Centers for Medicare & Medicaid Services

Electronic Retroactive Processing Transmission (eRPT)

Plan User Manual

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1. Introduction

The basic purpose of this document is to provide instructions to Electronic Retroactive Processing Transmission (eRPT) Plan Users to submit retroactive processing transmission documents to Retroactive Processing Contractor (RPC) Reed and Associates. This document provides step-by-step instructions along with screenshots on how to submit a package, upload supporting documents, view documents sent by RPC, update a package, search for packages and documents, etc.

1.1 Overview

The eRPT application is a web-based application designed to facilitate and manage the electronic submission, workflow processing, and storage of documentation associated with retroactive enrollment change requests from Medicare Advantage Organizations (MAOs), Medicare Advantage Prescription Drug Plans (MA-PDPs), Cost Plans, Program of All-Inclusive Care for the Elderly (PACE), Medicare-Medicaid Plans (MMPs) and Prescription Drug Plans (PDPs). The retroactive change requests include but are not limited to, enrollments, disenrollment, reinstatements, Plan Benefit Package (PBP) changes, Plan Segment changes, State County Code changes (SCC), Low Income Subsidy (LIS), Medicaid, and End Stage Renal Disease (ESRD) submitted by plan/sponsors or a designated submitting organization to RPC. The eRPT Plan Users will be able to view response documents and Enrollment Data Validation (EDV) Review Packages submitted by RPC via eRPT. The eRPT Plan Users will also have access to respond to EDV Review Packages by uploading supporting documents in the eRPT application.

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2. Getting Started

Figure 1 is a high-level business process diagram of eRPT application implementation.

The eRPT Plan User interacts with the application through the internet-facing user interface to perform the creation and submission of electronic retroactive packages, upload supporting documentation to packages, search and view packages created by the eRPT Plan Users, update or delete a draft submission package, view RPC's response to a package, and respond to RPC's request to EDV Review package. All these actions pertain only to those contracts the user has access to.

Figure 1: eRPT Implementation High-Level Business Process Diagram

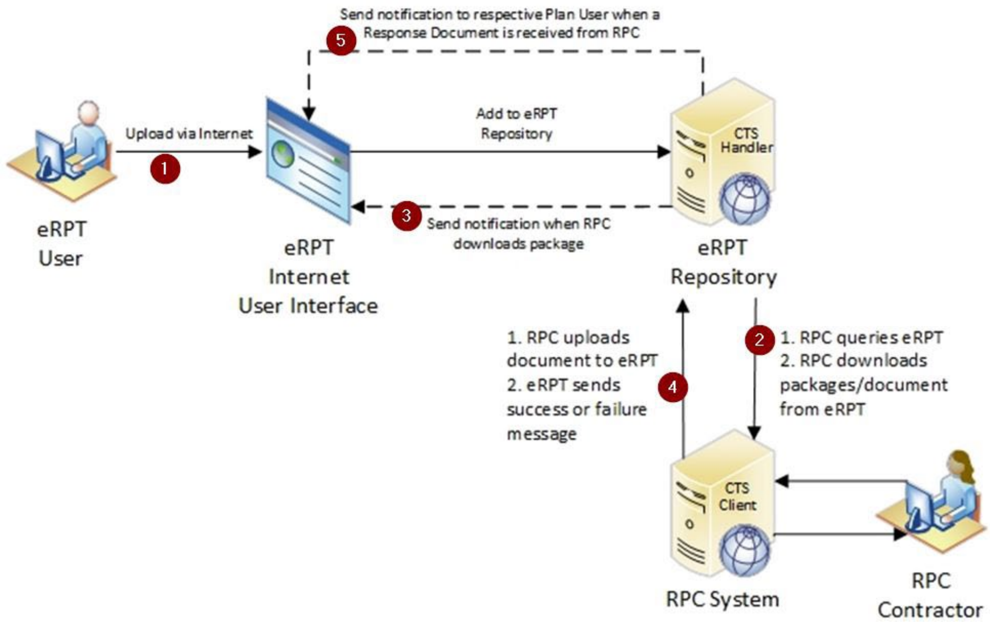

Table 1 - eRPT Implementation High-Level Business Process Event Description

Events	Description
1.	The Plan Representative will submit the Package using the user interface. The eRPT application will capture the time when the Package is submitted. The eRPT user interface will also display a message to the submitter if the document is uploaded successfully. If there is any error during the upload, the user will be notified in the user interface. The user interface will also display the number of documents that were uploaded in the display message.
2.	Packages are retrieved from the eRPT application by the RPC at a defined interval. Based on the requests received by the RPC system, the eRPT application will send a necessary response. RPC contractor can continue with their process after a Package is retrieved from the eRPT application to review all the documents and provide the required Response Documents (Final Disposition Report (FDR), Error Reports, etc.).
3.	Once the Package is retrieved by RPC, a notification is sent out to the Package submitter.
4.	RPC can now upload the Package into the RPC system, work on the Package, and send the necessary response for the Package back to the eRPT application.
5.	Once a response document is added by RPC to a Package, a notification is created and sent out to the respective Plan User.

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Note: The dotted line in the post-eRPT Implementation Process diagram refers to the instance when a notification message is sent to the respective user within the eRPT application.

2.1 Conventions

This document provides screenshots and corresponding narratives to describe how to request access to the eRPT application for an eRPT Plan User role and how to use the different functions from within the application as applicable to the user.

Note: The term 'user' is used throughout this document to refer to a person who requires and/or has acquired access to the eRPT application.

2.2 Cautions & Warnings

None.

2.3 Set-up Considerations

Prior to accessing the eRPT application, the following are the prerequisites to be met:

- You should have a CMS Identity Management (IDM) User ID.
- You should have the appropriate eRPT application user role associated with your IDM ID.
- The eRPT Application is accessible via the following internet browsers: Microsoft Edge, Safari, Chrome, and Firefox.

2.4 User Access Considerations

The eRPT Plan Users will utilize their IDM user account to access the application via the internet-facing user interface. Refer to Appendix A: User Access for your access to the eRPT application.

2.5 Accessing the System

The eRPT application is integrated with the CMS Enterprise Portal. To access eRPT through the internet interface, you are required to have an IDM ID and should have the eRPT Plan User role associated with your account.

2.5.1 Registering in CMS Enterprise Portal

This section illustrates the steps to register in the CMS Enterprise Portal and create a User ID (IDM ID). If you are already registered and have an IDM ID, refer to Section 2.5.2 to go through the steps to request access to the eRPT Plan User role.

1. Open your internet browser and enter the following URL https://portal.cms.gov (you may also bookmark or save this URL in your browser's favorites website list) that will navigate you to the "CMS Enterprise Portal" login page as you see in the screenshot below.

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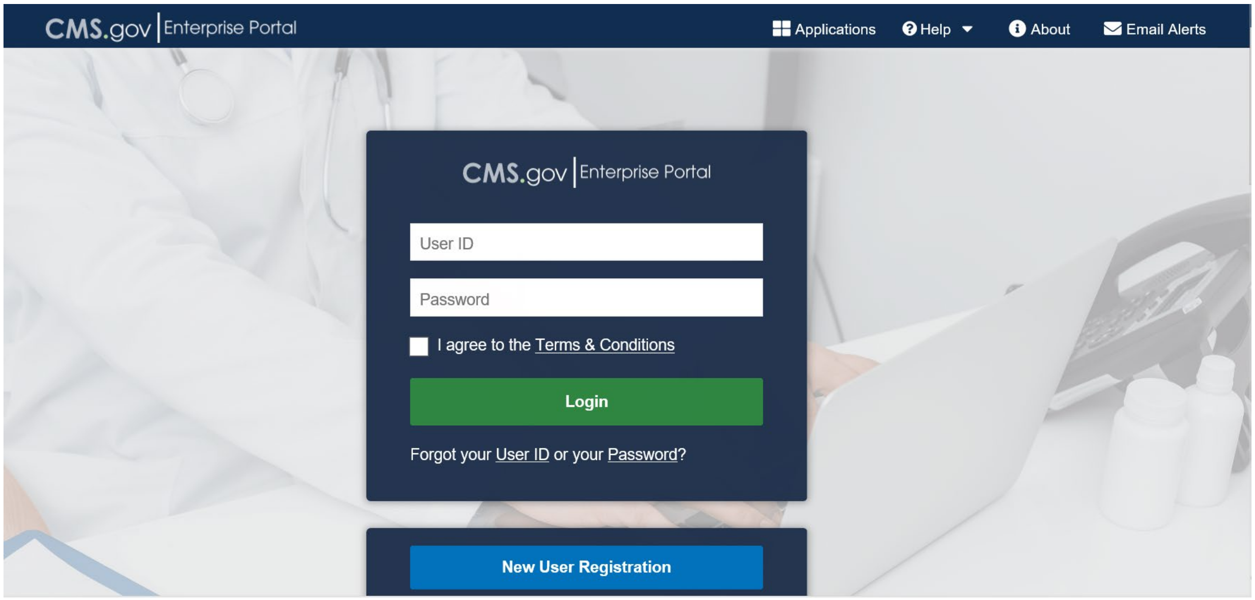
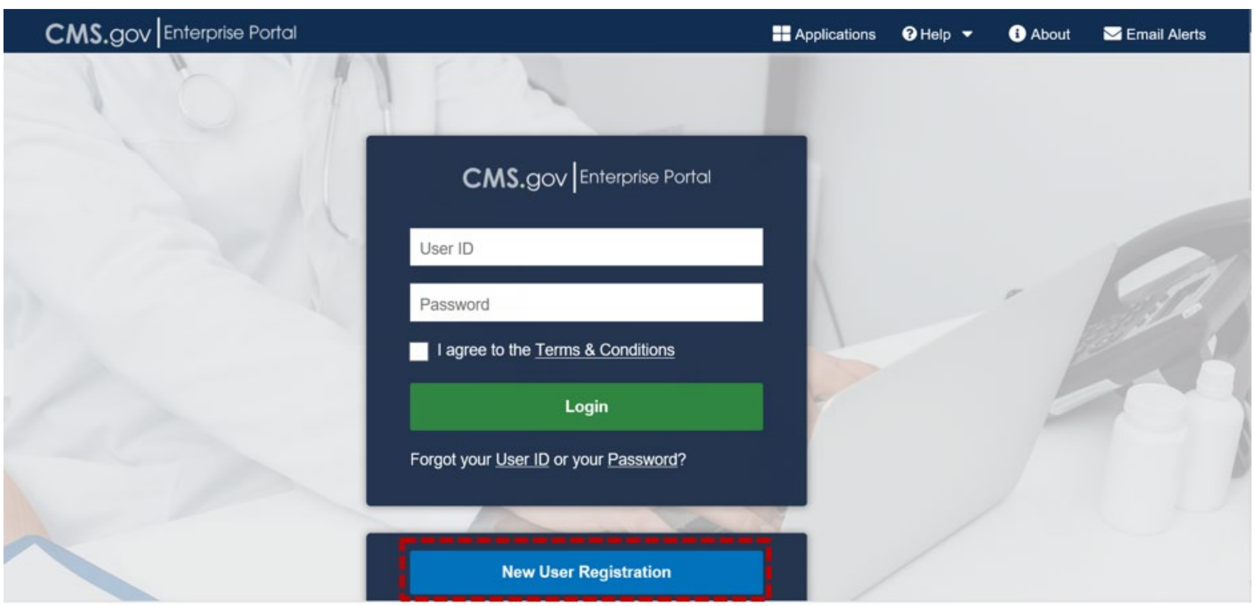
Figure 2: Registering in CMS Enterprise Portal for an IDM User ID – Step 1



2. Click “New User Registration.”

Figure 3: Registering in CMS Enterprise Portal for an IDM User ID – Step 2



3. Choose your application. For example, if you want to request access to the eRPT application, choose “Electronic Retroactive Processing Transmission (eRPT)” from the drop-down field.

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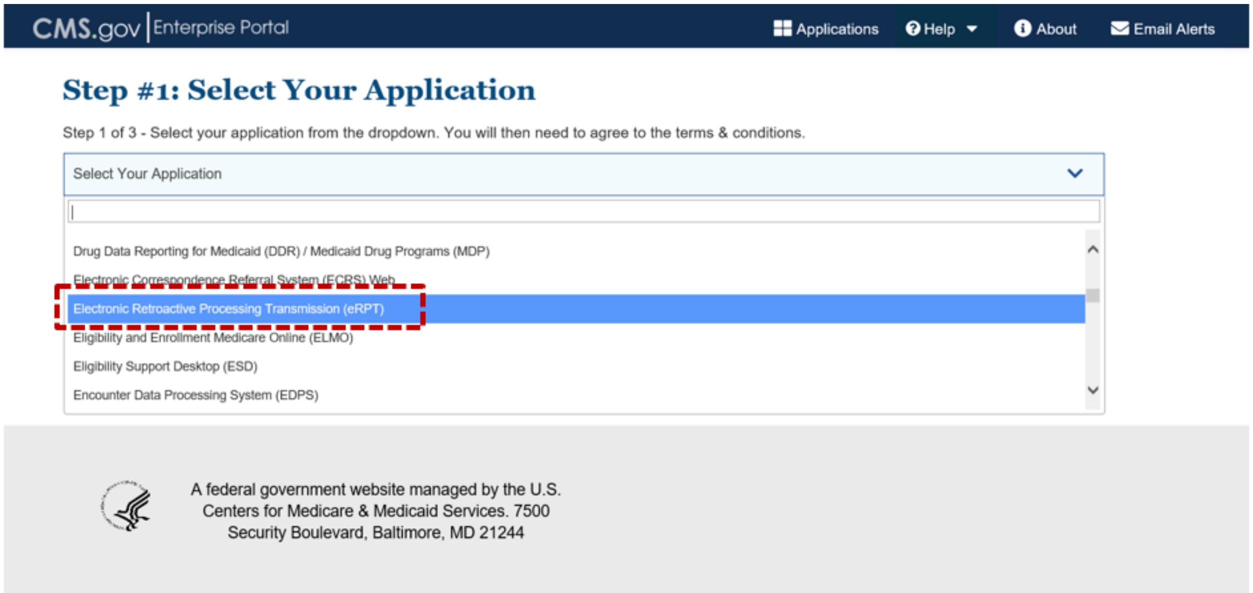
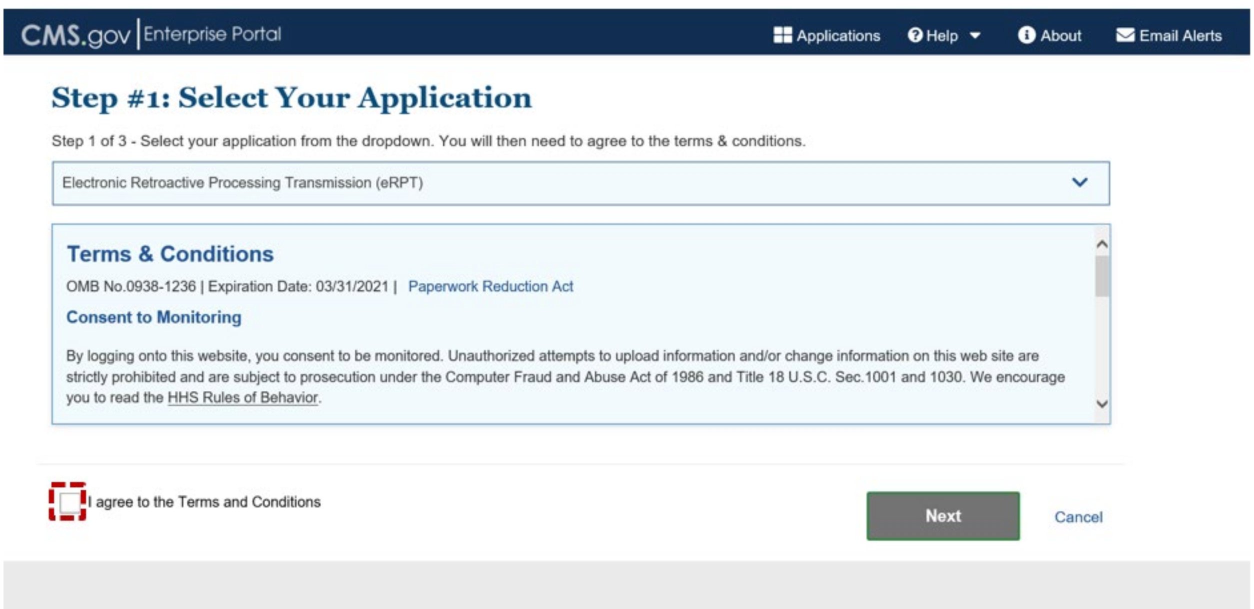
Figure 4: Registering in CMS Enterprise Portal for an IDM User ID – Step 3



4. Read the Terms & Conditions and select the checkbox to agree to the terms and conditions.

Figure 5: Registering in CMS Enterprise Portal for an IDM User ID – Step 4



5. Click “Next.”

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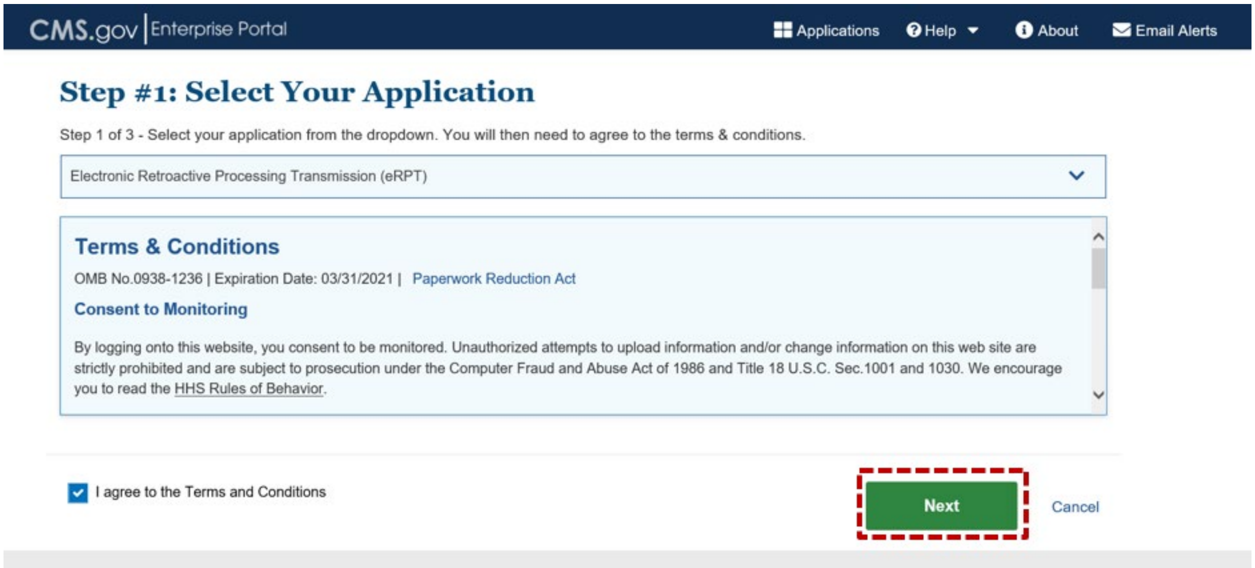
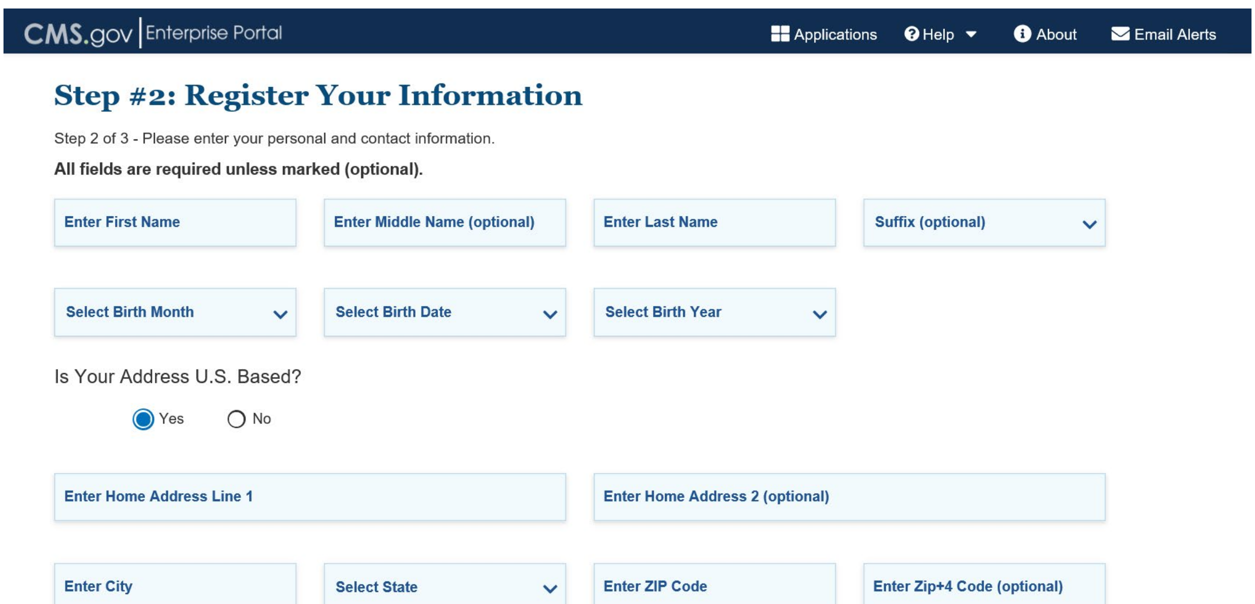
Figure 6: Registering in CMS Enterprise Portal for an IDM User ID – Step 5



6. Provide all required information on this page. All fields are required unless marked optional.

Figure 7: Registering in CMS Enterprise Portal for an IDM User ID – Step 6



7. After you provide all the required information, click “Next.”

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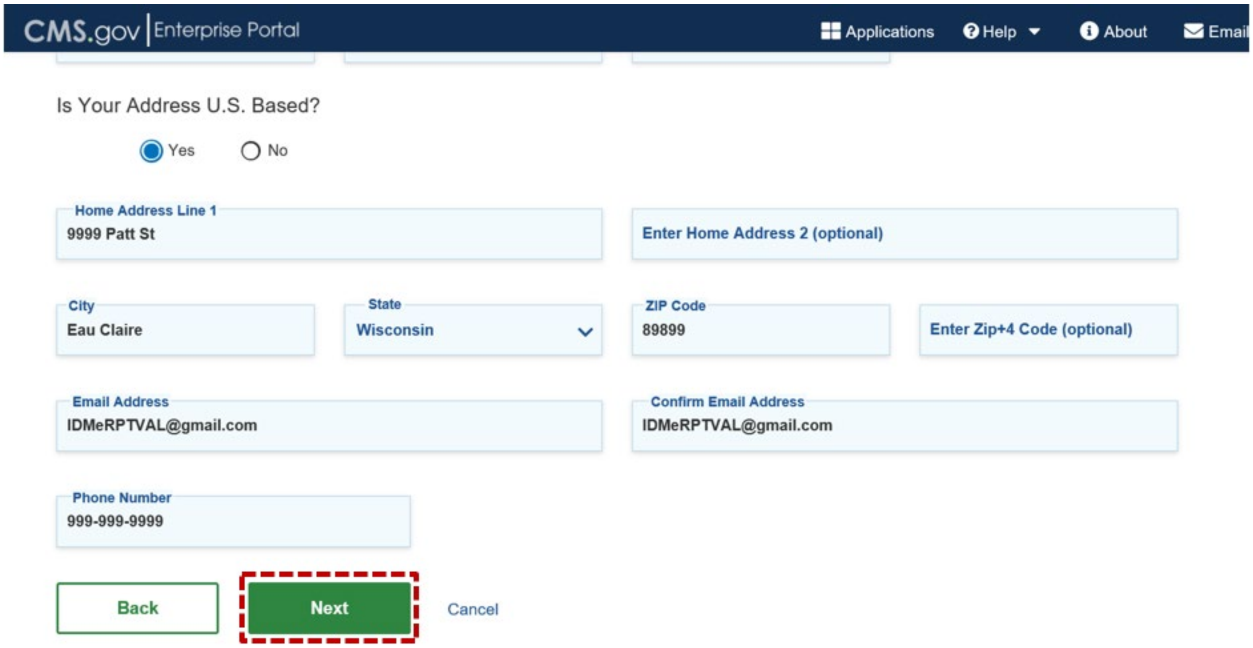
Figure 8: Registering in CMS Enterprise Portal for an IDM User ID – Step 7



8. Create a User ID and Password and provide answers to the security questions.

Figure 9: Registering in CMS Enterprise Portal for an IDM User ID – Step 8

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Figure 10: Registering in CMS Enterprise Portal for an IDM User ID – Step 8a

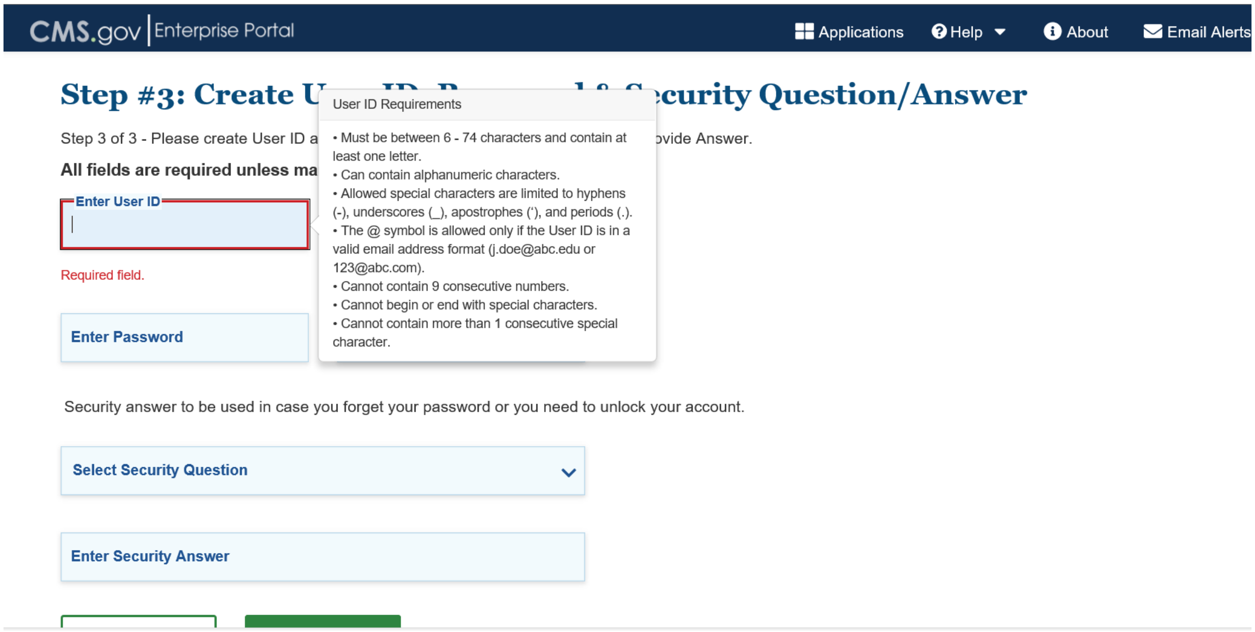

Figure 11: Registering in CMS Enterprise Portal for an IDM User ID – Step 8b

9. After you have provided the User ID, password, and answers to the security questions, click "Next." **Note:** The information provided in Figure 12 is for illustration purposes only. Your answers to the security questions will be required in case you forget your password or you need to unlock your account.

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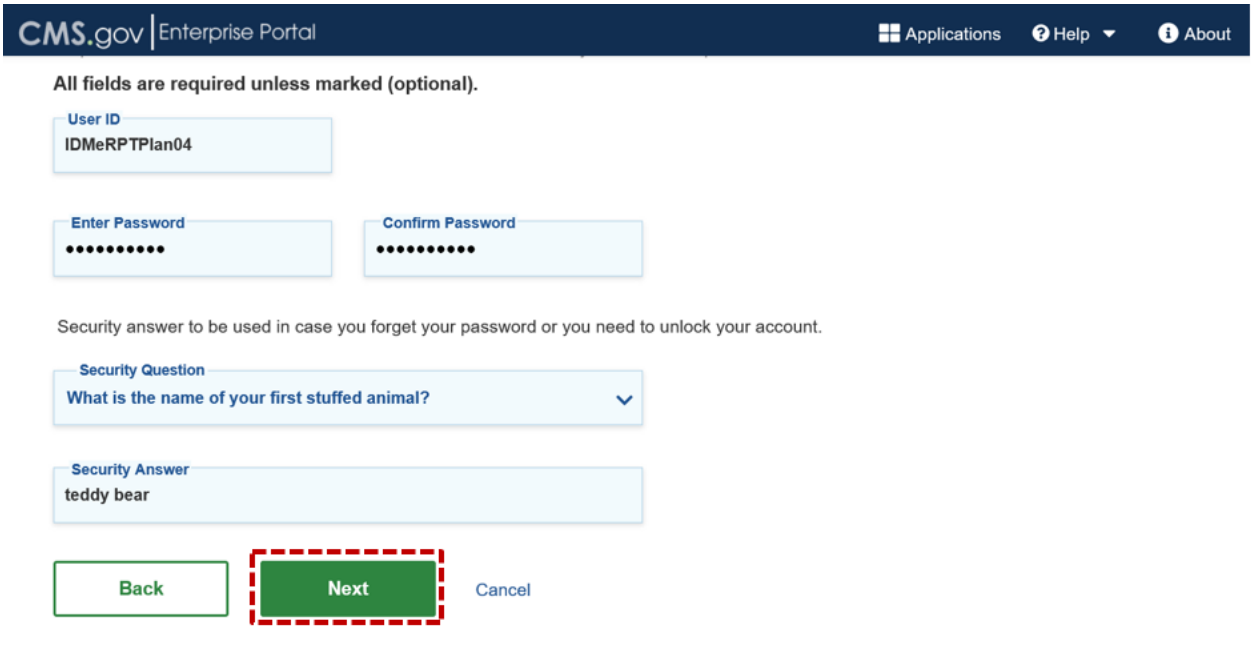
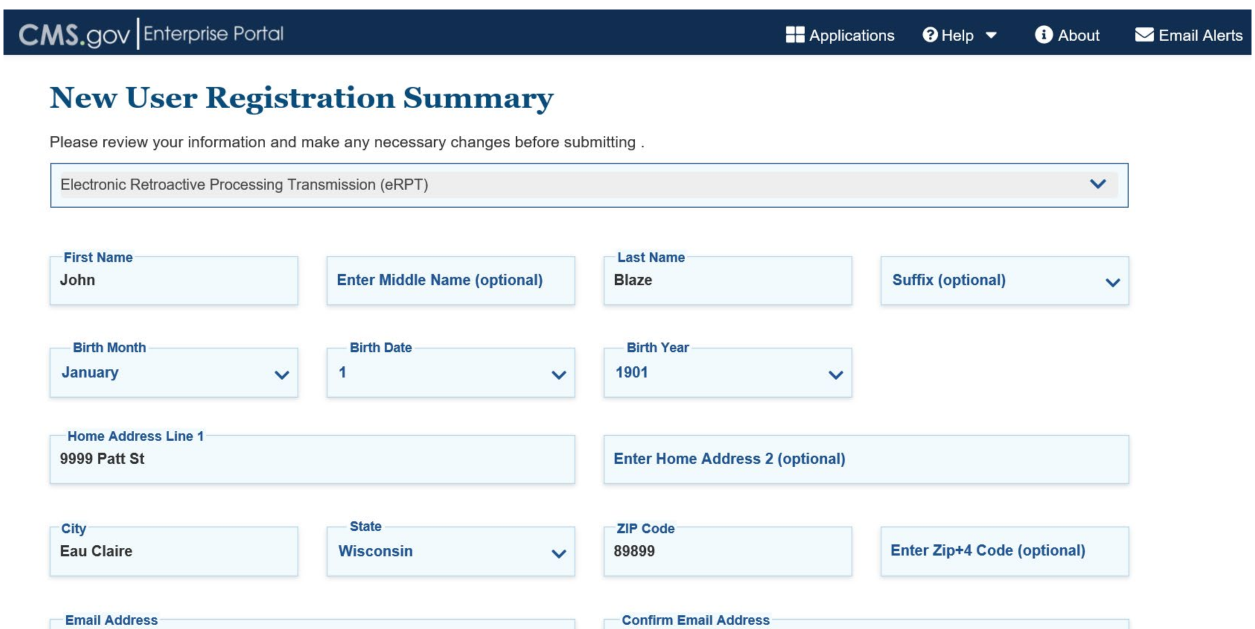
Figure 12: Registering in CMS Enterprise Portal for an IDM User ID – Step 9



10. Based on your action in Step 9, the Registration Summary page is displayed.

Figure 13: Registering in CMS Enterprise Portal for an IDM User ID – Step 10



11. Scroll to the bottom of the Registration Summary page and click “Submit User.”

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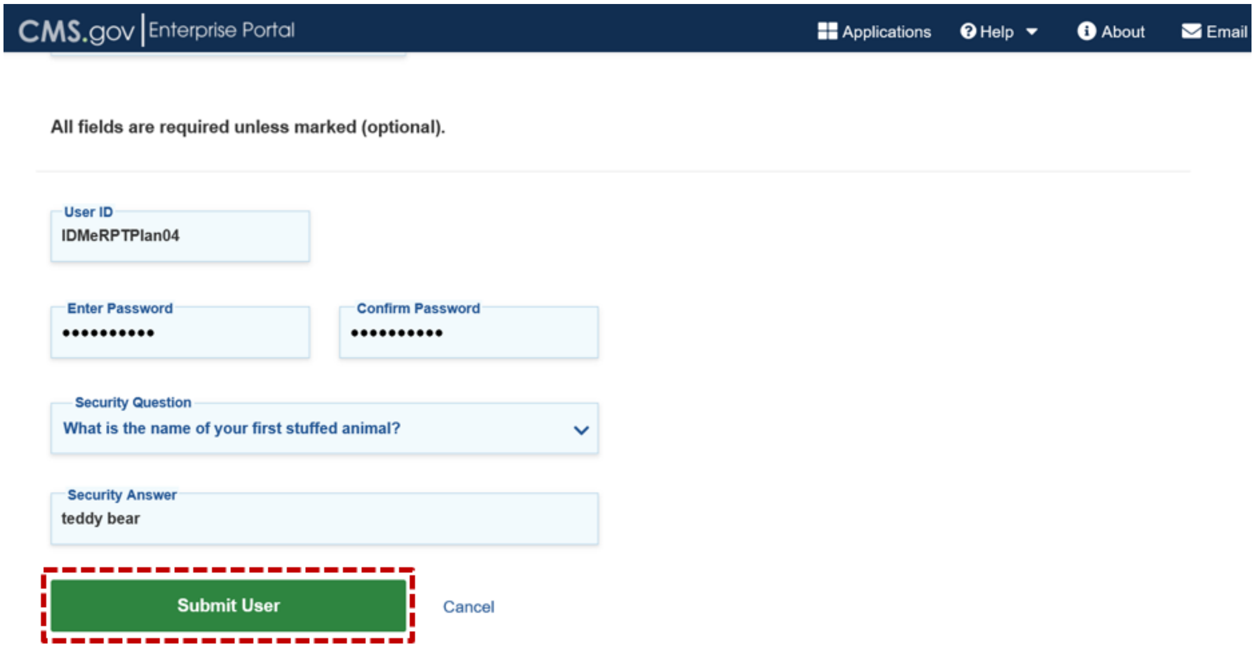
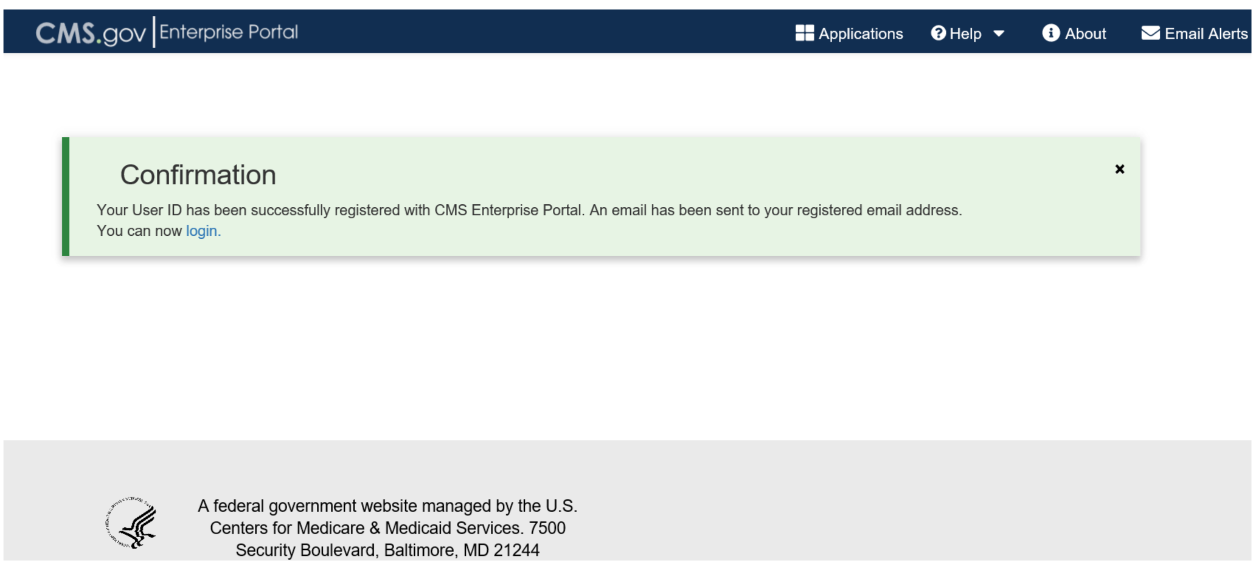
Figure 14: Registering in CMS Enterprise Portal for an IDM User ID – Step 11



12. The Registration Confirmation page is displayed. An email will be sent to the registered email address acknowledging the successful completion of the registration process.

Figure 15: Registering in CMS Enterprise Portal for an IDM User ID – Step 12



2.5.2 Requesting Access to the eRPT Application

To request access to the **"eRPT Plan User"** role, log into CMS Enterprise Portal using your IDM User ID and follow the steps below. **Note:** As these steps are to guide you through the process of setting up your role, they are illustrated using a test user account and hence the logical order of these steps in your case could differ from that of what is presented here.

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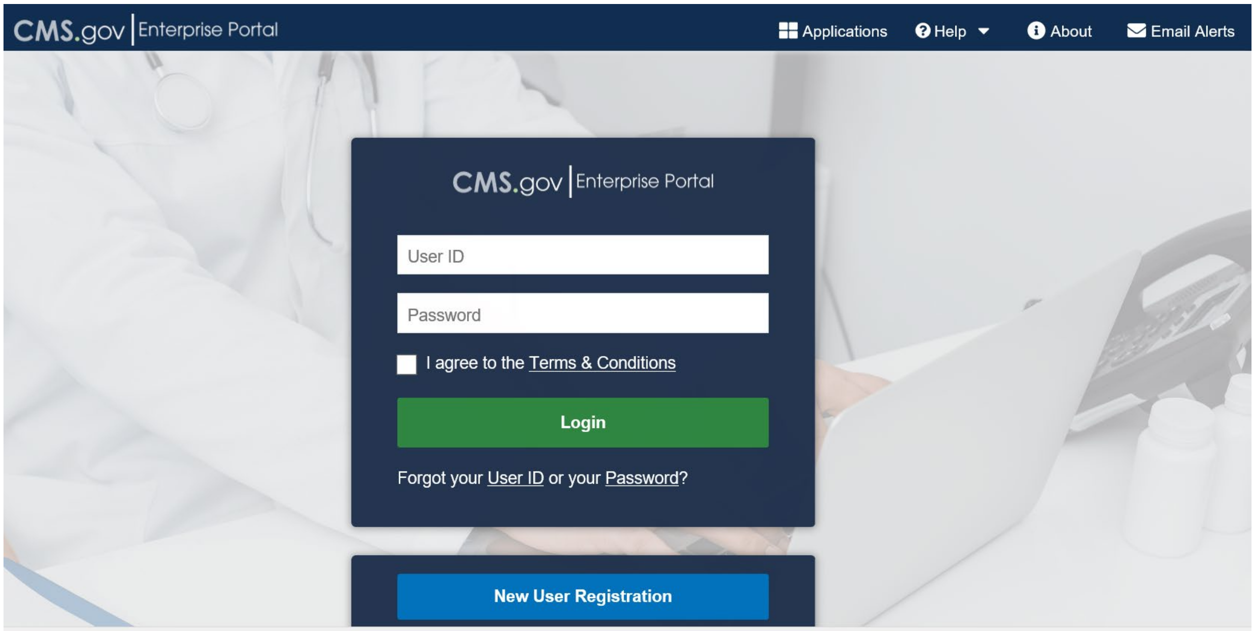
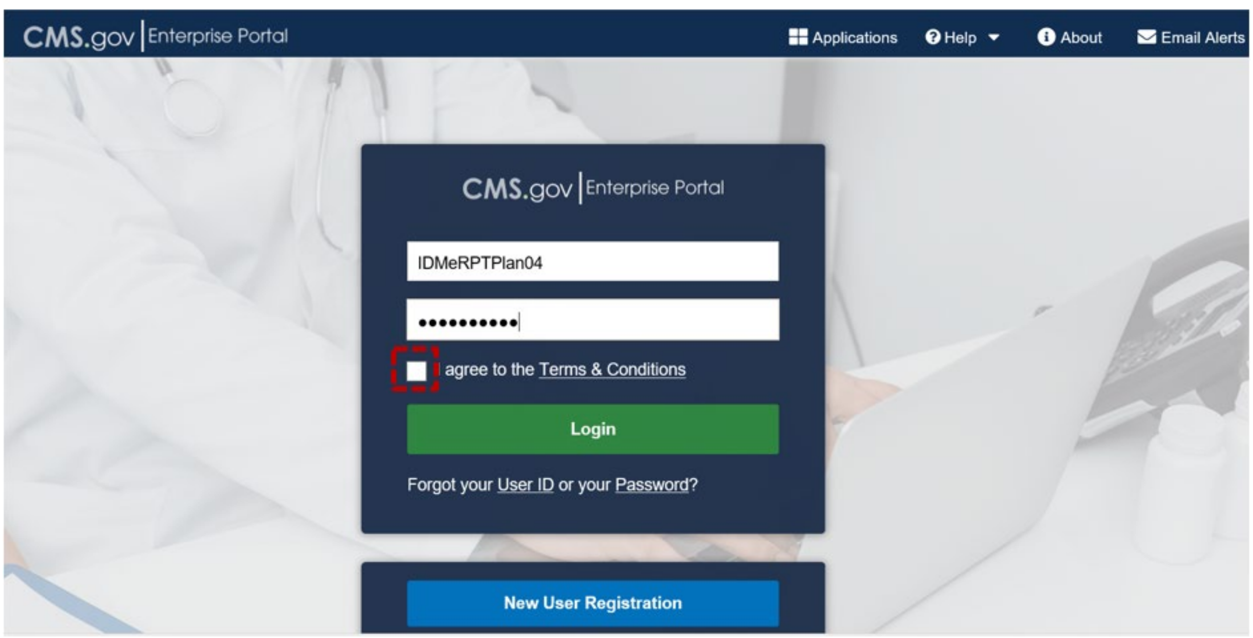
1. Open your internet browser and enter the following URL https://portal.cms.gov (you may also bookmark or save this URL in your browser's favorites website list) which will navigate you to the "CMS Enterprise Portal" login page. On this page, provide your registered IDM User ID and Password.

Figure 16: Requesting Access to the eRPT Application – Step 1



2. Select the checkbox to agree to the Terms and Conditions.

Figure 17: Requesting Access to the eRPT Application – Step 2



3. Click "Login."

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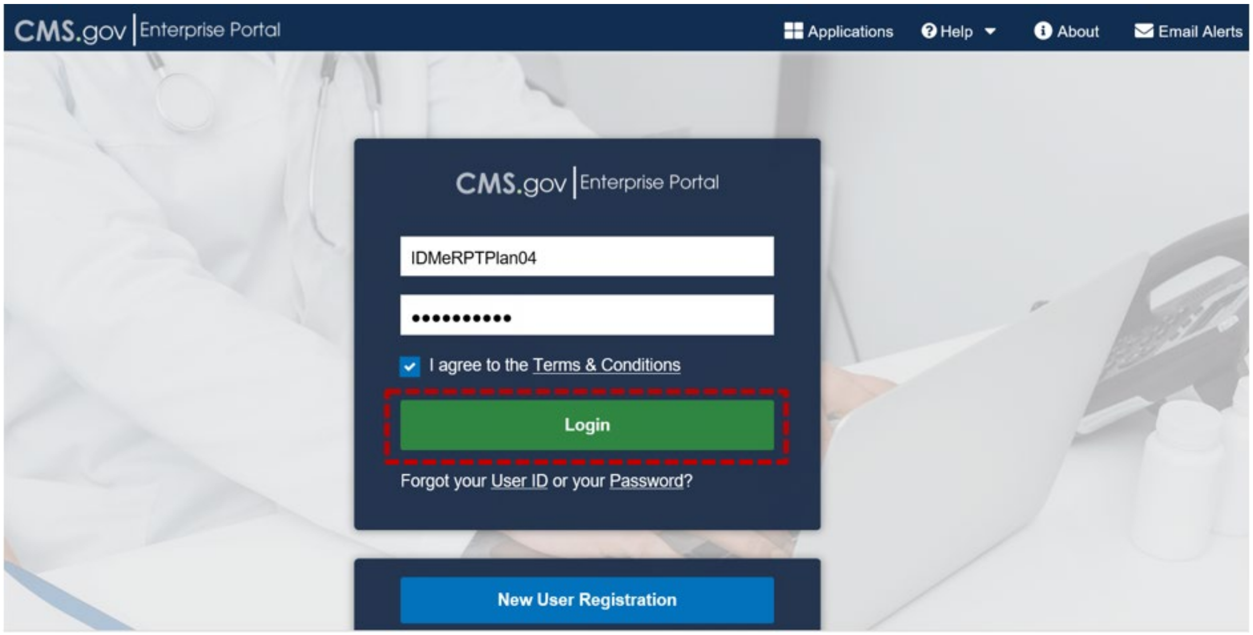
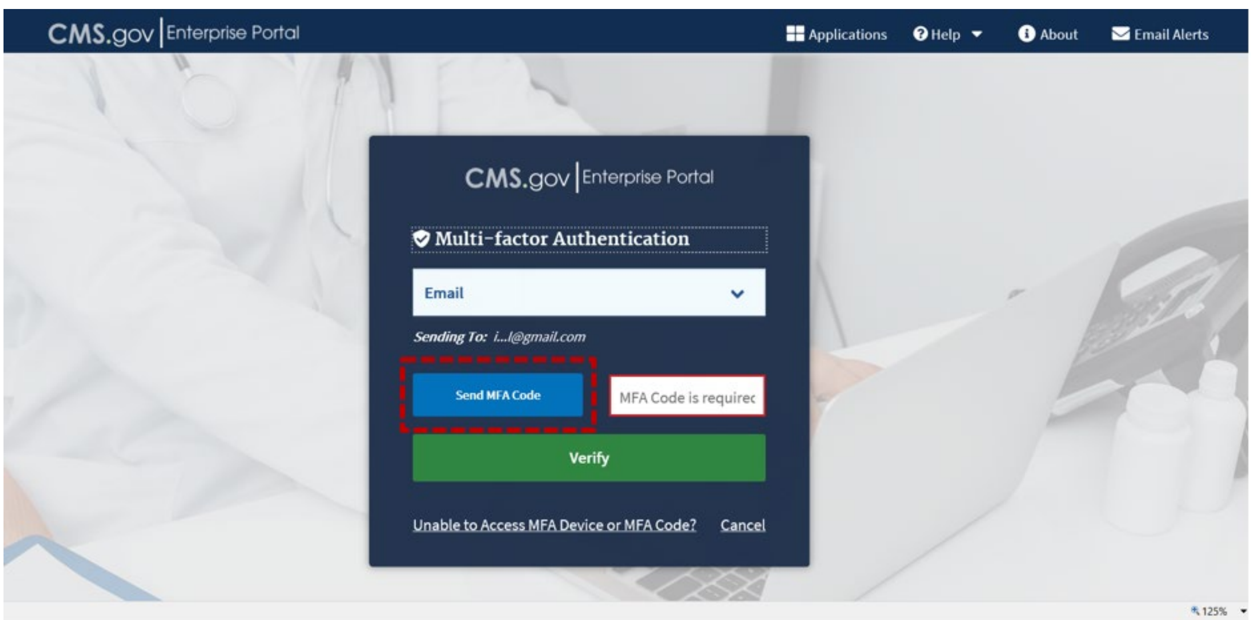
Figure 18: Requesting Access to the eRPT Application – Step 3



4. The email address you used when you registered your identity will be the default Multi-factor Authentication (MFA) mechanism. Click the "Send MFA Code" button to receive the MFA code to your registered email address this time. **Note:** You can set up other protocols as alternative means to receive the MFA code (the steps for this are defined in Section 2.5.6). You can choose an MFA mechanism from the drop-down field (Example: Email, SMS Message, etc.) and input where to send the code.

Figure 19: Requesting Access to the eRPT Application – Step 4



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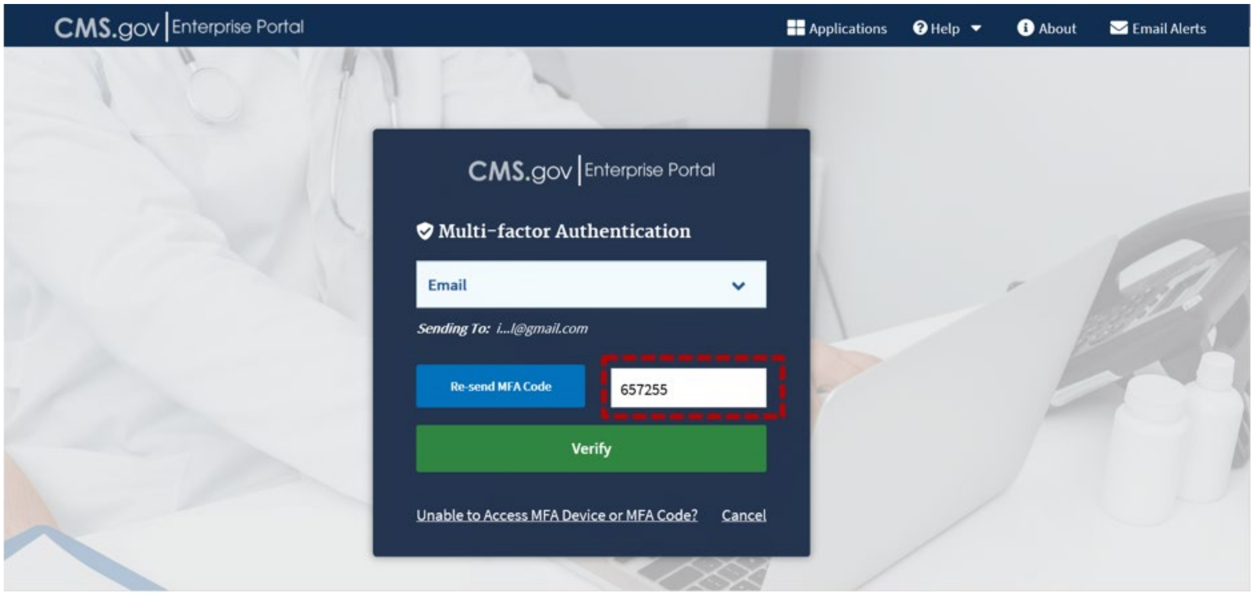
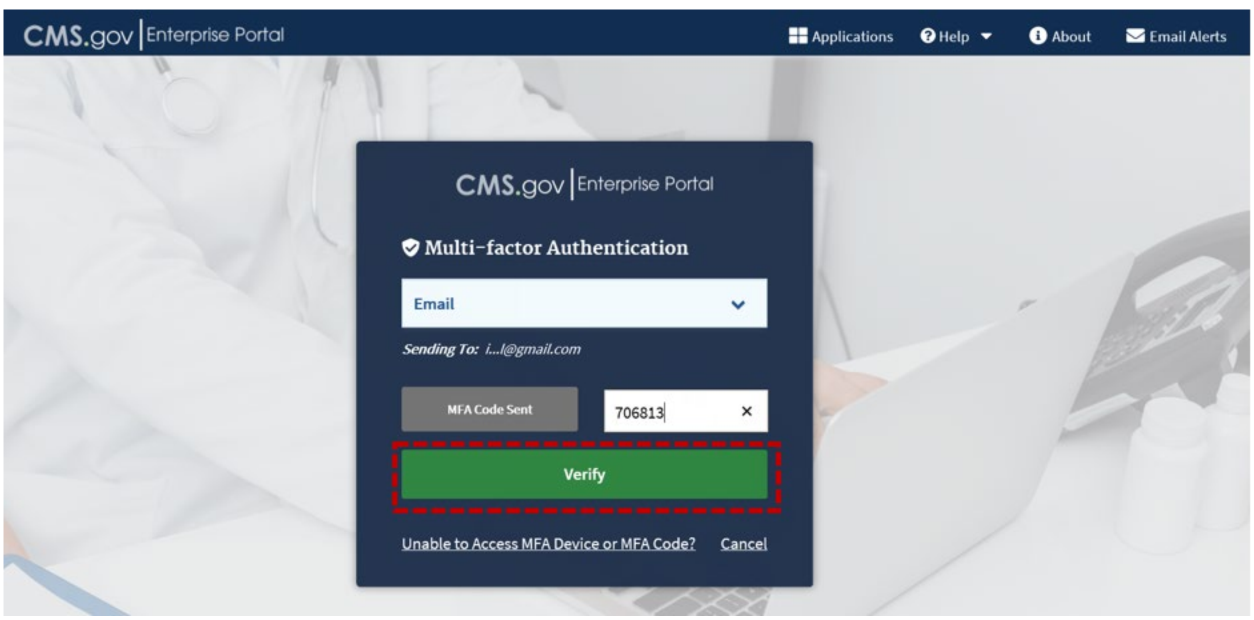
5. Enter the MFA code in the field provided.

