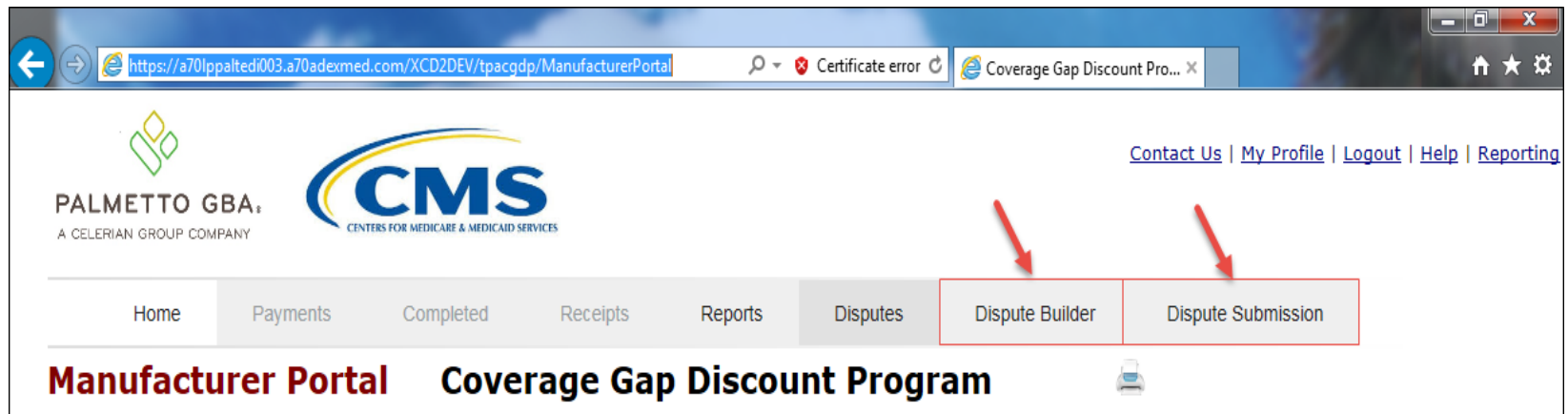
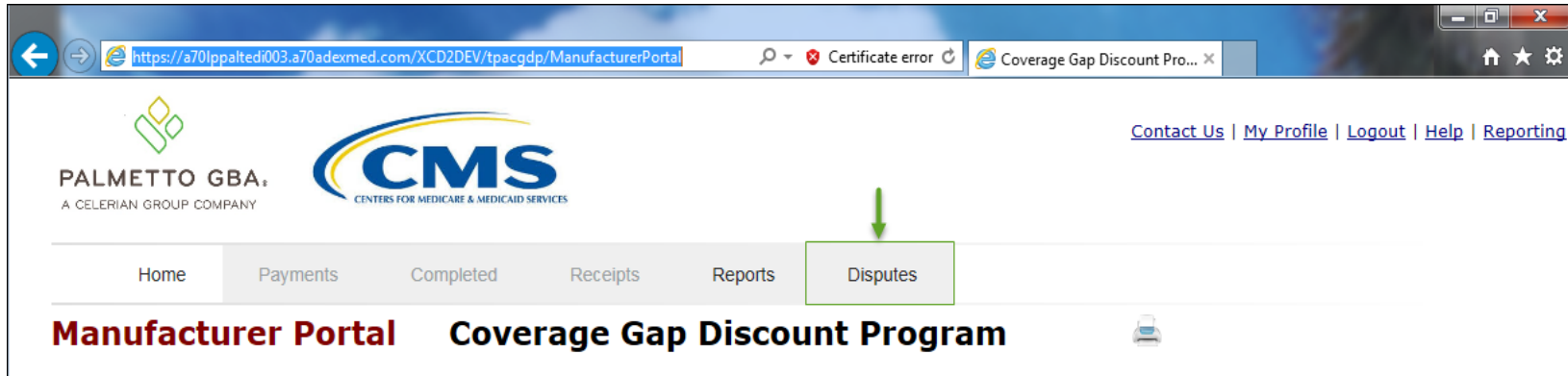
Goals of the Dispute Management Enhancements

- Provide Drug Manufacturers with a simplified, web-based approach to submitting Disputes
- Reduce likelihood of Dispute file rejections due to formatting errors
- Provide functionality to easily edit and resubmit Dispute line items rejected for formatting or business rule errors
- Provide a status dashboard for previously submitted Disputes


Features of the New Dispute Manager

- Interactive Dispute Builder
 - Search current Data Report
 - Select desired items
 - Select relevant parameters
 - Submit
- Status Dashboard
 - See the status of current and past submissions
 - Review, edit and resubmit rejected submissions
- Traditional manual edit and upload process still available


Dispute Tab



Dispute Dashboard



PALMETTO GBA
A CELERIAN GROUP COMPANY



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

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Logged on as **XPTTEST**
Test Environment