Figure 20: Requesting Access to the eRPT Application – Step 5



6. Click the "Verify" button.

Figure 21: Requesting Access to the eRPT Application – Step 6



7. Click the link "here."

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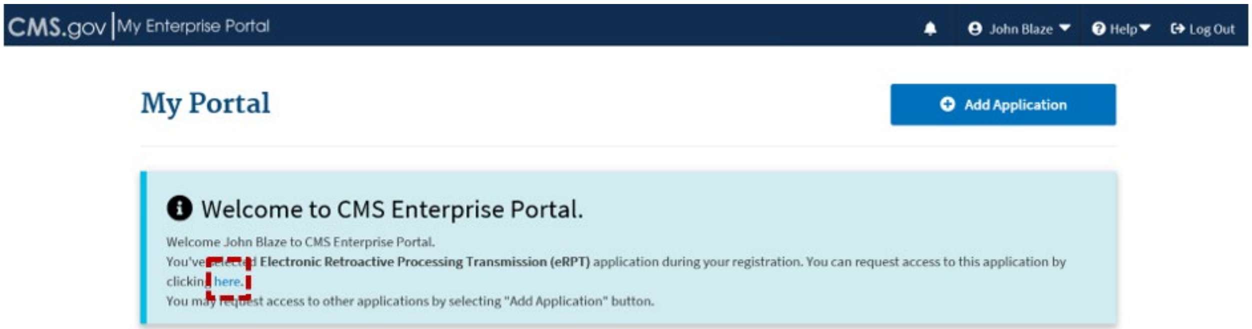
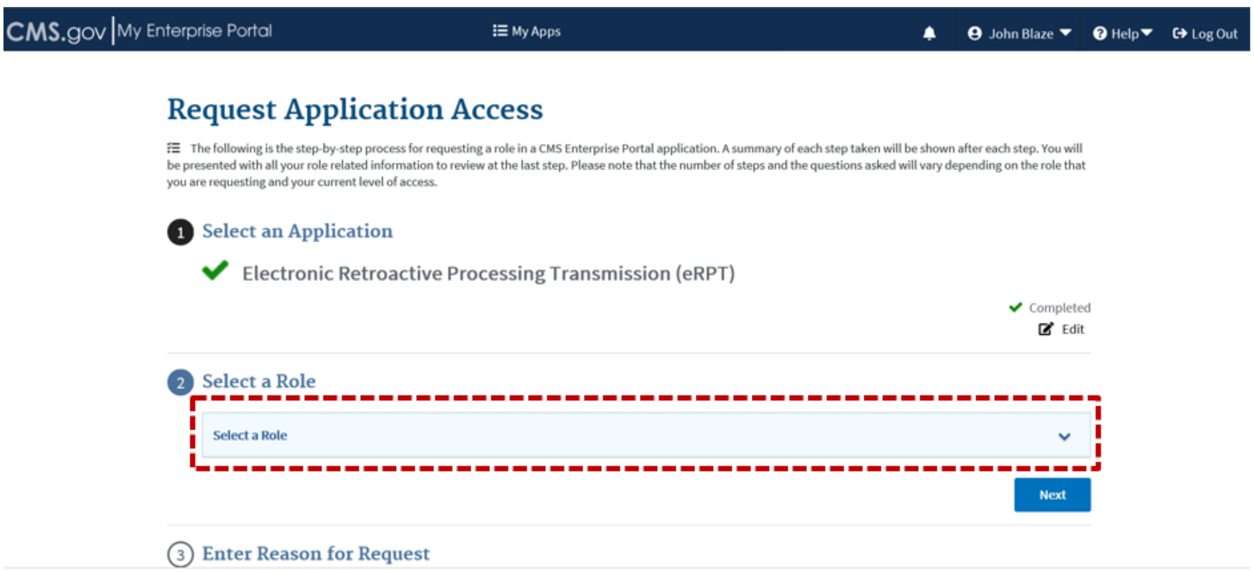
Figure 22: Requesting Access to the eRPT Application – Step 7



8. Click the “Select a Role” drop-down field.

Figure 23: Requesting Access to the eRPT Application – Step 8



9. Select “eRPT Plan User” from the drop-down field.

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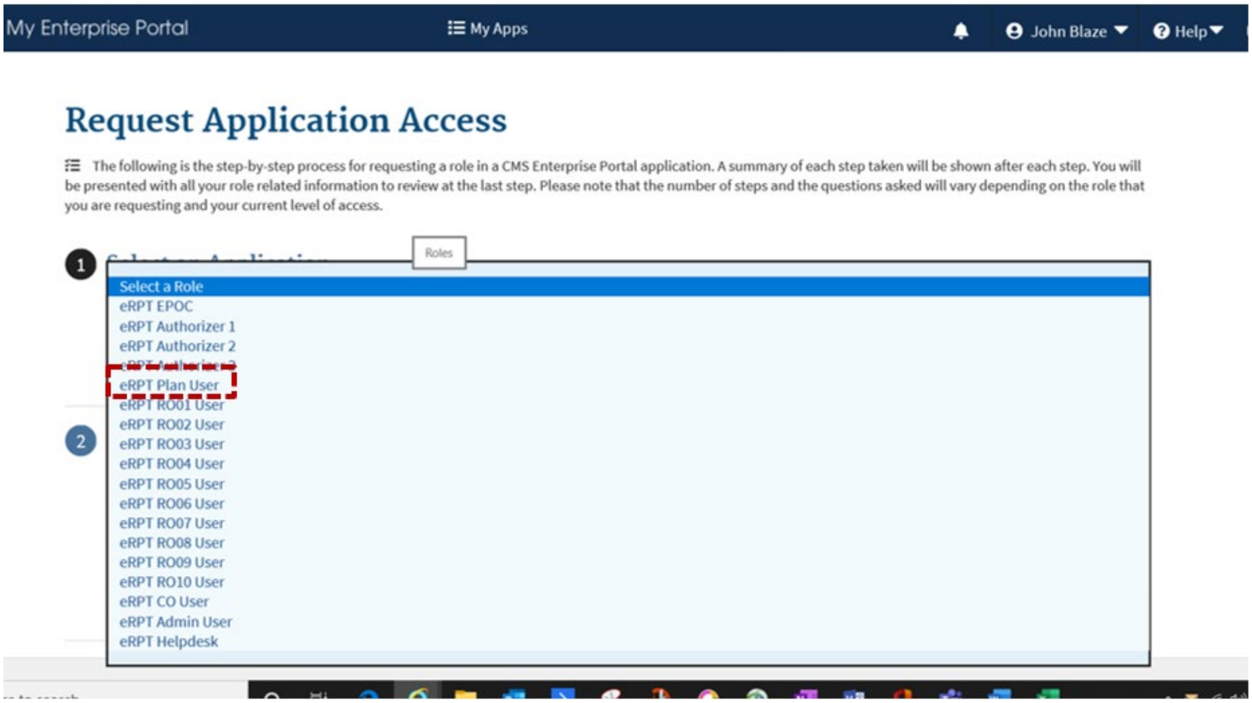
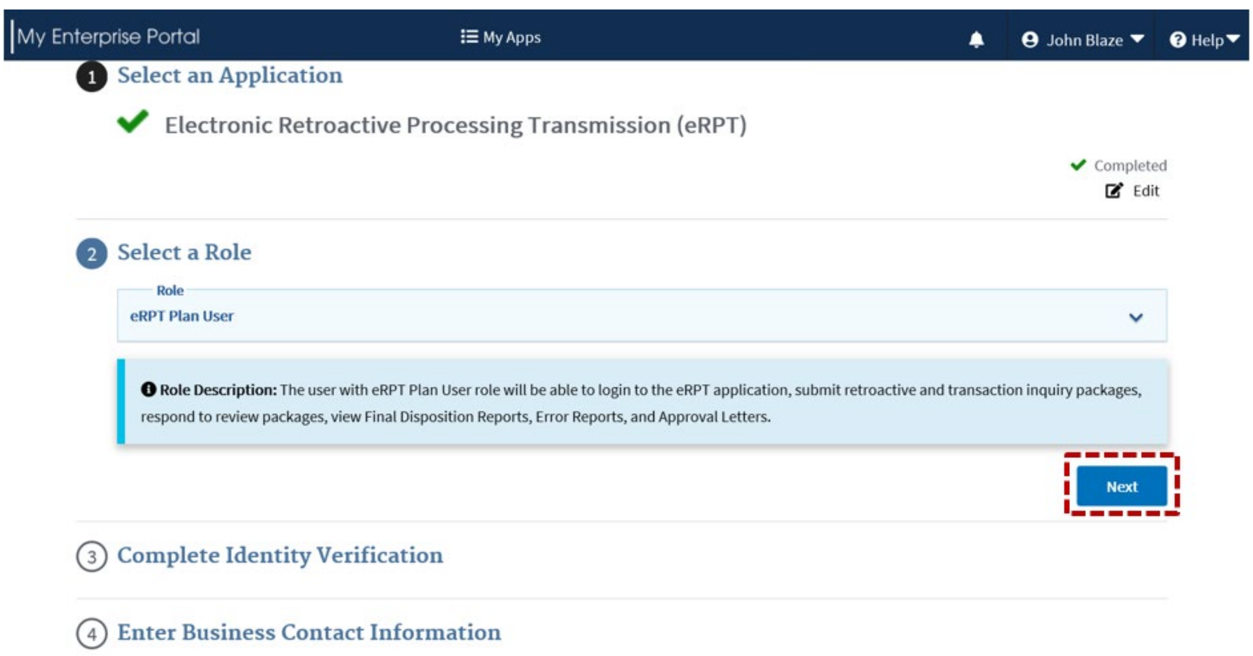
Figure 24: Requesting Access to the eRPT Application – Step 9



10. Click “Next.”

Figure 25: Requesting Access to the eRPT Application – Step 10



Note: Since the user account used to illustrate these steps is a test user account, the steps to complete Identity Verification are not illustrated here.

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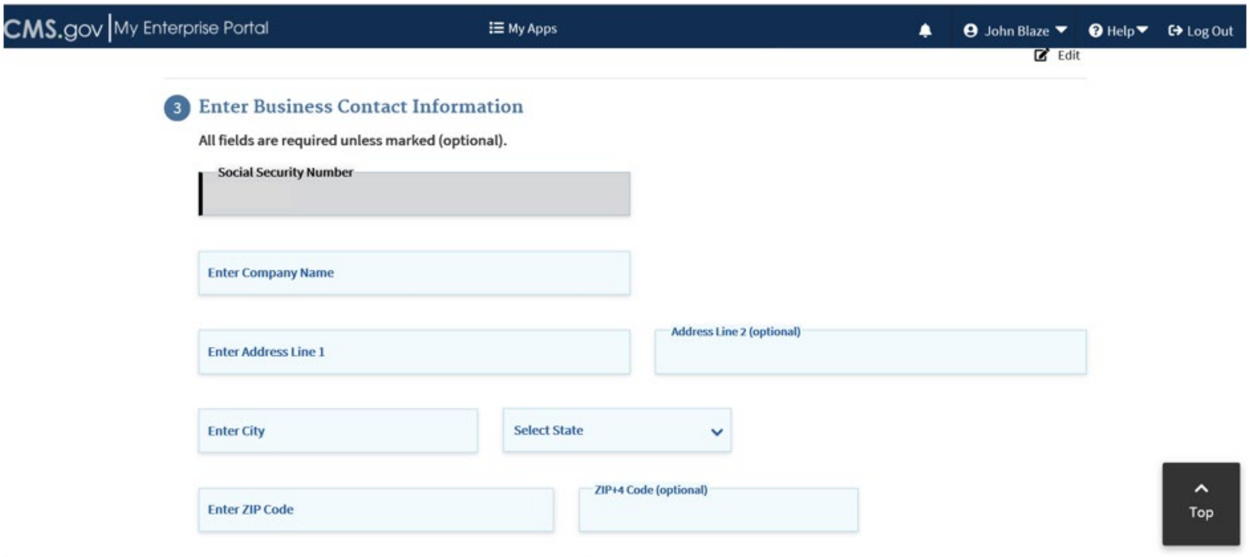
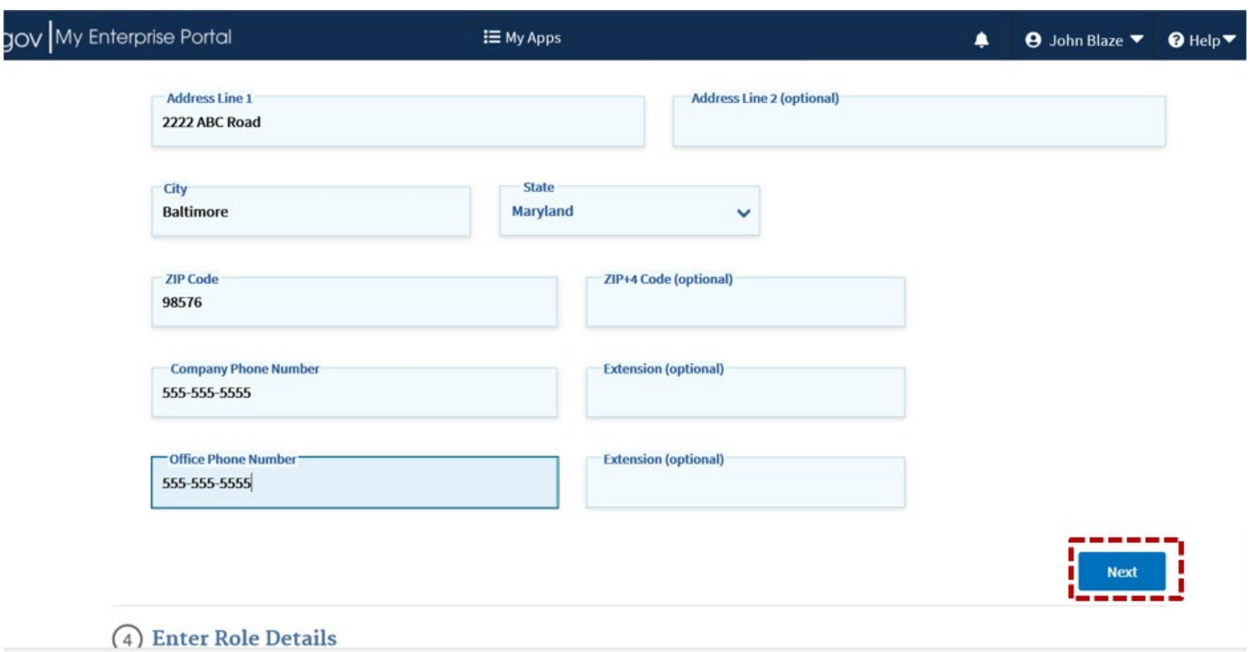
11. After you complete Identity Verification, provide information in the respective fields of the Business Contact Information section.

Figure 26: Requesting Access to the eRPT Application – Step 11



12. After you complete the Business Contact Information section, click "Next."

Figure 27: Requesting Access to the eRPT Application – Step 12



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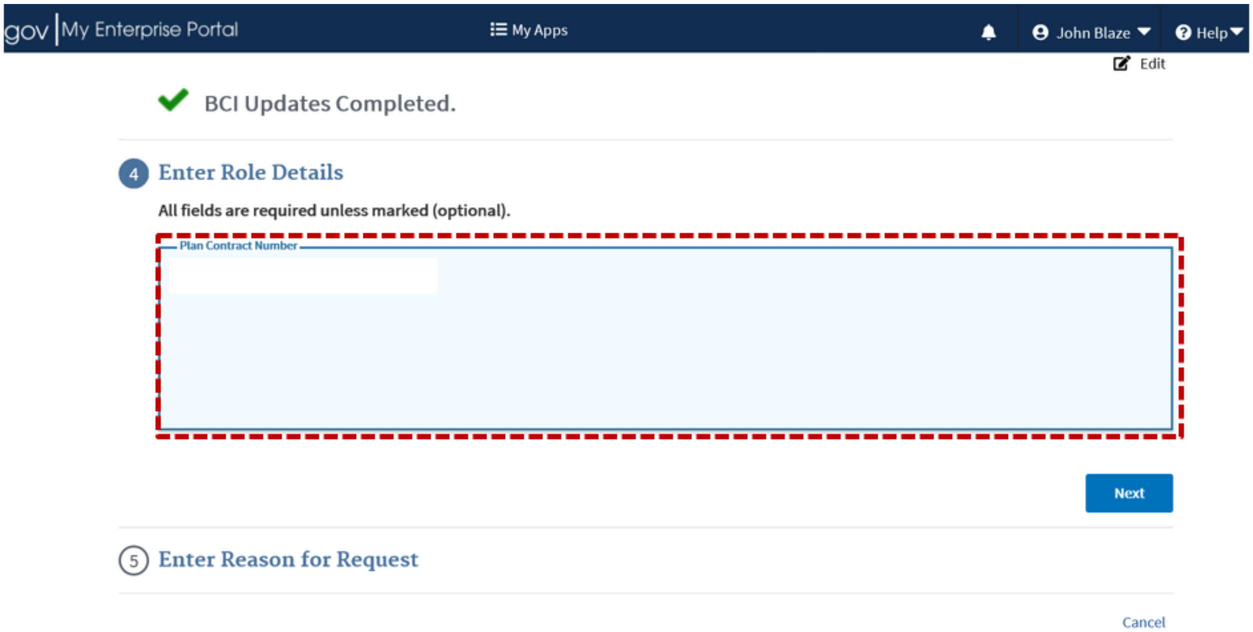
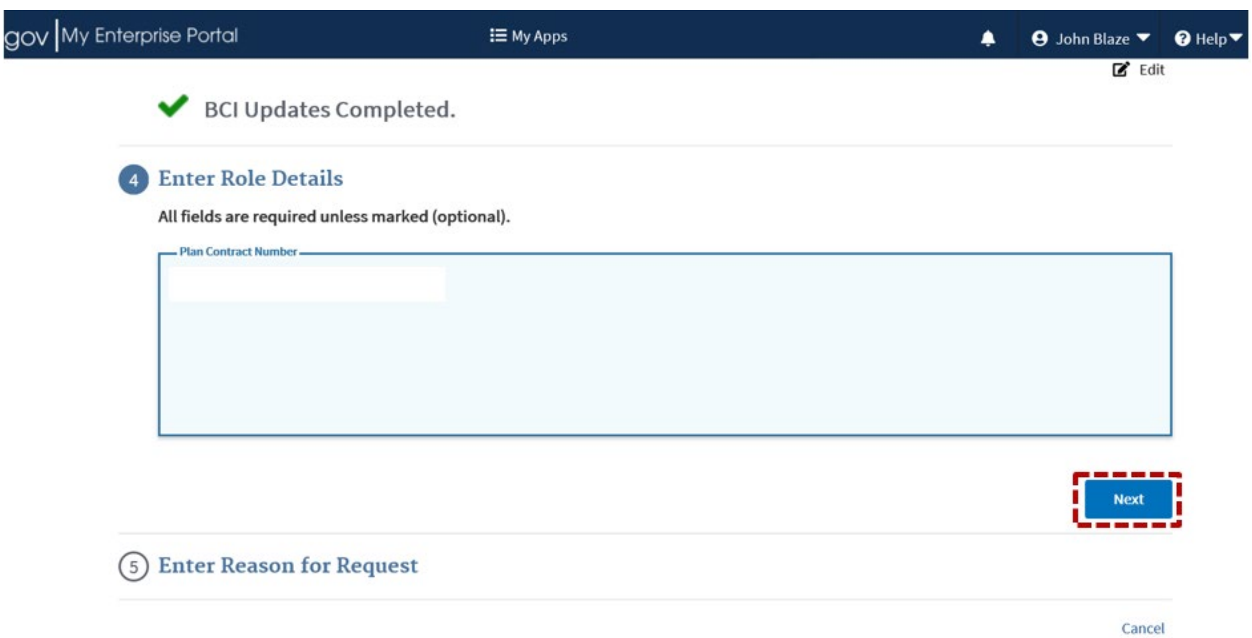
13. Enter the Plan Contract Numbers in the “Plan Contract Number” field. When you enter multiple contracts, separate by a comma.

Figure 28: Requesting Access to the eRPT Application – Step 13



14. Click “Next.”

Figure 29: Requesting Access to the eRPT Application – Step 14



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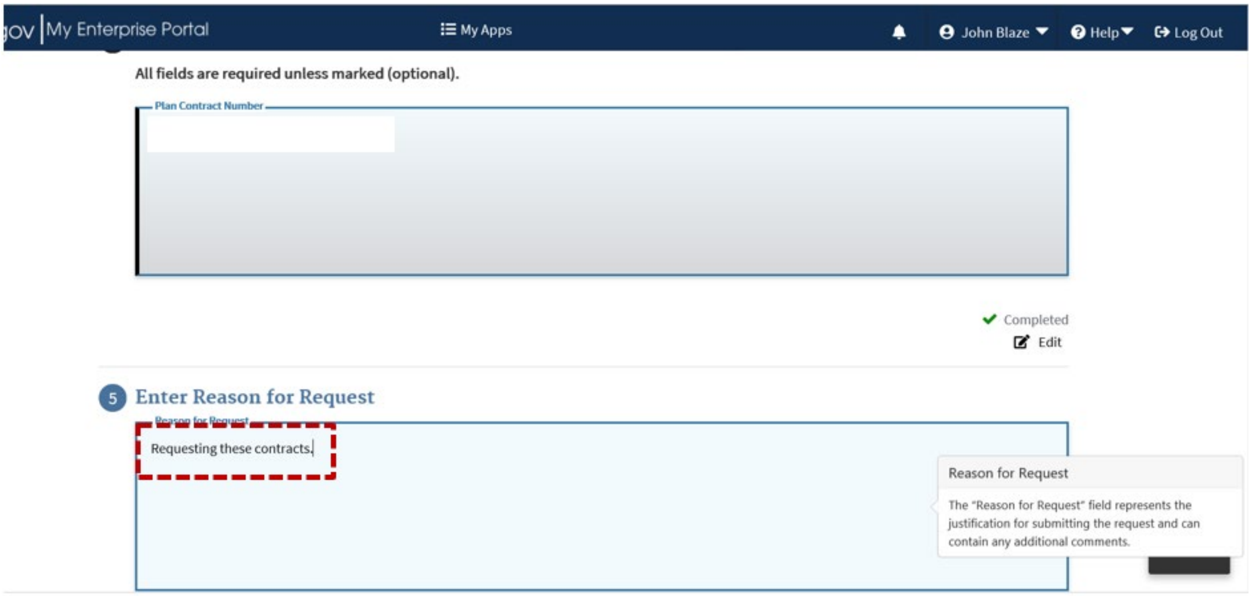
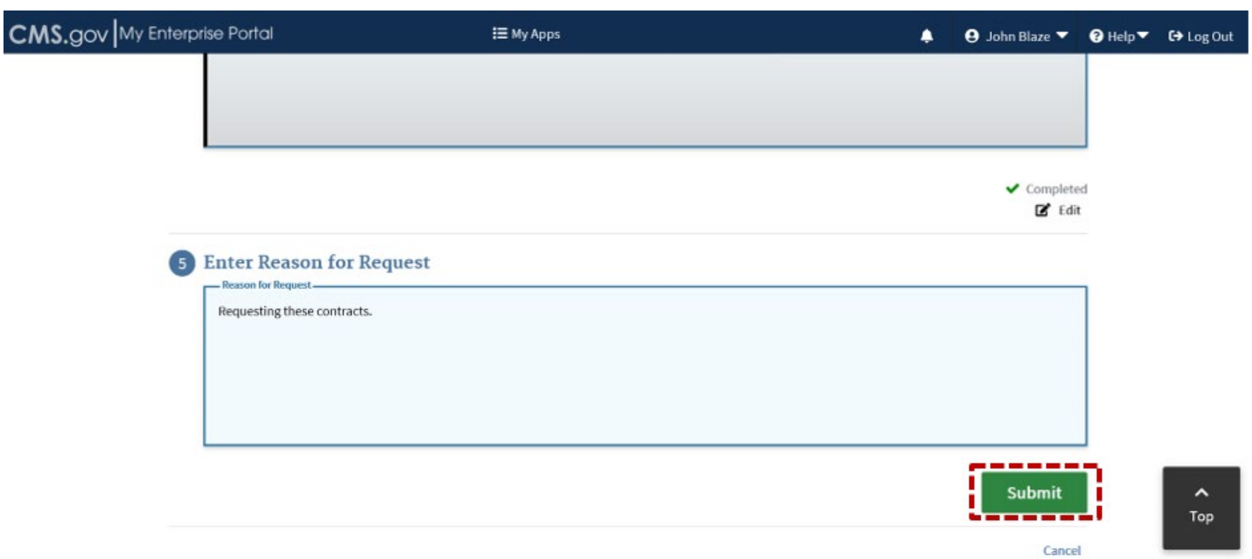
15. Enter a reason for your request in the field.

Figure 30: Requesting Access to the eRPT Application – Step 15



16. Click "Submit" to submit your request.

Figure 31: Requesting Access to the eRPT Application – Step 16



17. Click "OK."

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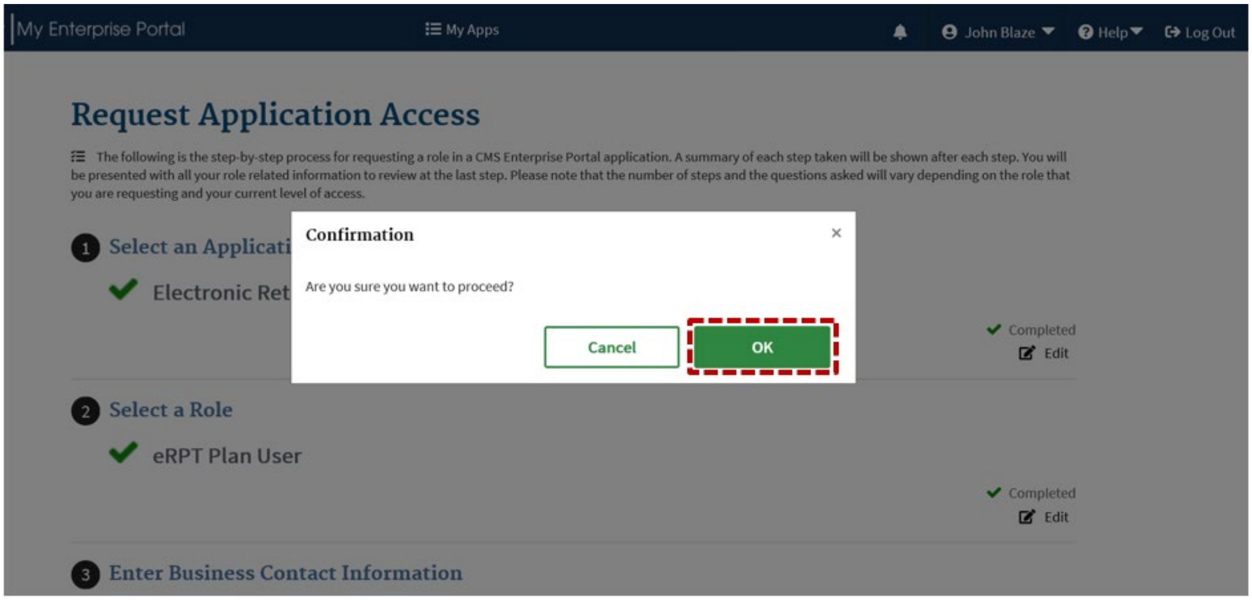
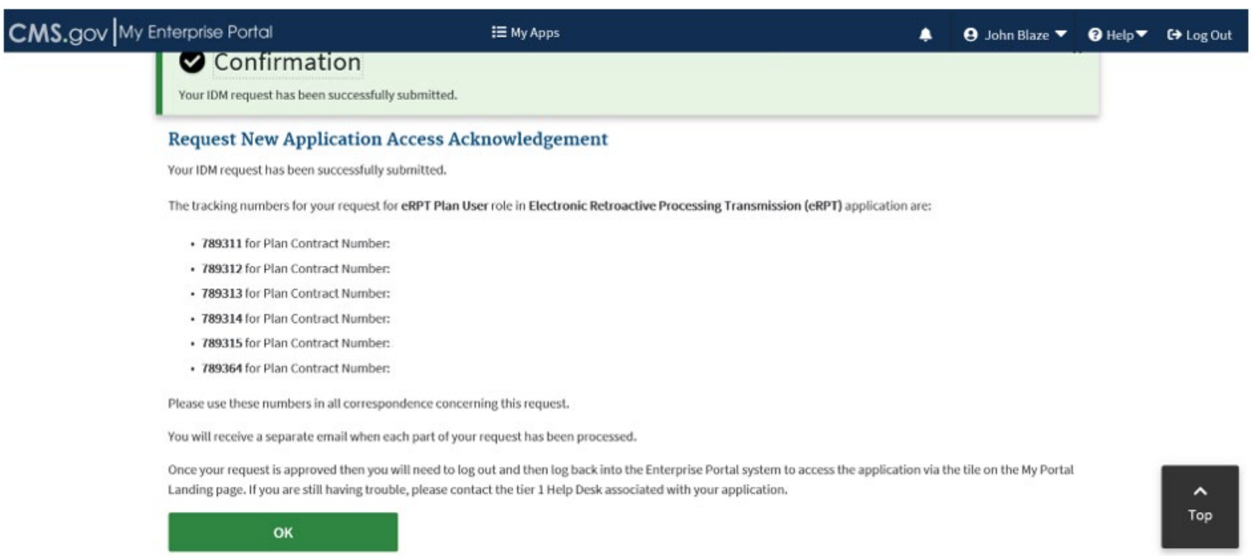
Figure 32: Requesting Access to the eRPT Application – Step 17



18. You will see an acknowledgment message of your submitted request, as shown below. An email will be sent to your registered email address with the details of this submission.

Figure 33: Requesting Access to the eRPT Application – Step 18



2.5.3 Viewing Your Access to an Existing/Pending Role

1. If you want to view the status of your pending request(s) to the application(s) you requested access for and/or the application(s) you have access to, click the down arrow next to your name on the top right of the CMS Enterprise Portal page (after you log in to the Portal) and then click the “My Access” link.

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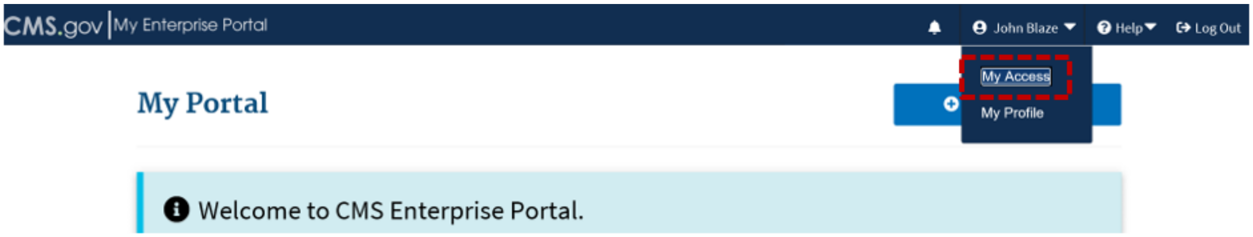
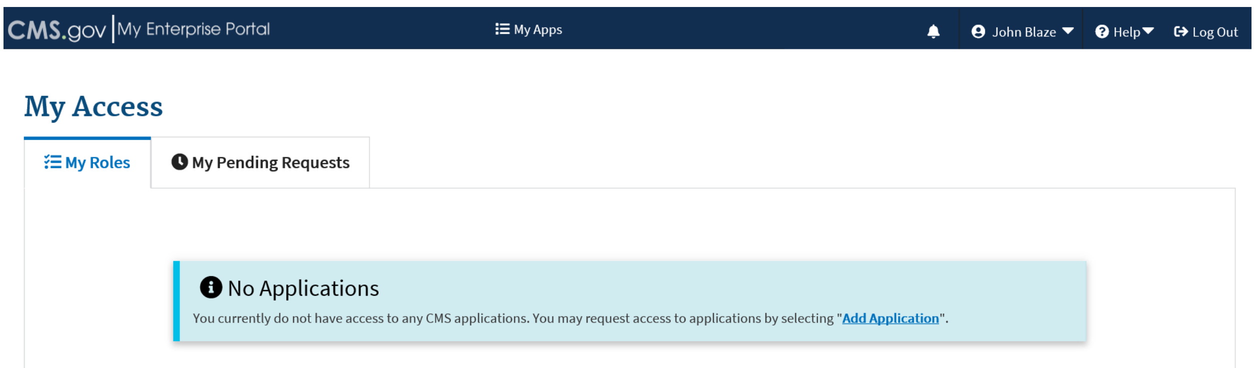
Figure 34: Viewing Your Access to an Existing/Pending Role – Step 1



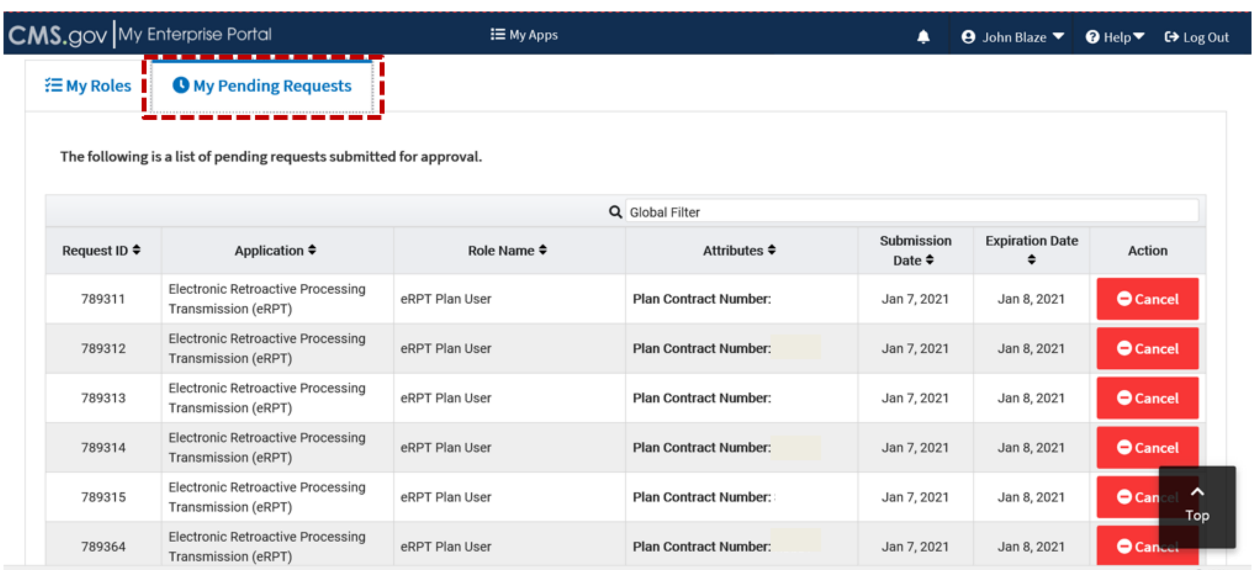
2. The "My Roles" tab within the "My Access" page will list the application(s) you have access to and your role.

Figure 35: Viewing Your Access to an Existing/Pending Role – Step 2



3. Click "My Pending Requests" to see your previously submitted requests that are pending approval.

Figure 36: Viewing Your Access to an Existing/Pending Role – Step 3



Note: After your role request is approved by the respective approving authority, you can log in to the CMS Enterprise Portal and access the eRPT application. Refer to Section 2.5.5 for steps

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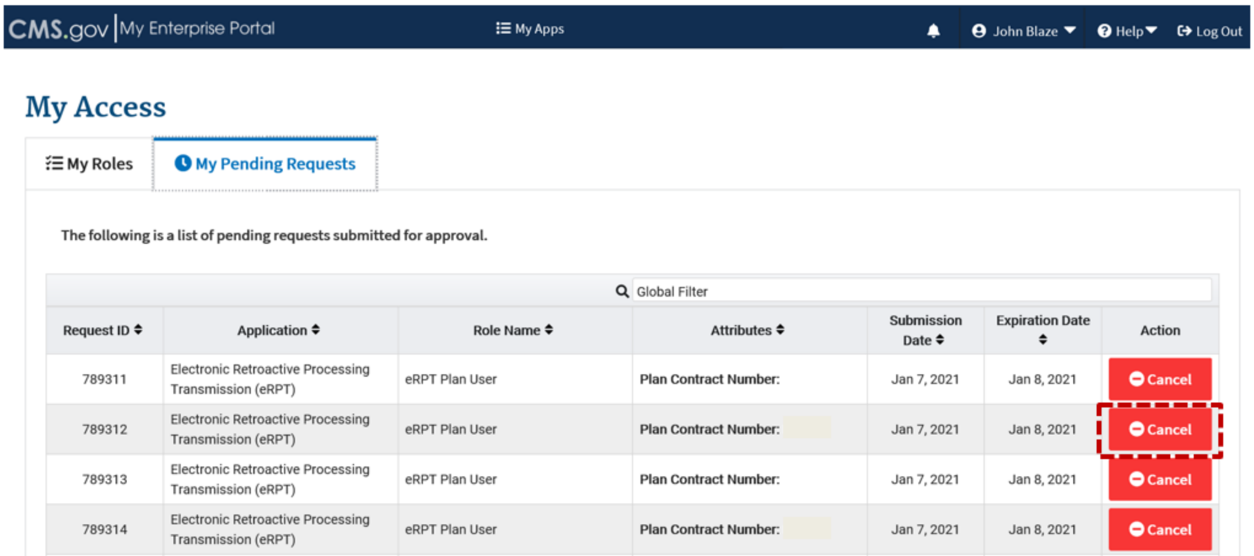
to access eRPT from within the Portal. **You may receive an email notification when your access request is approved or rejected.**

2.5.4 Modifying Your Access

2.5.4.1 Scenario 1 Steps - Canceling Your Pending Role Request(s) to eRPT Application (Before Approval)

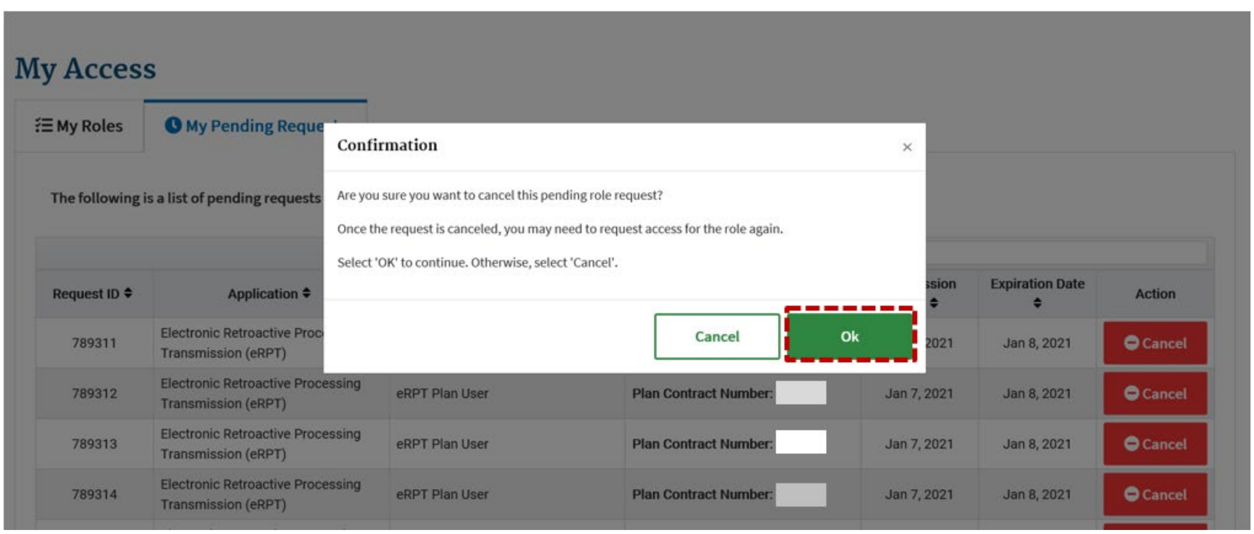
1. From the "My Access" page, under the "My Pending Requests" tab, click the "Cancel" button corresponding to the row of the contract you want to cancel.

Figure 37: Canceling Your Pending Role Request(s) to eRPT Application, Before Approval – Step 1



2. Click "Ok" to confirm your action of canceling the pending request.

Figure 38: Canceling Your Pending Role Request(s) to eRPT Application, Before Approval – Step 2



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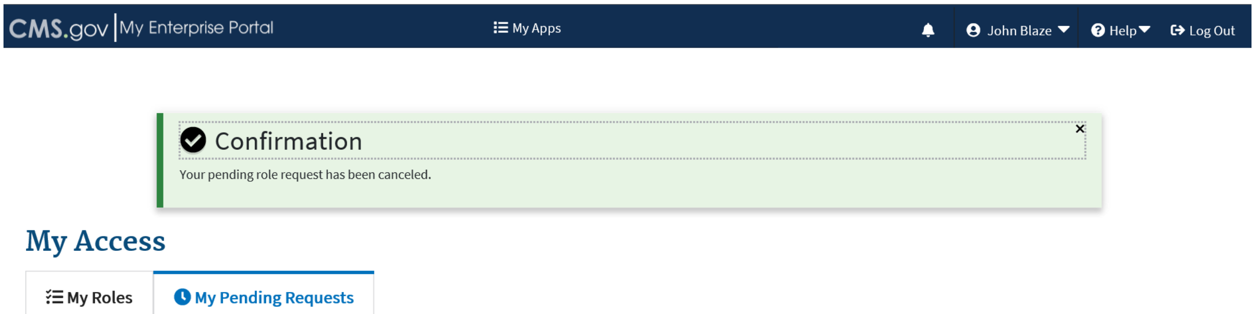
3. The screenshot below depicts the acknowledgment of your action from Step 2. You may receive an email confirmation to your registered email address regarding this action.

Figure 39: Canceling Your Pending Role Request(s) to eRPT Application, Before Approval – Step 3



4. Repeat the steps above for each of the pending requests that you wish to cancel if you think they need to be canceled before they are approved.

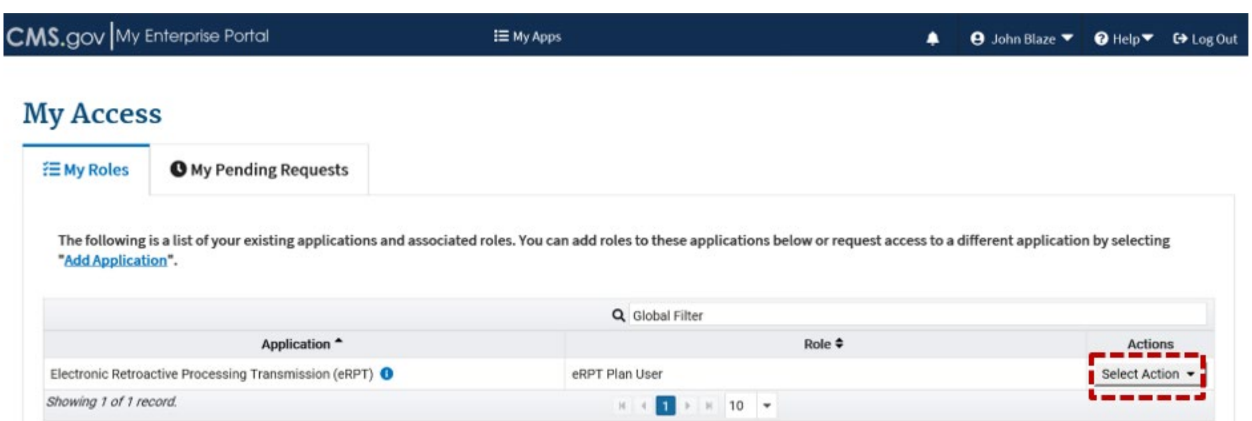
2.5.4.2 Scenario 2 Steps - Modifying Your Previously Approved eRPT Plan User Role

1. Click the down arrow next to your name on the top right of the CMS Enterprise Portal page (after you log in to the Portal) and then click the “My Access” link.

Figure 40: Modifying Your Previously Approved eRPT Plan User Role – Step 1

2. Click the drop-down field under the “Actions” column as shown.

Figure 41: Modifying Your Previously Approved eRPT Plan User Role – Step 2



3. Select “View/Modify Role Details.”

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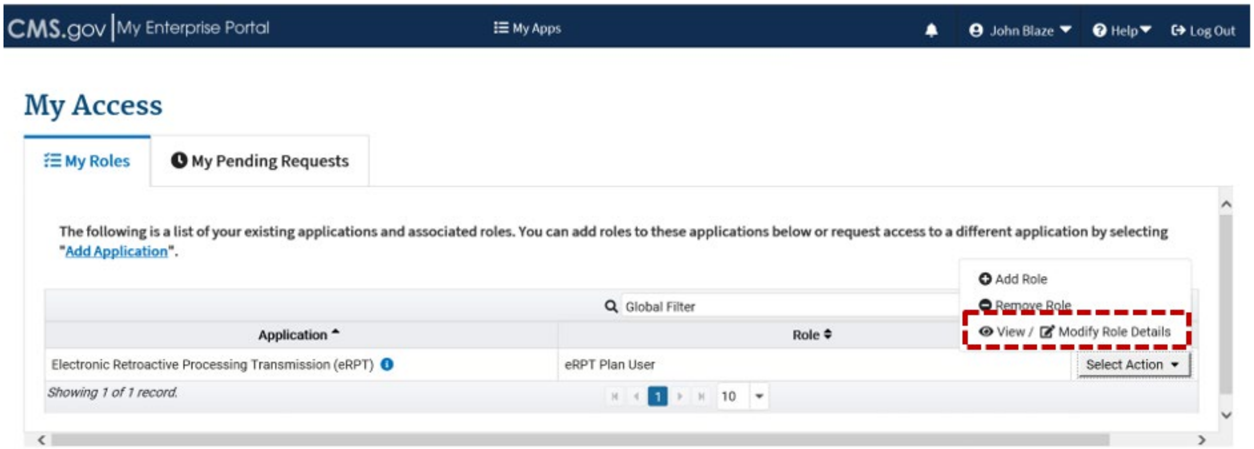
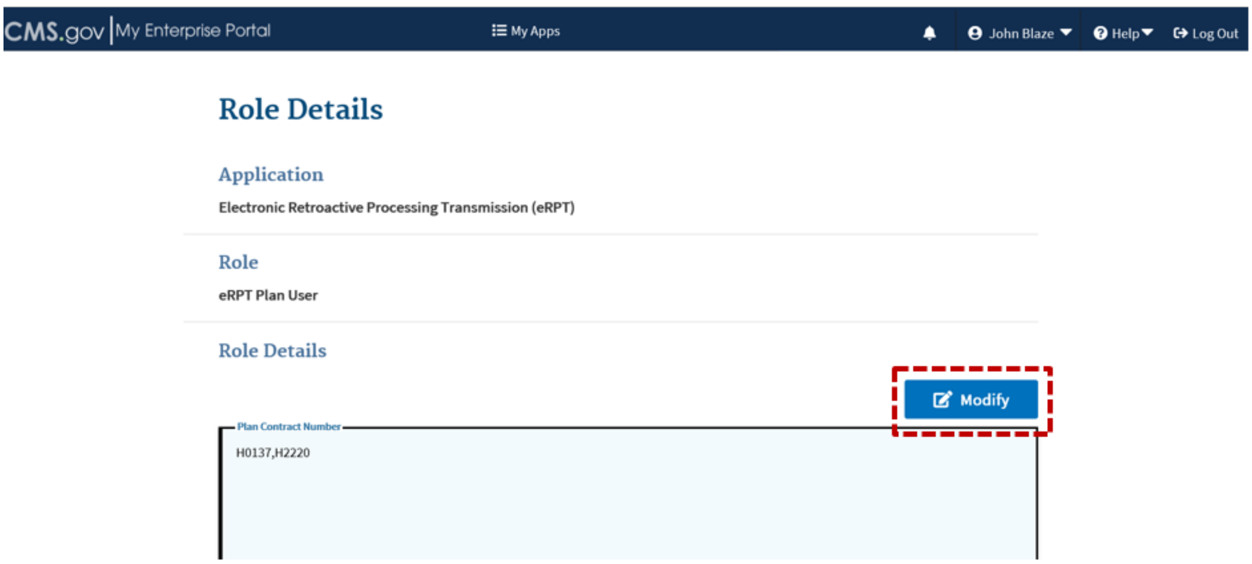
Figure 42: Modifying Your Previously Approved eRPT Plan User Role – Step 3



4. Click "Modify."

Figure 43: Modifying Your Previously Approved eRPT Plan User Role – Step 4



5. Update the "Plan Contract Number" field with new contract(s) if you want to add a new contract to the existing list of contracts or remove any existing ones. Provide appropriate justification in the "Enter a Reason for Change" field. To illustrate as an example, this test user will remove contract H2220. **Note:** If you are adding new contracts to the list of existing contracts, separate your entries by a comma.

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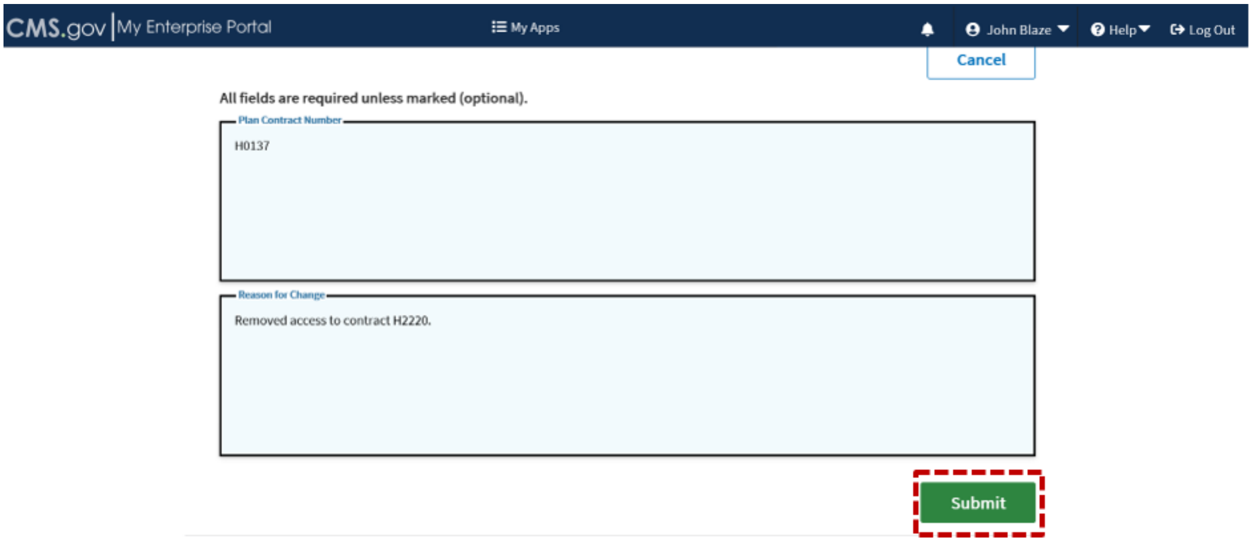
Figure 44: Modifying Your Previously Approved eRPT Plan User Role – Step 5



6. Click “Submit.” You will receive an acknowledgment/confirmation based on this action.

2.5.4.3 Scenario 3 Steps - Removing Your Previously Approved eRPT Plan User Role (Removing Your Access to the eRPT Application)

1. Click the down arrow next to your name on the top right of the CMS Enterprise Portal page (after you log in to the Portal) and then click the “My Access” link.

Figure 45: Removing Your Previously Approved eRPT Plan User Role – Step 1

2. Click the drop-down field under the “Actions” column as shown.

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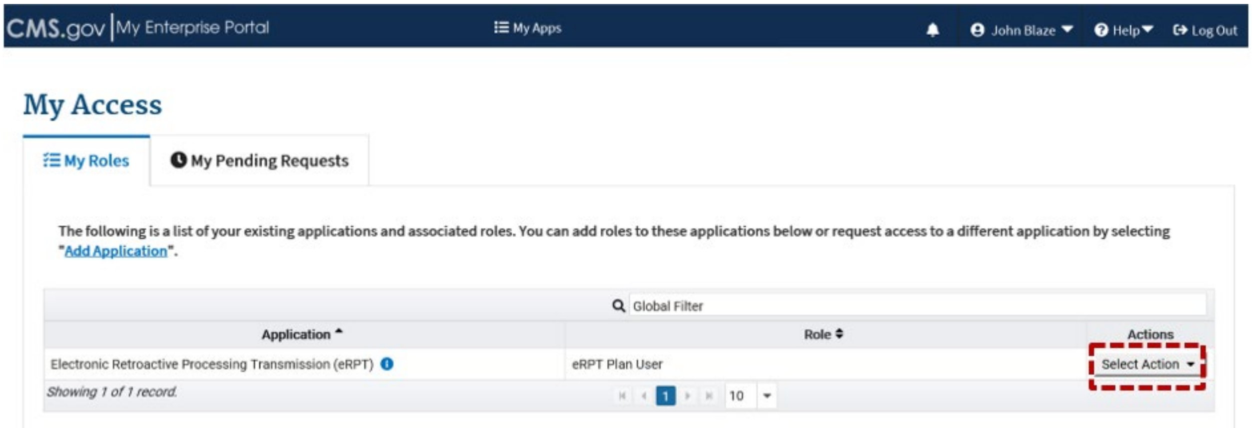
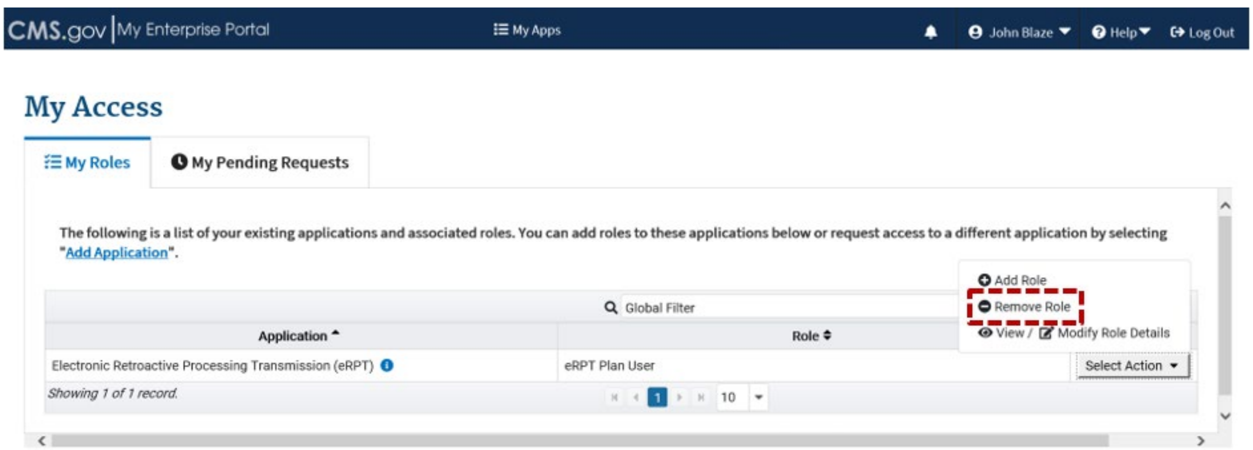
Figure 46: Removing Your Previously Approved eRPT Plan User Role – Step 2



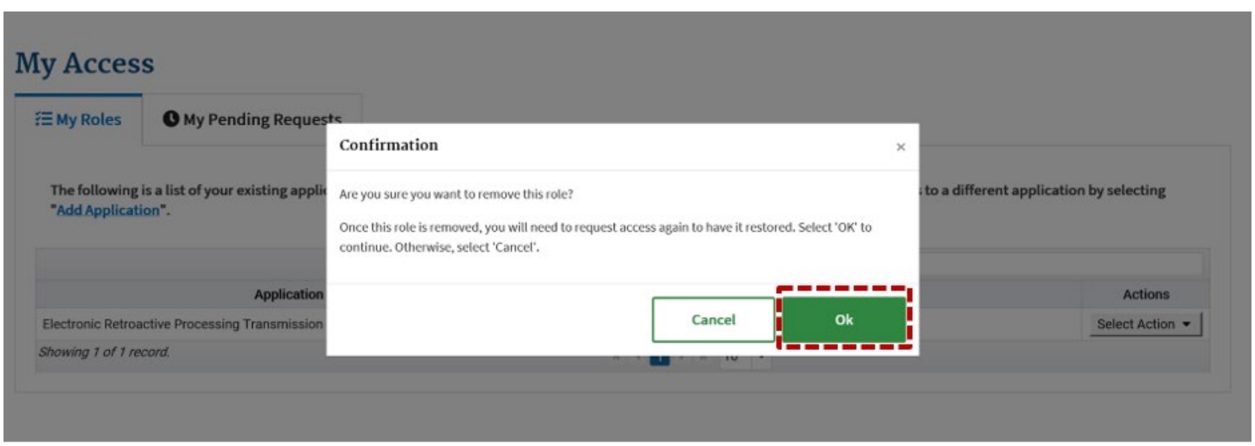
3. Select "Remove Role."

Figure 47: Removing Your Previously Approved eRPT Plan User Role – Step 3



4. Click "Ok."

Figure 48: Removing Your Previously Approved eRPT Plan User Role – Step 4



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5. You will see an acknowledgment/confirmation based on your action in Step 4. You may receive an email confirmation to your registered email address regarding your role removal action.

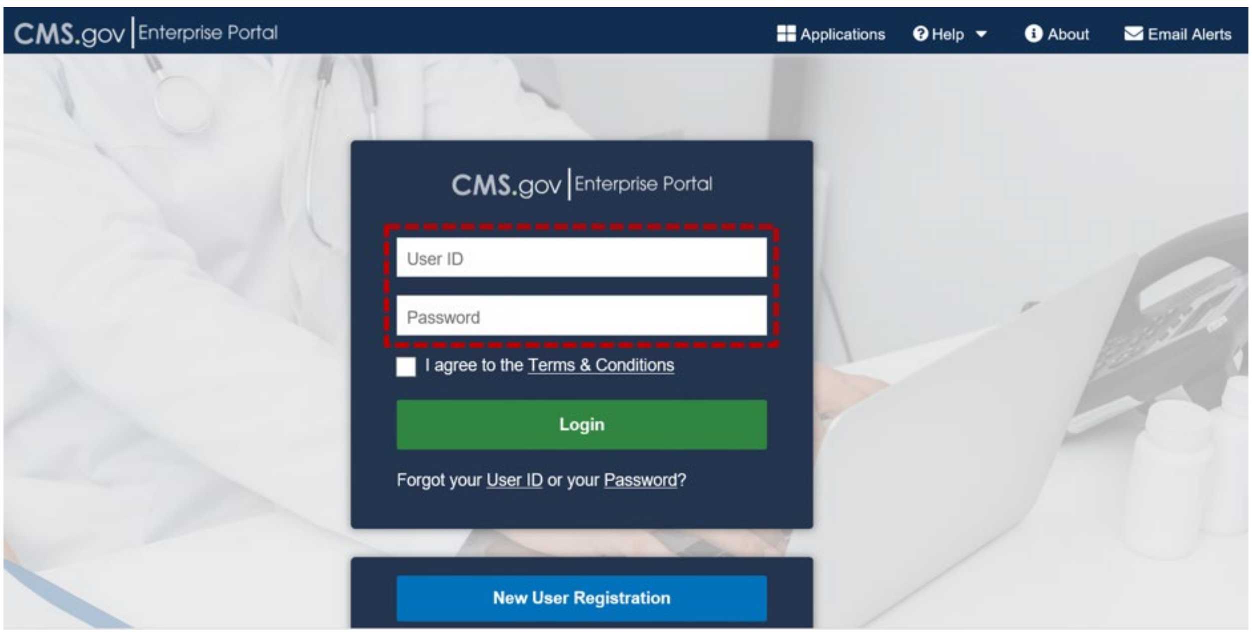
2.5.5 Accessing eRPT Application from Within CMS Enterprise Portal

Once your **"eRPT Plan User"** role request has been approved by the appropriate approving authority, you will have access to the eRPT application specific to those contracts. You may receive an email notification when your access request is approved or rejected.

To access the eRPT application, follow the steps below:

1. Enter the CMS Enterprise Portal Internet Uniform Resource Locator (URL) https://portal.cms.gov/ in the web browser (also bookmark or save this URL for future use). On this webpage, provide your registered IDM ID (User ID) and Password in the respective fields.

Figure 49: Accessing eRPT Application from Within CMS Enterprise Portal – Step 1



2. Select the checkbox to agree to the terms and conditions.

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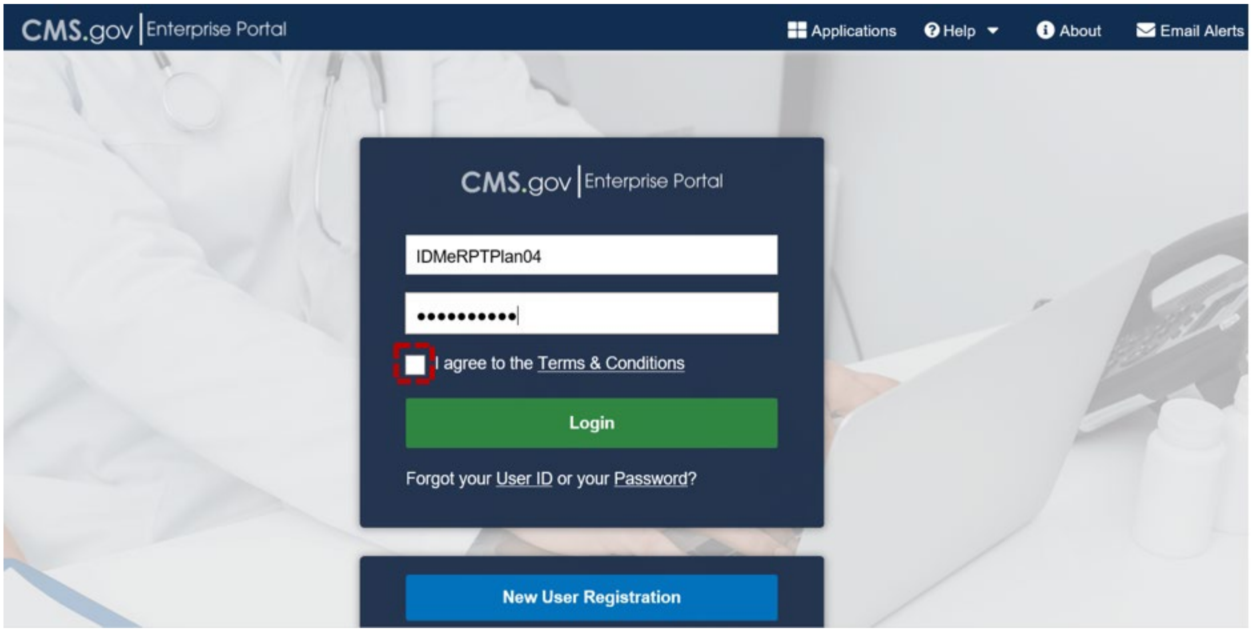
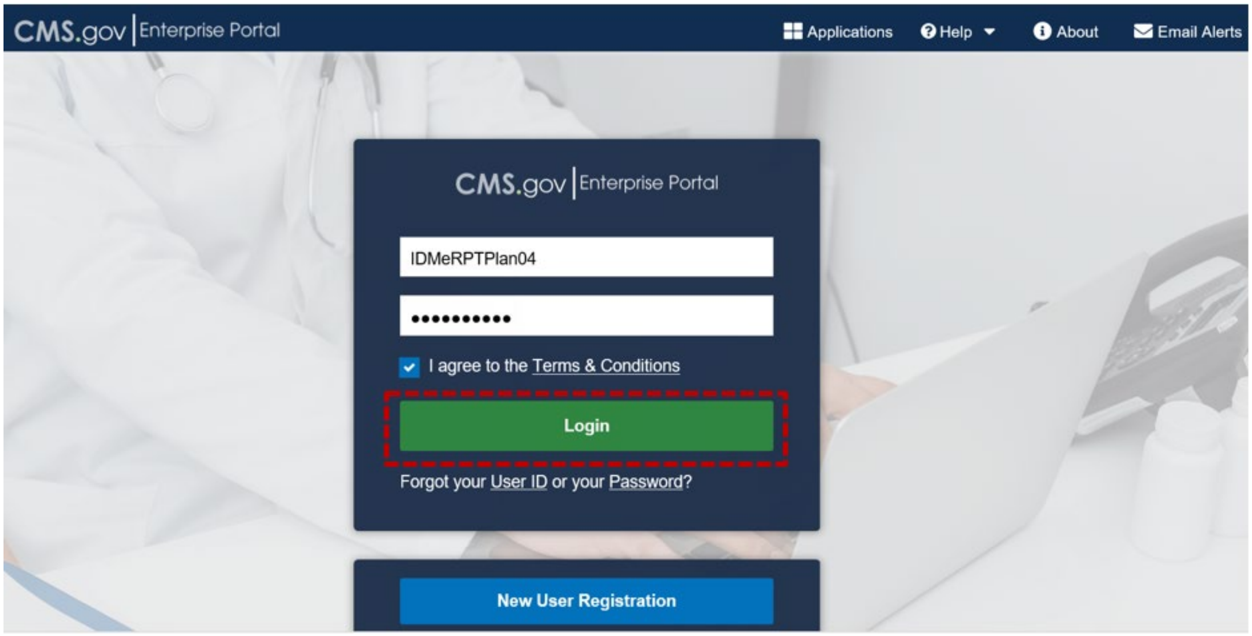
Figure 50: Accessing eRPT Application from Within CMS Enterprise Portal – Step 2



3. Click "Login."

Figure 51: Accessing eRPT Application from Within CMS Enterprise Portal – Step 3



4. The email address you used while you registered your identity will be the default Multi-factor Authentication (MFA) mechanism. Click the "Send MFA Code" button to receive the MFA code to your registered email address this time. **Note:** You can set up other protocols as alternative means to receive the MFA code (the steps for this are defined in Section 2.5.6). You can choose an MFA mechanism from the drop-down field (Example: Email, SMS Message, etc.) and input where to send the code.

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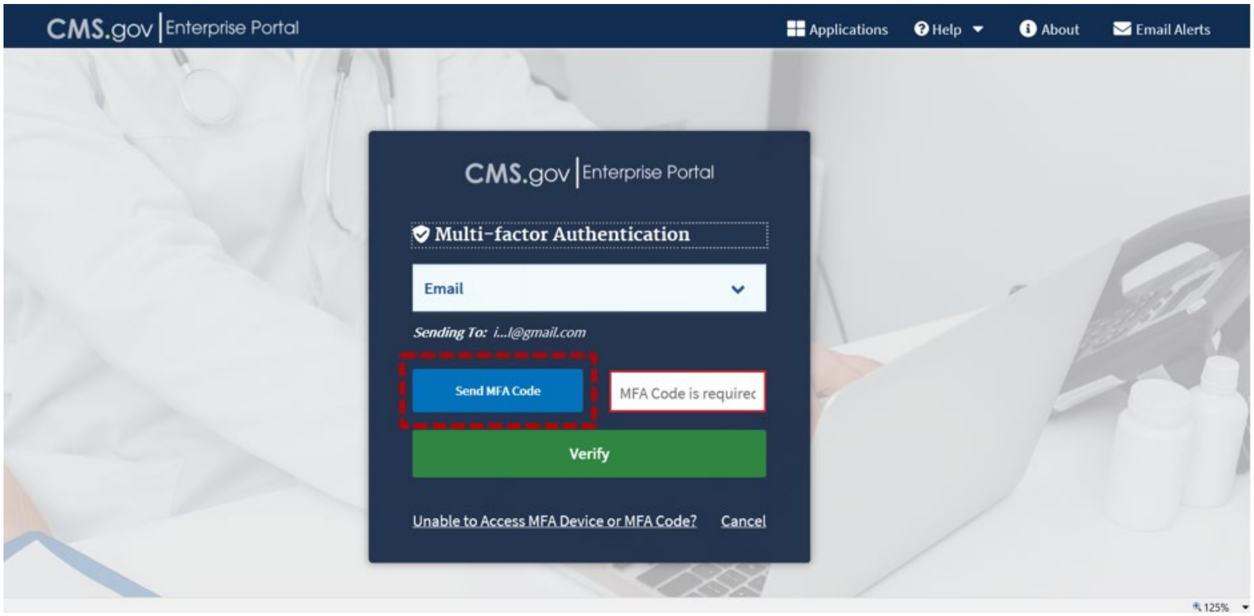
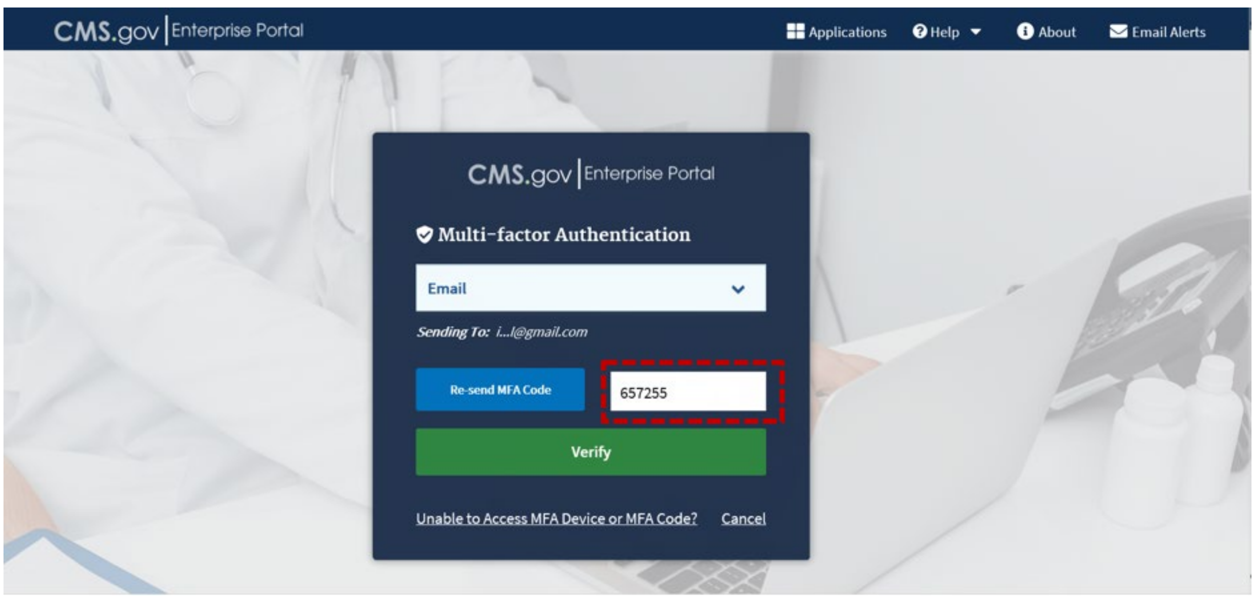
Figure 52: Accessing eRPT Application from Within CMS Enterprise Portal – Step 4



5. Enter the MFA code in the field provided.

Figure 53: Accessing eRPT Application from Within CMS Enterprise Portal – Step 5



6. Click the “Verify” button.

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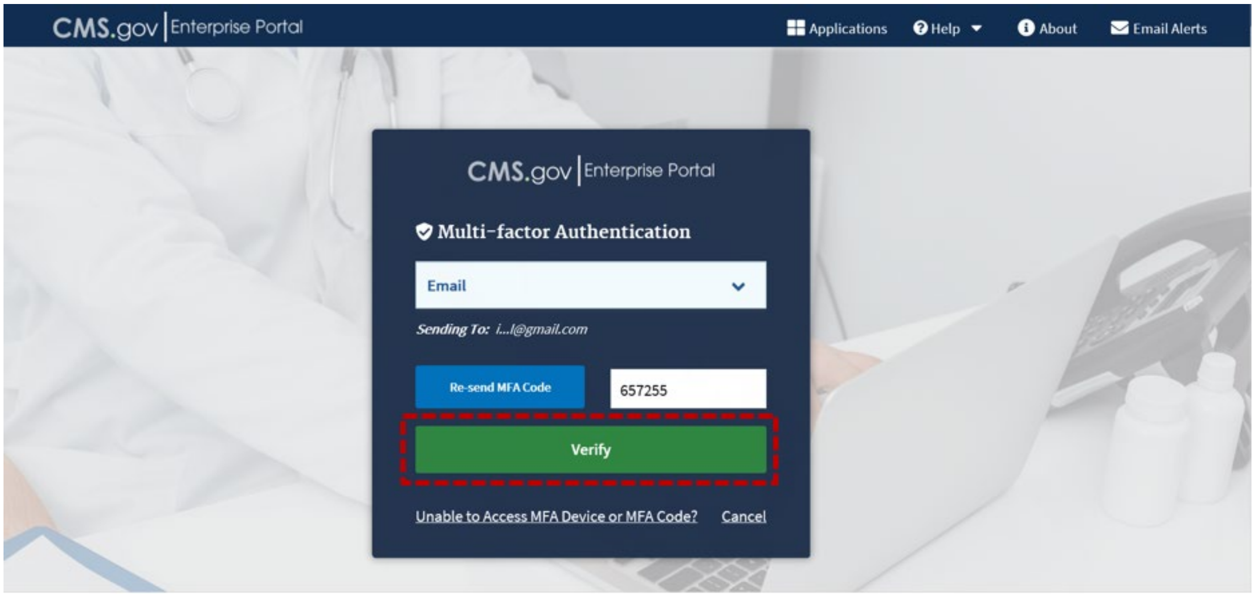
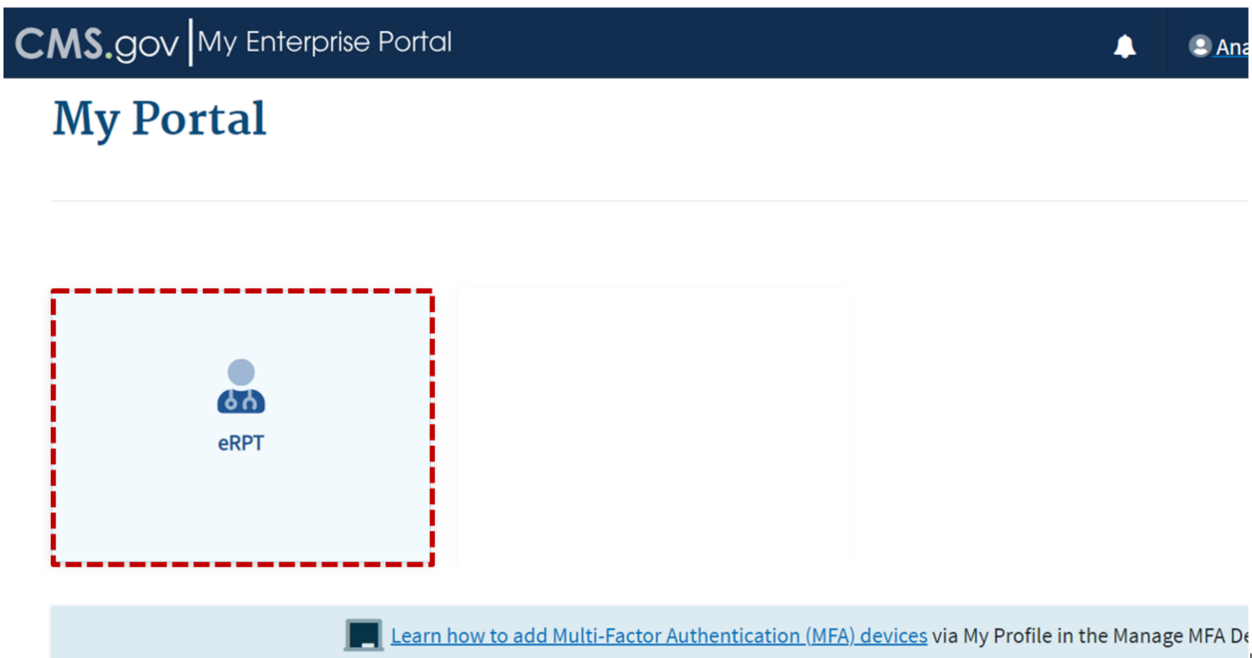
Figure 54: Accessing eRPT Application from Within CMS Enterprise Portal – Step 6



7. Click “eRPT.”

Figure 55: Accessing eRPT Application from Within CMS Enterprise Portal – Step 7



8. Click “Application” under “eRPT.”

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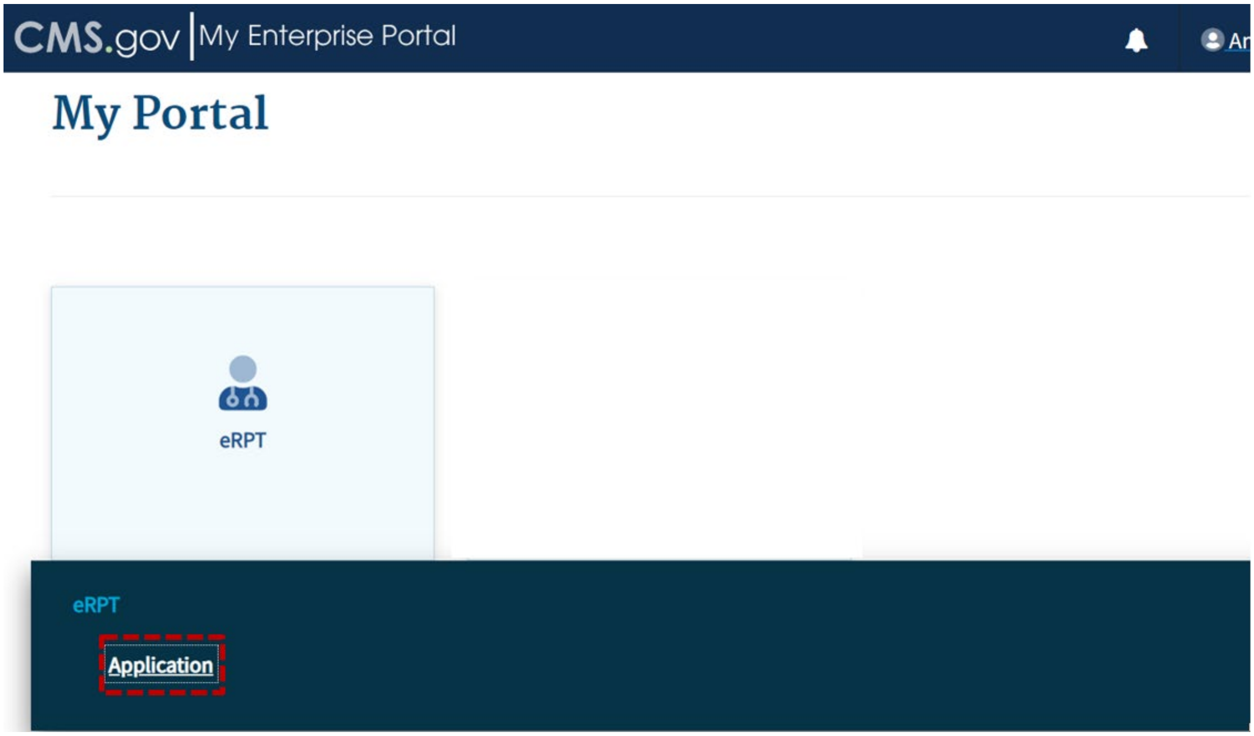
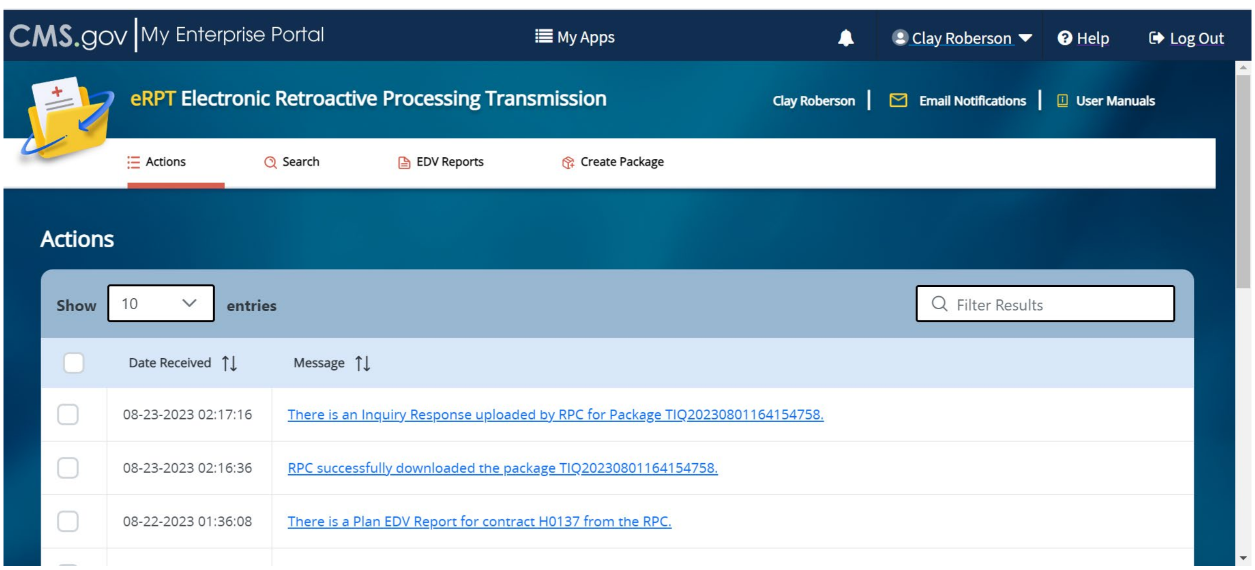
Figure 56: Accessing eRPT Application from Within CMS Enterprise Portal – Step 8



9. Based on your action at Step 8, you will see the eRPT homepage (the default view is the "Actions" tab).

Figure 57: Accessing eRPT Application from Within CMS Enterprise Portal – Step 9



2.5.6 Adding/Removing Additional MFA Devices

1. Click the down arrow next to your name on the top right of the CMS Enterprise Portal page (after you log in to the Portal) and then click the "My Profile" link.

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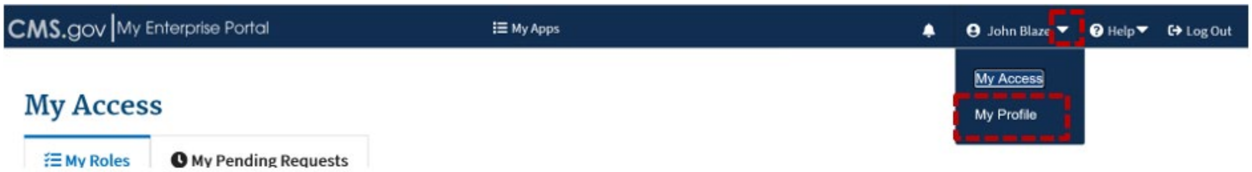
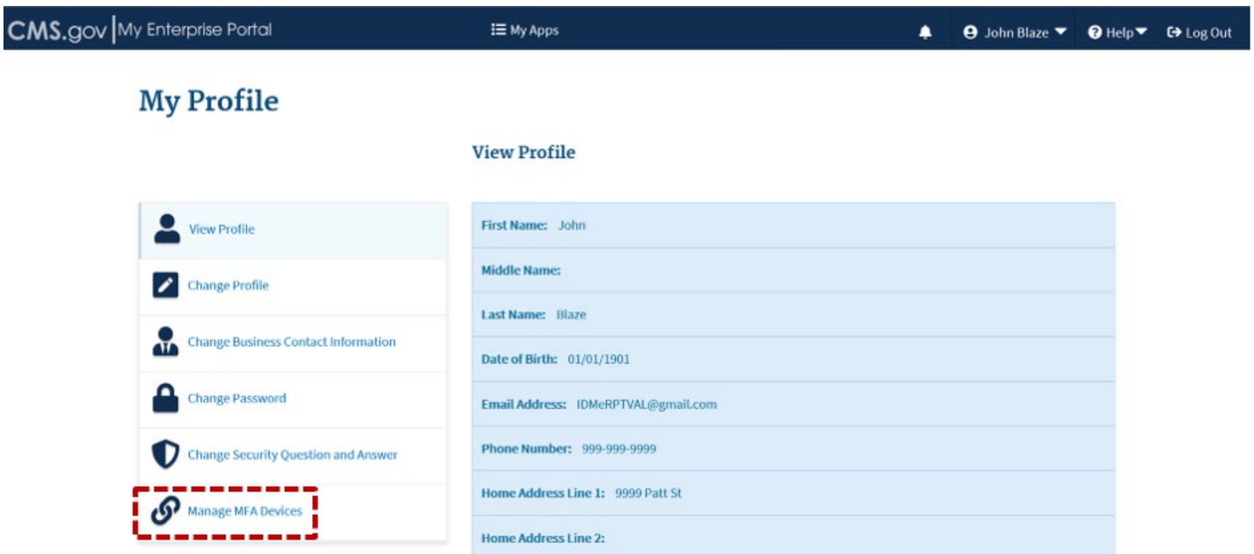
Figure 58: Adding/Removing Additional MFA Devices – Step 1



2. Click "Manage MFA Devices."

Figure 59: Adding/Removing Additional MFA Devices – Step 2



3. Click "Register a device."

Figure 60: Adding/Removing Additional MFA Devices – Step 3

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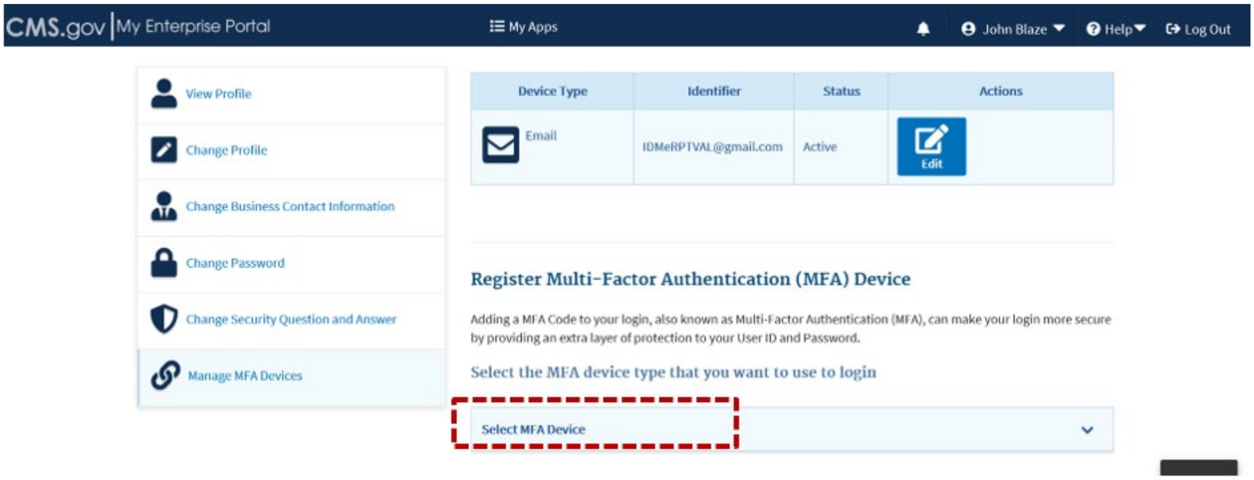
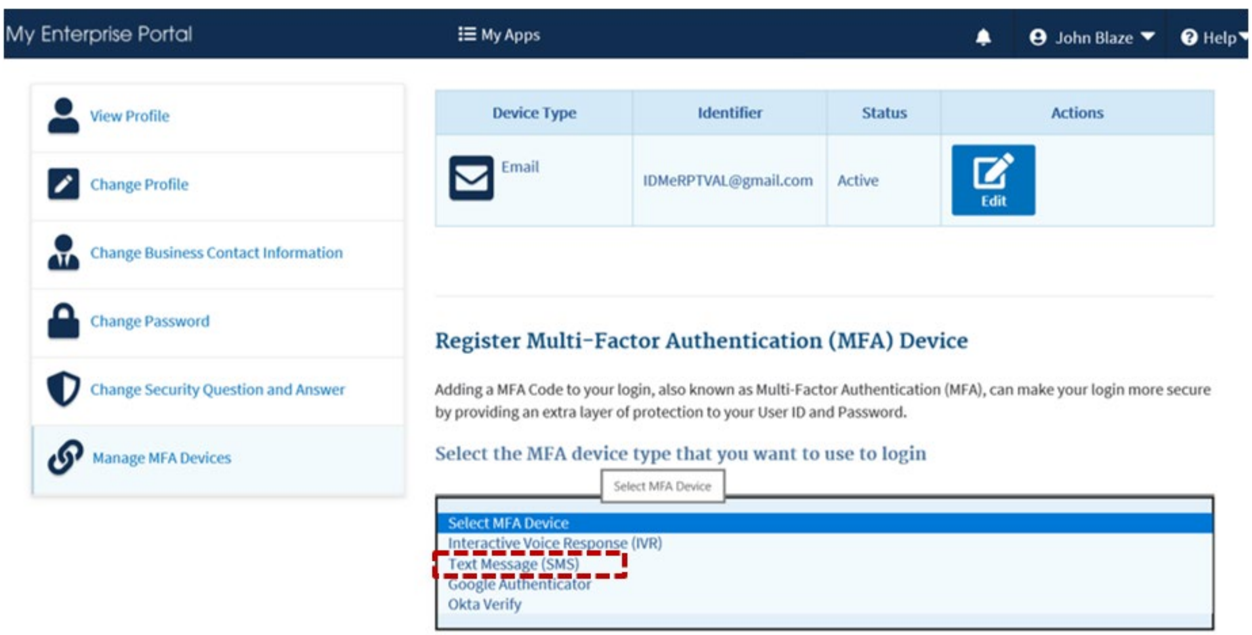
4. Click the "Select MFA Device" drop-down field and select the option you want to choose as an alternate MFA Device.

Figure 61: Adding/Removing Additional MFA Devices – Step 4



5. In this example, we will select "Text Message (SMS)" as an additional MFA Device Type.

Figure 62: Adding/Removing Additional MFA Devices – Step 5



6. Enter the Phone Number that the MFA code should be sent to and then click "Send MFA Code."

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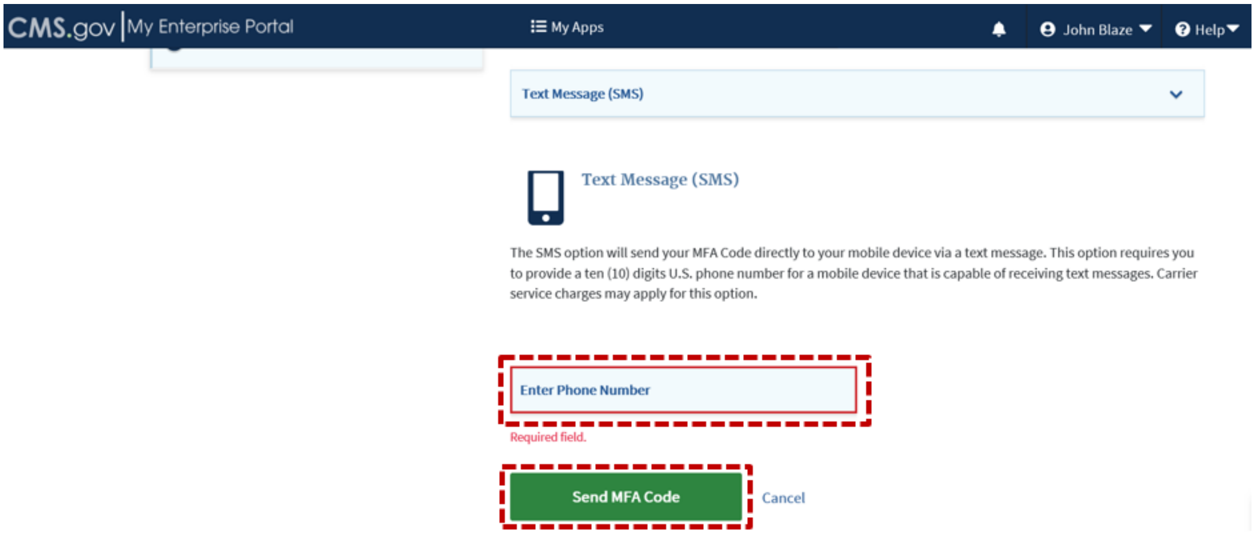
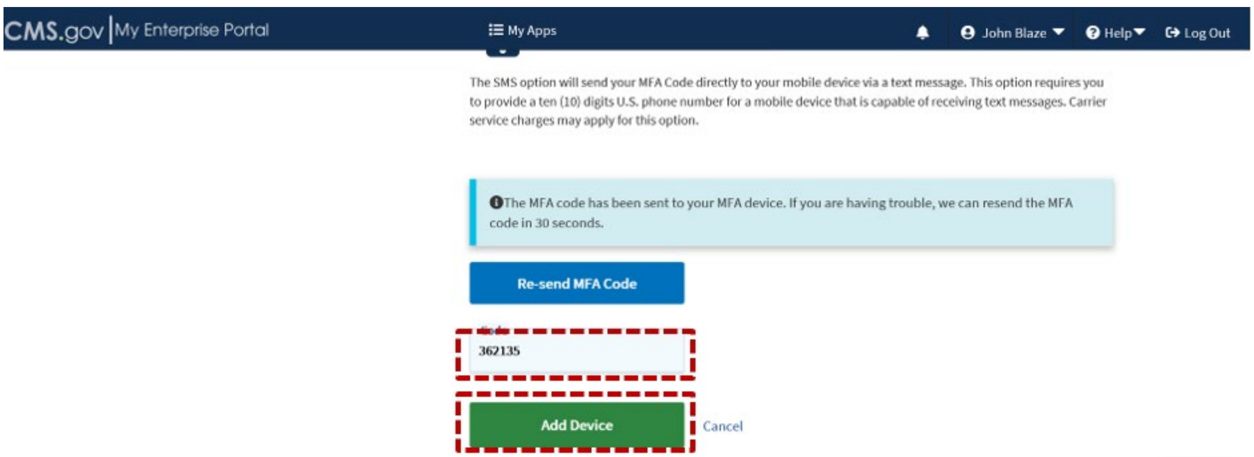
Figure 63: Adding/Removing Additional MFA Devices – Step 6



7. Enter the code received to the phone number you have provided in the previous step and then click “Add Device.”

Figure 64: Adding/Removing Additional MFA Devices – Step 7



8. If you want to remove the MFA device that you have added, click the “Remove” button. The email address associated with your IDM User ID will be the default MFA authentication protocol and cannot be removed.

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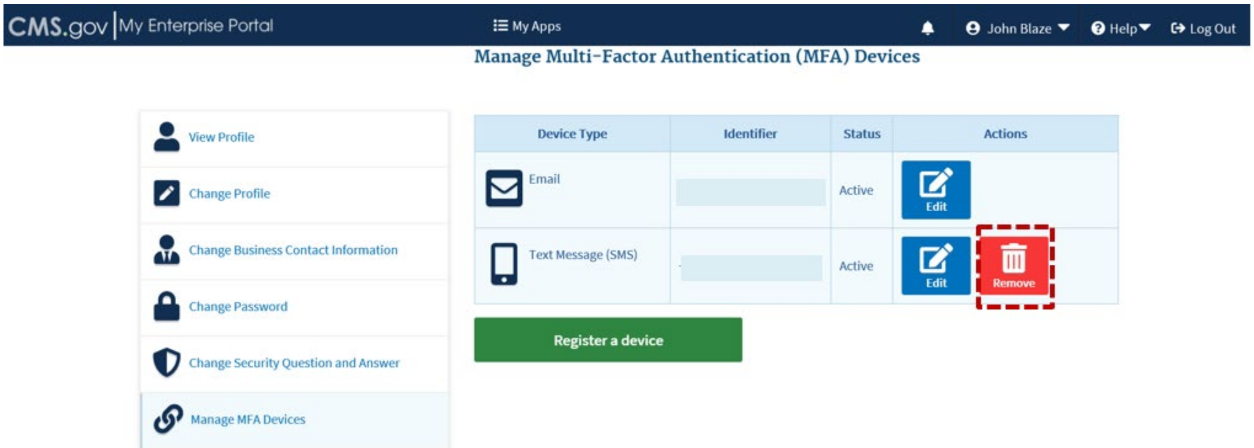
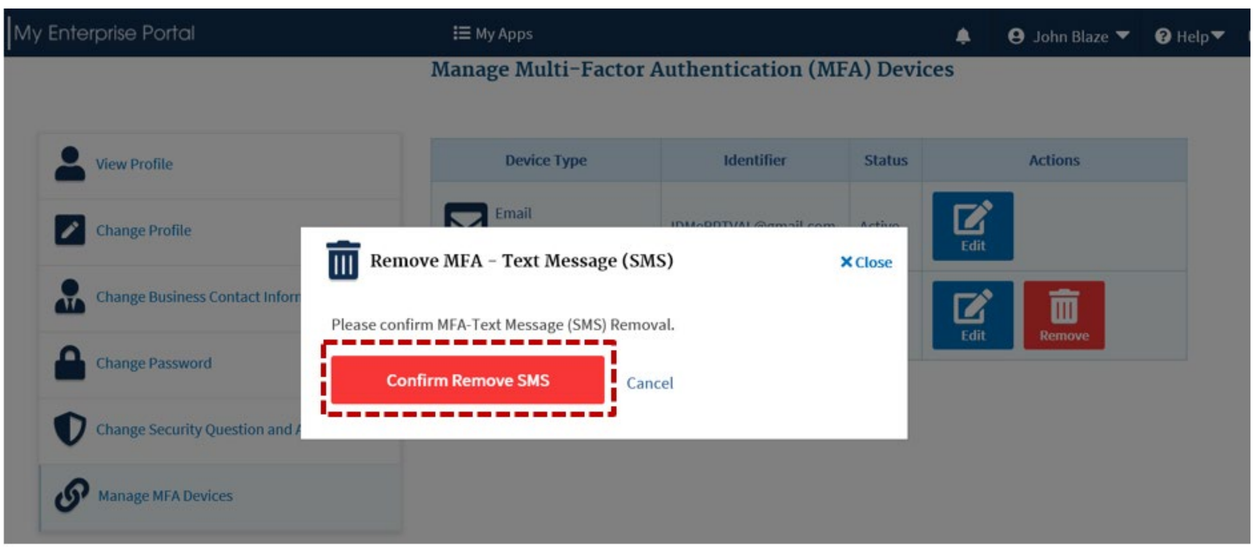
Figure 65: Adding/Removing Additional MFA Devices – Step 8



9. Click "Confirm Remove SMS" to remove your Phone Number from the MFA device list.

Figure 66: Adding/Removing Additional MFA Devices – Step 9



10. For information on how to add additional MFA devices, refer to the **Enterprise Portal End User Guide** under the "Help" menu within the CMS Enterprise Portal login page (https://portal.cms.gov/). **Refer to Section 8.6 in the guide – Managing Multi-Factor Authentication (MFA)**.

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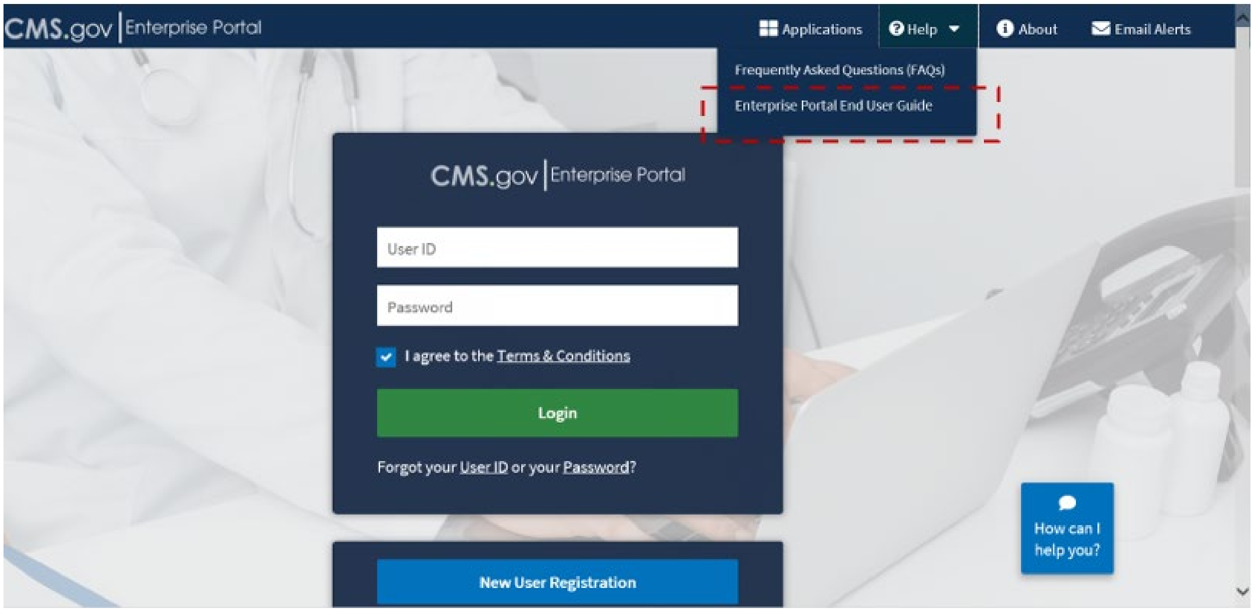
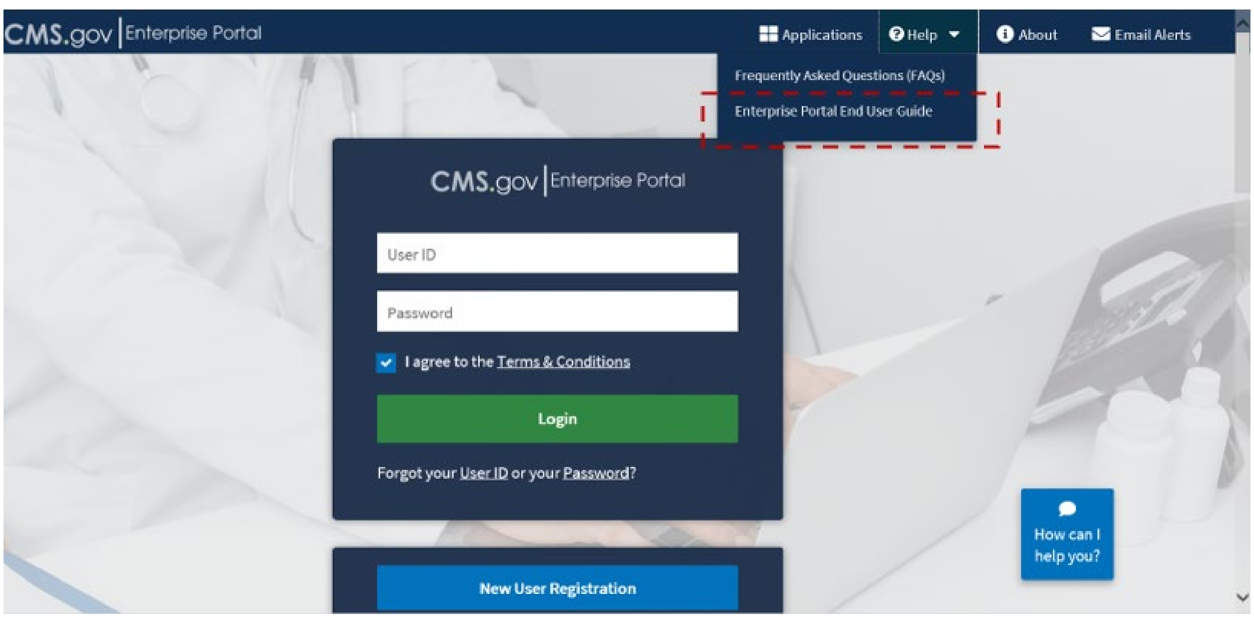
Figure 67: Adding/Removing Additional MFA Devices – Step 10



2.5.7 Updating Your Security Question and Answer

For information on how to update your Security Question and Answer, refer to the **Enterprise Portal End User Guide** under the "Help" menu within the CMS Enterprise Portal login page (https://portal.cms.gov/). **Refer to Section 8.5 in the guide – Changing Your Question**.