Home Payments Completed Receipts Reports Disputes

Manufacturer Portal

Dispute Dashboard

Corporate ID: XP1__6 P Number: Reporting Period:

Current Cutoff Calendar (Quarter 201504)

Invoice Paid By: 03/10/2016 Dispute Submission: 04/01/2016
 Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total
Dispute_Return_R	<input type="radio"/>	Last downloaded on 01/22/2016 @ 2:08 PM	201403	P1__6	4574	415	4989
Dispute_Return_R	<input type="radio"/>		201403	P1__7	0	2	2
Dispute_Return_R	<input type="radio"/>		201403	P1__1	69	32	101

Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total
Dispute_Resolution_R2015082	<input type="radio"/>	Last downloaded on 01/22/2016 @ 10:34 AM	201501	P1__6	1	3236	3237
Dispute_Resolution_R	<input type="radio"/>	Last downloaded on 01/15/2016 @ 10:42 AM	201501	P1__6	1	3236	3237
Dispute_Resolution_R2015082	<input type="radio"/>		201501	P1__1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201501	P1__1	0	18	18
Dispute_Resolution_R	<input type="radio"/>	Last downloaded on 04/28/2015 @ 9:28 AM	201402	P1__6	311	4955	5266
Dispute_Resolution_R	<input type="radio"/>	Last downloaded on 09/21/2015 @ 4:30 PM	201402	P1__1	13	87	100

Dispute Builder Tab



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Logged on as **XPTEST**
Test Environment

- Home
- Payments
- Completed
- Receipts
- Reports
- Disputes

Manufacturer Portal Dispute Builder



Click here to add data line items.



Current Cutoff Calendar (Quarter 201504)
Invoice Paid By: 03/10/2016 Dispute Submission: 04/01/2016
Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

Page #1

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap	Discount	Amount
<i>No invoiced line items have been added. Click the Selection Criteria Form button above to add data line items to the dispute file.</i>										

- Save
- Delete All
- Complete Dispute File

Dispute Builder Row Selection



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Logged in as **XPTEST**
Test Environment

Home Payments Completed Receipts Reports Disputes

Manufacturer Portal Dispute Builder

[Click here to add data line items.](#)

Current Cutoff Calendar (Quarter 201504)

Invoice Paid By: 03/10/2016

Dispute Submission: 04/01/2016

Invoice Distribution: 01/31/2016

Dispute Distribution: 06/08/2016

Coverage Gap Discount Program

Selection Criteria

P Number: Product Service ID: Service Provider ID:
 Prescription Reference Number: Date of Service (yyyyMMdd):
 Gap Discount Amount: Quantity Dispensed:
 Previous Discount Amount: Days Supply:
 Current Discount Amount:

Dispute Reason for Selected Lines (Optional)

Selection Results

<input type="checkbox"/>	P Number	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount
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No line items were found using the entered search criteria.

Dispute Builder Selection Criteria



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Logged on as **XPTST**
Test Environment

Home Payments Completed Receipts Reports Disputes

Manufacturer Portal Dispute Builder

[Click here to add data line items.](#)

Current Cutoff Calendar (Quarter 201504)

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 Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

Coverage Gap Discount Program

Selection Criteria

P Number: Product Service ID: Service Provider ID:

Prescription Reference Number: Date of Service (yyyyMMdd):

Gap Discount Amount: Quantity Dispensed:

Previous Discount Amount: Days Supply:

Current Discount Amount:

Dispute Reason for Selected Lines (Optional)

Selection Results Page #1 of 1 (Found 2 line items)

<input type="checkbox"/>	P Number	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount
<input type="checkbox"/>	T1023	000002086xxx	68xxx030002	1043382xxx	90	90.0	2015-03-27	\$1,359.48	\$0.00	\$1,359.48
<input type="checkbox"/>	T1023	999202107xxx	68xxx030002	1588712xxx	29	600.0	2015-05-26	\$2,107.88	\$0.00	\$2,107.88

Dispute Reason Assignment

Manufacturer Portal Dispute Builder



Click here to add data line items.

Current Cutoff Calendar (Quarter 201504)

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Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

Coverage Gap Discount Program

Selection Criteria

P Number: Product Service ID: Service Provider ID:

Prescription Reference Number: Date of Service (yyyyMMdd):

Gap Discount Amount: Quantity Dispensed:

Previous Discount Amount: Days Supply:

Current Discount Amount:

Dispute Reason for Selected Lines (Optional)

Additional Information:

Selection Results Page #1 of 1 (Found 2 line items)

<input type="checkbox"/>	P Number	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount
<input type="checkbox"/>	T1023	000002086xxx	68xxx030002	1043382xxx	90	90.0	2015-03-27	\$1,359.48	\$0.00	\$1,359.48
<input checked="" type="checkbox"/>	T1023	999202107xxx	68xxx030002	1588712xxx	29	600.0	2015-05-26	\$2,107.88	\$0.00	\$2,107.88

Dispute Builder Error Checking

Manufacturer Portal Dispute Builder



Click here to add data line items.