Figure 68: Updating Your Security Question and Answer



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2.5.8 User Replacement

An eRPT Plan User who wishes to take over the role of another eRPT Plan User must conform to the following rules:

1. Should have a valid IDM User ID to log into the CMS Enterprise Portal and should have the “eRPT Plan User” role associated with his/her IDM User ID.
2. Should at the least have access to the same contract numbers as the user who leaves the organization.
   Note: Follow the steps documented in Sections 2.5.1 and 2.5.2 to register in the CMS Enterprise Portal for an IDM user account and request access to the eRPT application, if you haven’t done so.
3. The existing Plan User (who will be replaced) should remove his/her “eRPT Plan User” role from his/her IDM ID, following the steps documented in Section 2.5.4.3.

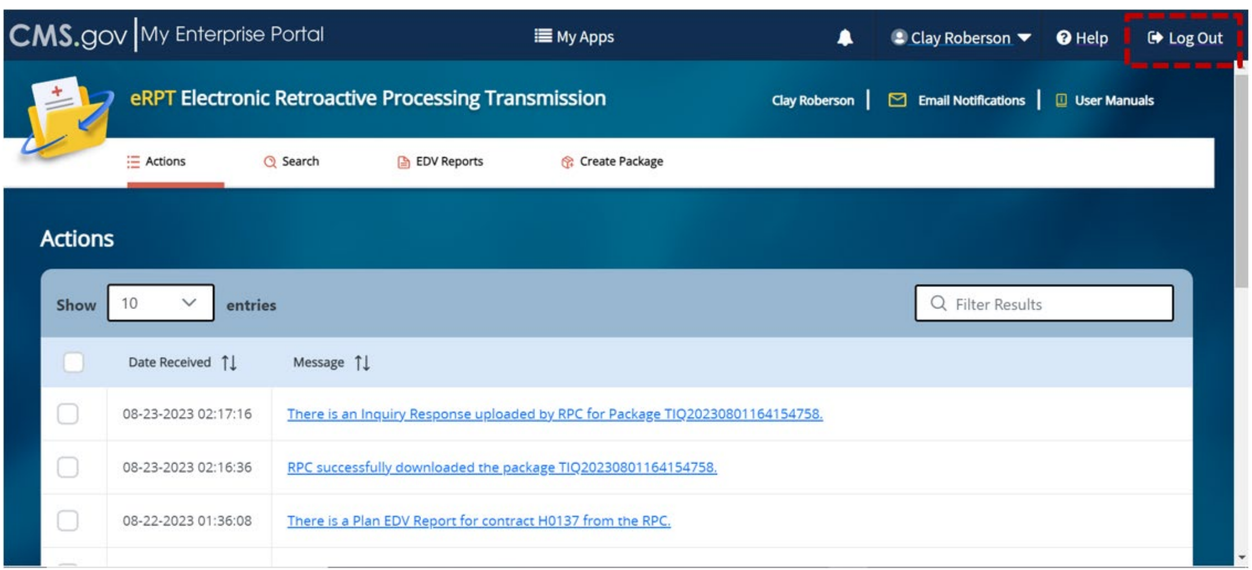
2.6 System Organization & Navigation

The menu options allow the Plan User to create a Package, search for Packages, and view the available Actions. The menu options are specific to the user group access rights.

2.7 Exiting the System

1. Click “Log Out” from the top right of the page to log out from the eRPT application.

Figure 69: Exiting the eRPT – Step 1



2. Upon successful logout, you will see the CMS Enterprise Portal login page.

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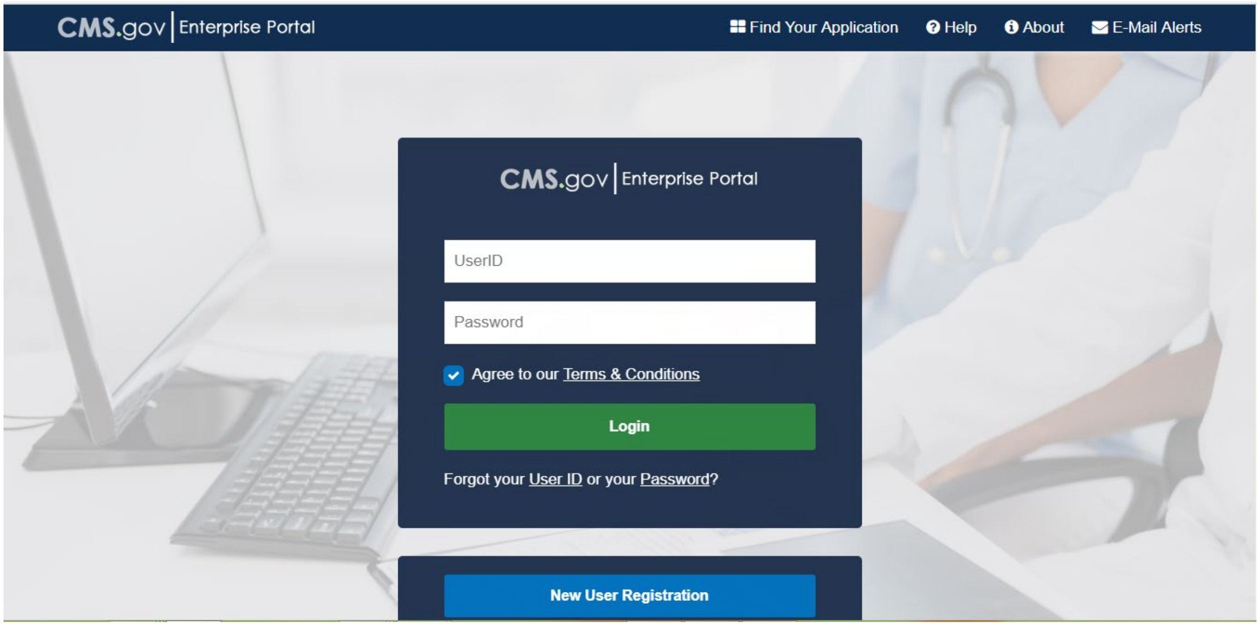
Figure 70: Exiting the eRPT – Step 2



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3. Using the System

The following sub-sections provide details on how to use the various functions or features of the eRPT application as an eRPT Plan User.

3.1 eRPT Terminology

1. **Package Type** – Package classification representing the type of package submitted by the Plan for processing.
   a) **Submission Package** – Retroactive enrollment-related transactions submitted by a Plan to RPC such as Enrollments, Disenrollments, Reinstatements, LIS Deeming Updates, Medicaid, SCC changes, and Payment Validation. **Note:** A Submission Package should not be created to respond to an EDV Review Package.
   b) **Transaction Inquiry Package** – A request submitted to the RPC by a Plan requesting a status on a previously submitted retroactive request.
   c) **Review Package** – Created by RPC to request supporting documents from Plan Users for completing the monthly EDV activities. **Note:** All Review packages should be responded to by uploading documents to the same Review Package as created by the RPC.

2. **Category Code** – A code representing a classification of a retroactive Package type request.
   a) **For Submission Package Types**:
      - **Category 2** – Timely retroactive enrollment transactions (including Payment Validation Adjustments and Caseworker Approved Complaint Tracking Module (CTM) Cases) that may be submitted to the RPC without additional Regional Office (RO) approval. Please refer to RPC's Standard Operating Procedure (SOP) on their website for the types of retroactive transactions that do not require RO Approval.
      - **Category 3** – Untimely (i.e., current calendar month minus 3 months or more) or other (Special Cat 2 Cases, Guidance waivers, Documentation waivers, and any other exceptions) retroactive transactions that may be submitted to the RPC requiring RO approval prior to submission. **Notify RO Account Managers of any waivers or exceptions.** Please refer to RPC's SOP on their website for the types of retroactive transactions that require RO Approval.
      - **Complaint Tracking Module (CTM)** – It is a submission category used when a retroactive request is generated as a result of a complaint filed by a beneficiary or caregiver where Plans fail to have a best available evidence (BAE) process in place or will not honor acceptable evidence provided by the beneficiary or someone on his/her behalf.
      - **Payment Validation** – This category is used to submit status changes such as Medicaid, LIS, SCC, etc.
      - **Resubmission** – Timely retroactive enrollment transactions (including Payment Validation Adjustments and Caseworker Approved CTM Cases) that have been previously submitted but not processed as requested by the RPC and do not require additional RO approval for processing.
      - **Special** – A customized user Package submitted by the CMS Central Office (CO) Staff or eRPT Plan Users to RPC. A special submission package will need to be approved by either the CMS CO or RO.
      - **LI-NET** – Limited Income Newly Eligible Transition (LI-NET) program provides temporary drug coverage for certain dual Medicare/Medicaid or Supplemental

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Security Income (SSI) only eligible people who qualify for Medicare's LIS or Extra Help. This program provides immediate and retroactive (if eligible) temporary drug coverage until these beneficiaries have had a chance to enroll in a regular Medicare Part D drug plan. **Note:** This is a sub-category representing a classification of a retroactive Submission Package type request, applicable only for Category 3 and Special Submission Package.

b) **For Review Package Types**:

- **EDV** (this option is available only on the search page) – A request submitted by the RPC to a Plan requesting supporting documentation for enrollment-related transactions processed by the Plan in the Medicare Advantage Prescription Drug (MARx) System. RPC historically used this category value to create the EDV package.
- **EDV-E&D** – Reports with this value in the file name will include sampled Enrollment and Disenrollment transactions that were submitted to MARx via the batch process.
  - Enrollment transactions (Transaction Type Code 61) are defined as an action that initially enrolls a beneficiary into a certain plan contract number and Plan Benefit Package (PBP) number.
  - Disenrollment transactions (Transaction Type Code 51) are defined as an action that terminates a beneficiary's enrollment in a given plan.
- **EDV-CANCELLATIONS** – Reports with this value in the file name will include sampled Enrollment Cancellation and Disenrollment Cancellation transactions that were submitted to MARx via the batch process.
  - Enrollment Cancellations (Transaction Type Code 80) are defined as an action initiated by the beneficiary to cancel an enrollment transaction.
  - Disenrollment Cancellations (Transaction Type Code 81) are defined as an action that cancels a previously submitted disenrollment, leaving no gap in coverage for the beneficiary.
- **EDV-MARX_UI** – Reports with this value in the file name will include sampled Enrollment, Disenrollment, Enrollment Cancellation, and Disenrollment Cancellation transactions that were submitted via the MARx User Interface (UI).
- **EDV-RACS** – Reports with this value in the file name will include sampled Residence Address Change (RAC) transactions that were submitted via either the MARx UI or the batch-submission process.
  - RACs (Transaction Type Code 76) are updates to the member's residence address listed in MARx that ultimately determines the SCC used in the payment calculation.

3. **Approval Authority** (applicable only to Category 3 and Special Submission package) – The office selected by the package creator to approve the package. The options are:

   - Central Office
   - Regional Office

4. **Regional Office** (applicable only to Category 3 and Special Submission package) – The regional offices overseeing the package creator's parent organization:

   - CMS Regional Office 01 – Boston
   - CMS Regional Office 02 – New York
   - CMS Regional Office 03 – Philadelphia
   - CMS Regional Office 04 – Atlanta
   - CMS Regional Office 05 – Chicago
   - CMS Regional Office 06 – Dallas
   - CMS Regional Office 07 – Kansas City

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- CMS Regional Office 08 – Denver
- CMS Regional Office 09 – San Francisco
- CMS Regional Office 10 – Seattle

5. **Parent Organization** – Name of the Parent Organization to which the Package or document belongs.
6. **Status** – Status of the Package. The following are the different Package status values and definitions that can be set on a Package:
   - **Draft** – When a Package has been created but not yet submitted within the eRPT application.
   - **Pending Approval** – When a Package is submitted by the eRPT Plan User but is awaiting an Approval Letter from the CMS RO Account Manager or CMS CO. This status is applicable only for a Category 3 and Special Submission Package.
   - **Open** – When a Submission Package is submitted in eRPT and ready for the RPC to download or when a Review Package is uploaded for a Plan User to respond.
   - **Completed** – When a Review Package is submitted by the eRPT Plan User with all the supporting Response documents.
   - **Downloading** – When the RPC is downloading the Package.
   - **In Process** – When the RPC is processing the Package.
   - **Closed** – When a retroactive Package processing has been completed by the RPC the Package status will be marked as closed.
   - **Deleted** – When a retroactive Package is deleted by the eRPT Plan User, CMS Central Office, or Administrator user, the Package status will be marked as deleted.
7. **Contract ID** – A unique five-character alphanumeric identifier assigned by CMS.
8. **Count** – The total number of transactions by contract listed in the RPC Submission spreadsheet. The count includes all transactions across each worksheet within the spreadsheet for a specific contract.
9. **Transaction Type** – Type of transaction.
10. **Total Submissions** – The total number of transactions that are submitted in the package.
11. **Package ID** – A unique system-generated identifier assigned to each retroactive Package request.
12. **Created by** – The IDM User ID of the user who created the Package. In this document, the user who created the Package is referred to as the ‘‘Package Creator.’’
13. **Proxy Users** – A list of persons (no more than 3) authorized to act on behalf of an eRPT Plan User responsible for creating and submitting a retroactive plan submission package.

3.2 eRPT Plan User Interface Functional Menus

Upon being successful in accessing the eRPT application within the CMS Enterprise Portal, the eRPT Plan User can see the following menu options:

- **Actions**, Section 3.2.1
- **Search**, Section 3.2.2
- **EDV Reports,** Section 3.2.3
- **Create Package**, Section 3.2.4

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In eRPT, a Plan User will be able to create, view, update, delete a draft package, track, and respond to Review Packages. The eRPT Plan User will also be able to view Response documents that are added to the Package by the RPC.

In the following subsections, we will discuss the steps to:

- **Viewing a Package and Downloading Package Documents,** Section 3.2.5
- **Update a Submission Package (‘Draft’ status only),** Section 3.2.6
- **Deleting Documents from a Submission Package (‘Draft’ status only),** Section 3.2.7
- **Deleting a Submission Package (‘Draft’ status only),** Section 3.2.8
- **Tracking Packages,** Section 3.2.9
- **View Response Documents added by the RPC through the Actions tab,** Section 3.2.10
- **Search and View Response Documents,** Section 3.2.11
- **Completing a Review Package,** Section 3.2.12

Note: Plan Users will be able to view/access only the packages and documents created by themselves or if they are designated as proxy users based on their access to contracts.

The following are the types of packages that can be created by Plan Users via the eRPT Application User Interface:

- Submission Package
    - Category 2
    - Category 3
    - CTM
    - Payment Validation
    - Resubmission
    - Special
- Transaction Inquiry Package.

3.2.1 Actions

1. The “Actions” tab lists all the relevant notifications/business events specific to the Plan User who has logged into the eRPT application. Notifications such as the ones related to EDV Review Packages posted by the RPC requiring the Plan User’s response, RPC’s action on a Submission Package, Category 3/Special package rejection notification, and Plan EDV Reports posted by the RPC will be lined up in this Actions list. **Note:** By default, the incoming notifications are listed in descending order of date column, meaning the latest/most recent ones will be at the top. You may sort this list by the date for quick access.

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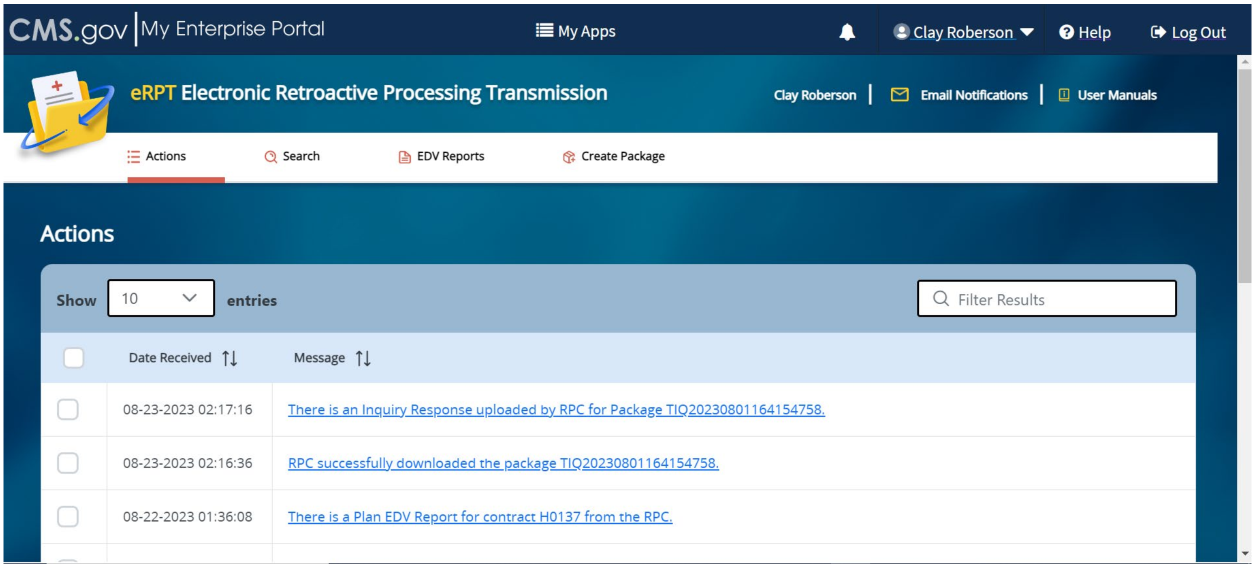
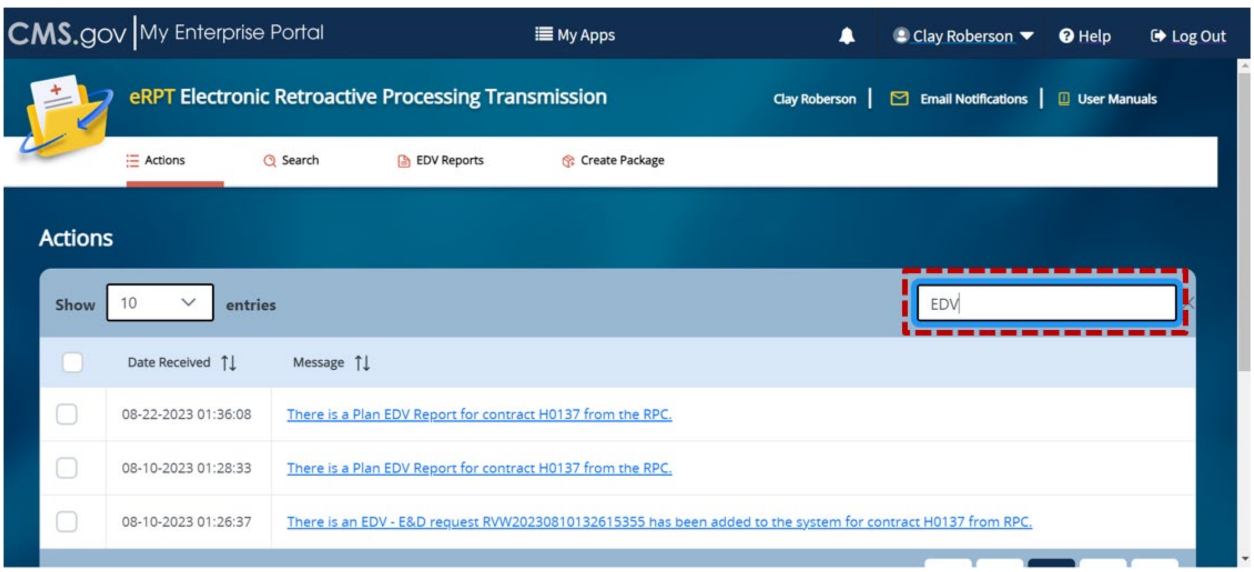
Figure 71: Actions Tab – Default View



2. You may use the "Filter Results" field to do a quick search of the list to get to a specific record on the list. The following screenshot illustrates this.

Figure 72: Using Filter Results Field in Actions Tab



3. You can click the "Date Received" field to do a sort of the list and as a result, the oldest notifications will show up at the top of the list, as shown below. **Note:** Clicking the "Date Received" field again will bring back the new/latest ones to the top.

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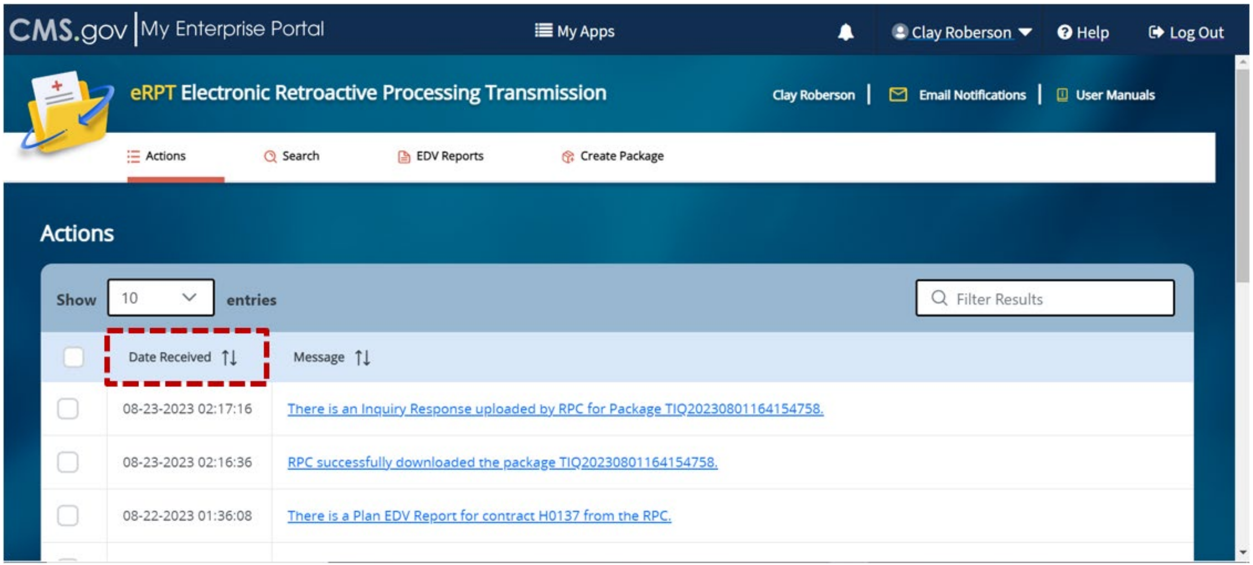
Figure 73: Sorting the List in Actions Tab by "Date Received" Field/Column



4. Click the link to open the package to view the different sections of the package and/or to make an update (providing your responses in the case of the EDV Review Package). Alternatively, you may select the checkbox next to the row on the left and click "View Selected Action" to open the package.

Figure 74: Open a Package from Actions Tab, 4a

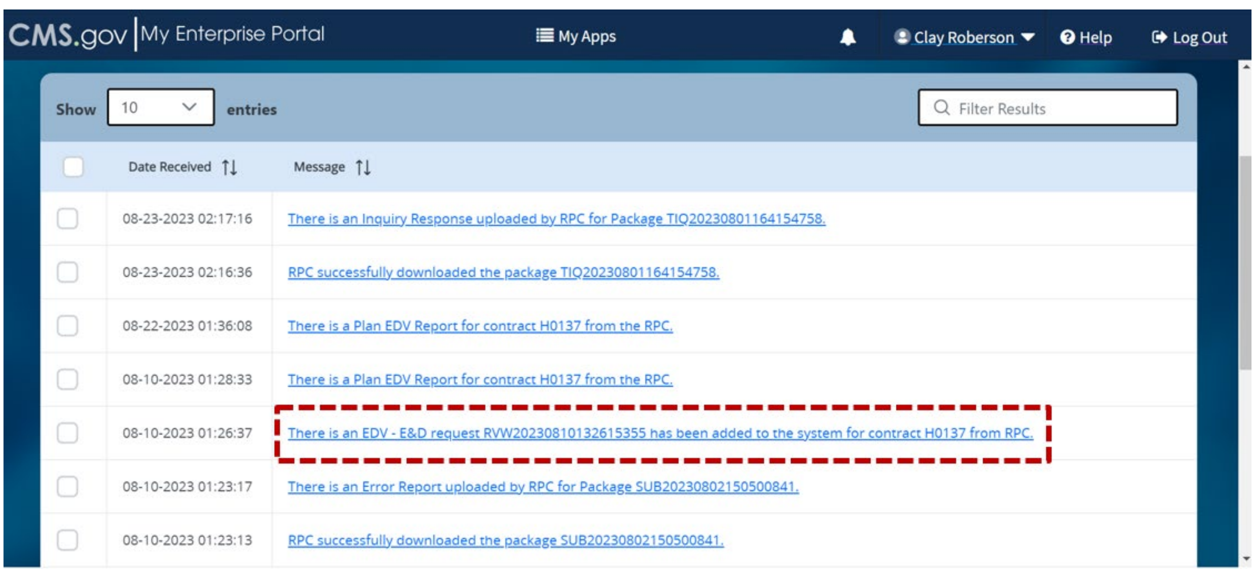


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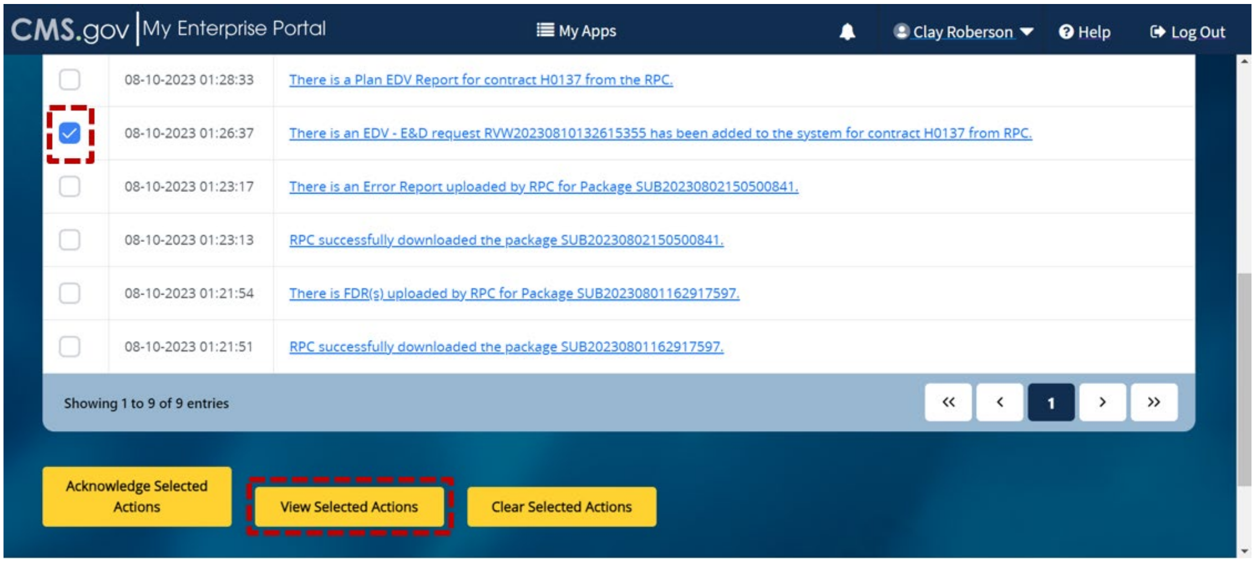
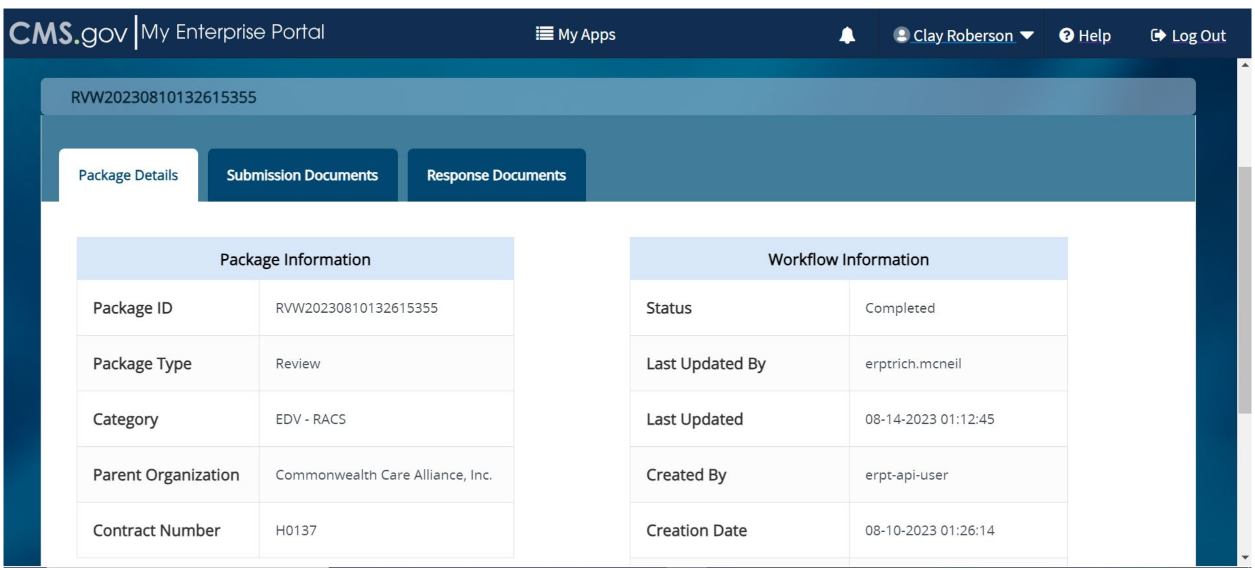
Figure 75: Open a Package from Actions Tab, 4b



5. The package opens in a new window.

Figure 76: Package Window When the Package is Opened



Note: Refer to Sections 3.2.5 and 3.2.6 for the steps to navigate the different sections of the package to update or view the information/documents contained in the package.

6. When you are done reviewing or responding to a package through the “Actions” tab, select the checkbox next to the left of the “Actions” row and then click “Acknowledge Selected Actions;” this will remove the row from the “Actions” table. This is not a required action, **but it will help you manage the “Actions” list from time to time before it becomes too unwieldy to manage.** See the screenshot below. **Note:** You can still retrieve this package using the “Search” function. See Section 3.2.2 to understand how to use the search function.

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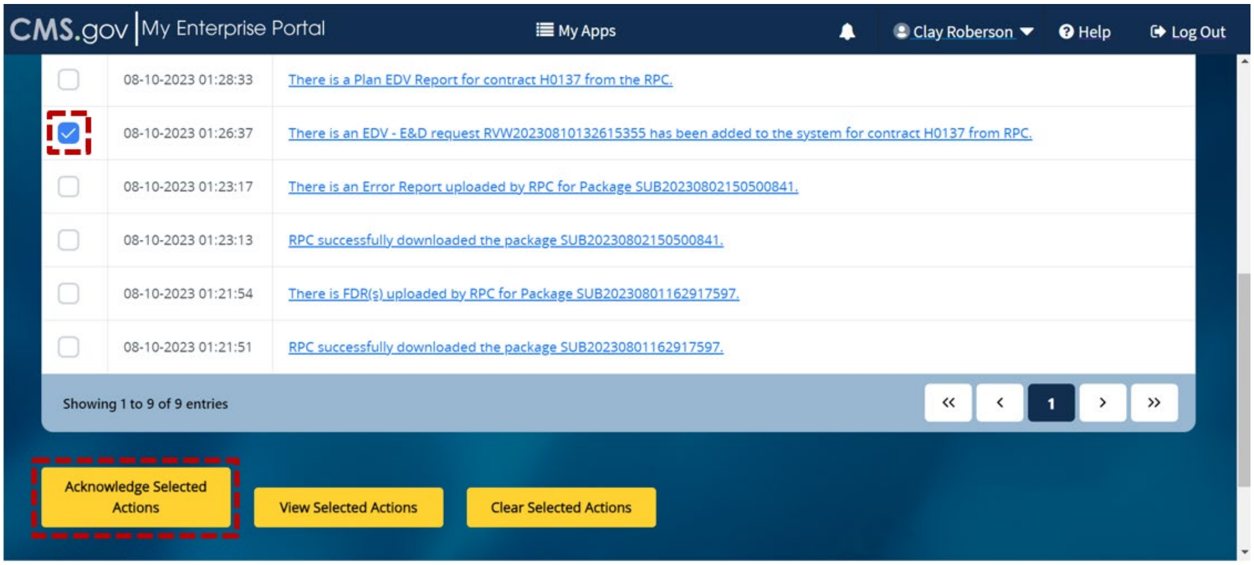
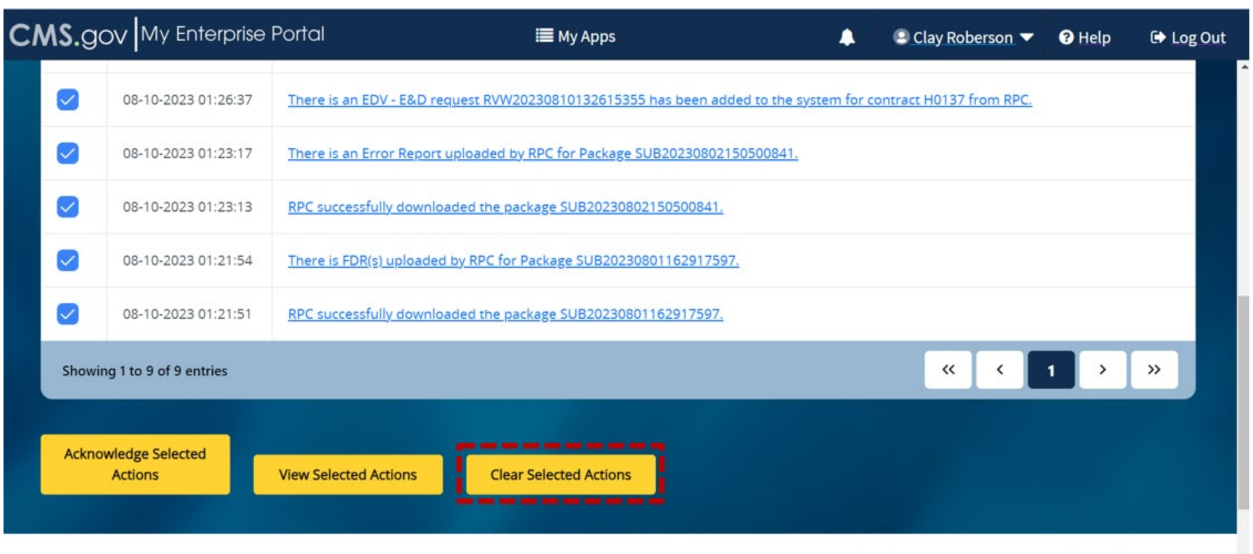
Figure 77: Using “Acknowledge Selected Actions” Button in Actions Tab



7. You may use the “Clear Selected Actions” button to clear off the check mark within the checkbox of all those actions selected by you. This functions like an undo action.

Figure 78: Using “Clear Selected Actions” Button in Actions Tab



3.2.2 Search for Packages and Documents

From within the “Search” tab, the users can search for Packages and documents in eRPT. Depending on the type of user logging into the eRPT there are restrictions on the Packages and documents that can be retrieved and viewed by the user.

The eRPT Plan Users will be able to search for the following:

- The Packages that have been created by them or packages where they are included as a proxy.
- Response documents (For example: FDR, Error Report) for their respective contracts.

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- Review Packages for their respective contracts.

The drop-down selection lists and free-form data entry fields allow the user to make selections that will optimize the search results returned.

Note:

- The search screen provides the user with a dynamic set of search criteria/options depending on what the user is searching for.
- The “Search For,” “Date From,” and “Date To” fields are required fields to perform all kinds of searches.

The following are some of the options available to perform a search:

1. **Search For** – This is a drop-down field with the following values:
    - Submission Packages
    - Transaction Inquiry Packages
    - Review Packages
    - Final Disposition Reports
    - Follow-on Final Disposition Reports
    - Error Reports
    - Letters
2. **Date From and Date To** – Use the built-in calendar feature to select a value for this field. The date format is MM-DD-YYYY.
    - The “Date Form” and “Date To” fields are required fields and must be used by the user to select the date range in which the Package was saved or submitted. The search will automatically look for results within the dates provided. For example, if the user is searching for a draft package or a package pending RO Account Manager approval, the eRPT application will look for Packages based on the Package’s creation date.
3. **Category** – The following are the category values to choose from based on the package searched for.
    - Submission Package
        - All (default selection)
        - Category 2
        - Category 3
        - CTM
        - Payment Validation
        - Resubmission
        - Special
    - Review Package
        - All (default selection)
        - Enrollment Data Validation
        - EDV - E&D
        - EDV - CANCELLATIONS
        - EDV - MARX_UI
        - EDV - RACS
4. **Package ID** – If you know the specific ID of the Package you want to find in the system, you can enter it in this field.
5. **Status** – A drop-down containing values for identifying packages based on their status. The status values are dynamically populated based on the package type (Submission/ Transaction/ Review Package) and category (Category 2, Category 3, etc.) searched for.
    - **Submission Packages** - Category 2, Resubmission, CTM, and Payment Validation
        - All

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    - Draft
    - Open
    - In Process
    - Closed
    - Downloading
- **Submission Packages** - Category 3 and Special
    - All
    - Draft
    - Pending Approval
    - Rejected
    - Open
    - In Process
    - Closed
    - Downloading
- **Transaction Inquiry Packages**
    - All
    - Draft
    - Open
    - In Process
    - Closed
    - Downloading
- **Review Packages**
    - All
    - Open
    - Completed
    - Closed
    - Downloading

6. **Parent Organization** – All Plan Parent Organizations will be listed. You may choose a parent organization if desired. This option does not apply to FDRs, Error Reports, and Follow-On FDRs.

   Note: If your Parent Organization is not available in the drop-down, please contact the MAPD Helpdesk at mapdhelp@cms.hhs.gov (or call 1-800-927-8069).

7. **Contract ID** – If the user knows the specific contract ID of the package, they can enter it in this field. This field is not applicable while searching for transaction inquiry packages and approval letters.

3.2.2.1 Steps to Execute a Search

Let us see the steps involved in searching for “Submission Packages” (for example).

1. Click the “Search” tab (the default view is the “Actions” tab).

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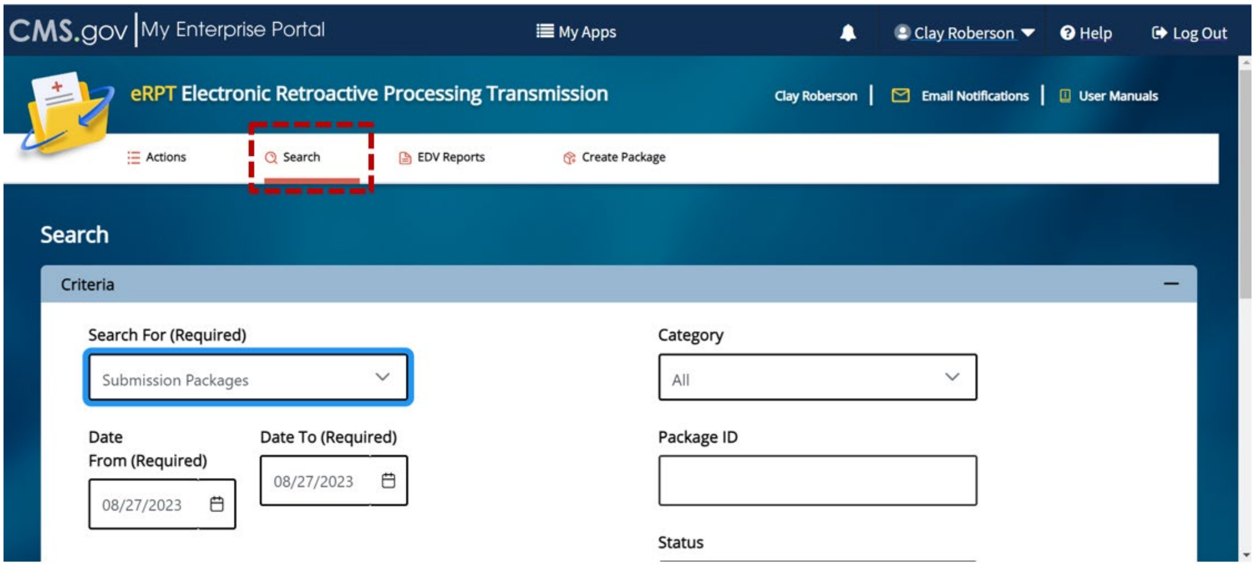
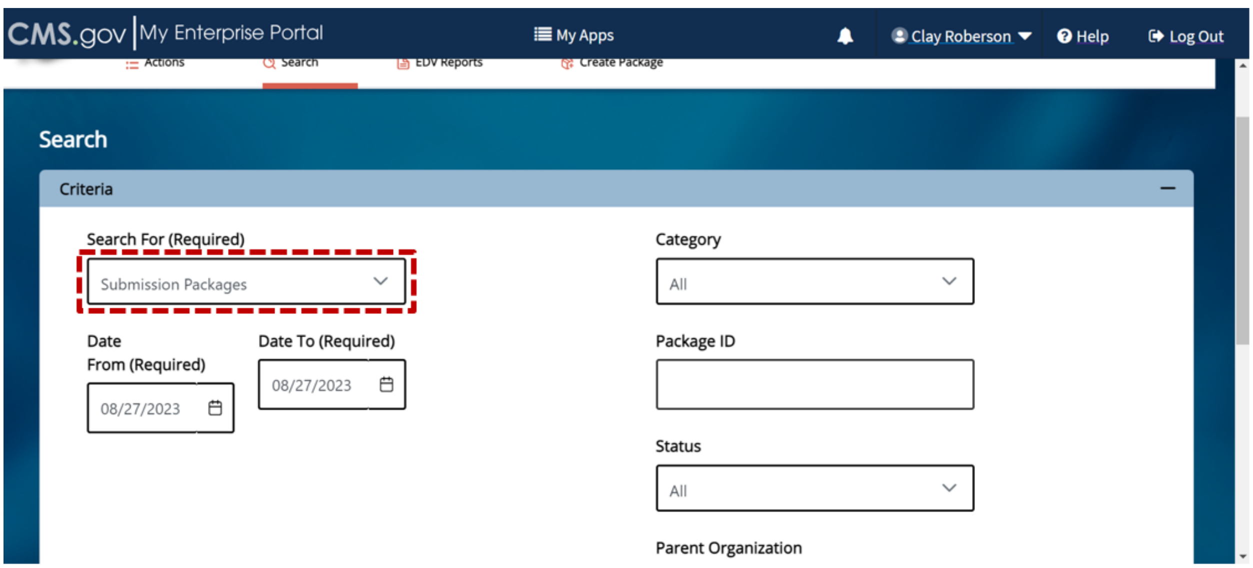
Figure 79: Search for a Package – Step 1



2. In the “Search For” field, select “Submission Packages” (but, since this is the default selection, we will leave the selection as-is).

Figure 80: Search for a Package – Step 2



3. Select appropriate dates in the “Date From” and “Date To” fields **using the respective calendar buttons (an example is illustrated in the screenshot below)**. The default value is today’s date. Click the calendar button to start the calendar function to change the date values. Alternatively, you can enter the date values using your keyboard in the following format MM-DD-YYYY.

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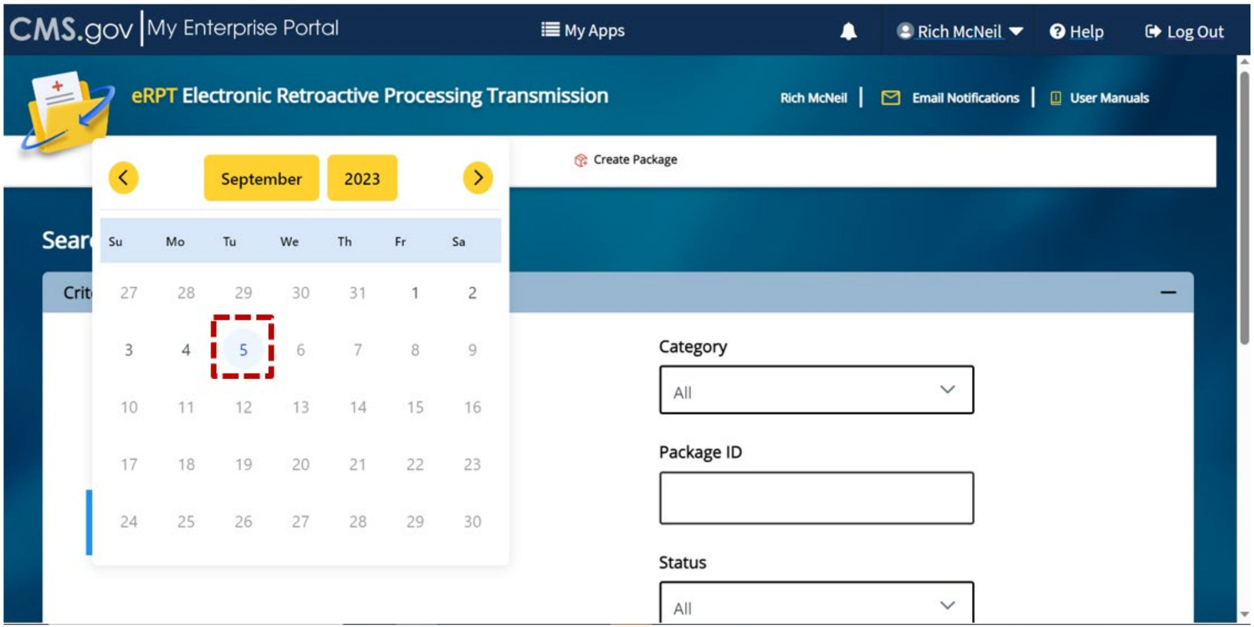
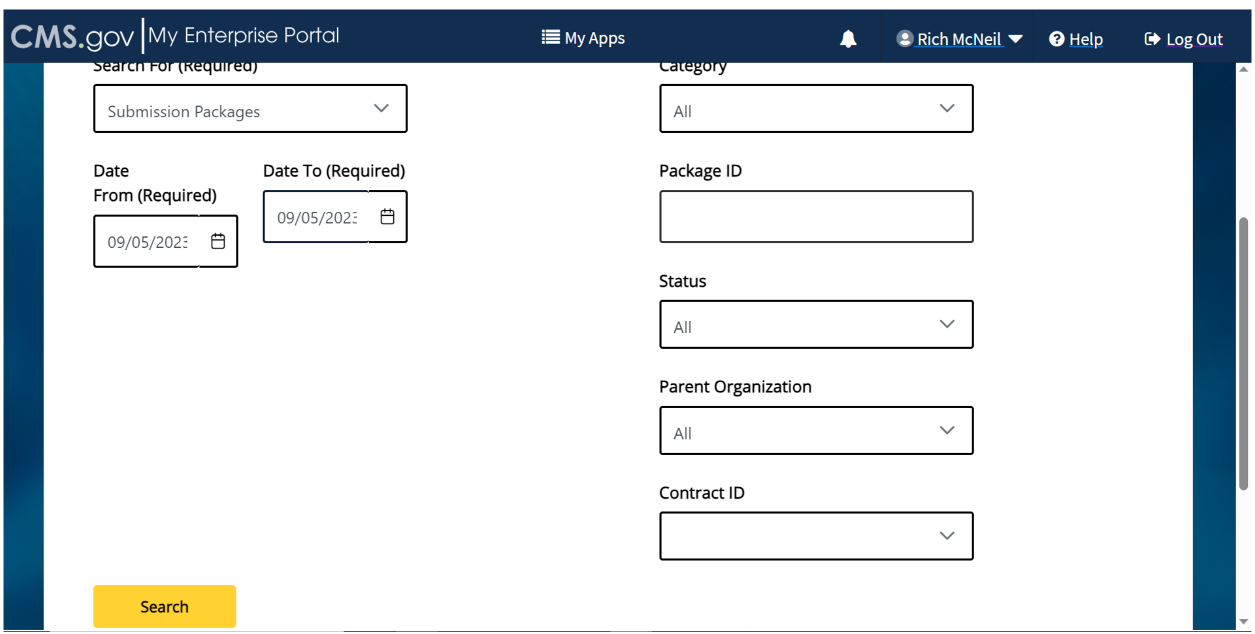
Figure 81: Search for a Package – Step 3



4. In this example, let us search for all kinds of submission packages within the specified date range values. So, all other data drop-down fields and text fields do not need any input in this example. Move on to the next step to execute this search.

Figure 82: Search for a Package – Step 4



5. Click “Search” to execute the search.

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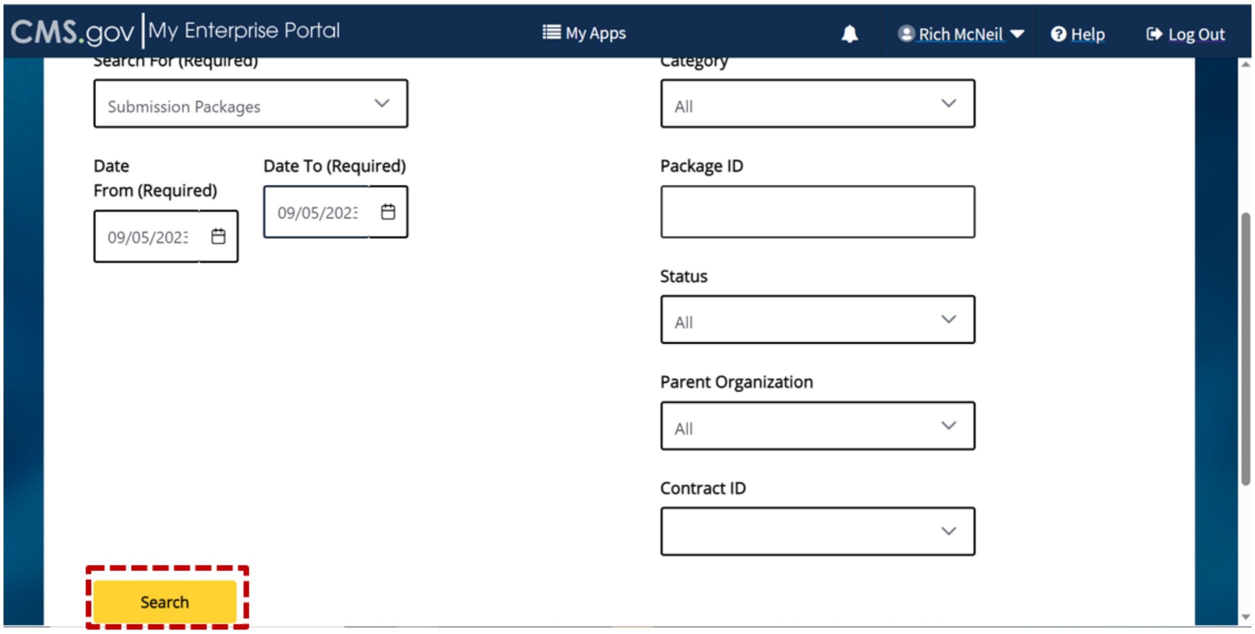
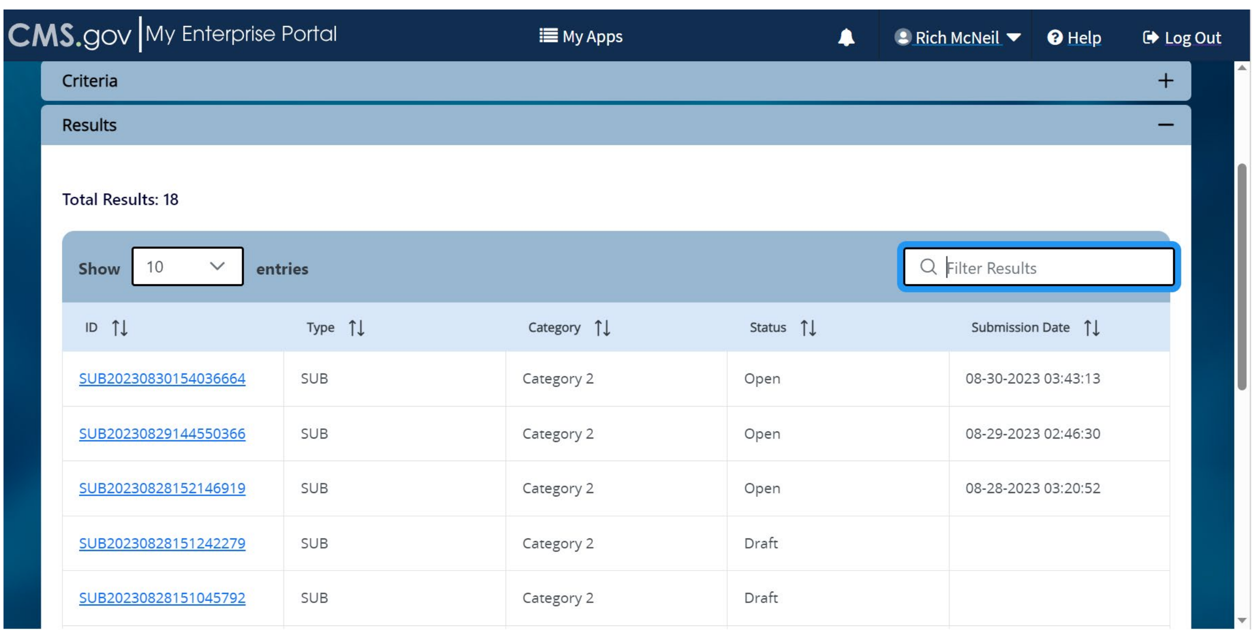
Figure 83: Search for a Package – Step 5



6. The search results are displayed in a tabular format as shown below.

Figure 84: Search for a Package – Step 6



7. If desired, you can use the “Filter Results” field to further refine this search based on specific parameters (data elements). See some examples below.

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Figure 85: Search for a Package – Step 7a

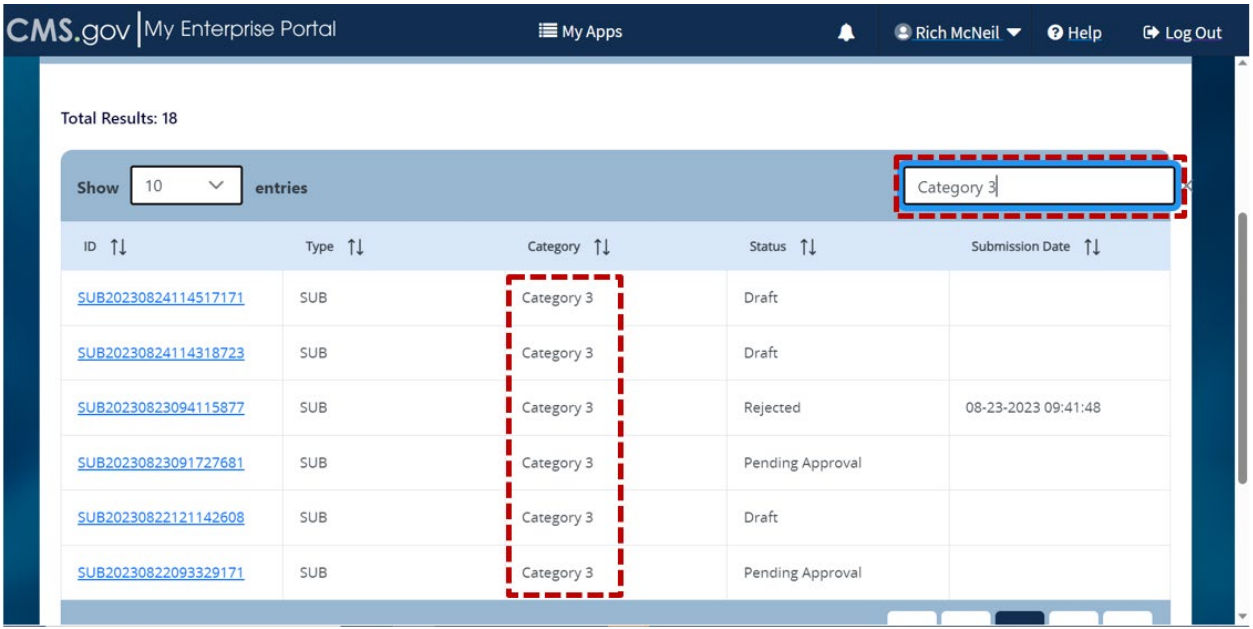
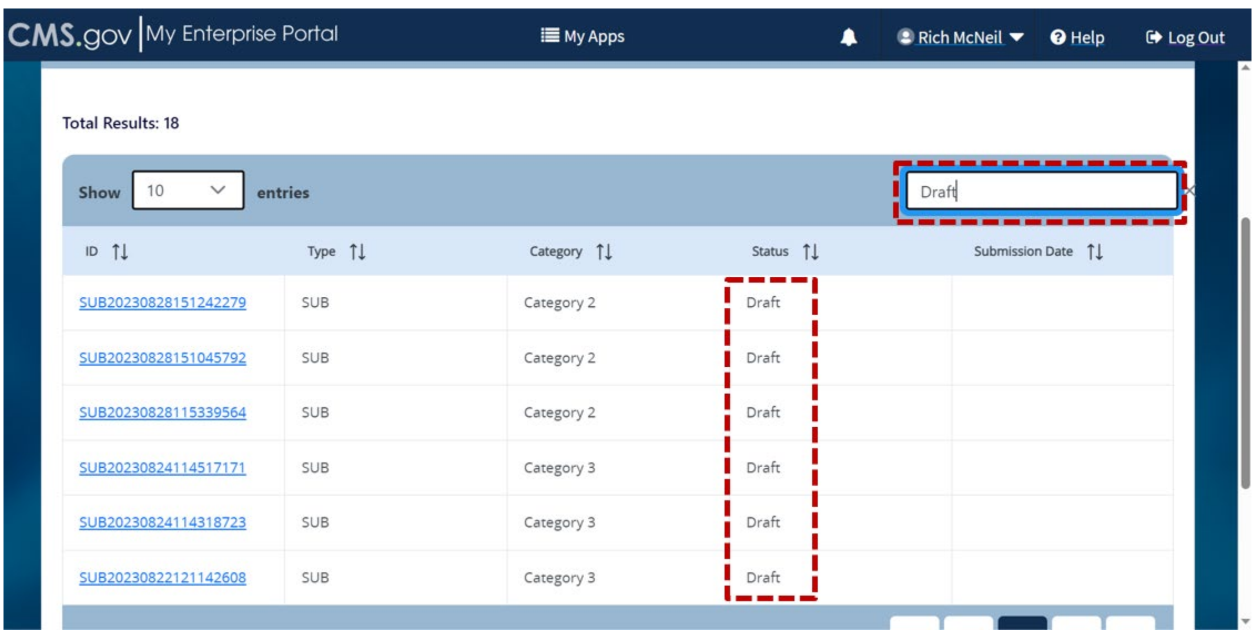


Figure 86: Search for a Package – Step 7b



8. You can also sort the search results by any of the specific column values. To do so, click the column header (as highlighted). The example screenshots below are the result of a column sort on the “Submission Date” column value.

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Figure 87: Search for a Package – Step 8a (Before sorting by "Submission Date" column)

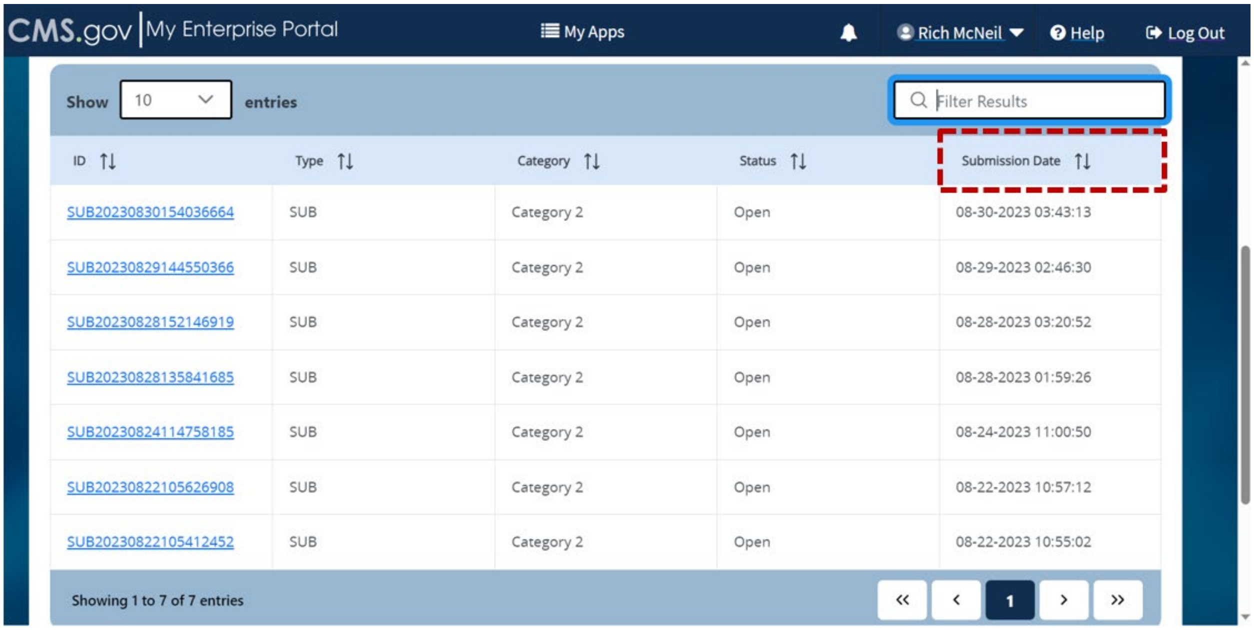
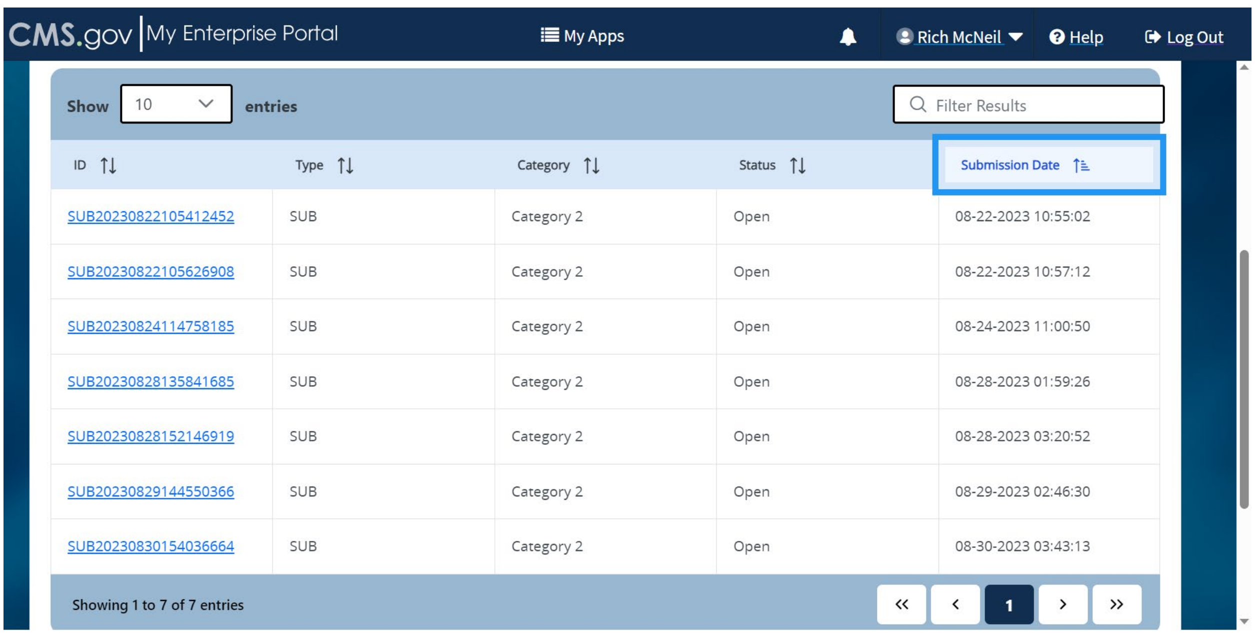


Figure 88: Search for a Package – Step 8b (After sorting by "Submission Date" column)



9. Click the "ID" of the respective package (as shown) to open the package and view the different sections of the package and associated documents.

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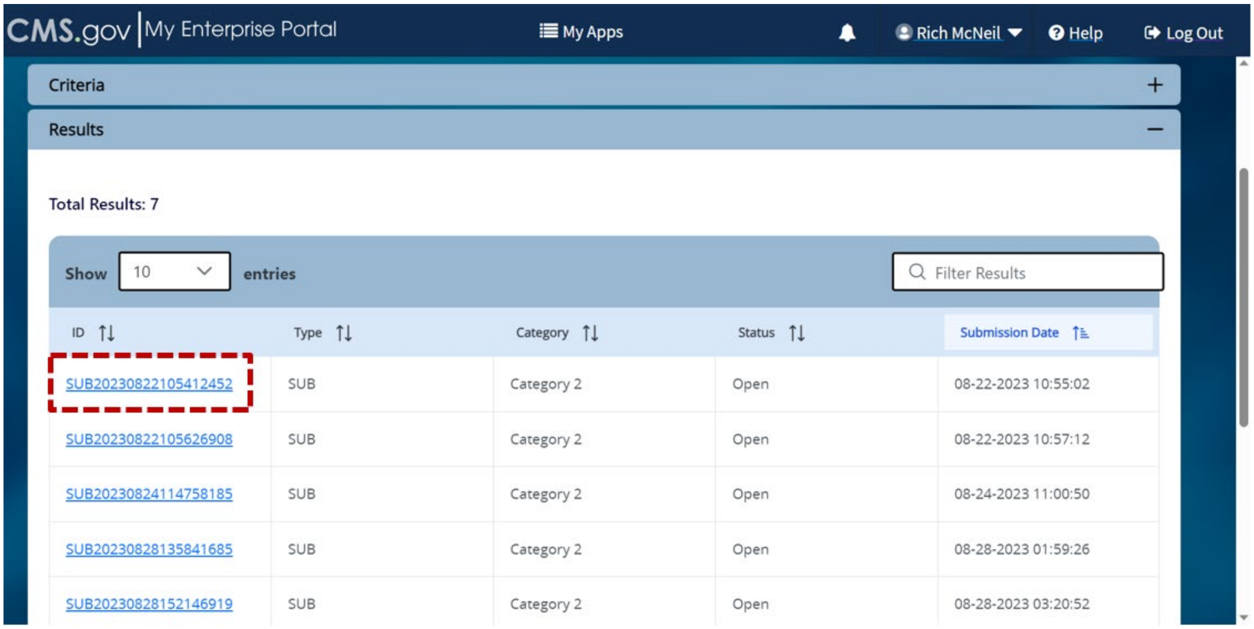
Figure 89: Search for a Package – Step 9



Note: Refer to Sections 3.2.5 and 3.2.6 for the steps to navigate the different package sections to update or view the information contained in the package.

3.2.3 Download Plan EDV Reports

The CMS' RPC uploads Plan EDV Reports for active contracts in eRPT. Plan Users who are associated with/have access to the contract will receive an email and a system notification when a new Plan EDV Report is uploaded to eRPT. **Note:** The eRPT Plan Users who do not have access to the contract will not be able to view/download the Plan EDV Report of the contract in question.

The following sub-sections outline the steps for a Plan User to download these reports from within the eRPT user interface.

3.2.3.1 From the "Actions" Page

The steps to download the Plan EDV Reports from the "Actions" page are similar to the steps discussed in Section 3.2.1 Actions for downloading package documents. Those steps are outlined again below.

1. You may use the "Filter Results" field to do a quick search on the list to get to a specific Plan EDV Report. The following screenshot illustrates this.

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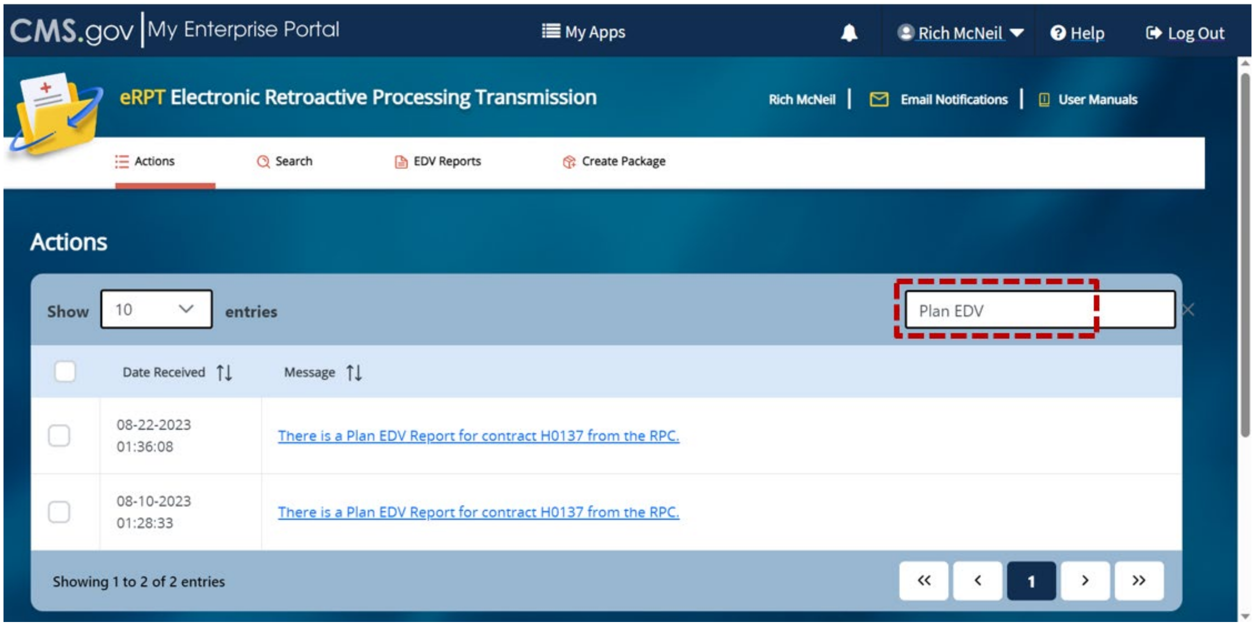
Figure 90: Download Plan EDV Reports from Actions Page, Step 1



2. Click the respective link to open/ download the Plan EDV Report. Alternatively, you may select the checkbox next to the row on the left and click "View Selected Action" to view/download the report.

Figure 91: Download Plan EDV Reports from Actions Page, Step 2a

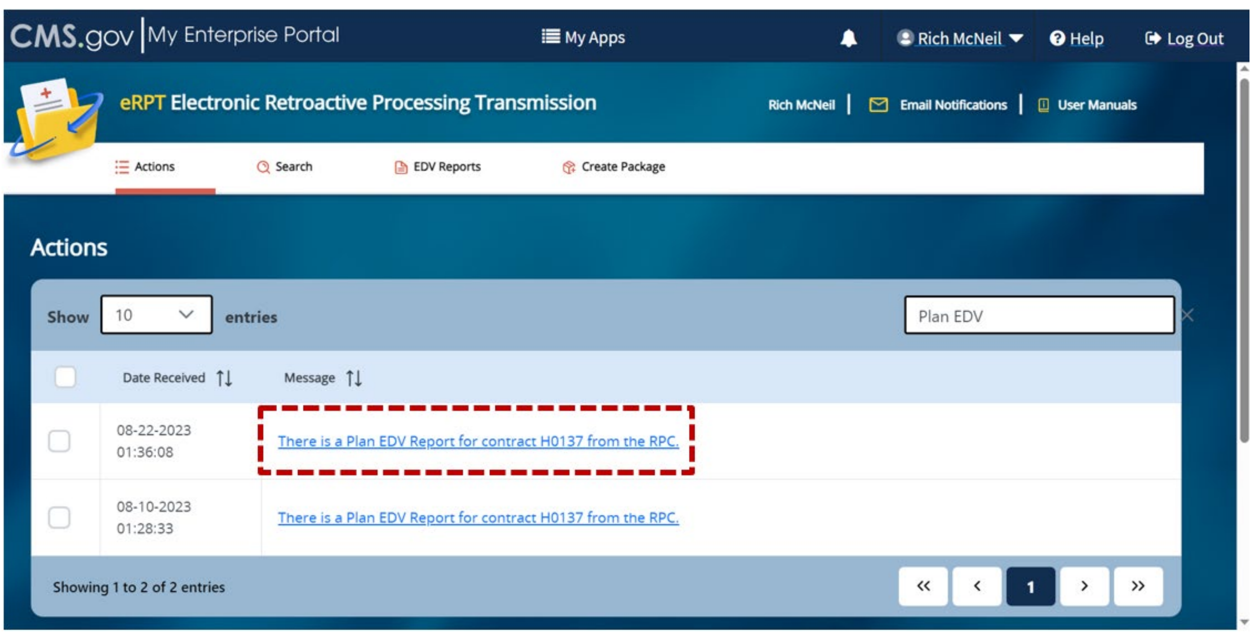


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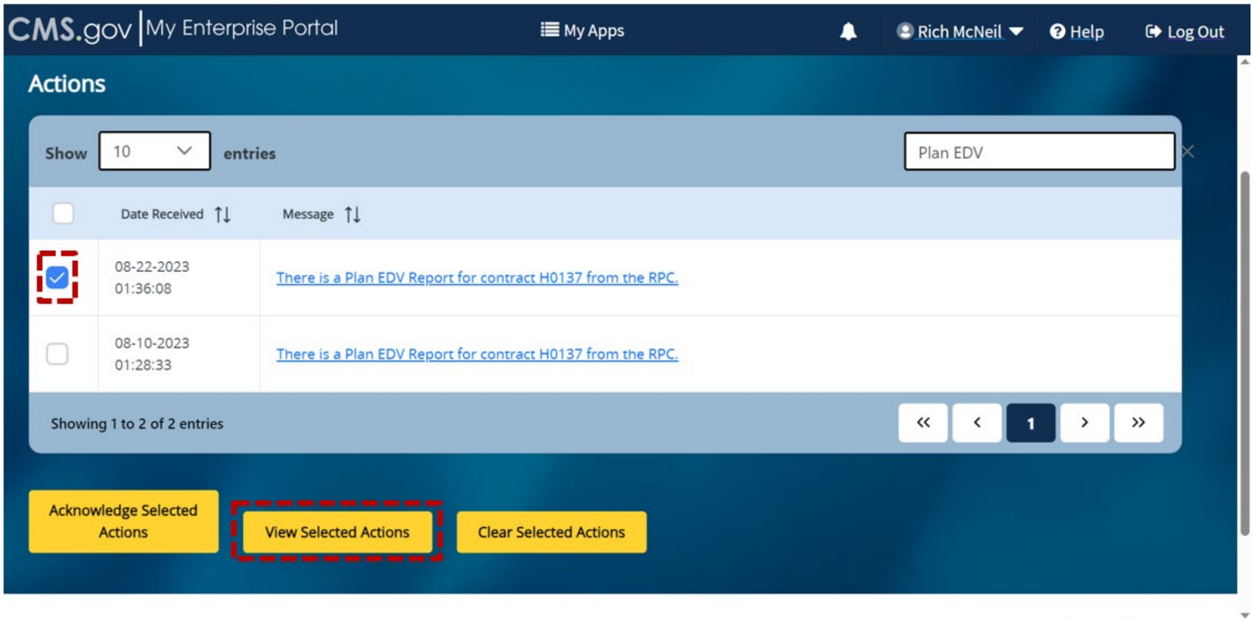
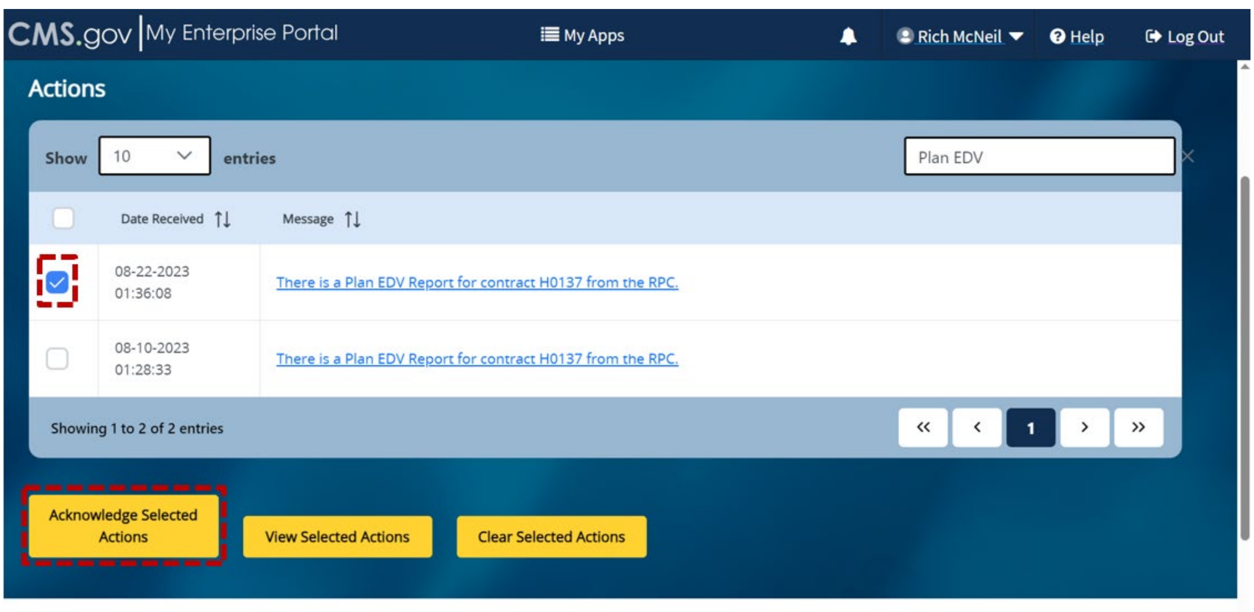
Figure 92: Download Plan EDV Reports from Actions Page, Step 2b



3. When you are done reviewing the report through the "Actions" tab, select the checkbox next to the left of that row and then click "Acknowledge Selected Actions" to remove this row from the "Actions" table. See the screenshot below. This is not a required action, **but this will help you manage the "Actions" list before it becomes too unwieldy**. You may also temporarily download the report to your local computer workspace to view them.

Figure 93: Download Plan EDV Reports from Actions Page, Step 3



3.2.3.2 From the "EDV Reports" Page

Following are the steps to search for and download Plan EDV Reports:

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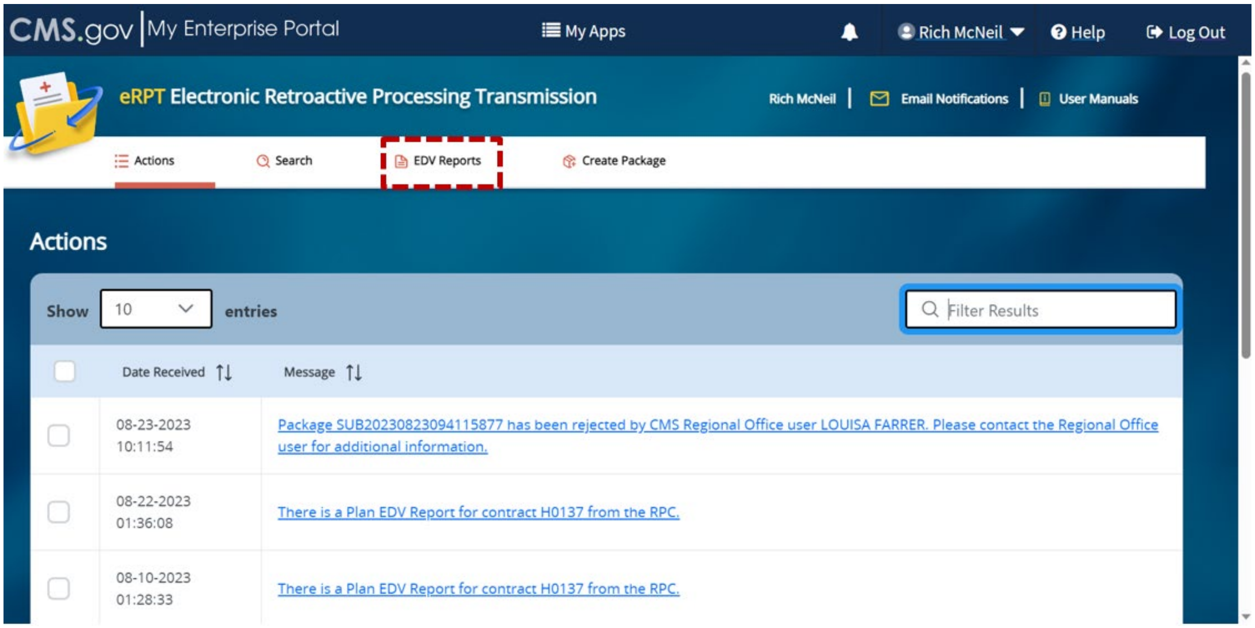
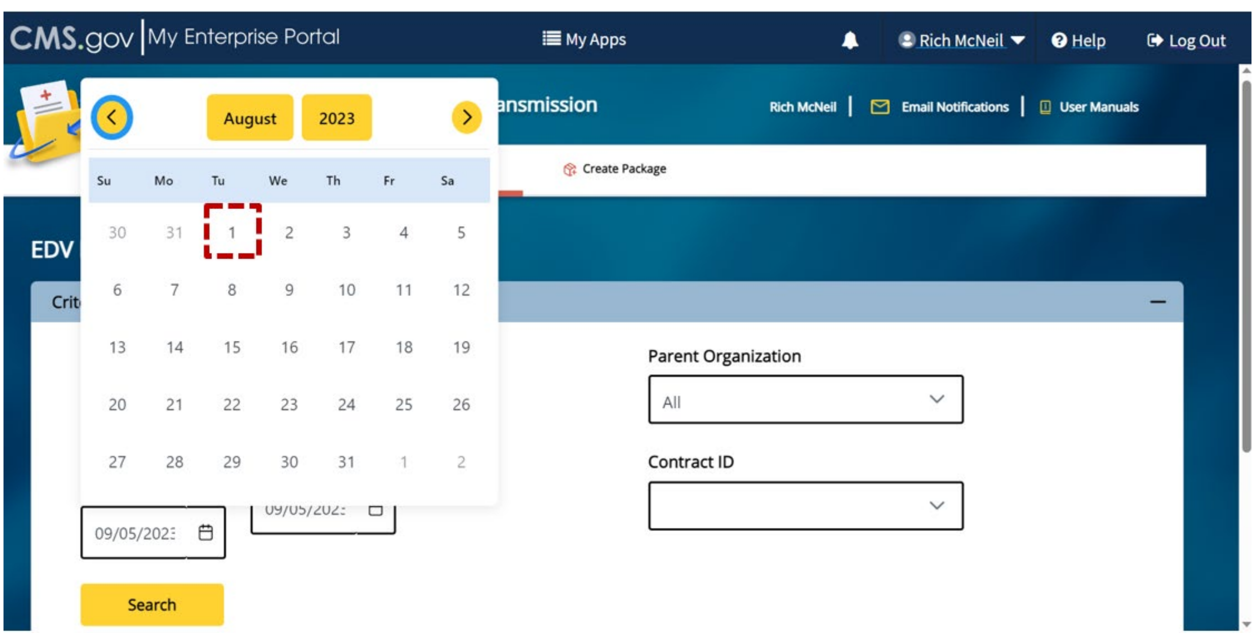
1. Select the “EDV Reports” tab.

Figure 94: Download Plan EDV Reports from EDV Reports Page – Step 1



2. Select appropriate dates in the “Date From” and “Date To” fields **using the respective calendar buttons (an example is illustrated in the screenshot below)**. The default value is today’s date. Click the calendar button to start the calendar function to change the date values. Alternatively, you can enter the date values using your keyboard in the following format MM-DD-YYYY.

Figure 95: Download Plan EDV Reports from EDV Reports Page – Step 2



3. Click “Search” to execute the search. This will pull the Plan EDV Reports for all the contracts the user has access to.

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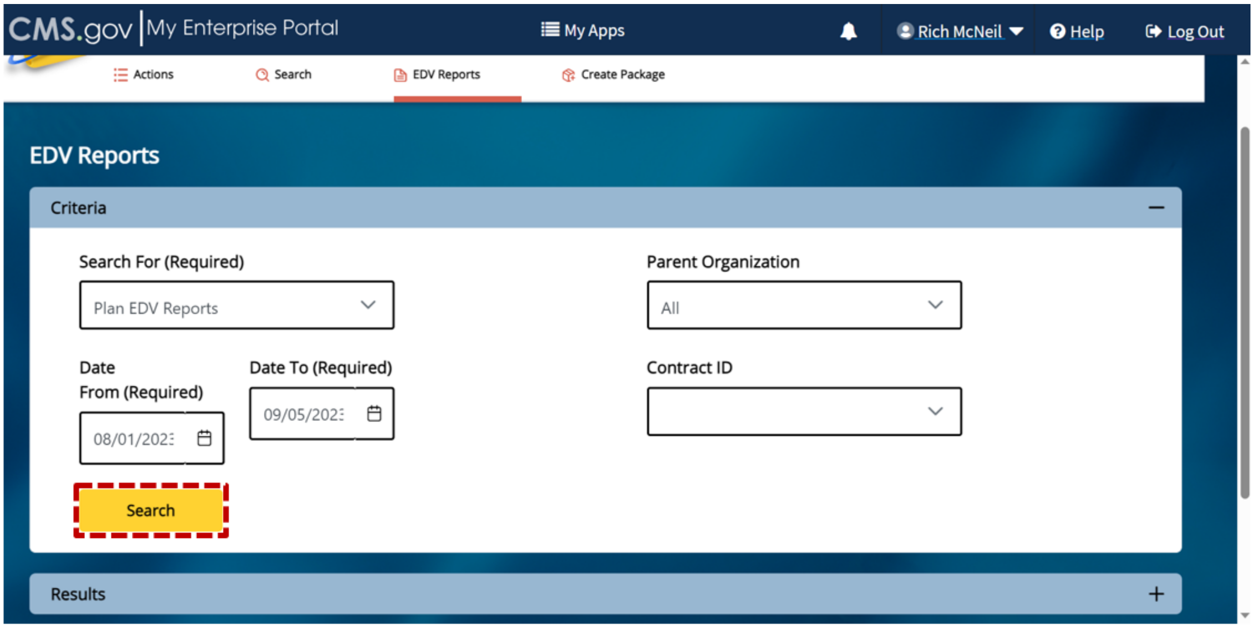
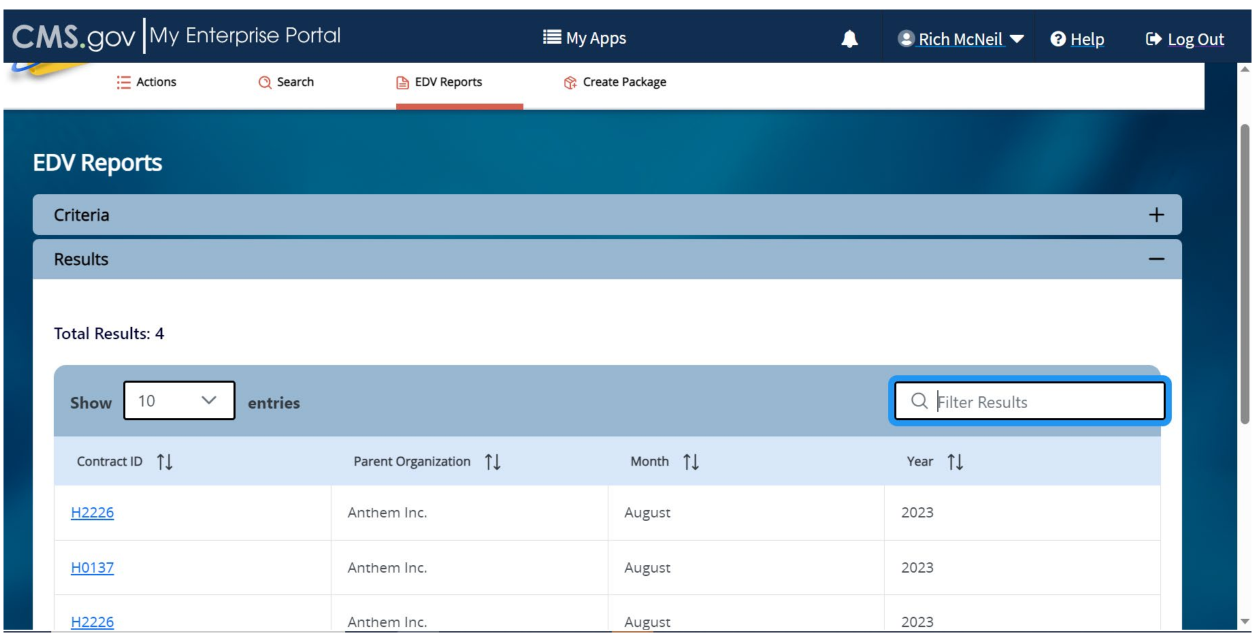
Figure 96: Download Plan EDV Reports from EDV Reports Page – Step 3



4. The search results (Plan EDV Reports) are displayed as shown in the screenshot below based on the search criteria entered above.

Figure 97: Download Plan EDV Reports from EDV Reports Page – Step 4



5. To view/download a report, click the respective link in the “Contract ID” column.

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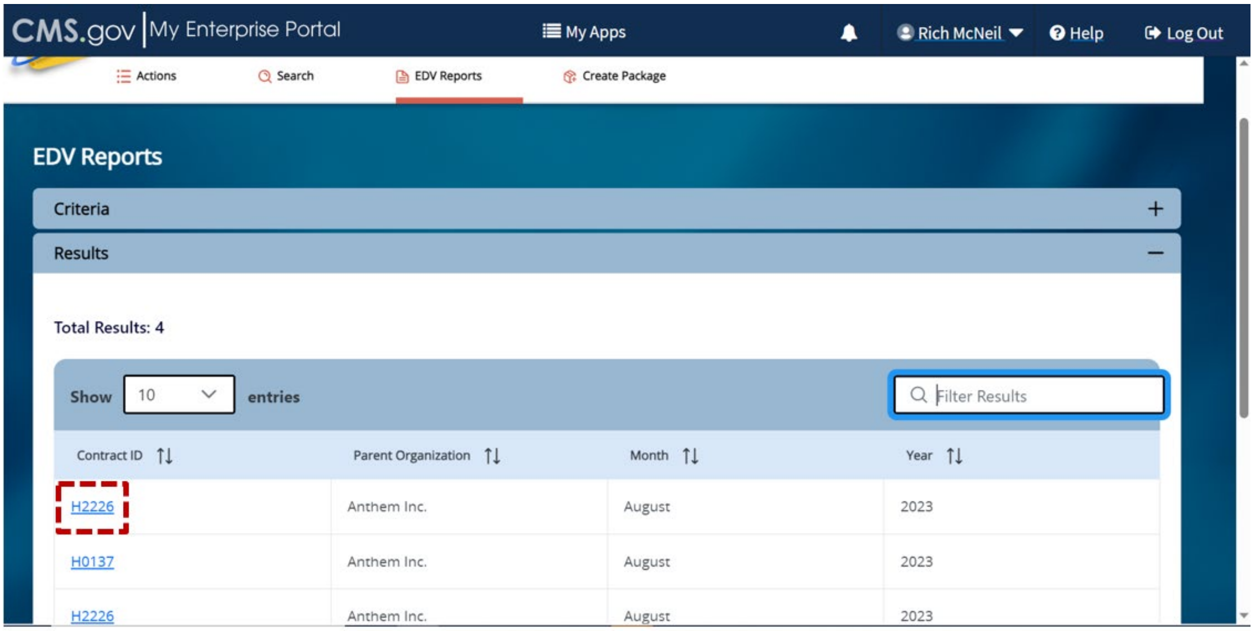
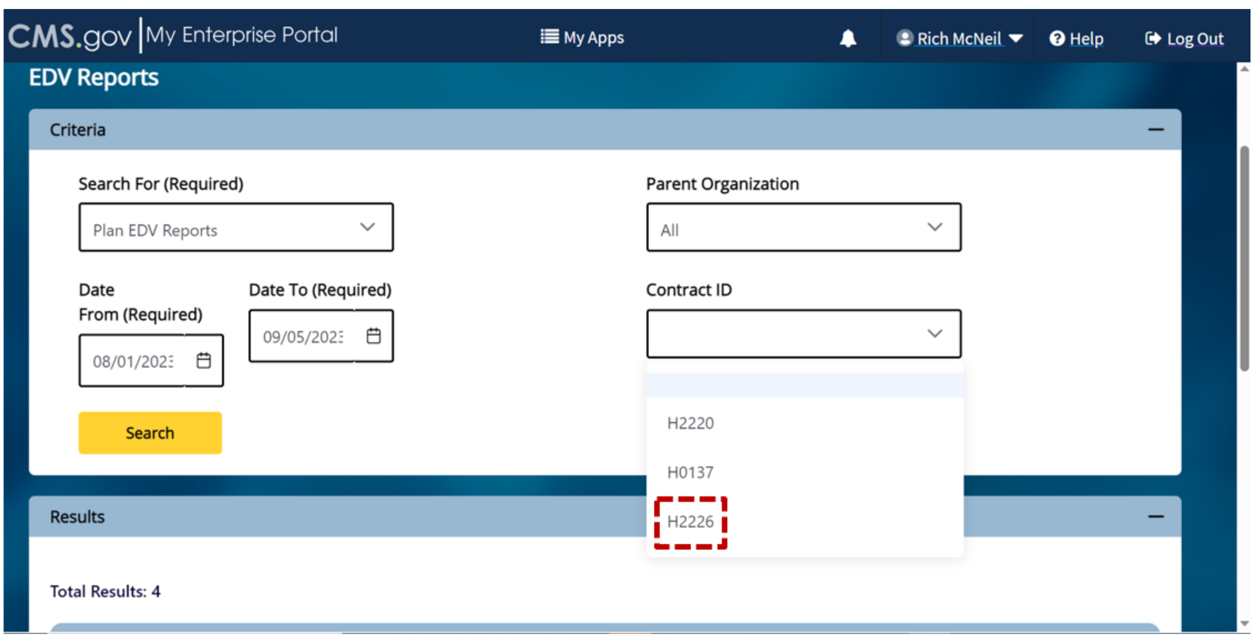
Figure 98: Download Plan EDV Reports from EDV Reports Page – Step 5



6. If you want to search for Plan EDV Reports for a specific Plan contract only, select a contract from the “Contract ID” drop-down field. For example, the logged-in Plan User selects H2226 from the “Contract ID” drop-down field and then clicks “Search” again.

Figure 99: Download Plan EDV Reports from EDV Reports Page – Step 6



7. The search results (Plan EDV Reports) are displayed as shown in the screenshot below, based on the search criteria entered above for contract H2226. To view/download a report, click the respective “Contract ID” hyperlink of the respective Plan EDV Report.

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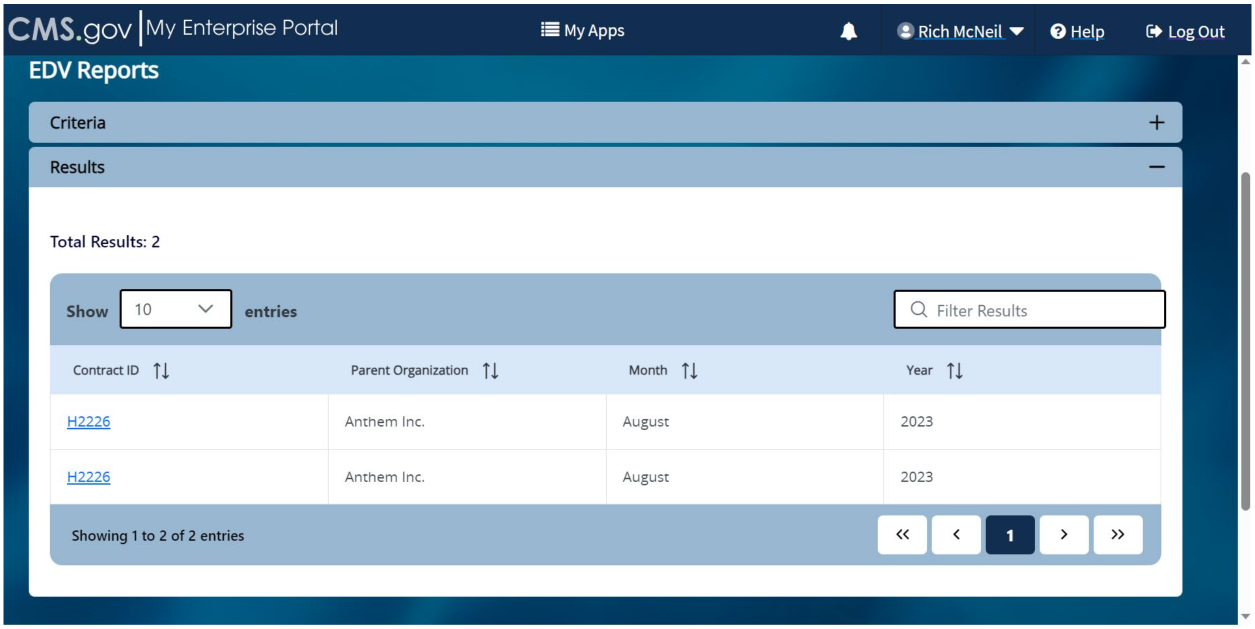
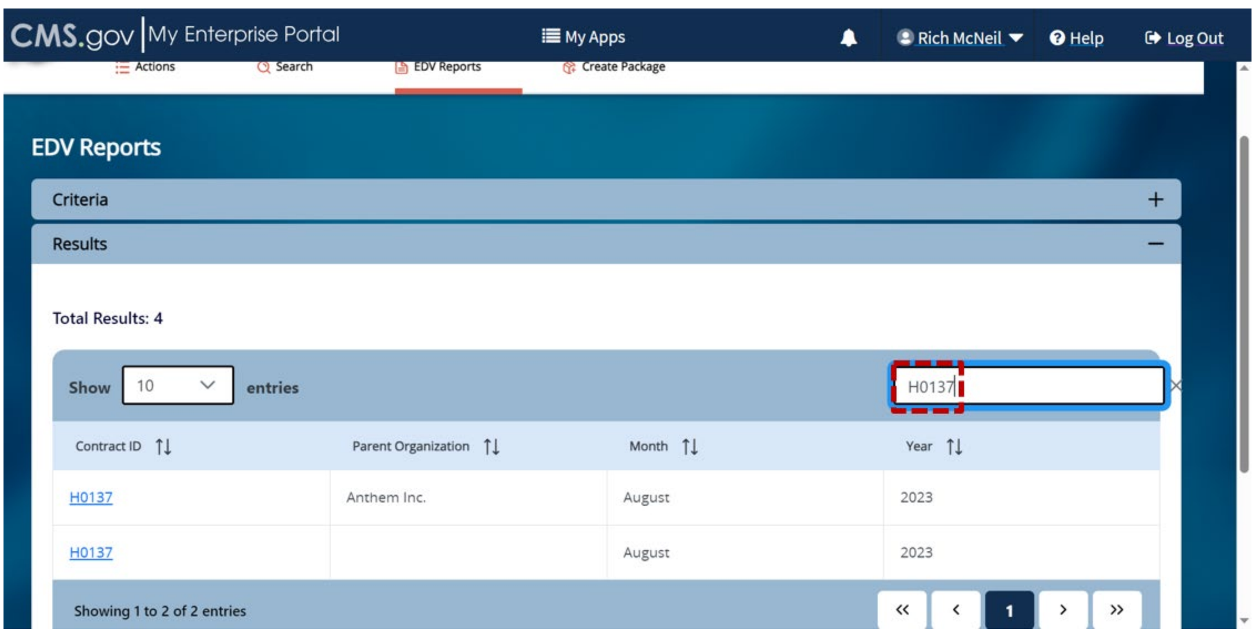
Figure 100: Download Plan EDV Reports from EDV Reports Page – Step 7



8. If desired, you can use the “Filter Results” field to further refine the search based on specific parameters (data elements). See the screenshot below. In this case, the original search results were filtered to show Plan EDV Reports for plan contract H0137.

Figure 101: Download Plan EDV Reports from EDV Reports Page – Step 8



9. You can also sort the search results by any of the specific column values. To do so, click the respective column header (as highlighted). The example screenshots below are the result of a column sort on the “Month” column in ascending order (January, February, etc.). To sort it in descending order, click the column header “Month” again.

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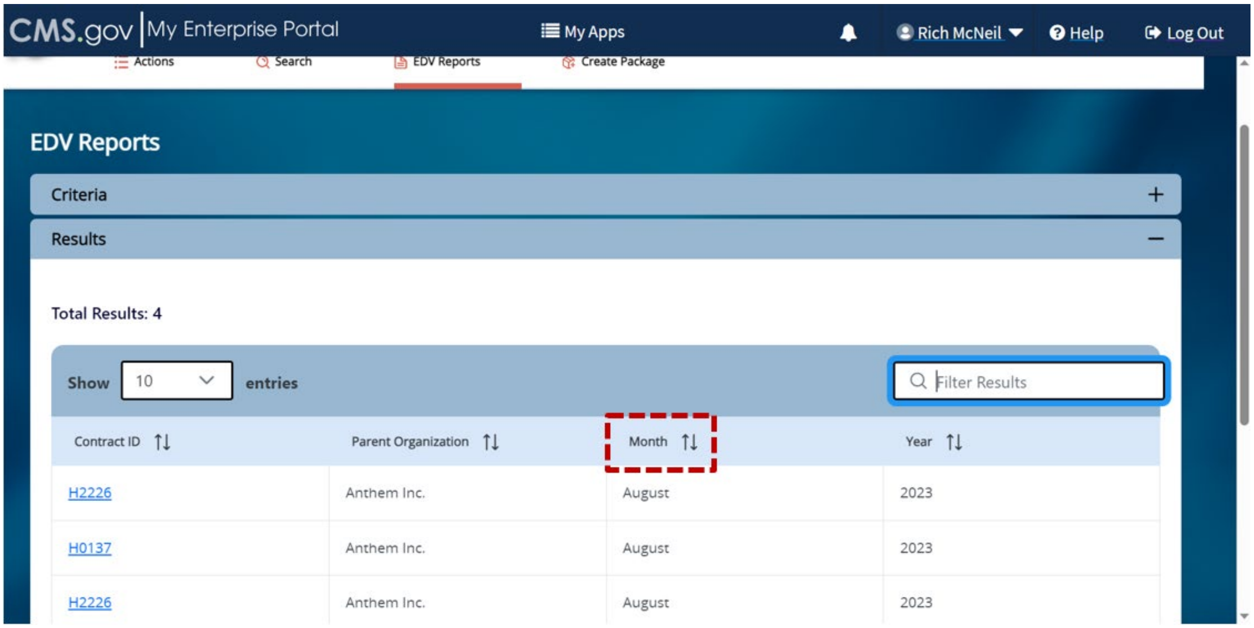
Figure 102: Download Plan EDV Reports from EDV Reports Page – Step 9



3.2.4 Create Package

In eRPT, Plan Users can use the "Create Package" function to create the following types of packages:

- Submission Packages
- Transaction Inquiry Packages

The term 'Package' refers to a request submitted by Plan Users from Medicare Managed Care or PDP Organizations for RPC to process the retroactive request, or a package could be a review package created by RPCs to be responded to by Plan Users. A package within the eRPT application consists of three main parts:

- **Package Details**
  - Information about the Package such as Package Type, Category, Parent Organization, Contracts, etc.
- **Submission Documents**
  - **For Submission & Transaction Inquiry Packages** - All the supporting documents that are required by the RPC to process the Package (refer to the RPC website for details).
  - **For Review Package** - All the supporting documents requests that are submitted by RPC for review and response from the Plan User (refer to the RPC website for details).
- **Response Documents**
  - **For Submission & Transaction Inquiry Package** - Documents that are added by the RPC after processing the package.
  - **For Review Package** - Supporting documents that are submitted by eRPT Plan Users for the EDV review request.

Each of the packages created within the eRPT application is assigned a unique identifier called a Package ID. The supporting documentation required for a Package will vary, depending on the type and category of the Package. A user needs to upload all the required documents to a Package for successful submission of the Package to the eRPT application.

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Appendix D: Package Documents lists all the document types that are required to submit a package successfully.

The packages created in the eRPT application will follow different workflows based on the package type and category of the package.