Current Cutoff Calendar (Quarter 201504)
Invoice Paid By: 03/10/2016 Dispute Submission: 04/01/2016
Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

Page #1 of 1 (Found 1 line items)

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
T1023	68xxx000000129449xxx	68xxx030002	999202107xxx	0	29	600.0	2015-05-26	\$2,107.88
Incomplete		Dispute Reason: D04 - Excessive Quantity						
Additional Information:		<input type="text"/>						

Save Delete All Complete Dispute File

Dispute Builder Error Checking (cont.)

Manufacturer Portal Dispute Builder



[Click here to add data line items.](#)

Current Cutoff Calendar (Quarter 201504)

Invoice Paid By: 03/10/2016

Dispute Submission: 04/01/2016

Invoice Distribution: 01/31/2016

Dispute Distribution: 06/08/2016

Page #1 of 1 (Found 1 line items)

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	
T1023	68xxx000000129449xxx	68xxx030002	999202107xxx	0	29	600.0	2015-05-26	\$2,107.88	
Valid	Dispute Reason: D04 - Excessive Quantity								
Additional Information:		Test							

Save

Delete All

Complete Dispute File




Dispute Submission

Home Payments Completed Receipts Reports Disputes

Manufacturer Portal Dispute Submission

Upload Dispute File

Current Cutoff Calendar (Quarter 201504)
Invoice Paid By: 03/10/2016 Dispute Submission: 04/01/2016
Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

	Download	Date Created	Date Submitted	Status	Date Returned	
201504T1023-1 <i>(Generated by Builder)</i>		2016-03-11	N/A	N/A	N/A	<input type="button" value="Submit"/>

Timing of Implementation

- New process begins with the Q1 2016 invoice release
- Current process will continue to be used both before and after this date
- CGDP User Guides will be updated and available during May of 2016
 - Documentation draft available today



Calendar Year Closeout Invoice



Art Spaziano, Manager
Palmetto GBA
Medicare Part D, CGDP TPA

Calendar Year Closeout Reports

- New set of reports and invoices will be distributed
 - Closeout reports represent settlement of outstanding upheld Disputes at end of 17 quarters
 - Reports and invoices for Benefit Year 2011 will be issued during this first distribution
 - Reports and invoices will then be issued annually, going forward, for subsequent Benefit Years
- Report types similar to quarterly reporting
 - Summary, Detail, Tracking ...
 - Format similar to quarterly reports with differences
 - Layouts available on the TPA website
 - Available for download on CGDP Portal via Reports Tab

Calendar Year Closeout Reports (cont.)

- Payments can be made and the status viewed on CGDP Portal – just like quarterly reports
 - Deadline is 38 days after distribution date
 - No dispute process exists for this invoice
 - Invoice represents closeout for upheld disputes
- In general, Sponsors will be making payments to Manufacturers

Timing of New Reports

- Reports for benefit year 2011 expected to be distributed July 15, 2016
- Payments due 38 days after distribution
- Reports will be distributed every year, going forward



Helpful Tips for Manufacturers



Art Spaziano, Manager
Palmetto GBA
Medicare Part D, CGDP TPA

Helpful Tips And The Payment Process

- Lessons Learned from the past 3 quarters
 - Log on to the CGDP Portal at least once per month
 - Passwords expire every 30 days
 - Will need to contact the TPA if password expires
 - At the beginning of each payment period
 - Verify that the individual(s) with CGDP Portal access and Payment Initiator privileges has not changed
 - Contact the TPA if changes are necessary as soon as possible

Helpful Tips (cont.)

- Verify that there are no changes in the bank accounts used for making and/or receiving payments
 - Complete the EFT change form(s) on the TPA website if the account(s) has changed since last reporting period payments were made
 - Make sure debit filter is properly configured if a debit block is enabled for the account
 - Make sure that any debit limit for that account is configured to accommodate the total amount of all line items that you expect to pay at one time
- Confirm that your bank still has a minimum ACH payment limitation
 - Pay all outstanding deferred payments from previous quarters if the minimum ACH payment limitations
 - Have been relaxed
 - No longer exist
 - Are exceeded by the total of deferred amounts plus new invoice amounts
- If making payments for the first time, do not wait until the deadline
 - Initiate payments at least one week prior to allow for resolution of any of the issues mentioned above

Contacting the TPA

TPA website - <http://tpadministrator.com>

- Phone
 - Help Line: 1-877-534-2772 – Option 1
 - Hours: Monday - Friday 8 a.m. to 7 p.m. ET
- General email inquiries regarding the invoicing and payment process should be sent to tpaoperations@tpadministrator.com
- Webinar slides will be posted to the TPA website
- Suggestions for future webinar topics may be sent to webinar@tpadministrator.com
- Questions related to Dispute files, EFT information, invoice corrections
 - <http://tpadministrator.com> – Website
 - disputes@tpadministrator.com – Dispute support documentation



Coverage Gap Discount Program Manufacturer Webinar



Q & A