3.2.4.1 General Submission Package Workflow

A Submission (Category 2, CTM, Payment Validation, and Resubmission) or Transaction Inquiry Package follows the general workflow. The following are the steps involved in the workflow:

- The package is created and submitted by the eRPT Plan User with all the required documents.
- The RPC downloads the package.
- The Plan User (and the designated proxy users) will receive a notification within their "Actions" tab about a package being downloaded by the RPC and a notification via email is also sent to the user's registered email address.
- The RPC will begin adding FDRs and Error Reports to the package for specific contracts associated with the package.
- The respective eRPT Plan User (and the designated proxy users) will receive a notification in their eRPT account, so these individuals must check their accounts regularly.
- When the RPC completes processing the package, they will mark the package status as closed.

The following sub-sections (3.2.4.1.1 and 3.2.4.1.2) illustrate the above steps with screenshots.

3.2.4.1.1 Create Package – Category 2 Submission Package

The following steps will guide you through creating a Submission Package taking "Category 2" as an example. The steps are the same for other Submission Packages (CTM, Payment Validation, Resubmission, and LI-NET packages).

1. Click the "Create Package" tab (the default view is the "Actions" tab).

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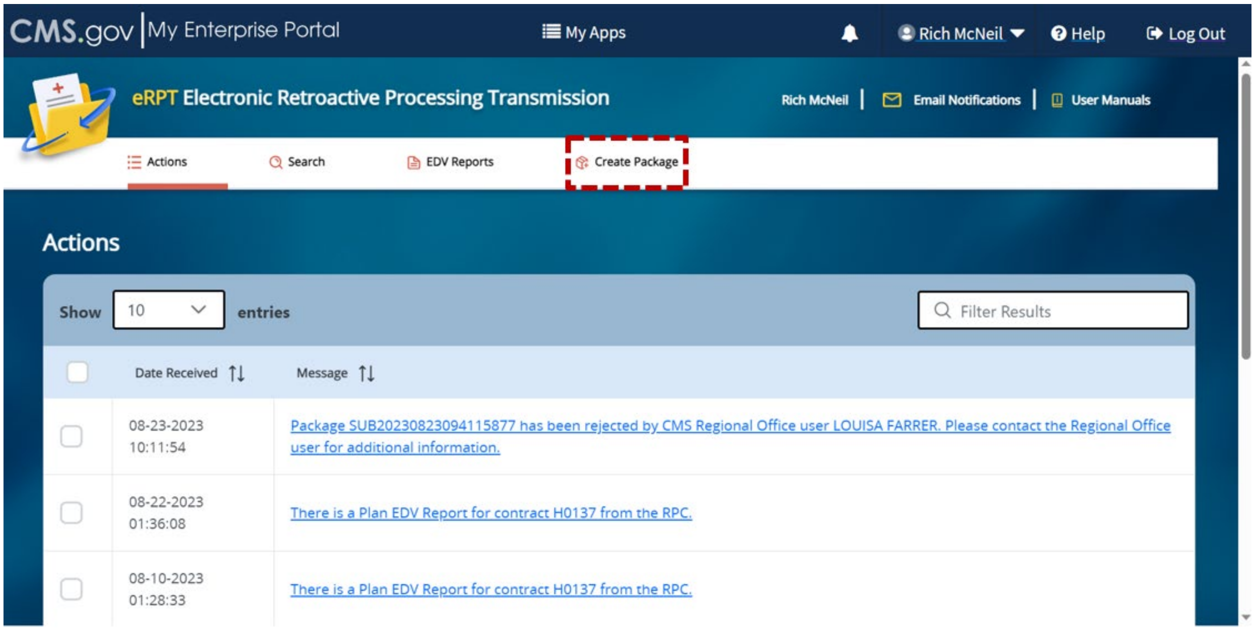
Figure 103: Create Submission Package – Category 2 Package: Step 1



2. Provide the following details to complete the "Package Information" section and then click "Continue":
   a) **Package Type** – "Submission Package" is the default selection.
   b) **Category** – By default, the "Category" drop-down field displays "Category 2". In this example, we want to create a "Category 2" package, so leave this as-is.
   c) **Parent Organization** – Multiple organization selection list (drop-down field). Select a "Parent Organization" from the list. For example, we will choose "Alignment Healthcare USA, LLC" If the user's Parent Organization is not displayed, please contact the Medicare Advantage Prescription Drug (MAPD) Helpdesk at mapdhelp@cms.hhs.gov or 1-800-927-8069 to create a ticket.

   Note: If the submission package is for multiple Medicare-Medicaid Plan (MMP) parent organizations, choose "MMP Demo States Only."

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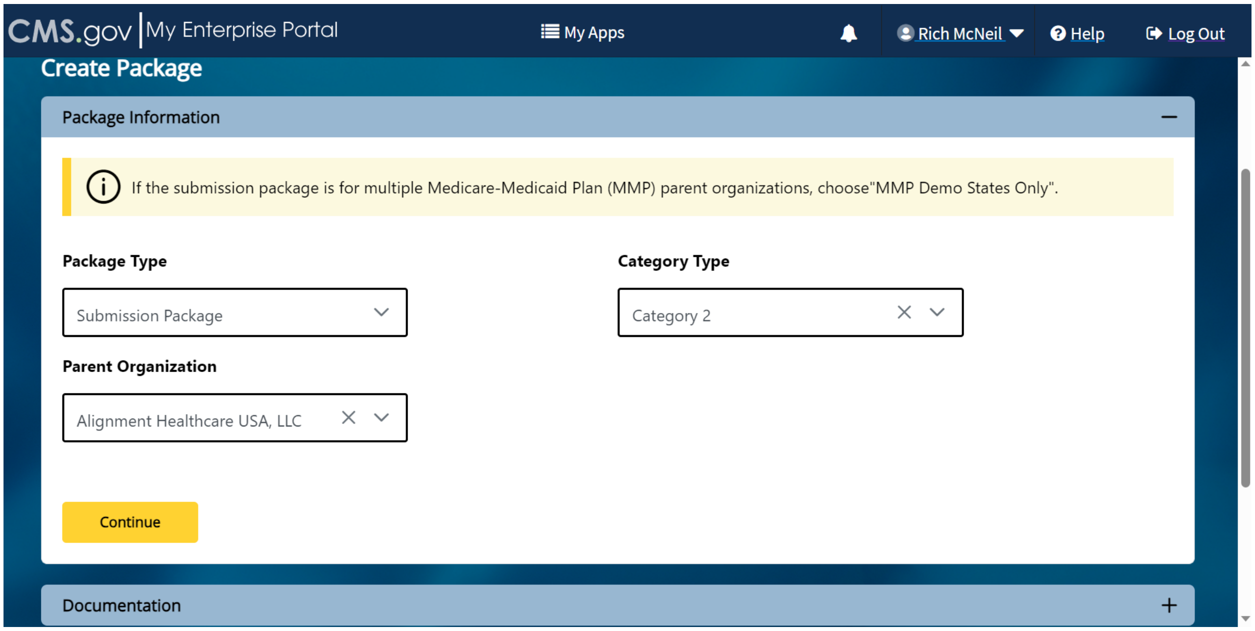
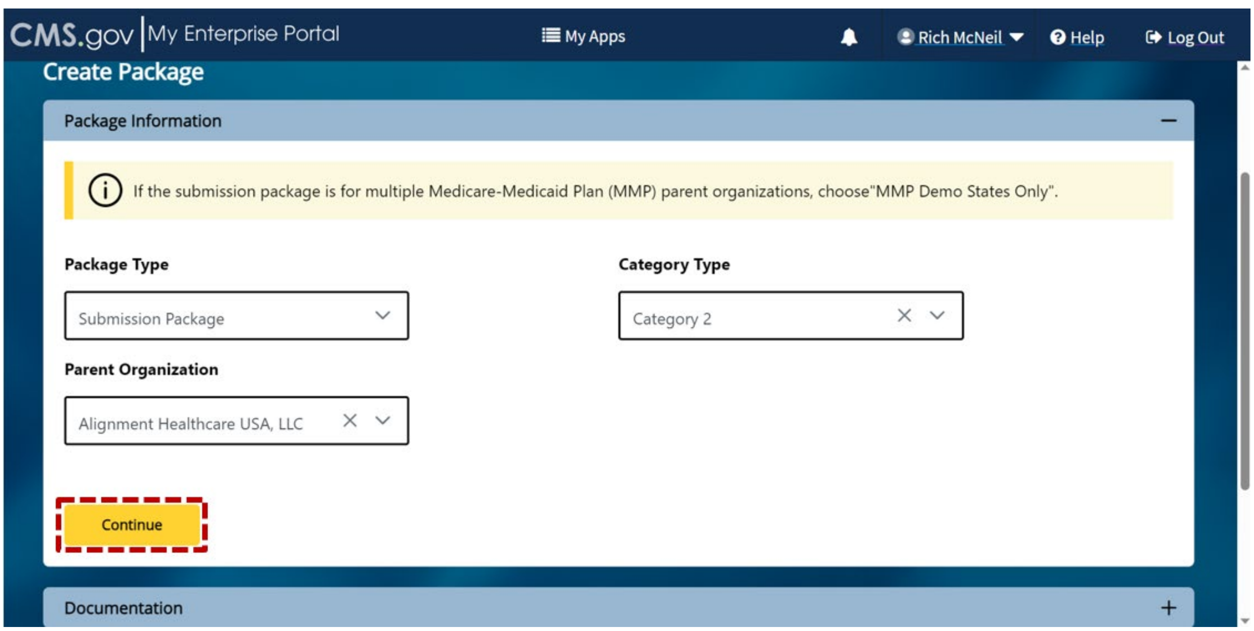
Figure 104: Create Submission Package – Category 2 Package: Step 2



3. Click "Continue."

Figure 105: Create Submission Package – Category 2 Package: Step 3



4. The "Documentation" section is displayed. Click "Add Files" to upload documents to the package.

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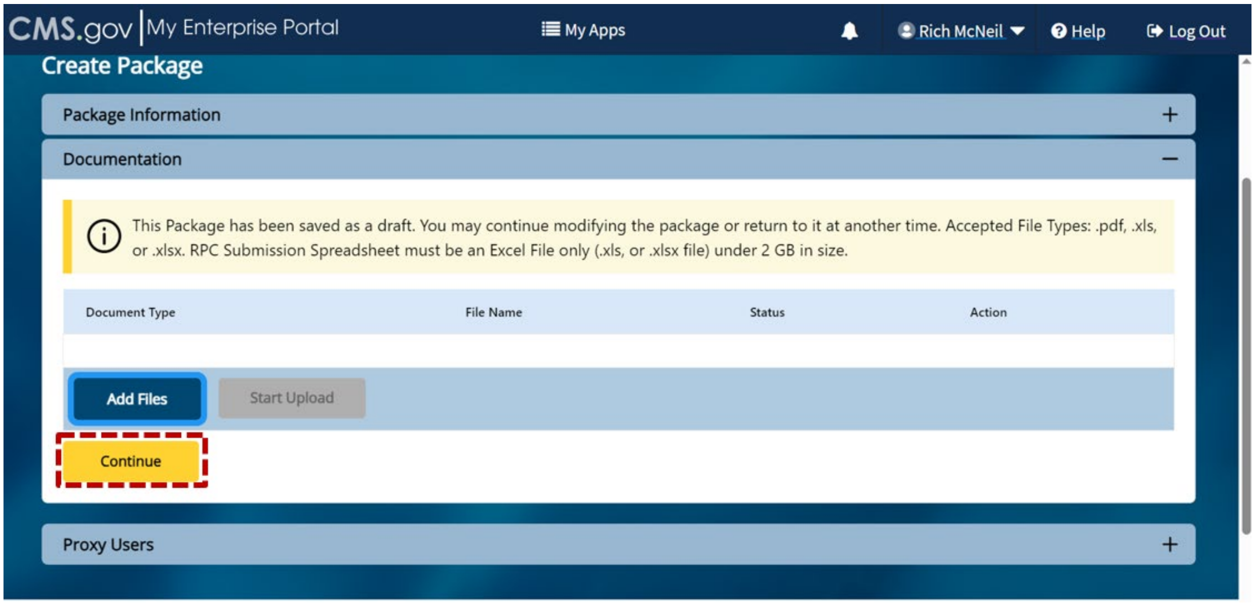
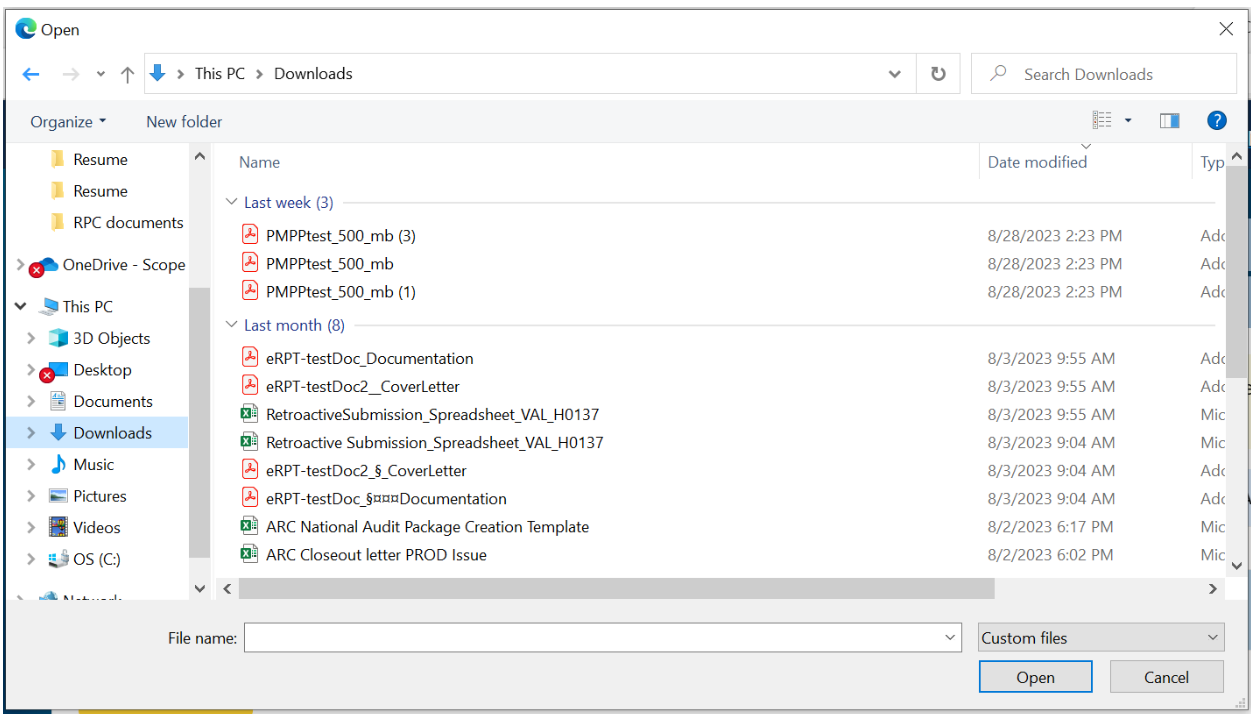
Figure 106: Create Submission Package – Category 2 Package: Step 4



5. Select the files you want to add and then click “Open” on the pop-up window. To select multiple files, hold the ‘ctrl’ key and click the file name.

Figure 107: Create Submission Package – Category 2 Package: Step 5



6. Click “Start Upload” to upload the documents to the system.

   Note: Before you perform this step/action, the following are some tips to keep in mind:

   a) Ensure that the right document type from the drop-down field is displayed as appropriate to each file: RPC Submission Spreadsheet, RPC Supporting Documentation, and RPC Submission Cover Letter.

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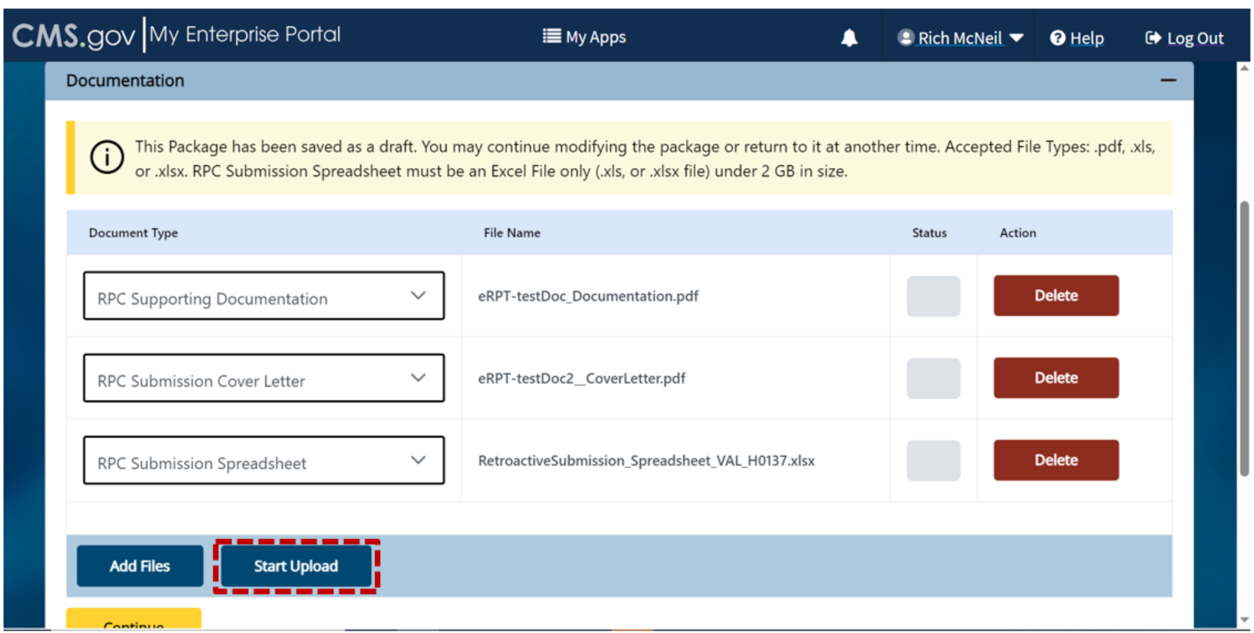
b) The user must upload at least one document for each of the following document types for successful submission of the Package. Refer to **Appendix D: Package Documents** to view the appropriate eRPT Document Type Values for each of these documents.
- RPC Submission Cover Letter (PDF file)
- RPC Submission Spreadsheet (XLS or XLSX file)
- RPC Supporting Documentation (PDF file(s))

c) Acceptable file types for uploading are Portable Document Format (PDF) and Excel format (.XLS and .XLSX). The format "XLSM" is not supported by the eRPT. Refer to Section 3.4 for steps to convert an XLSM format document.

d) The "RPC Submission Spreadsheet" must include information only for contracts that the user has access to. If you have a contract in the spreadsheet that you do not have access to, the spreadsheet will not be uploaded successfully. The status of the upload will display as "Failed." In this case, gain access to the contract first before trying again.

e) If the "RPC Submission Spreadsheet" does not have any contract information, the system will not let you upload the spreadsheet. You will see an error message and the status of the upload will display as "Failed."

Figure 108: Create Submission Package – Category 2 Package: Step 6



7. Upon successful upload, the successful file upload message is displayed.

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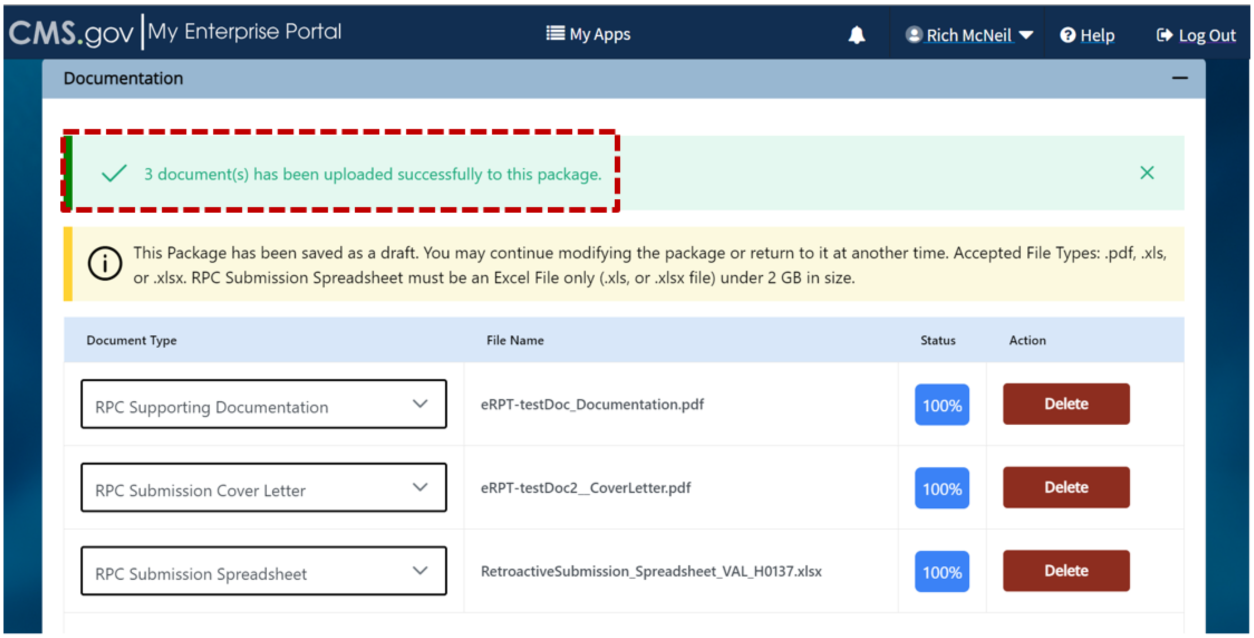
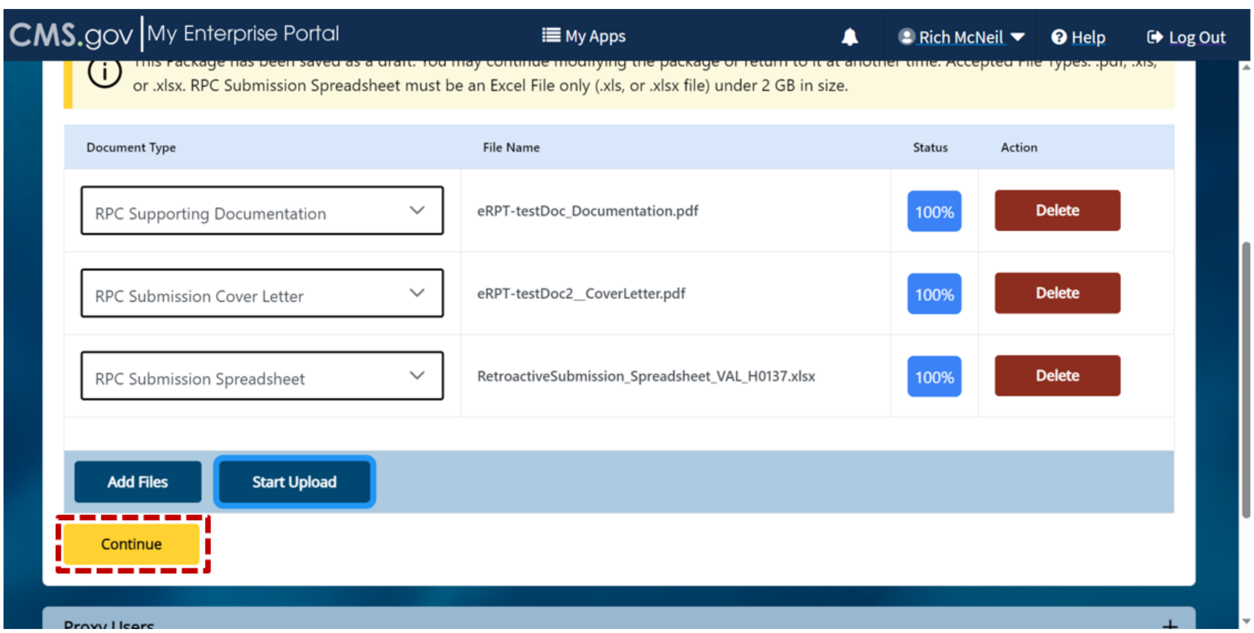
Figure 109: Create Submission Package – Category 2 Package: Step 7



8. Click "Continue."

Figure 110: Create Submission Package – Category 2 Package: Step 8



9. The "Proxy Users" section is displayed. **Adding proxy users to a submission package is optional.** To add the proxy user(s), enter a valid IDM user ID of the Plan User you want to add as a proxy, as shown in the following screenshot, and click "Search User."

   Note: The following are some preconditions to keep in mind:

   a) Adding proxy user(s) is contingent upon the successful upload of the required documents to the package based on the previous steps.
   b) You can add up to three (3) proxy users to a submission package.

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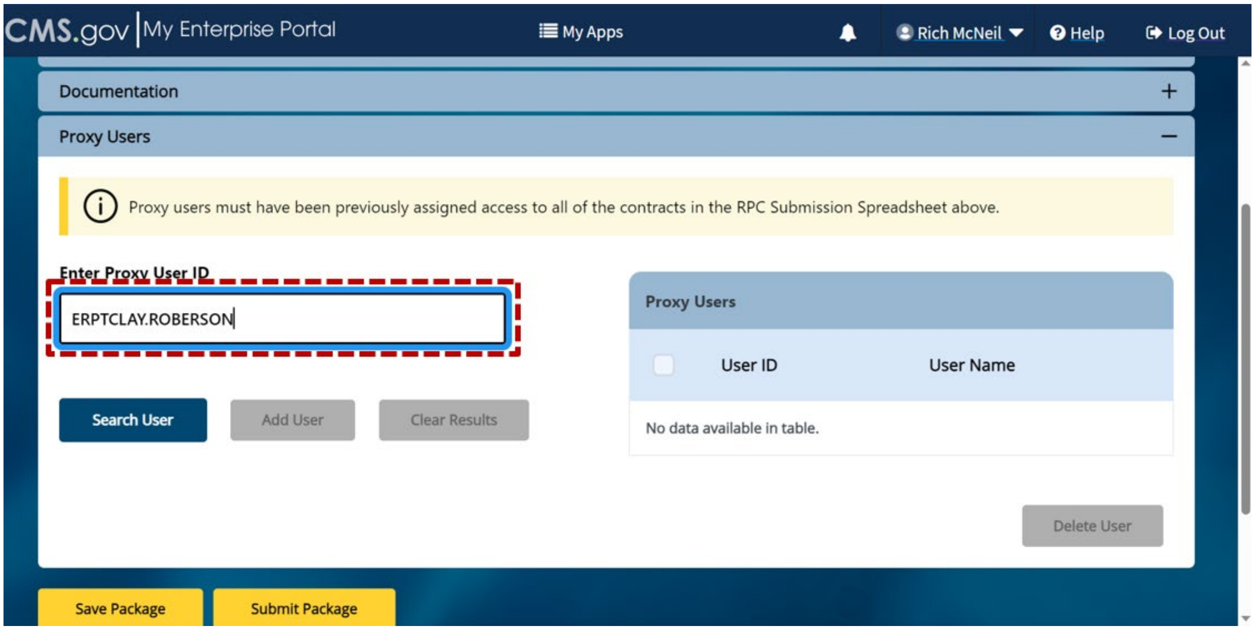
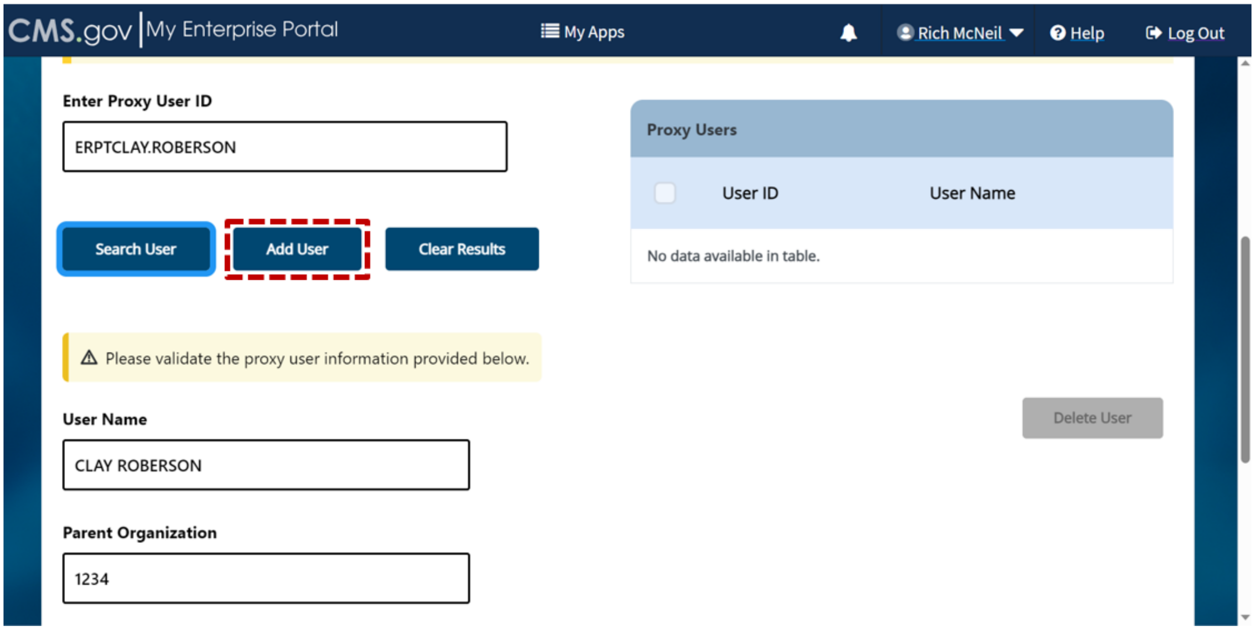
c) The eRPT system will not let you add a proxy user to the package if the user does not have access to all the contract(s) contained in the RPC Submission Spreadsheet.

Figure 111: Create Submission Package – Category 2 Package: Step 9



10. The search results will be displayed as follows. Click "Add User" if you are sure you want to add the selected user as a proxy to the package.

Figure 112: Create Submission Package – Category 2 Package: Step 10



11. Click "OK."

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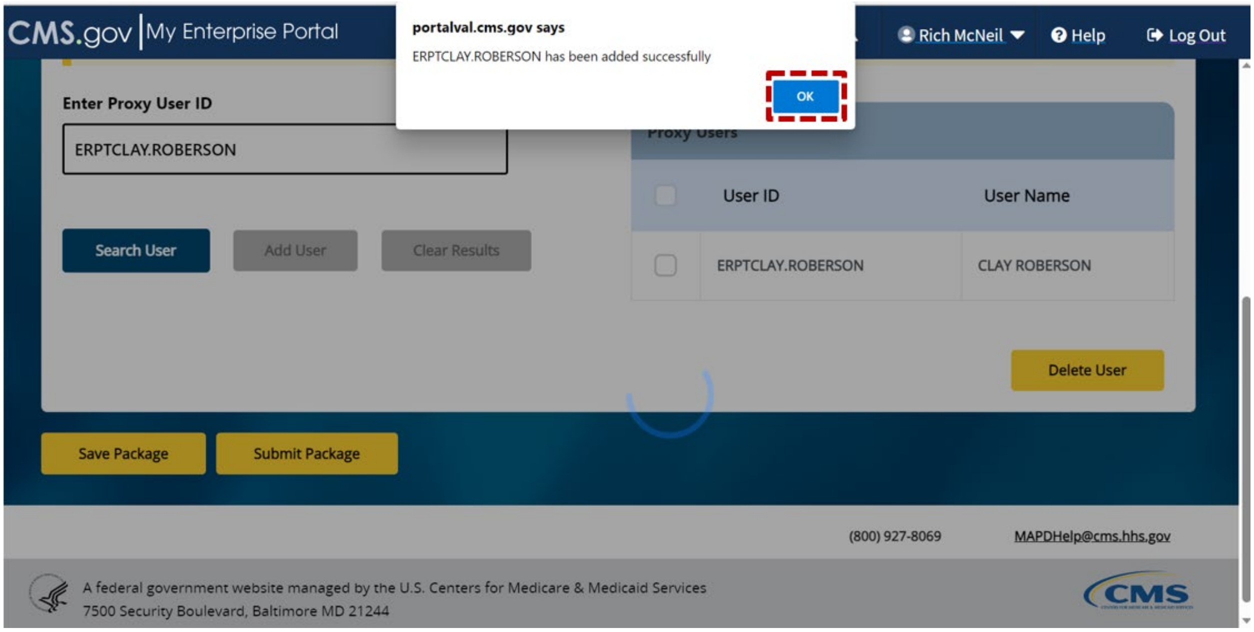
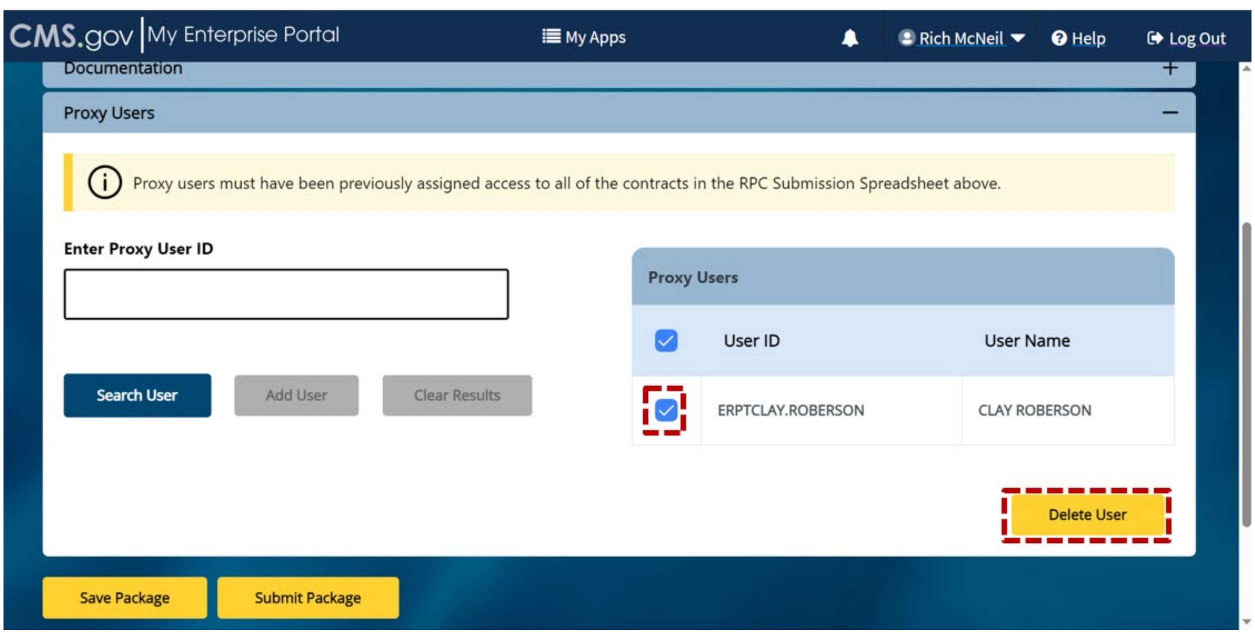
Figure 113: Create Submission Package – Category 2 Package: Step 11



12. To delete a proxy user: i) select the checkbox next to the proxy user, and ii) click "Delete User."

Figure 114: Create Submission Package – Category 2 Package: Step 12



13. You can click "Save Package" to save the package as a draft or click "Submit Package" to submit the package to the eRPT system. In this example, we will choose to submit the package.

    Note:

    a) A submission package is automatically saved to the system after the user has completed the "Package Information" section and chosen to click "Continue" (Steps 1 to 3 of this section).

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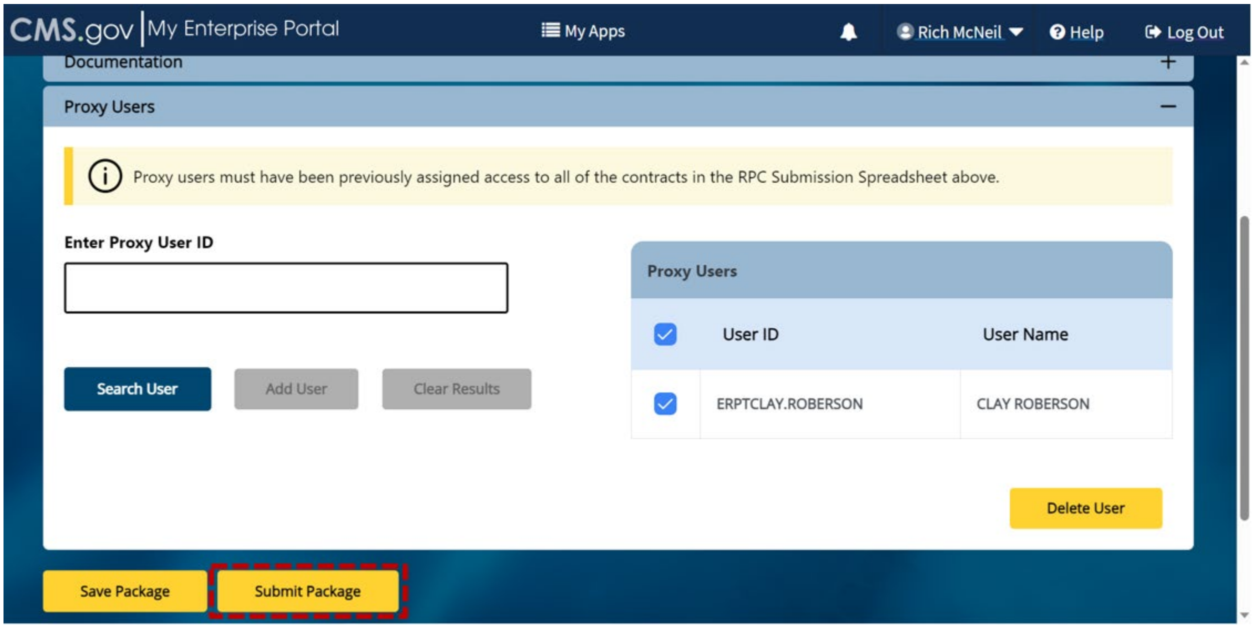
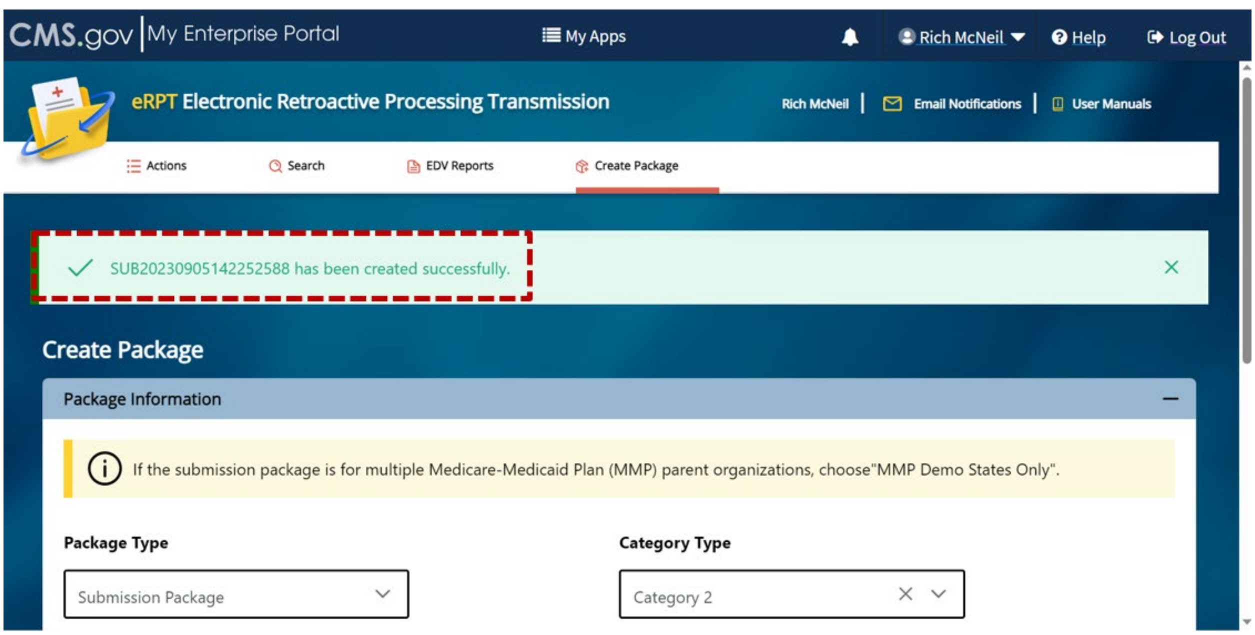
b) Packages can be retrieved through the "Search" functionality. For detailed steps on how to find a package using search, refer to Section 3.2.2.

Figure 115: Create Submission Package – Category 2 Package: Step 13



14. The package has been successfully submitted.

Figure 116: Create Submission Package – Category 2 Package: Step 14



3.2.4.1.2 Create Package – Transaction Inquiry Package

1. Click the "Create Package" tab (the default view is the "Actions" tab).

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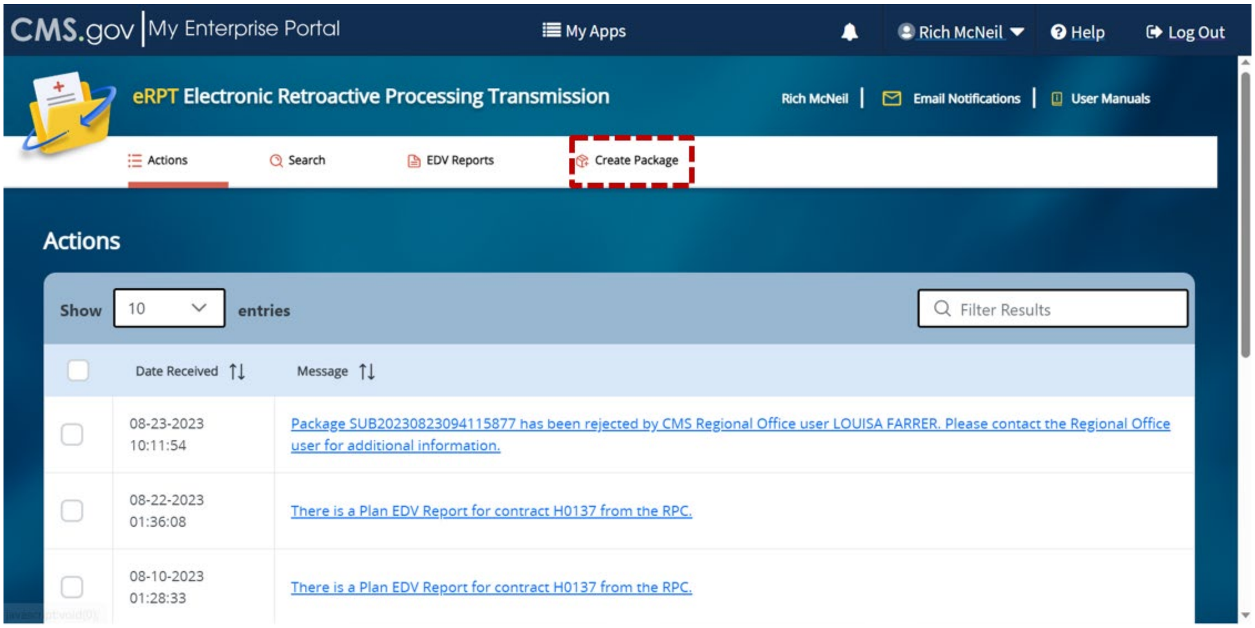
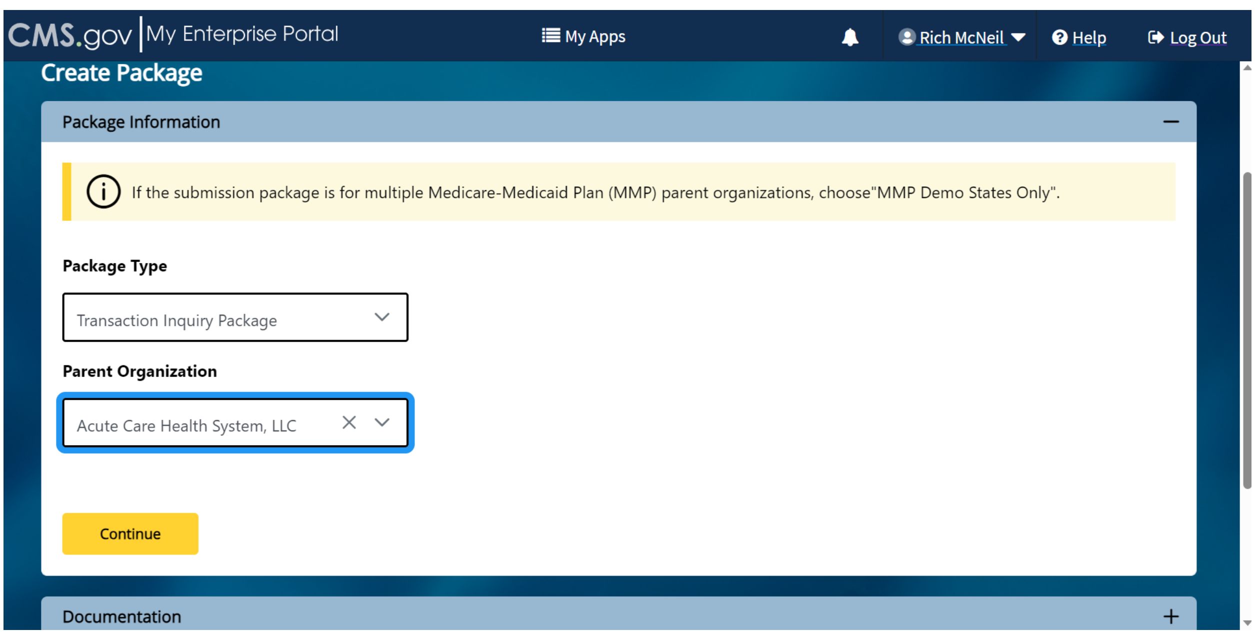
Figure 117: Create Package – Transaction Inquiry Package: Step 1



2. Provide the following details to complete the "Package Information" section and then click "Continue":
   a) **Package Type** – Select "Transaction Inquiry Package" from the drop-down field.
   b) **Parent Organization** – Multiple organization selection list (drop-down field). Select a "Parent Organization" from the list. For example, we will choose "Acute Care Health System, LLC" If the user's Parent Organization is not displayed, please contact the MAPD Helpdesk at mapdhelp@cms.hhs.gov or 1-800-927-8069 to create an incident ticket.

   Note: If this package is for multiple MMP parent organizations, choose "MMP Demo States Only."

Figure 118: Create Package – Transaction Inquiry Package: Step 2



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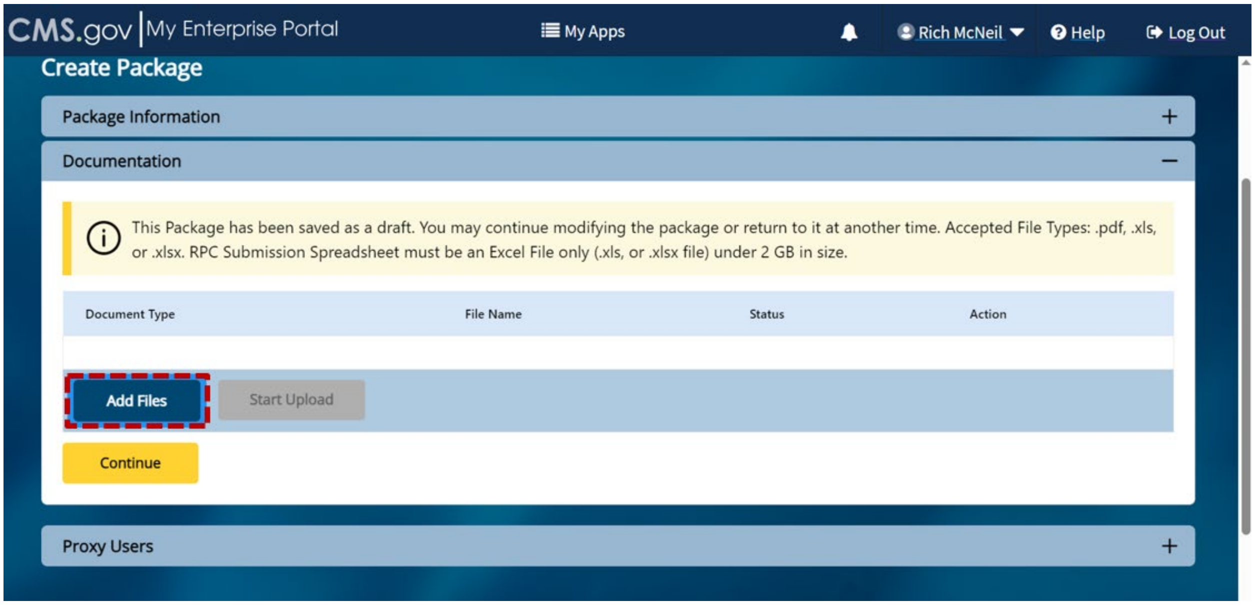
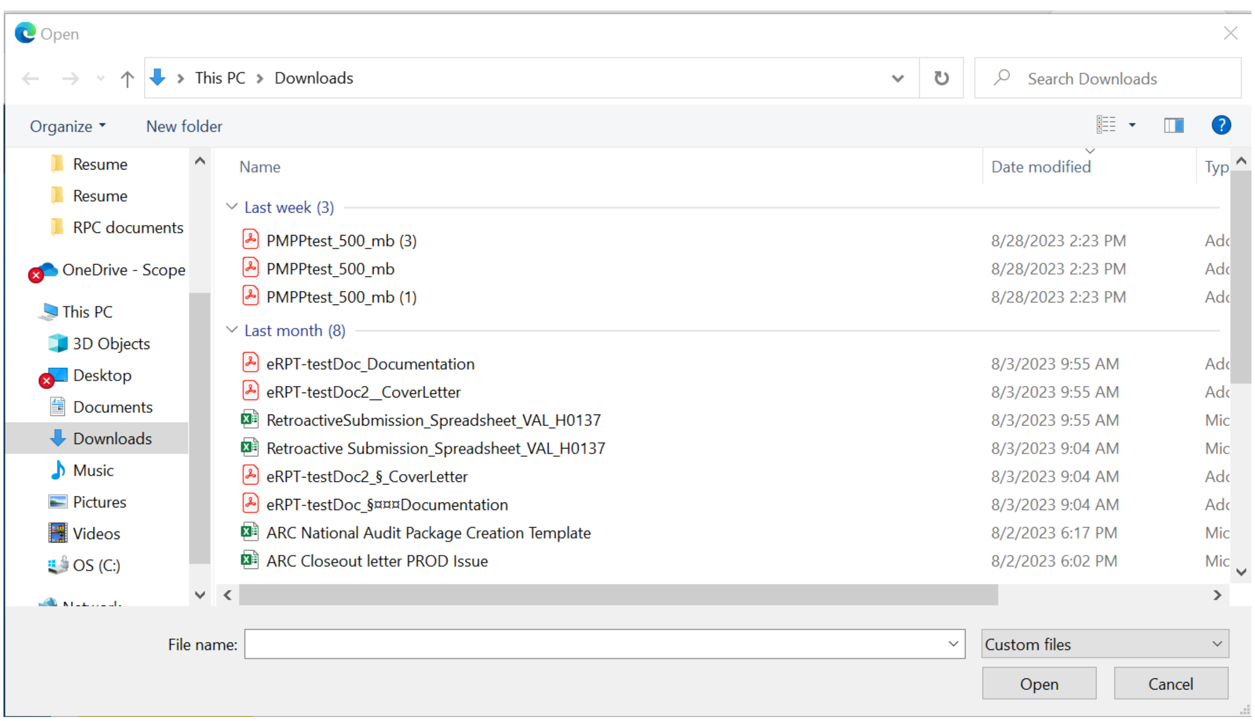
3. The “Documentation” section is displayed. Click “Add Files” to upload documents to the package.

Figure 119: Create Package – Transaction Inquiry Package: Step 3



4. Select the files you want to add and then click “Open” on the pop-up window. To select multiple files, hold the ‘ctrl’ key and click the file name.

Figure 120: Create Package – Transaction Inquiry Package: Step 4



5. Click “Start Upload” to upload documents to the system.

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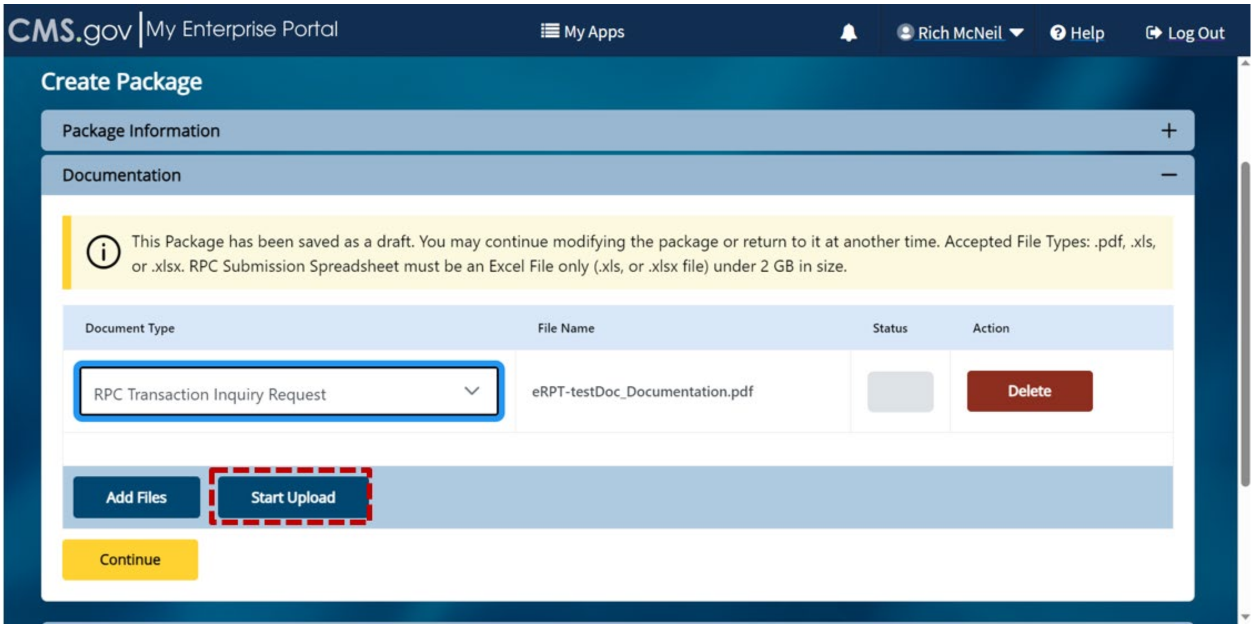
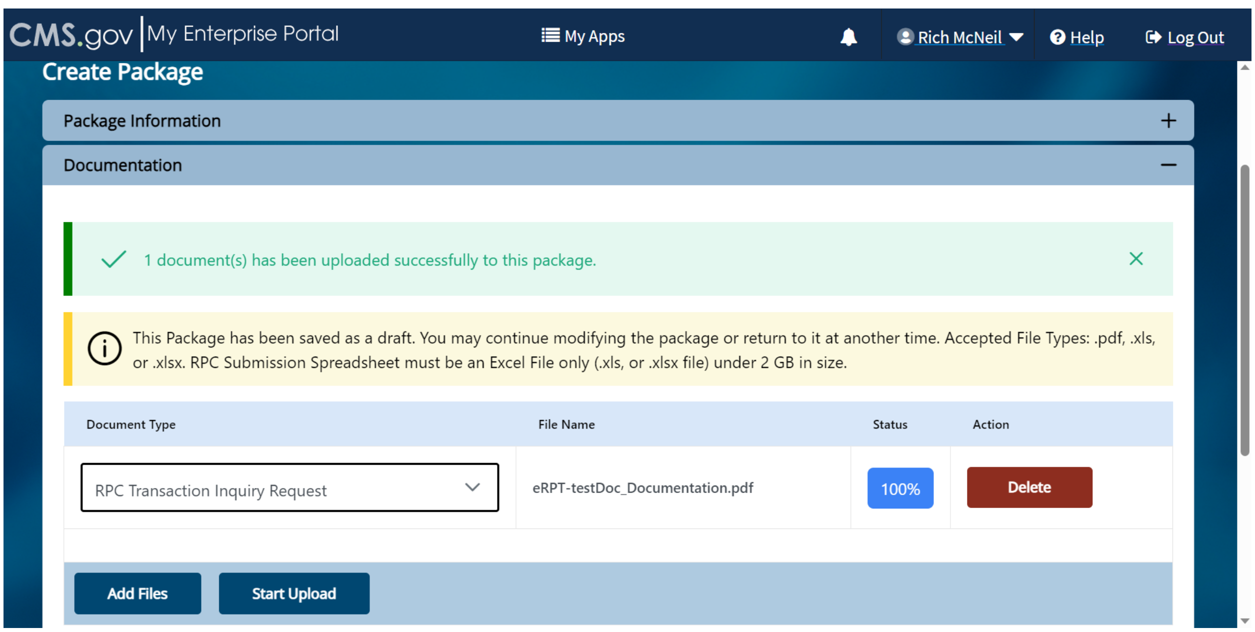
Figure 121: Create Package – Transaction Inquiry Package: Step 5



6. Upon successful upload, the successful file upload message is displayed.

Figure 122: Create Package – Transaction Inquiry Package: Step 6



7. Click "Continue."

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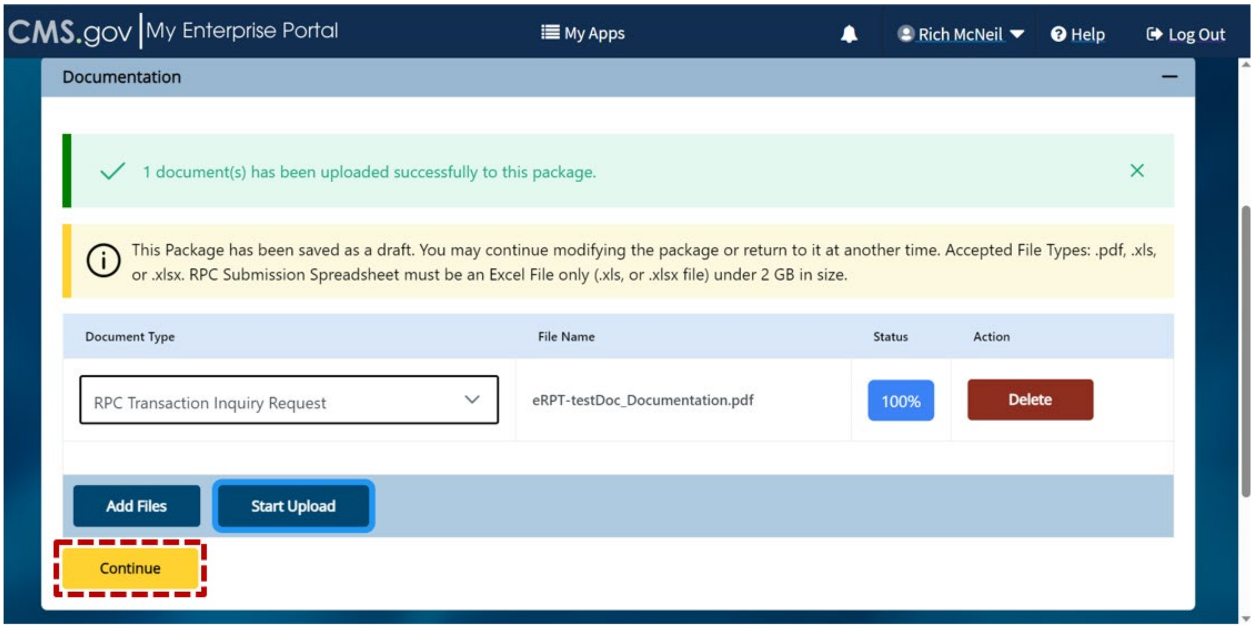
Figure 123: Create Package – Transaction Inquiry Package: Step 7



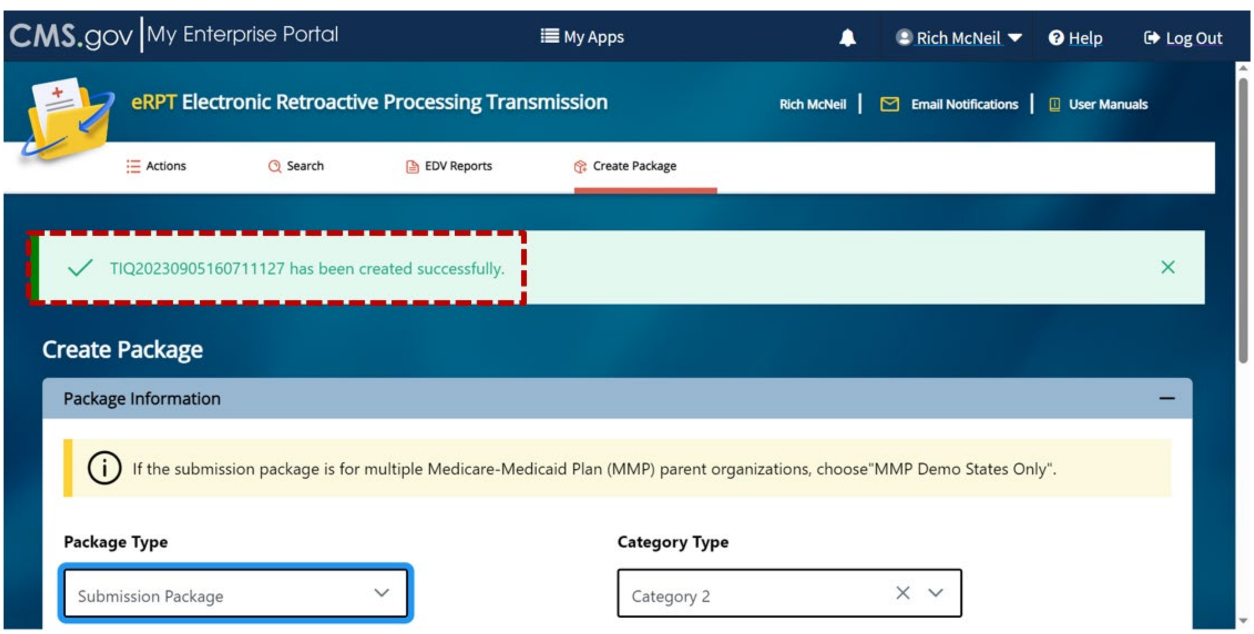
8. You can add proxy users (up to three (3) users) to a transaction inquiry package if desired.
9. You can click "Save Package" to save the package as a draft or **click "Submit Package" to submit the package to the eRPT system**. In this example, we will choose to submit the package.

   Note:

   a) A transaction inquiry package is automatically saved to the system after the user has completed the "Package Information" section and chosen to click "Continue" (Steps 1 to 2 of this section).

   b) Packages can be retrieved through the "Search" functionality. For detailed steps on how to find a package using search, refer to Section 3.2.2.

Figure 124: Create Package – Transaction Inquiry Package: Step 9



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3.2.4.2 Category 3 and Special Submission Package Workflow

A Submission Package (Category 3 and Special) follows a slightly different workflow and requires action from the RO Account Manager upon package submission by the eRPT Plan User.

Following are the steps involved in the workflow:

- The Submission - Category 3 or Special Package is created and submitted by the Package Creator (usually the Plan User).
- If the package is an LI-NET submission, the Plan User is required to select the Subcategory value as "LI-NET."
- For an LI-NET package, the Plan User is not required to select the "Approval Authority."
- If the package is not an LI-NET submission, the Package Creator is required to select the "Approval Authority" as "Regional Office" and the Regional Office Code/Number (RO01 – RO10). Please refer to the bulleted item list #4 in Section 3.1 eRPT Terminology to understand the different CMS Regional Offices.
    - **Note:** All Category 3 and Special Packages (Except LI-NET packages, these are packages for contracts that typically start with 'Xxxxx', xxxx are numeric digits) require approval from the respective RO Account Manager. The LI-NET packages are the only packages that fall under the discretion of CMS Central Office User for their review and approval.
- The package is searched by the CMS RO Account Manager (or CMS CO User, if an LI-NET Package) or accessed via the "Actions" tab to add the "Approval Letter" or reject the package.
- If the CMS RO Account Manager (or CMS CO User) adds the "Approval Letter," the next set of workflow steps are outlined below:
    - The RPC downloads the package.
    - The Plan User (and the designated proxy users) will receive a notification within the "Actions" tab of the eRPT application about the package being downloaded by the RPC and a notification via email is also sent to the user's registered email address.
    - The RPC will begin adding FDRs and Error Reports to the package. The respective eRPT Plan User and the designated Proxy User will receive a system notification in their eRPT account and an email notification.
    - When the RPC completes processing the package, they will mark the package status as "Closed."
- If the CMS RO Account Manager (or CMS CO User) rejects the Package the workflow steps will take the following approach:
    - The Package Approver is required to add the rejection notes to reject the package.
    - The Plan User (and the designated proxy user(s)) receives a notification within the "Actions" tab of the eRPT application and a notification via email is sent to the user informing them that the package has been rejected.
    - The Plan User may need to create a new package.

3.2.4.2.1 Create Package – Category 3 Submission Package

All Category 3 and Special Submission Packages (the exception being the LI-NET packages, these are packages for contracts that typically start with 'Xxxxx', xxxx are numeric digits) **require approval from the respective RO Account Manager**. The LI-NET packages are the only packages that fall under the discretion of CMS Central Office User for their review and approval.

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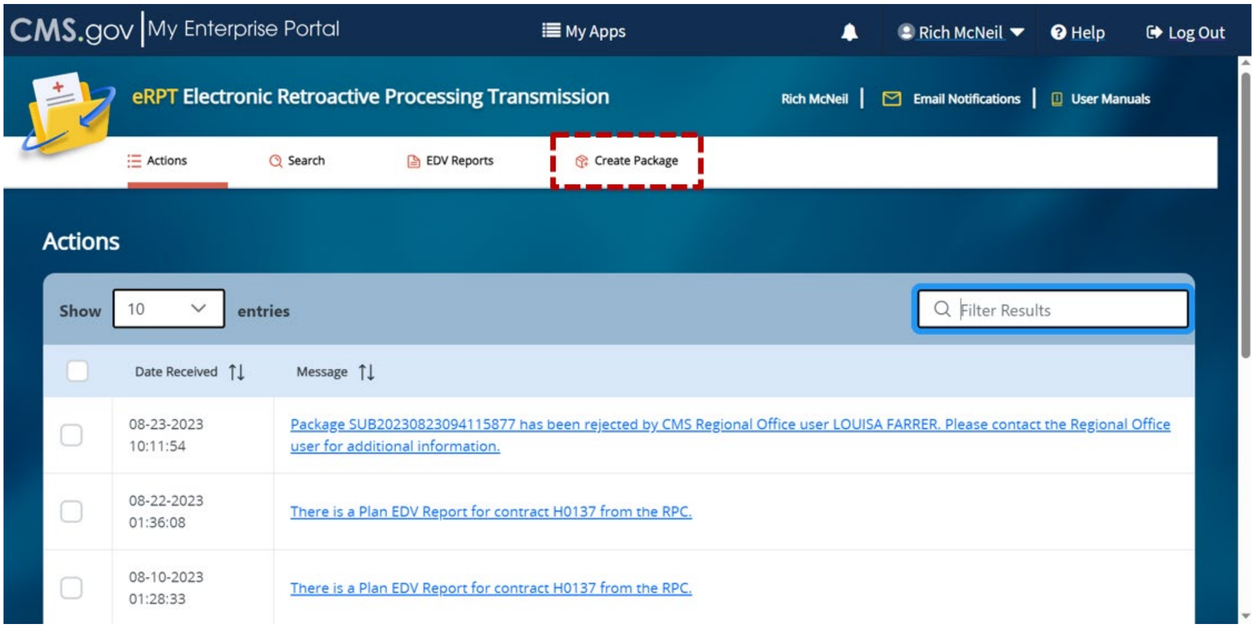
The following steps will guide you through creating a Submission Package taking "Category 3" as an example. The steps are also the same for creating a Special Submission Package.

1. Click the "Create Package" tab (the default view is the "Actions" tab).

Figure 125: Create Submission Package – Category 3 Package: Step 1



2. Provide the following details to complete the "Package Information" section and then click "Continue":
   a) **Package Type** – "Submission Package" is the default selection.
   b) **Category** – Select "Category 3" from the drop-down field.
   c) **Parent Organization** – Multiple organization selection list (drop-down field). Select a "Parent Organization" from the list. For example, we will choose "American Healthcare Systems, LLC" If the user's Parent Organization is not displayed, please contact the MAPD Helpdesk at mapdhelp@cms.hhs.gov or 1-800-927-8069 to create an incident ticket.

   Note: If the submission package is for multiple MMP parent organizations, choose "MMP Demo States Only."

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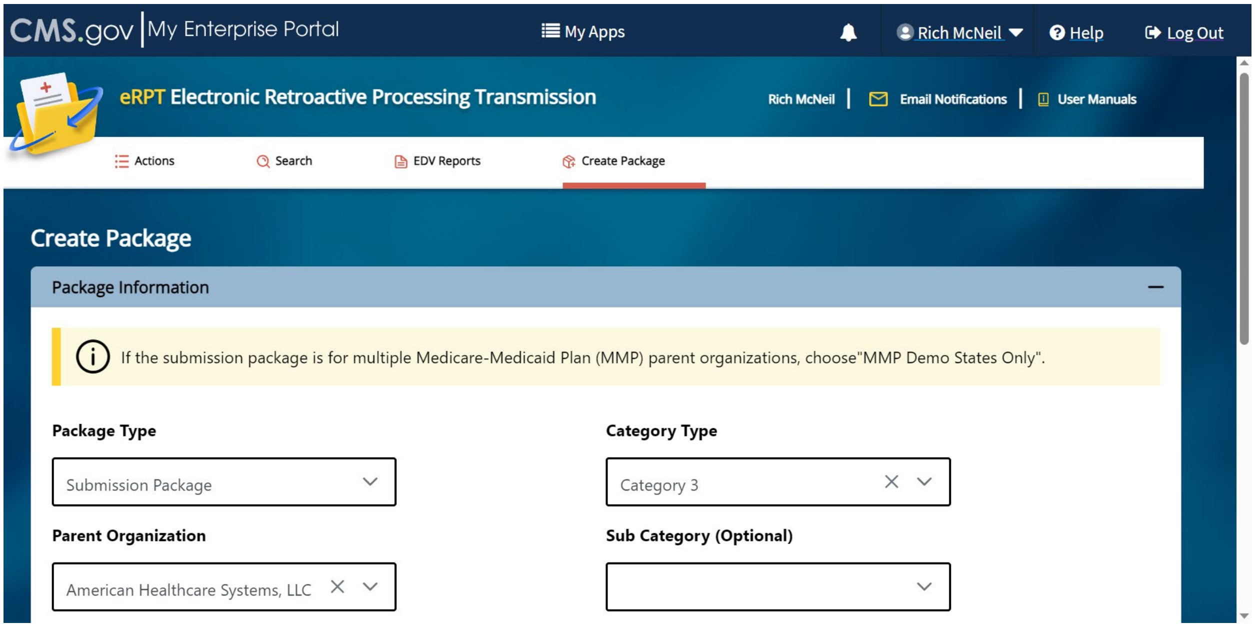
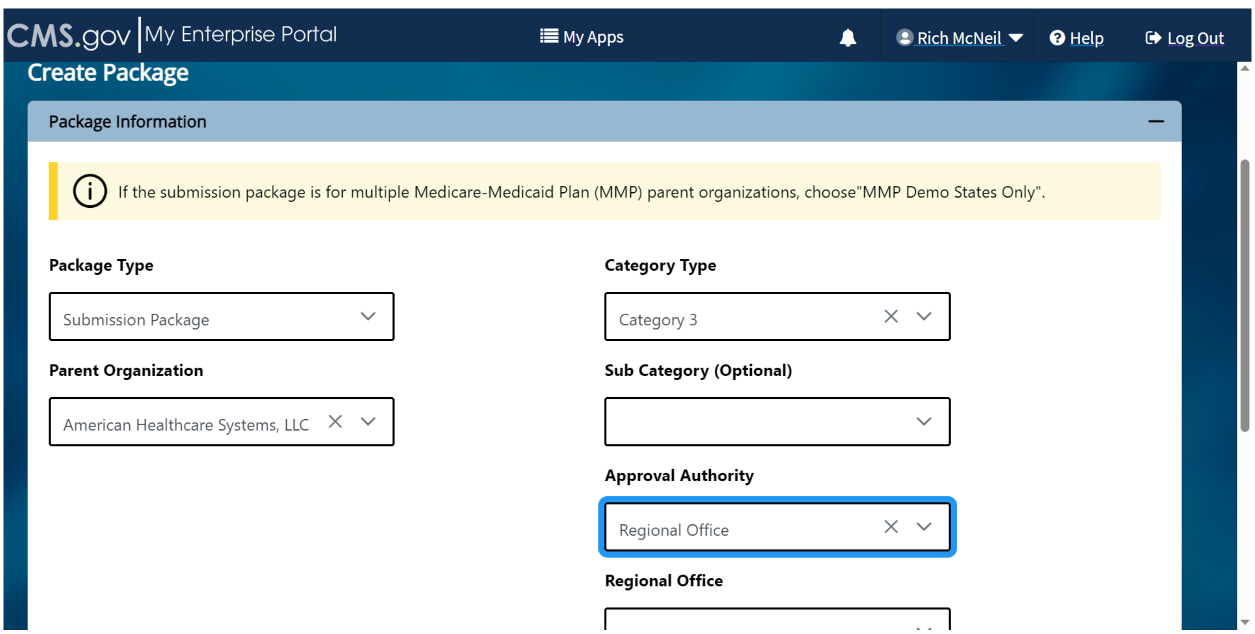
Figure 126: Create Submission Package – Category 3 Package: Step 2



3. Select “Regional Office” from the “Approval Authority” drop-down field.

Figure 127: Create Submission Package – Category 3 Package: Step 3



4. Select the appropriate Regional Office from the “Regional Office” drop-down field.

Note: Select the region the RO Account Manager of the plan contract belongs to. Example: If the RO Account Manager has the eRPT RO01 User role, “CMS Regional Office 01 – Boston” should be selected.

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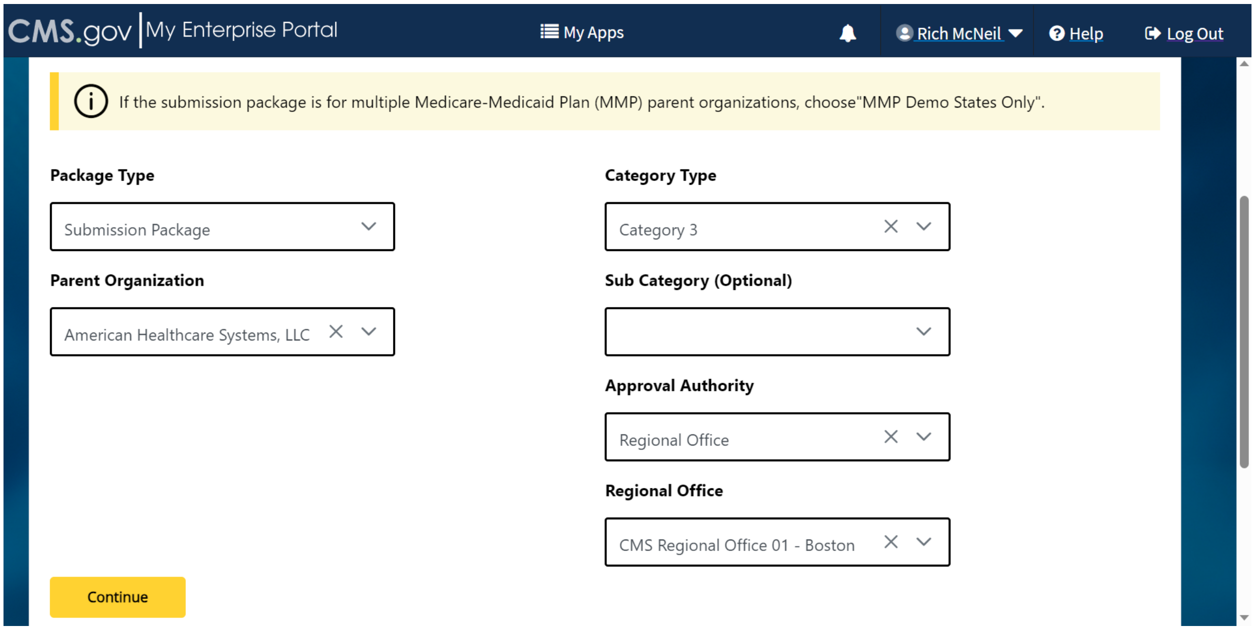
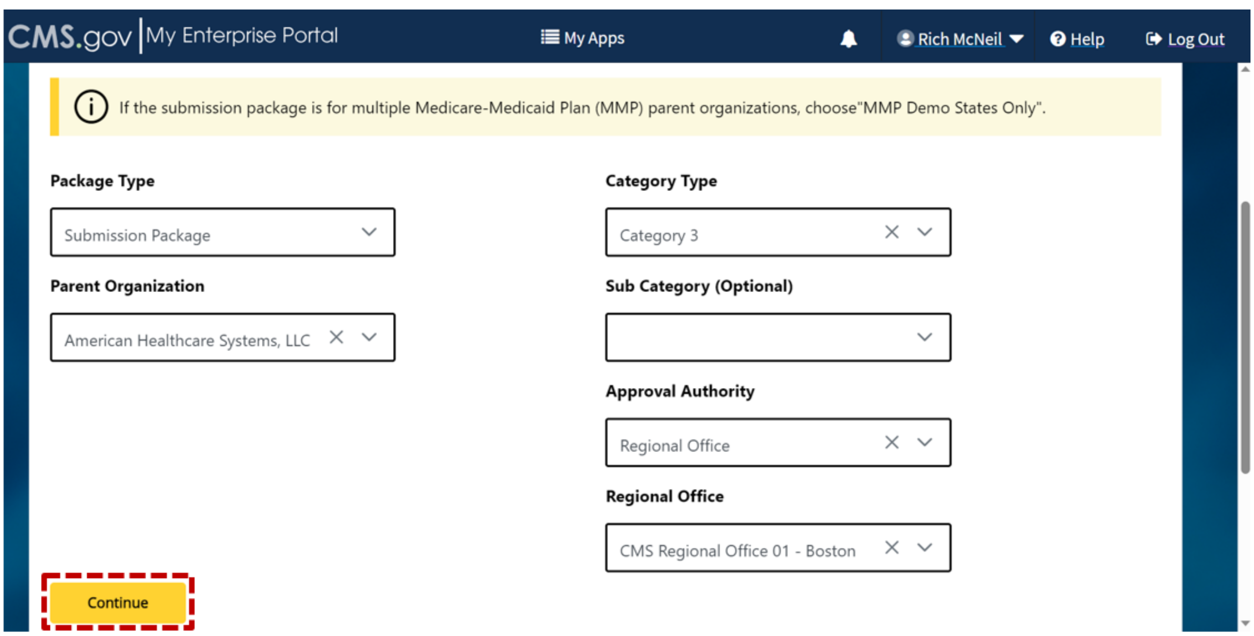
Figure 128: Create Submission Package – Category 3 Package: Step 4



5. Click "Continue."

Figure 129: Create Submission Package – Category 3 Package: Step 5



6. The "Documentation" section is displayed. Click "Add Files" to upload documents to the package.

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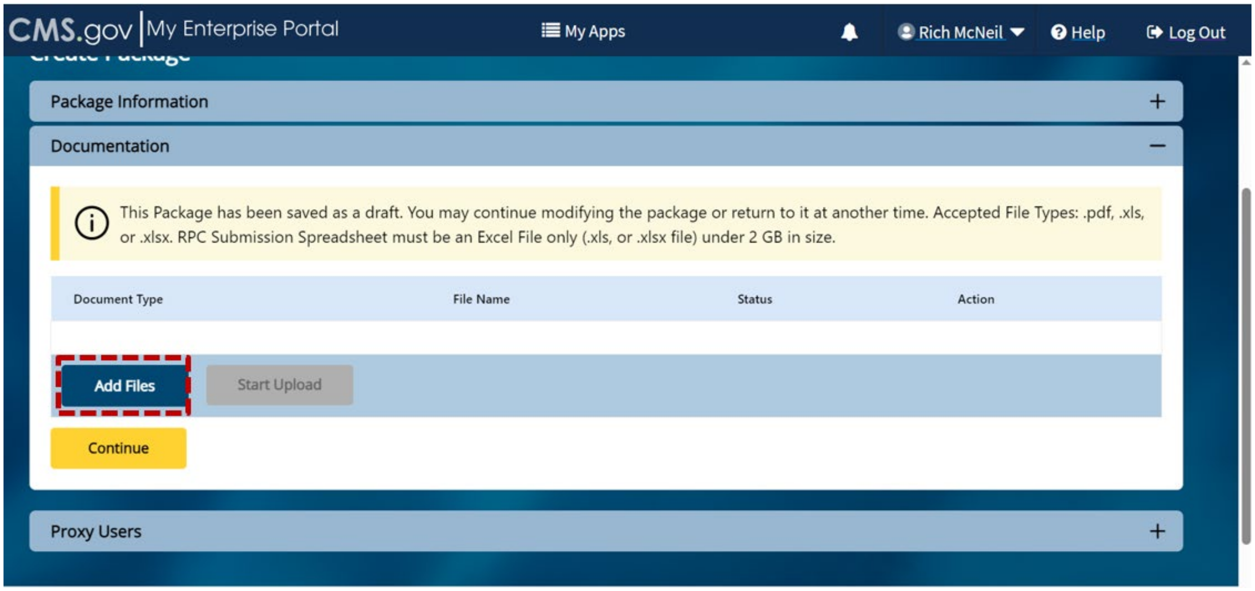
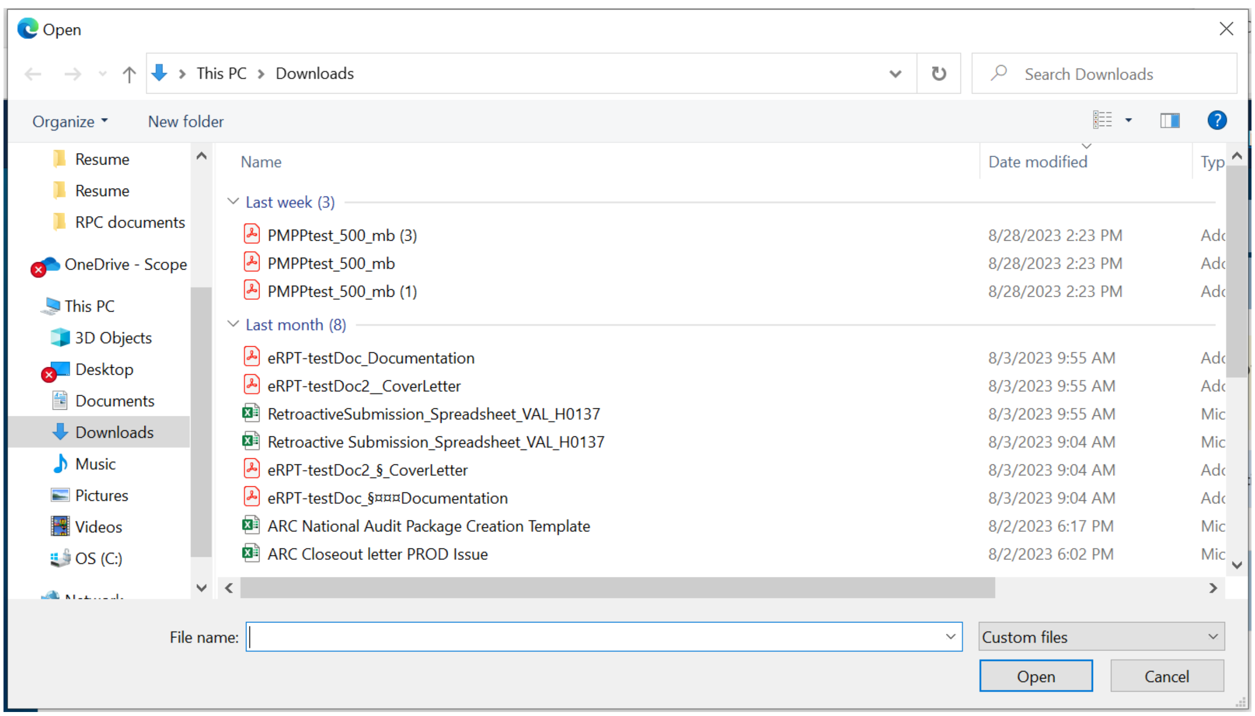
Figure 130: Create Submission Package – Category 3 Package: Step 6



7. Select the files you want to add and then click “Open” on the pop-up window. To select multiple files, hold the ‘ctrl’ key and click the file name.

Figure 131: Create Submission Package – Category 3 Package: Step 7



8. Click “Start Upload.”
   Note: Before you perform this step/action, the following are some tips to keep in mind:
   a) Ensure that the right document type from the drop-down is displayed as appropriate to each file: RPC Submission Spreadsheet, RPC Supporting Documentation, and RPC Submission Cover Letter.

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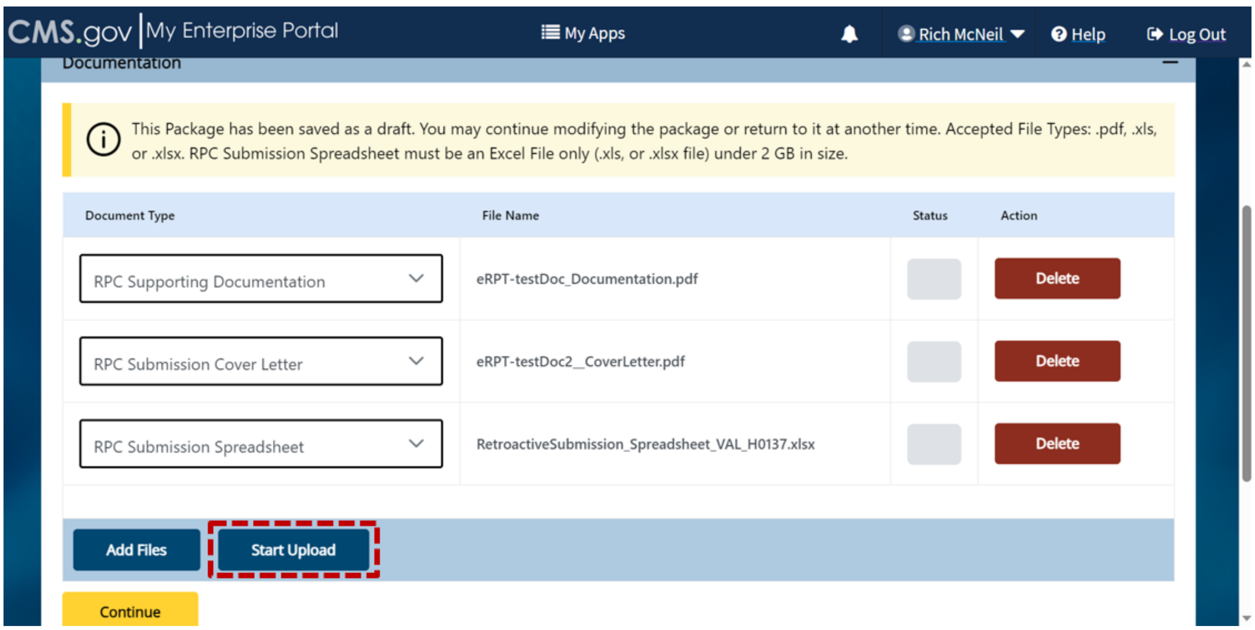
b) The user must upload ~~at least one document for~~ each of the following document types for successful submission of the Package. Refer to Table 10 to view the appropriate eRPT Document Type Values for each of these documents.
   - RPC Submission Cover Letter (PDF file),
   - RPC Submission Spreadsheet (XLS or XLSX file), and
   - RPC Supporting Documentation (PDF file(s)).

c) Acceptable file types for uploading are Portable Document Format (PDF) and Excel format (.XLS and .XLSX). The format "XLSM" is not supported by the eRPT. Refer to Section 3.4 for steps to convert an XLSM format document.

d) The "RPC Submission Spreadsheet" must include information only for contracts that the user has access to. If you have a contract in the spreadsheet that you do not have access to, the spreadsheet will not be uploaded successfully. The status of the upload will display as "Failed." In this case, first gain access to the contract before you do so.

Figure 132: Create Submission Package – Category 3 Package: Step 8



9. Upon successful upload, the file upload message is displayed.

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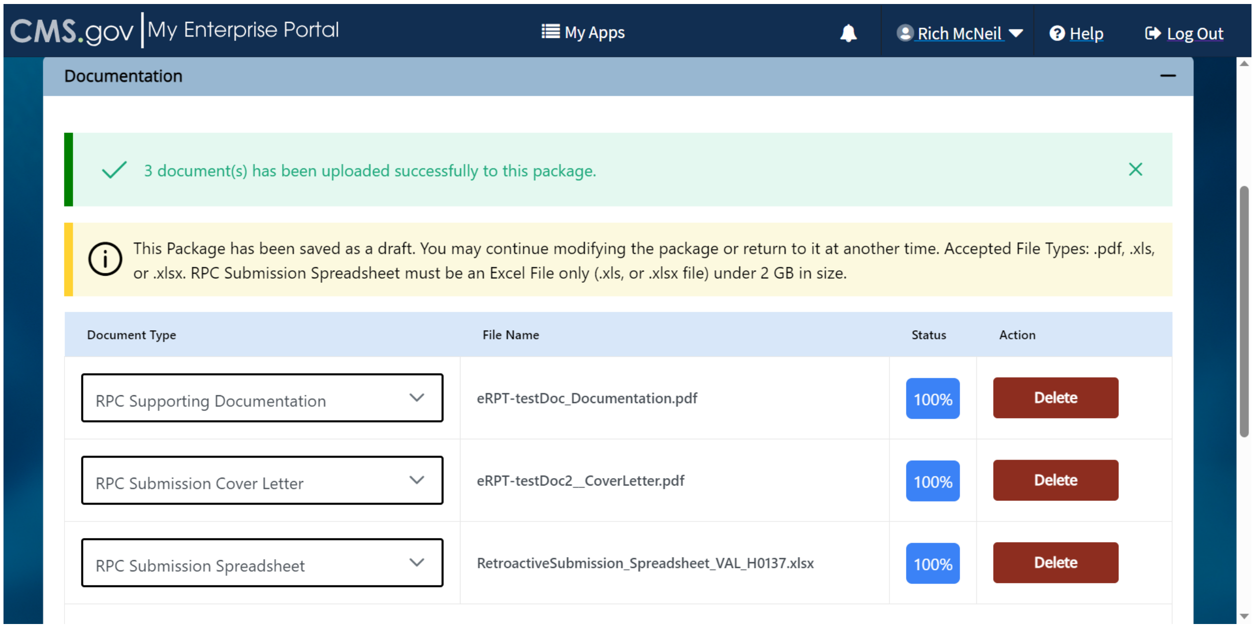
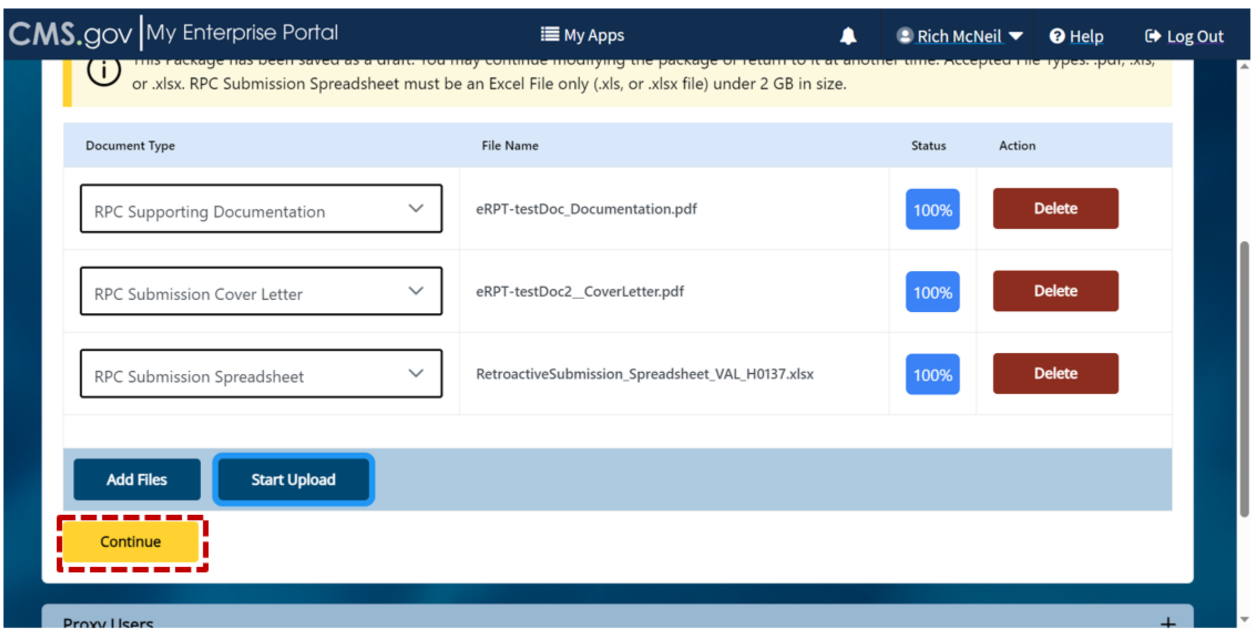
Figure 133: Create Submission Package – Category 3 Package: Step 9



10. Click "Continue."

Figure 134: Create Submission Package – Category 3 Package: Step 10



11. The "Proxy Users" section is displayed. **Adding proxy users to a submission package is optional.** To add the proxy user(s), enter a valid IDM user ID of the user you want to add as a proxy as shown in the following screenshot, and click "Search User."

    Note: The following are some tips to keep in mind:

    a) Adding proxy user(s) is contingent only upon the successful upload of the required documents to the package based on the previous steps.
    b) You can add only up to three (3) proxy users to a submission package.

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c) The eRPT system would not let you add a proxy user to the package if the user does not have access to all the contract(s) contained in the RPC Submission Spreadsheet.

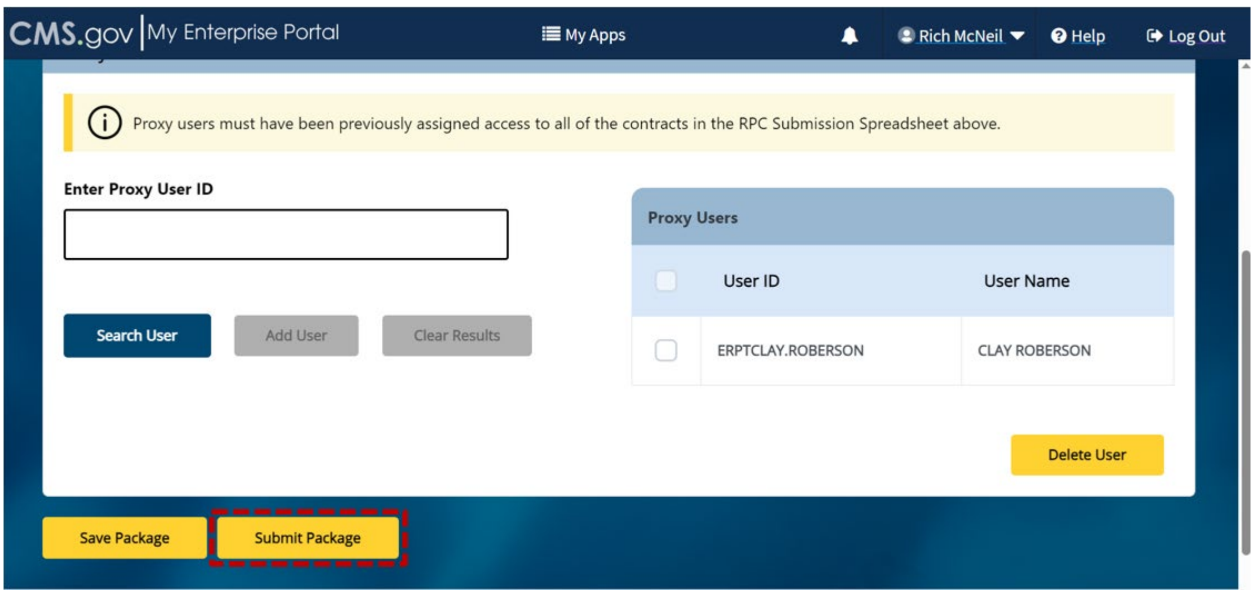
Refer to the previous section (Section 3.2.4.1.1, steps 9 to 12) to add proxy user(s) to the package as the preconditions and the steps involved in adding proxy users are the same for all packages.

12. You can click "Save Package" to save the package as a draft or click "Submit Package" to submit the package to the eRPT system. In this example, let us choose to submit the package.

Note:

a) A submission package is 'automatically' saved to the system after the user has completed the "Package Information" section and chosen to click "Continue" (Steps 1 to 5 of this section).
b) Packages can be retrieved through the "Search" functionality. For detailed steps on how to find a package using search, refer to Section 3.2.2.

Figure135: Create Submission Package – Category 3 Package: Step 12



13. The package has been successfully submitted. Click "OK" or the 'esc' key to acknowledge the message window.

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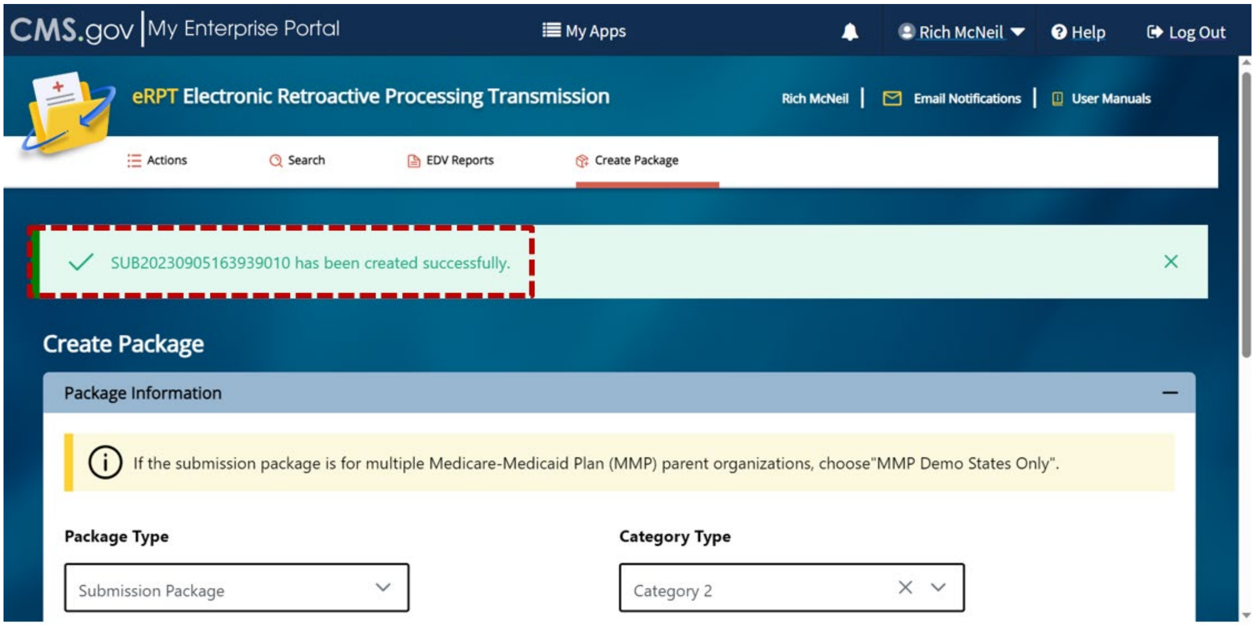
Figure 136: Create Submission Package – Category 3 Package: Step 13



3.2.4.3 Review Package Workflow

A Review Package (also called EDV Package) is a Package created by either a CMS CO User or the RPC requesting eRPT Plan Users to provide additional information to perform a review of previously submitted transactions by a Plan to ensure they comply with CMS Guidelines. Review Packages include EDV Reviews, as designated by CMS. Unlike the Submission Package and Transaction Inquiry Package, the Review Package follows a different process. The following are the steps:

- The RPC creates a Review Package for a particular Plan Contract and transaction type.
- System Notifications are added to the “Actions” tab within the eRPT application for users who have access to the contract and an email notification is sent to the user’s registered email address regarding this event.
- The eRPT Plan User views the notification and reviews the submission documents uploaded by RPC.
- The eRPT Plan User responds to the Package by providing all the required Response documents within the specified due date. For the due date, refer to RPC’s website at https://www.reedassociates.org/ or contact the RPC Client Services team at clientservices@reedassociates.org (Email) or 402-315-3660 (Phone).
- The eRPT Plan User submits a response to the Review Package.
- The RPC will download and process the package.
- When the RPC completes processing, the package will be marked as Closed.

Note: The Review package should not be responded to by creating a Submission Package. Refer to Section 3.2.12 for the steps involved in responding to/completing a Review Package.

3.2.5 Viewing a Package and Downloading Package Documents

This section explains the steps the user needs to take in viewing the package information and downloading package documents (if desired) of a Submission Package. These steps form a

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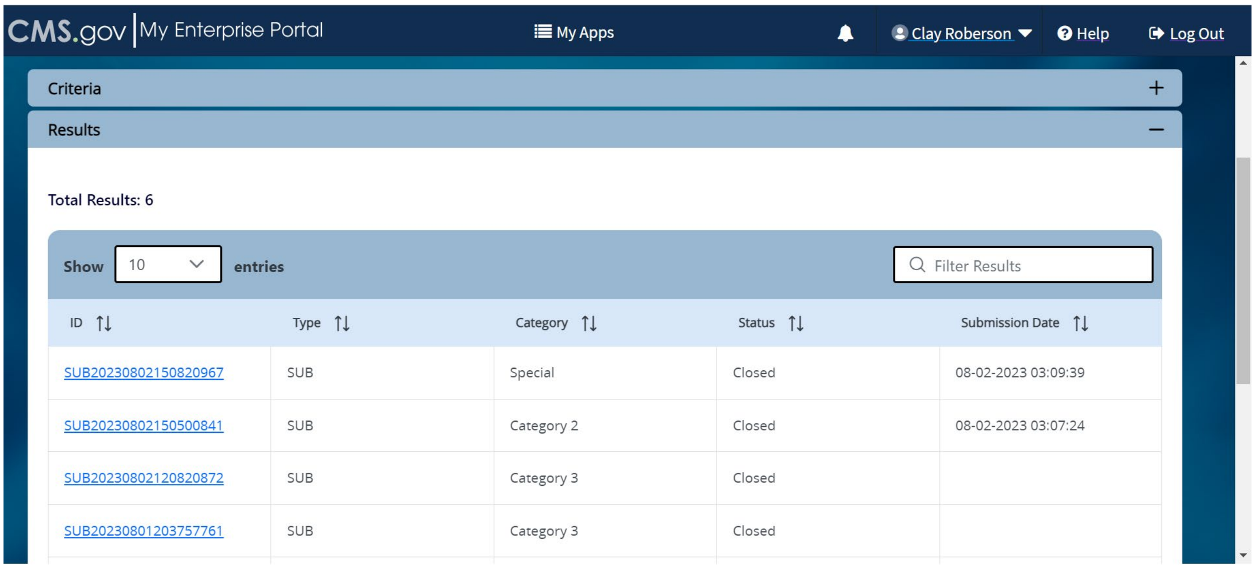
basis for finding and viewing all kinds of packages (Submission/Transaction Inquiry/Review Packages).

Note: The Plan User will only be able to view/access packages created by them or packages for which they are a proxy user.

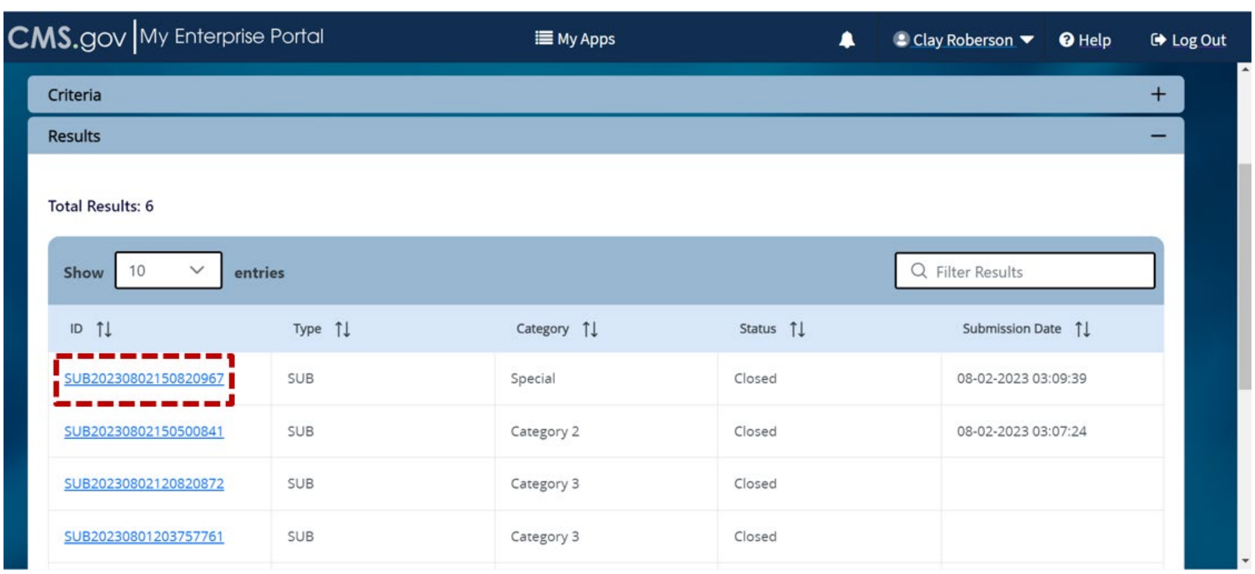
1. Search for packages as illustrated in Section 3.2.2. The following screenshot is a result of a search of all "Closed" packages. **Note:** You may be able to reach a package from the "Actions" tab if that package is in that list (See Section 3.2.1).

Figure 137: Viewing a Package and Downloading Package Documents – Step 1



2. Click the "ID" of the specific package of interest in the result grid to view it.

Figure 138: Viewing a Package and Downloading Package Documents – Step 2



3. The system displays the "Package Details" of the package. You may use the scroll bar to the right to view all the related attributes of this package. **Note:** The package is in "Closed" status and is no longer editable by the user.

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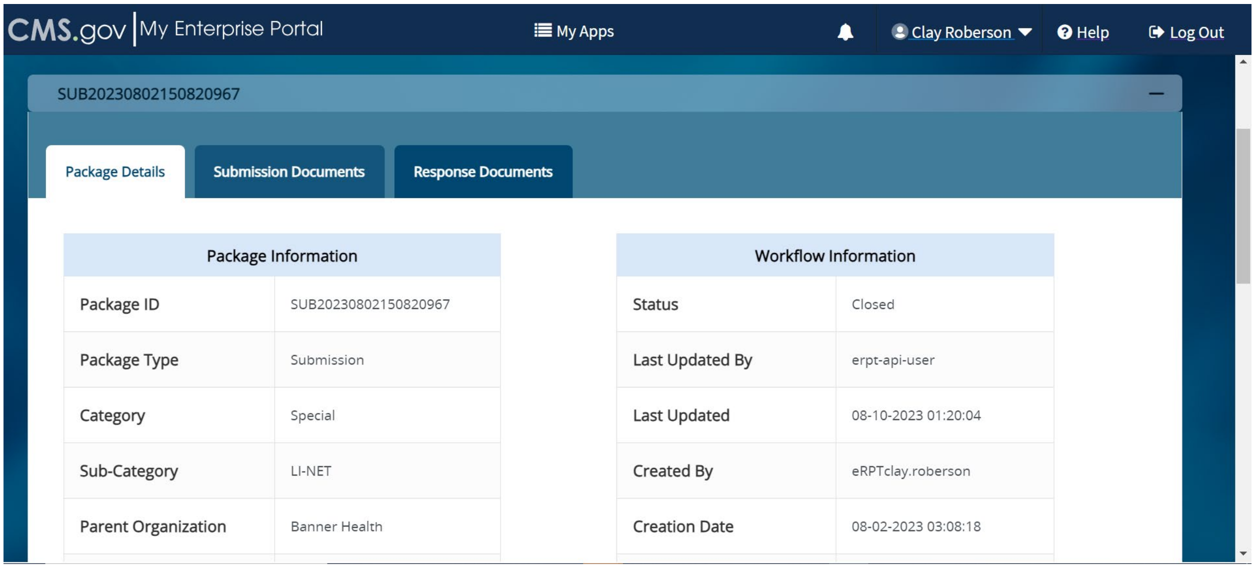
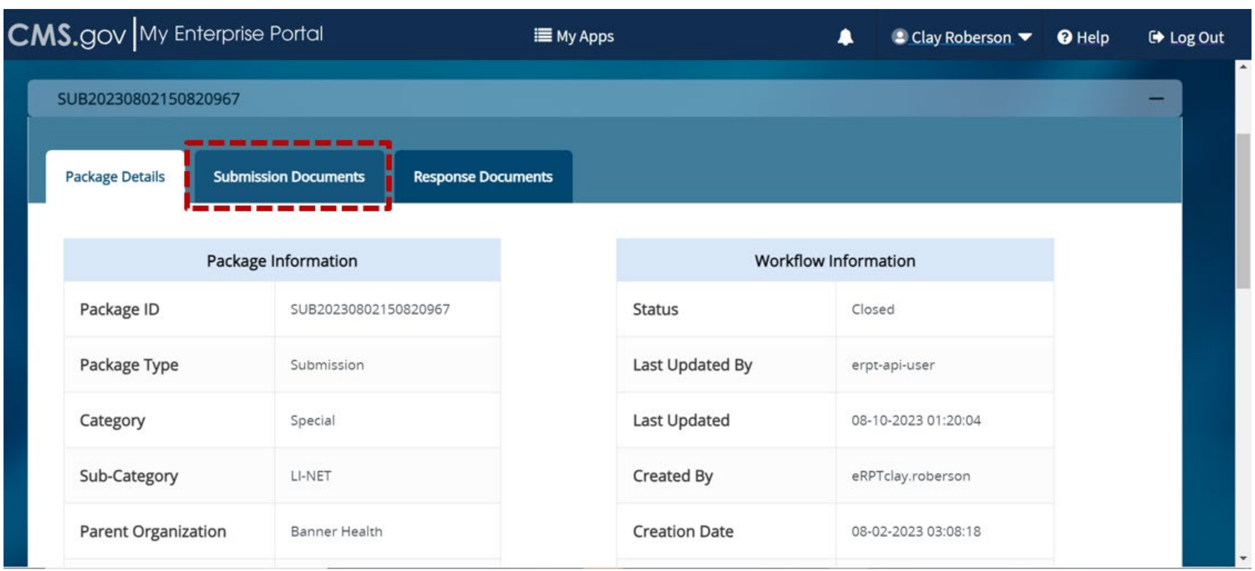
Figure 139: Viewing a Package and Downloading Package Documents – Step 3



4. To view the package documents, click the “Submission Documents” tab. The “Submission Documents” tab is displayed.

Figure 140: Viewing a Package and Downloading Package Documents – Step 4



5. Clicking the + sign to the right of the “Package Documents” accordion will expand this section and display all the associated Submission Documents submitted by the Plan User. See the following screenshots.

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Figure 141: Viewing a Package and Downloading Package Documents – Step 5a

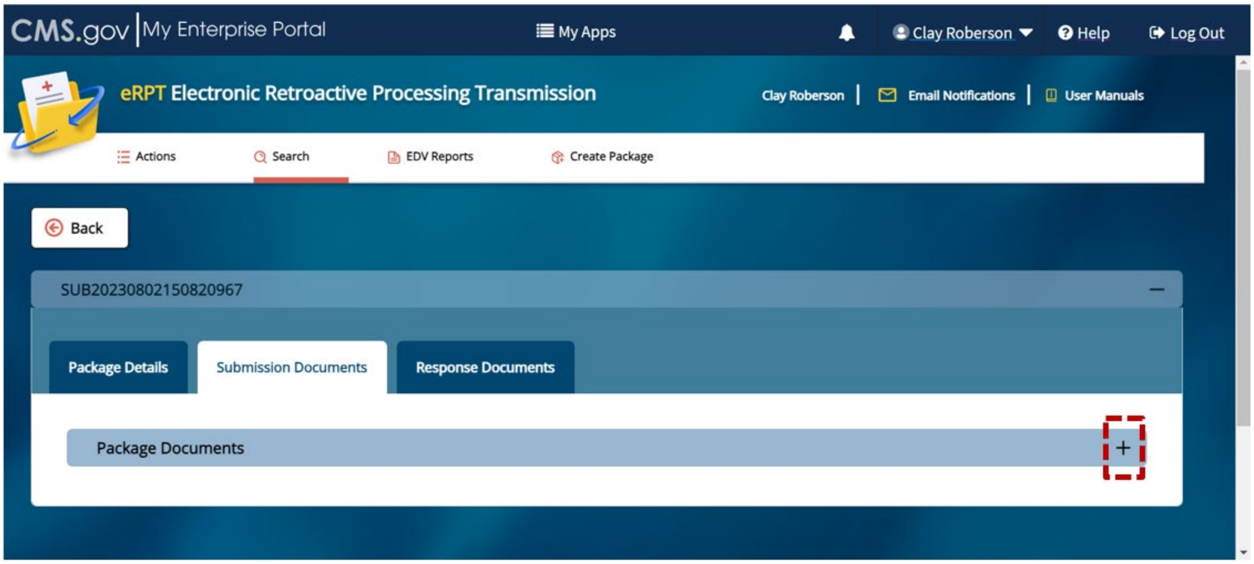
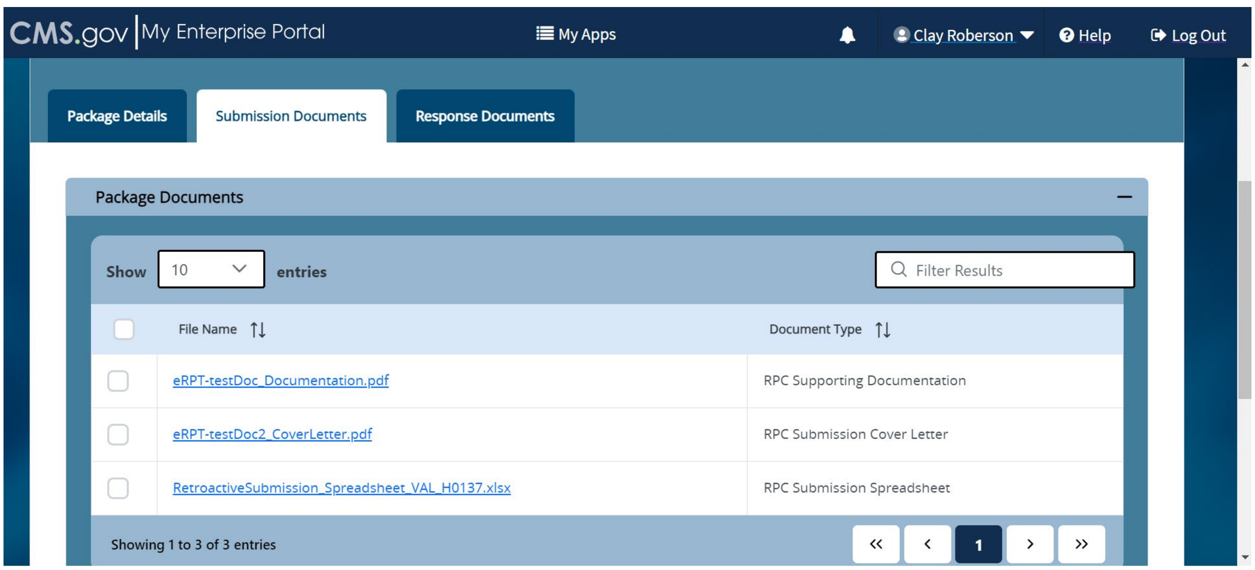


Figure 142: Viewing a Package and Downloading Package Documents – Step 5b



6. Click the checkbox to the left of the document you want to download. In this example, we click the top checkbox to illustrate downloading all the documents of the package and then click the “Download Selected Documents” button as shown. To download documents individually, click the checkbox next to the individual document(s) that you wish to download. Alternatively, you may click the file name of the document that you want to view/download.

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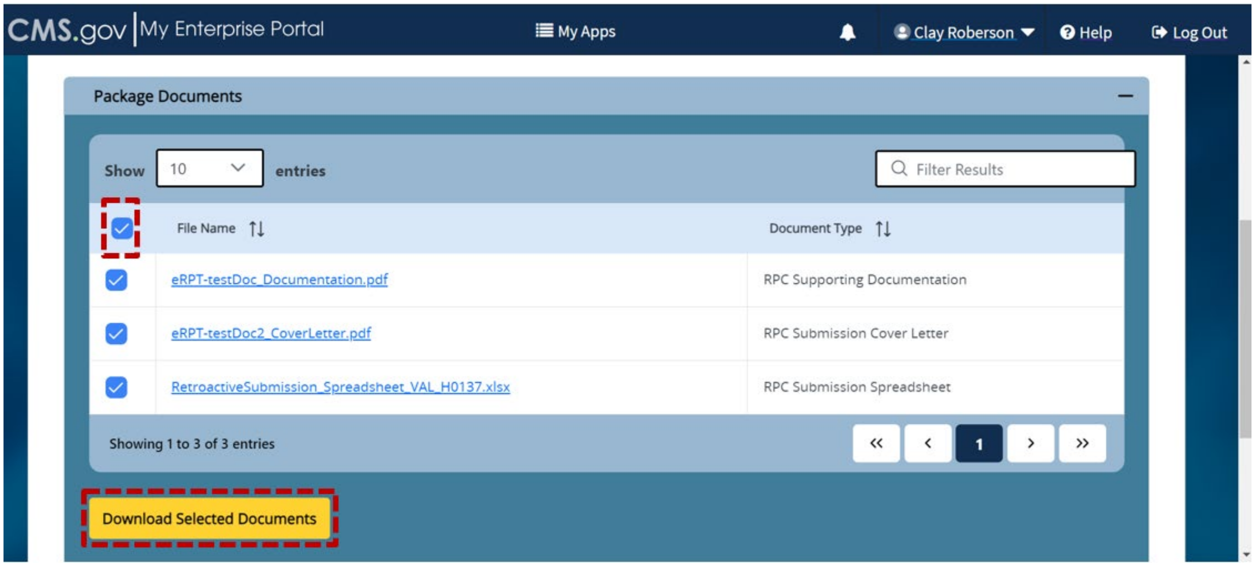
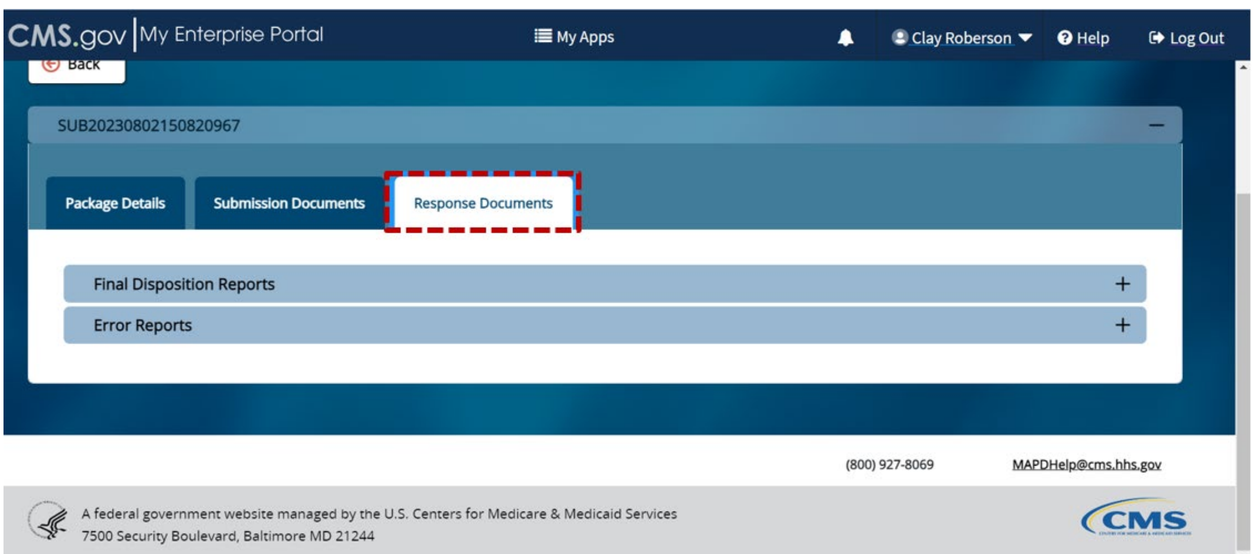
Figure 143: Viewing a Package and Downloading Package Documents – Step 6



7. Click the "Response Documents" tab to view/download the documents in this section in the same manner as illustrated in the previous steps for the documents in the "Submission Documents" tab.

   Note: The "Response Documents" will be uploaded by the RPC and will not be available if the status is marked as Draft, Pending RO Approval, or Open. Additionally, Response Documents can only be accessed by the Plan User (who is the package creator) and designated proxy users of the package. You may also refer to Section 3.2.10.

Figure 144: Viewing a Package and Downloading Package Documents – Step 7



8. Clicking the + sign to the right of the "Final Disposition Reports" accordion will expand this section and display all the associated Final Disposition Reports submitted by the RPC. See the following screenshot.

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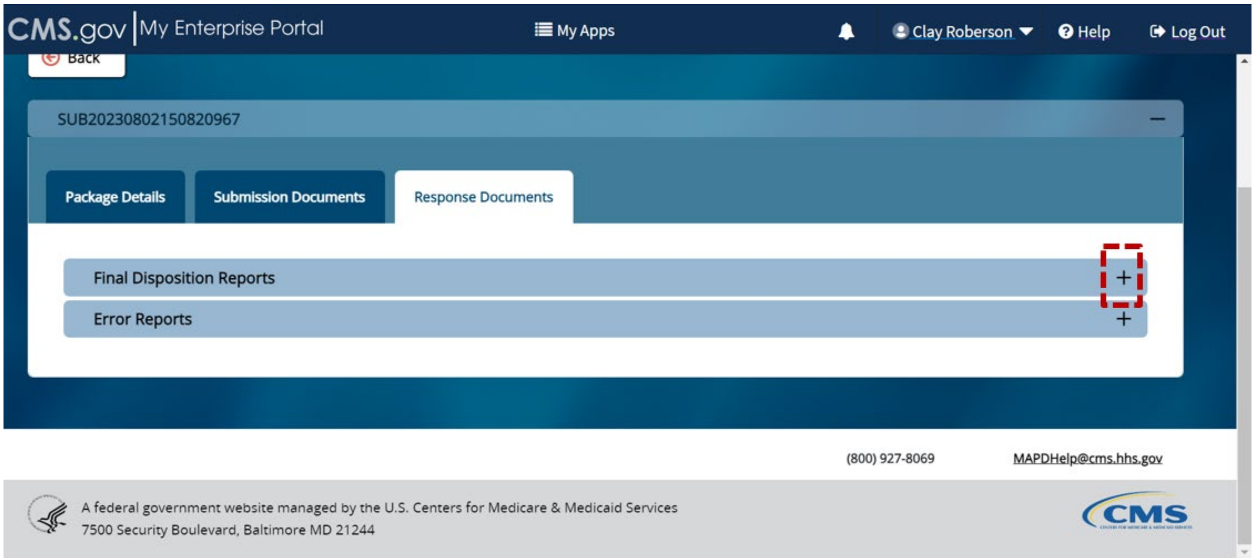
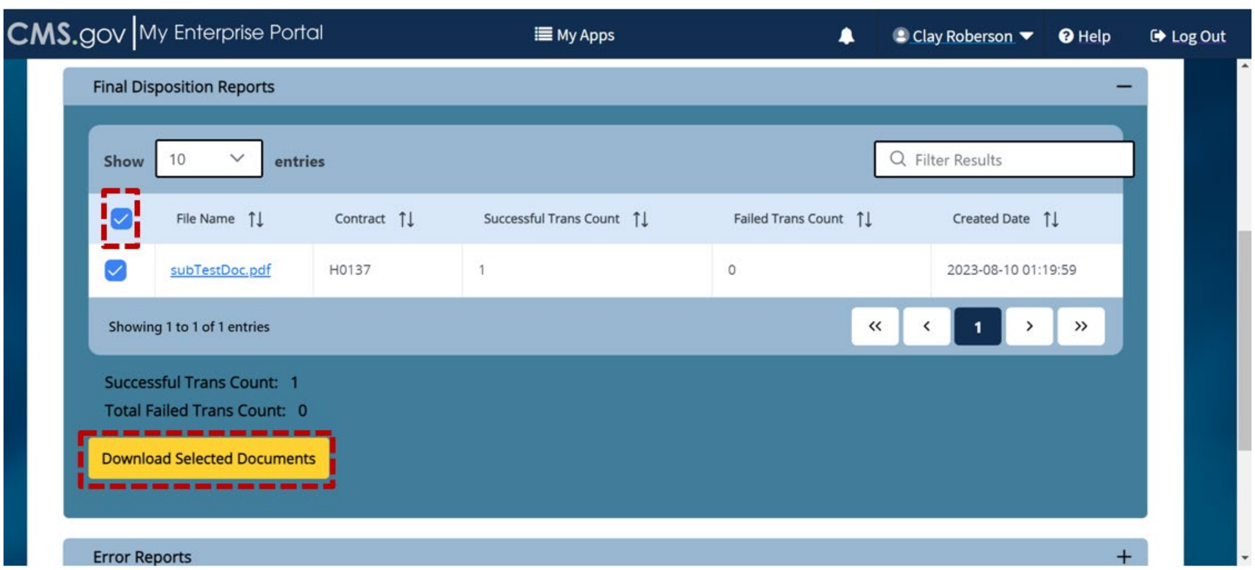
Figure 145: Viewing a Package and Downloading Package Documents – Step 8



9. Click the checkbox to the left of the document you want to download. In this example, we click the top checkbox to illustrate downloading all the documents of the package and then click the “Download Selected Documents” button as shown. To download documents individually, click the checkbox next to the individual document(s) that you wish to download. Alternatively, you may click the file name of the document that you want to view/download.

Figure 146: Viewing a Package and Downloading Package Documents – Step 9



10. Clicking the + sign to the right of the “Error Reports” accordion will expand this section and display all the associated Error Reports submitted by the RPC. See the following screenshot.

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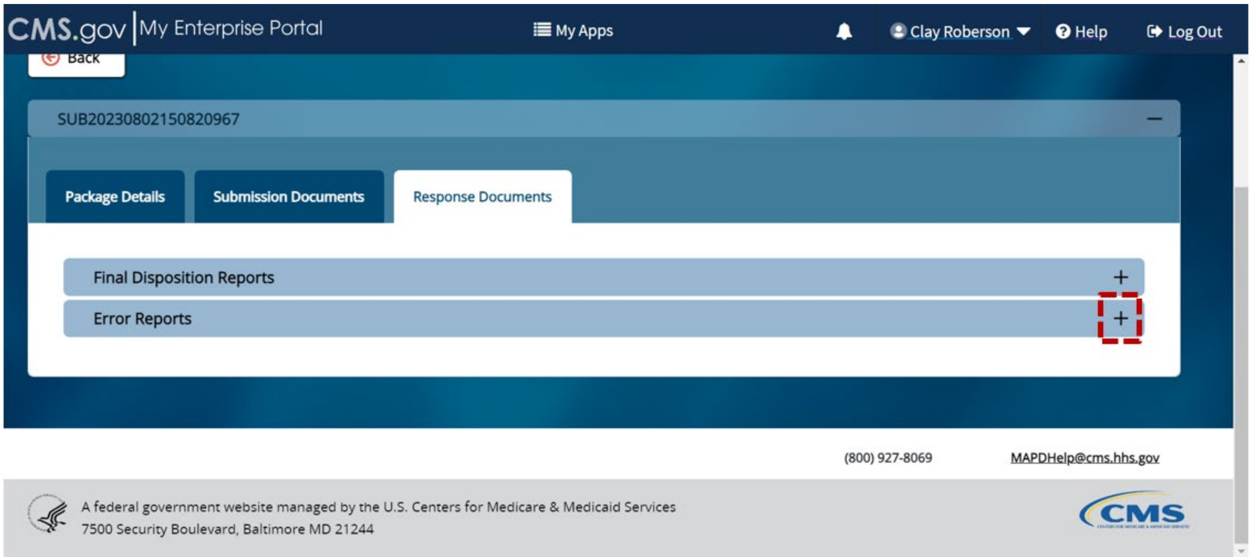
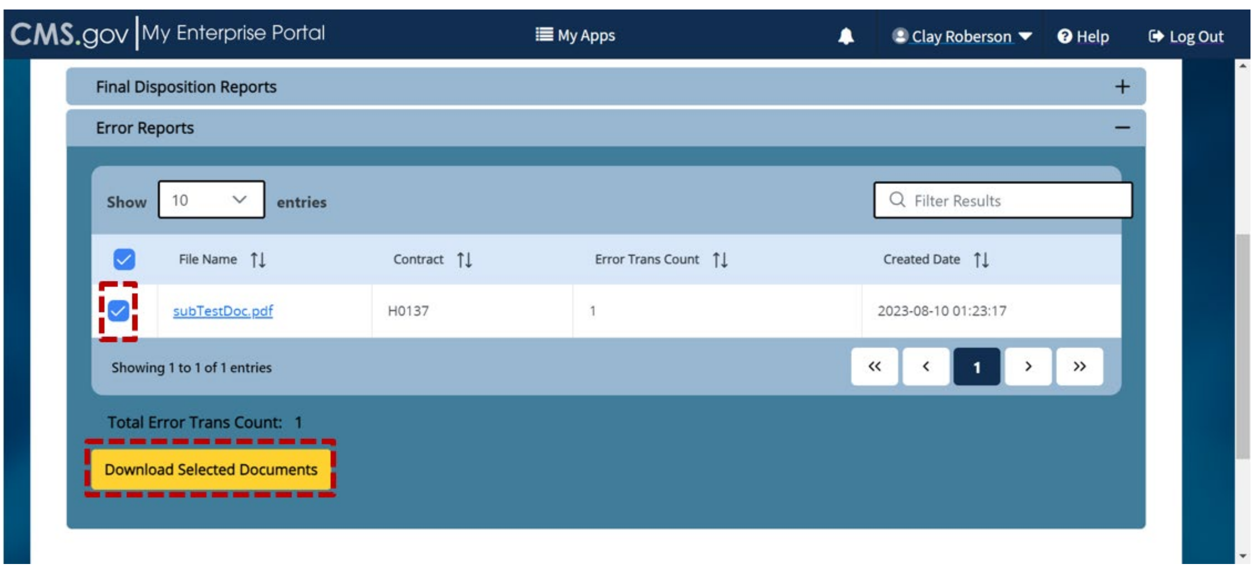
Figure 147: Viewing a Package and Downloading Package Documents – Step 10



11. Click the checkbox to the left of the document you want to download. In this example, we click the top checkbox to illustrate downloading all the documents of the package and then click the “Download Selected Documents” button as shown. To download documents individually, click the checkbox next to the individual document(s) that you wish to download. Alternatively, you may click the file name of the document that you want to view/download.

Figure 148: Viewing a Package and Downloading Package Documents – Step 11



12. Click the “Close” button on the top right or use the ‘esc’ key to close the package.

3.2.6 Update a Submission Package

Note: Only Submission Packages that are in “Draft” status can be updated. For other packages not in “Draft” status, you may want to reach out to the MAPD Helpdesk at 1-800-927-8069 or mapdhelp@cms.hhs.gov to submit your request. Your request will be analyzed for an appropriate resolution and next steps will be suggested.

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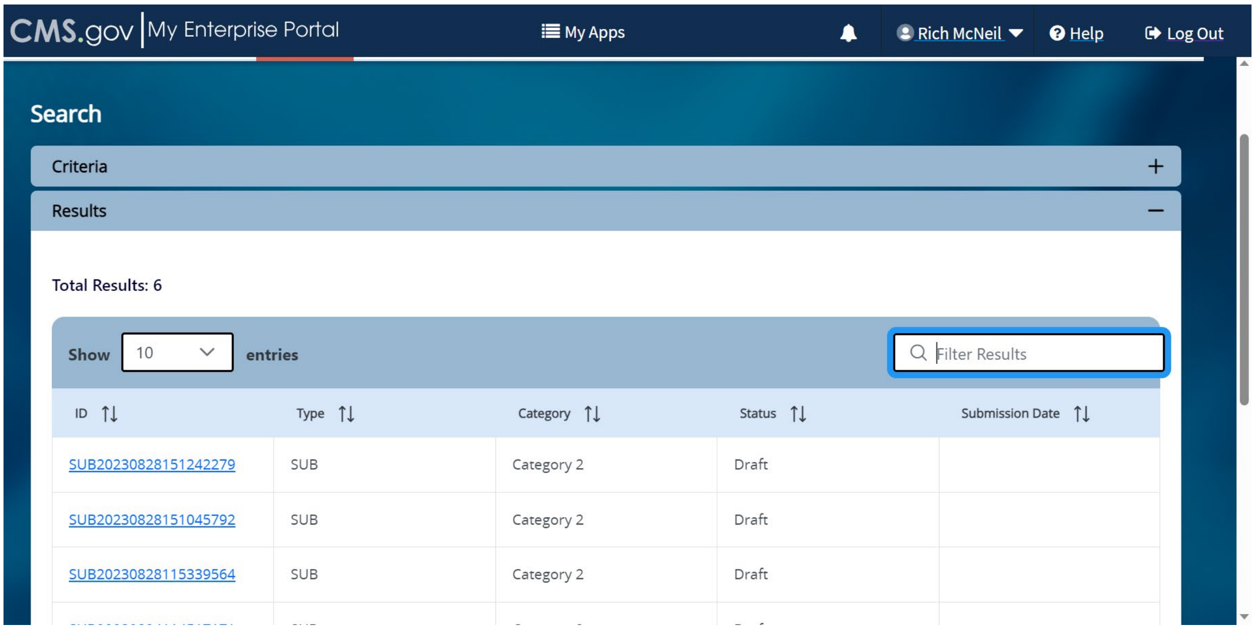
Follow the steps below to update a "Draft" submission package. The steps are the same to update a transaction inquiry package in "Draft" status.

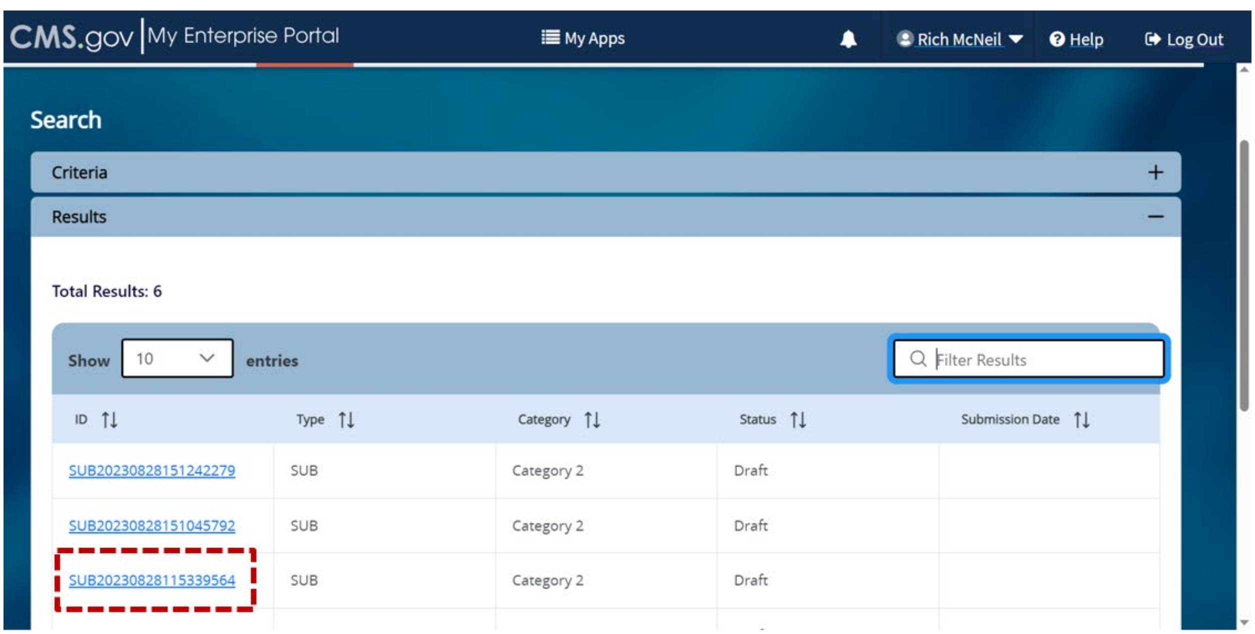
1. Search for packages as illustrated in Section 3.2.2. The following screenshot is a result of a search of all "Draft" packages within a specific time.

Figure 149: Update a Submission Package – Step 1



2. Click the "ID" of the package that you want to update.

Figure 150: Update a Submission Package – Step 2



3. Click "Update Mode."

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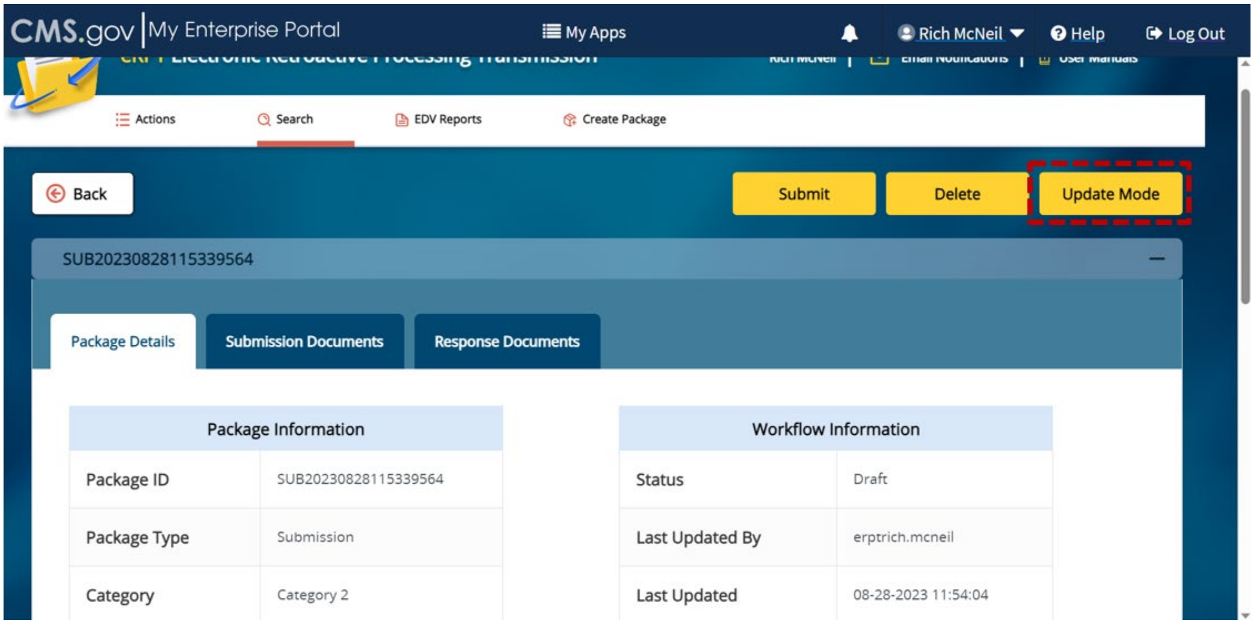
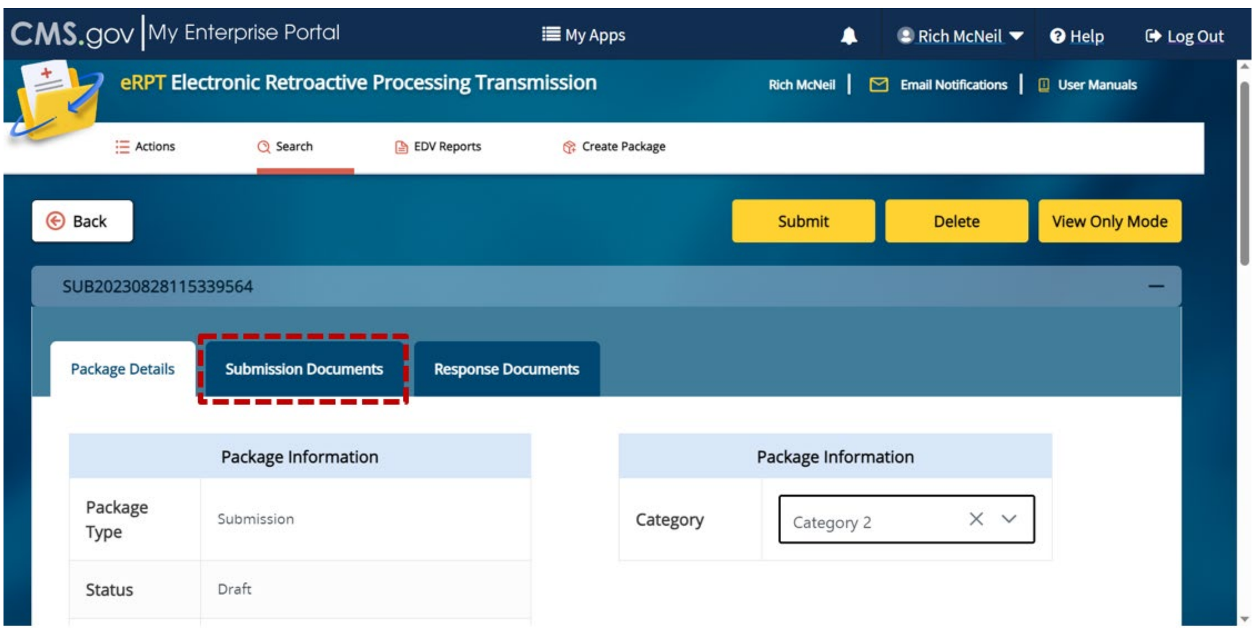
Figure 151: Update a Submission Package – Step 3



4. Click the “Submission Documents” tab to add documents or change the uploaded documents.

Figure 152: Update a Submission Package – Step 4



5. Click “Add Files” to upload all the required documents to the package.

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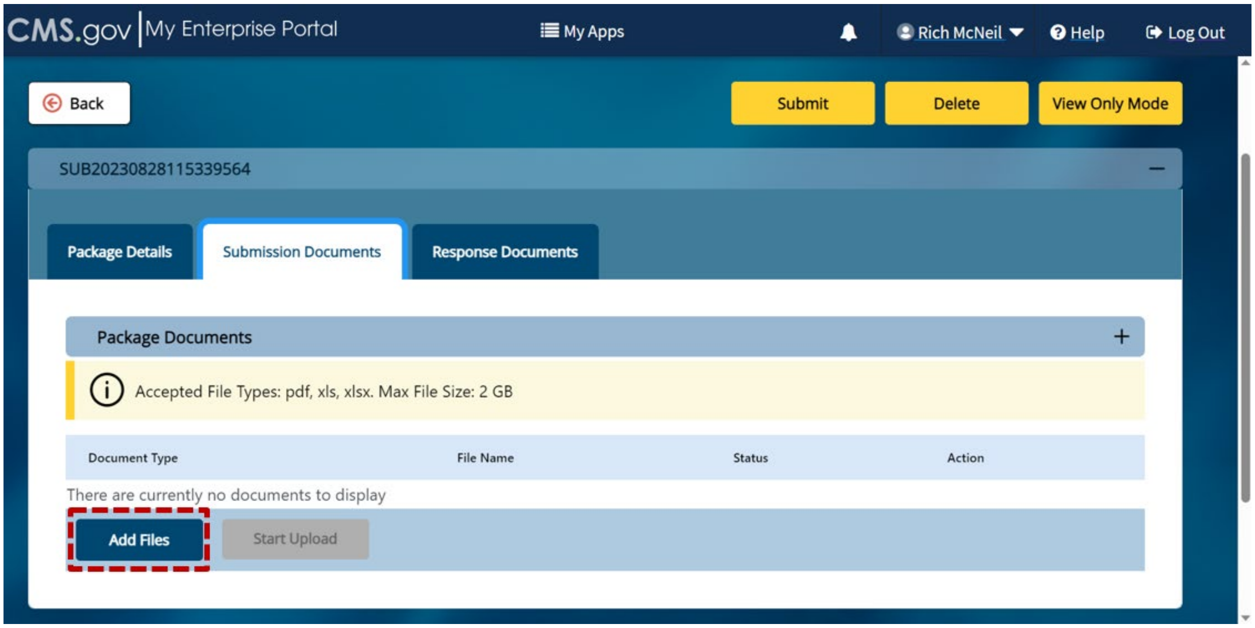
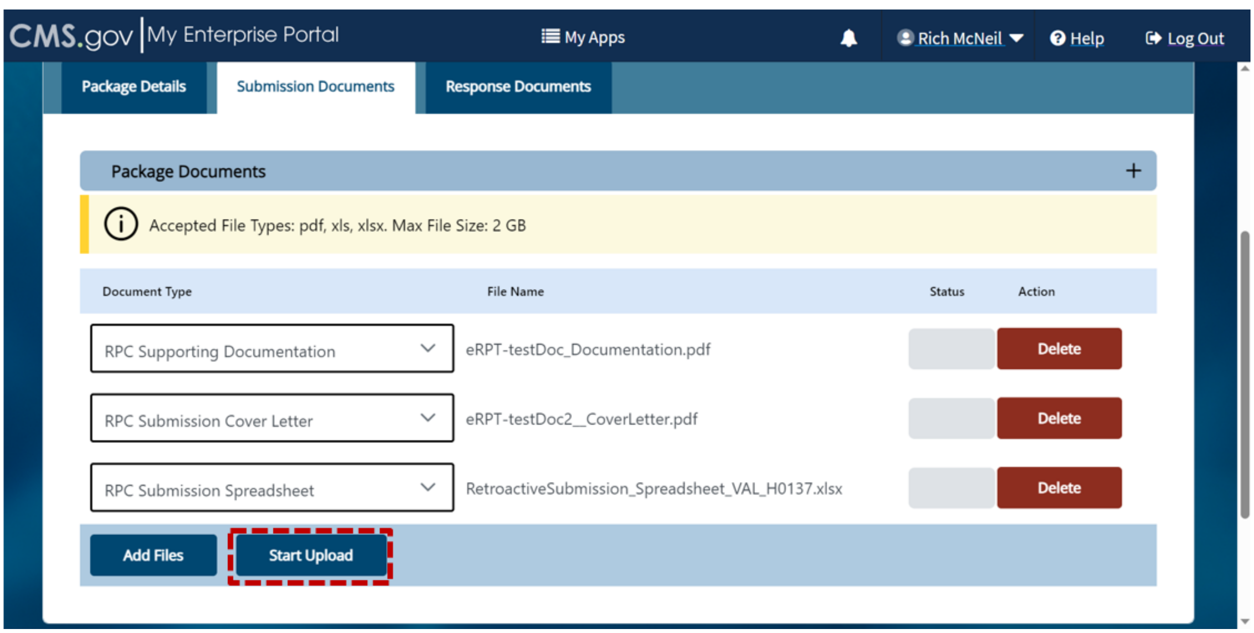
Figure 153: Update a Submission Package – Step 5



6. Ensure the appropriate “Document Type” value from the drop-down field is selected and then click “Start Upload.” Since this is a Category 2 package, the following documents are required to complete the package:
   - RPC Submission Spreadsheet
   - RPC Supporting Documentation
   - RPC Submission Cover Letter

Figure 154: Update a Submission Package – Step 6



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Note: Before you perform the above step/action, the following are some tips to keep in mind:

a) Ensure that the right document type from the drop-down field is displayed as appropriate to each file: RPC Submission Spreadsheet, RPC Supporting Documentation, and RPC Submission Cover Letter.

b) The user must upload at least one document for each of the following document types for successful submission of the Package. Refer to **Appendix D: Package Documents** to view the appropriate eRPT Document Type Values for each of these documents.
   - RPC Submission Cover Letter (PDF file)
   - RPC Submission Spreadsheet (XLS or XLSX file)
   - RPC Supporting Documentation (PDF file(s))

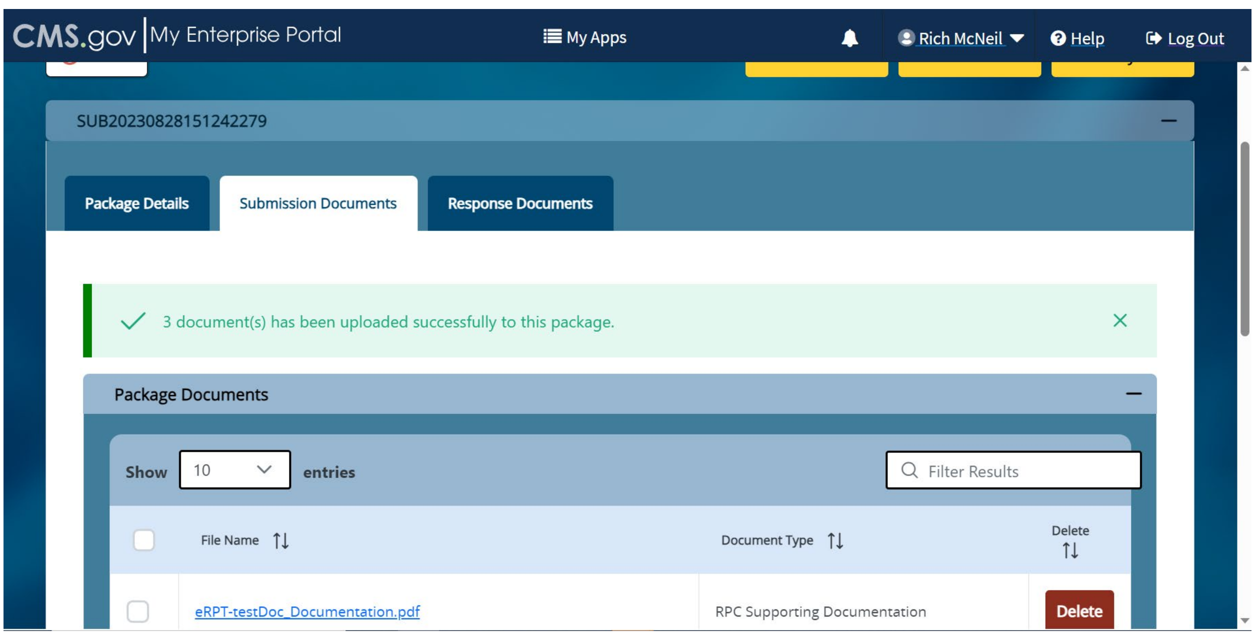
c) Acceptable file types for uploading are Portable Document Format (PDF) and Excel format (.XLS and .XLSX). The format "XLSM" is not supported by the eRPT. Refer to Section 3.4 for steps to convert an XLSM format document.

d) The "RPC Submission Spreadsheet" must include information only for contracts that the user has access to. If you have a contract in the spreadsheet that you do not have access to, the spreadsheet will not be uploaded successfully. The status of the upload will display as "Failed." In this case, gain access to the contract first before trying again.

e) If the "RPC Submission Spreadsheet" does not have any contract information, the system will not let you upload the spreadsheet. You will see an error message and the status of the upload will display as "Failed."

7. A confirmation pop-up message indicates that the document(s) have been uploaded successfully.

Figure 155: Update a Submission Package – Step 7



8. If you want to add proxy users, navigate to the "Package Details" tab. As shown, the package under update does not have any proxy users yet. The remaining steps will help you to complete this section.

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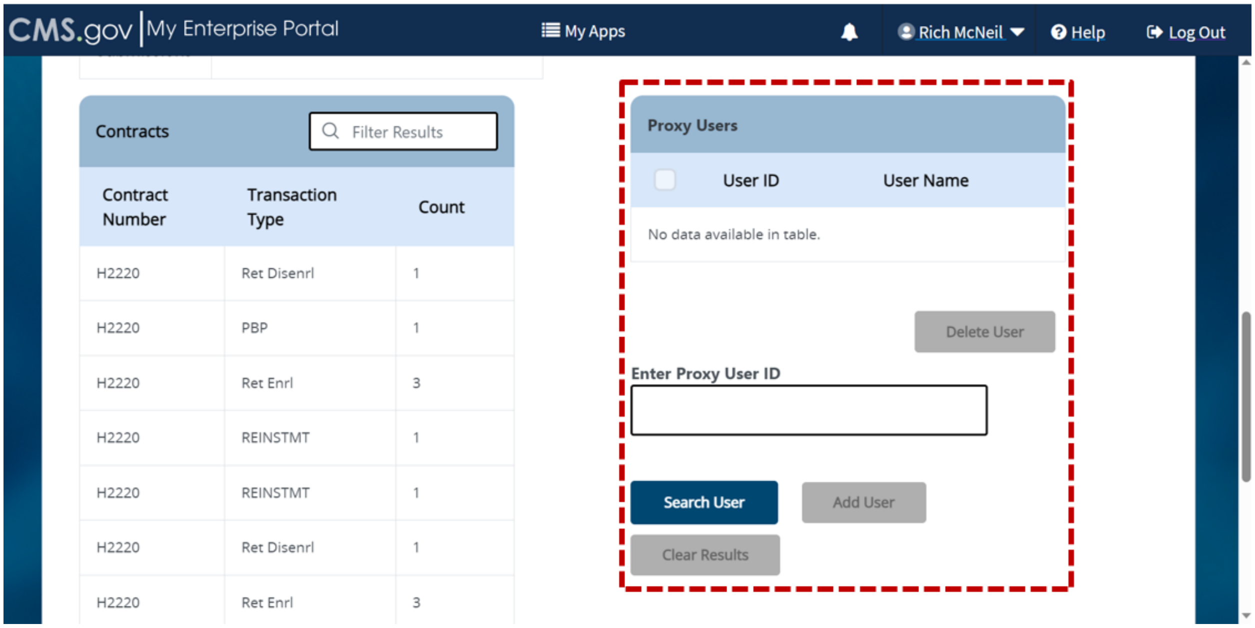
Figure 156: Update a Submission Package – Step 8

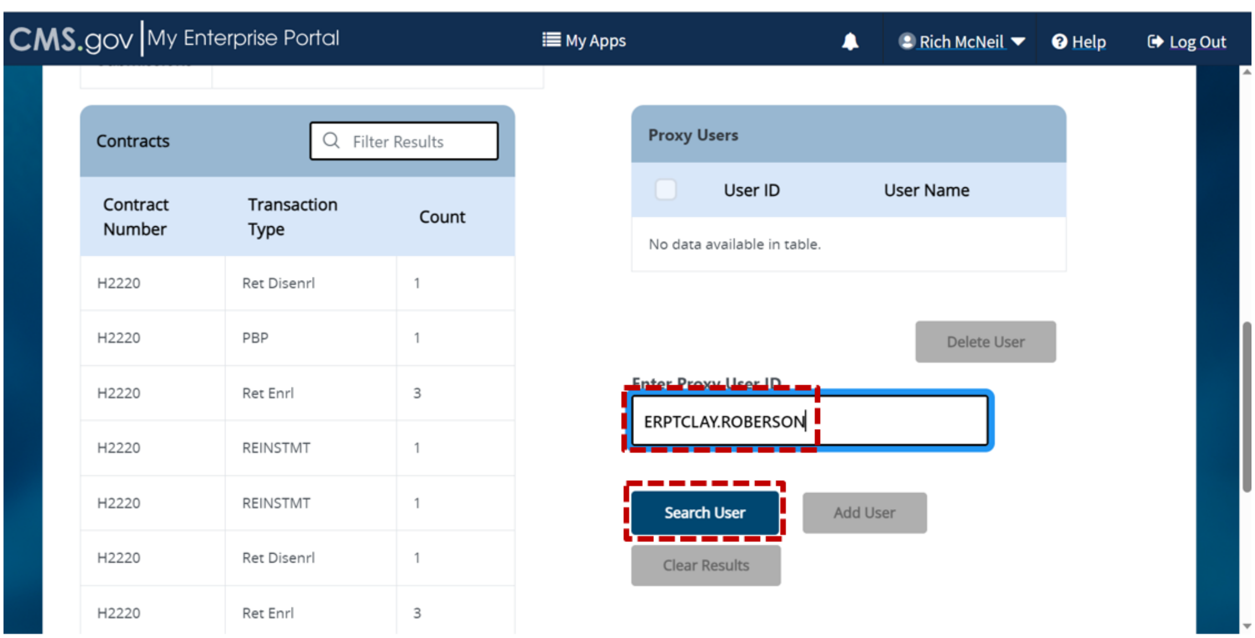


9. Enter a valid IDM User ID of a Plan User in the "Enter Proxy User ID" field and click "Search User."

   Note: Adding proxy users to a submission package is optional. The following are some tips to keep in mind:

   a) Adding proxy user(s) is contingent upon the successful upload of the required documents to the package based on the previous steps.
   b) You can add up to three (3) proxy users to a submission package.
   c) The eRPT system will not let you add a proxy user to the package if the user does not have access to all the contract(s) contained in the RPC Submission Spreadsheet.

Figure 157: Update a Submission Package – Step 9



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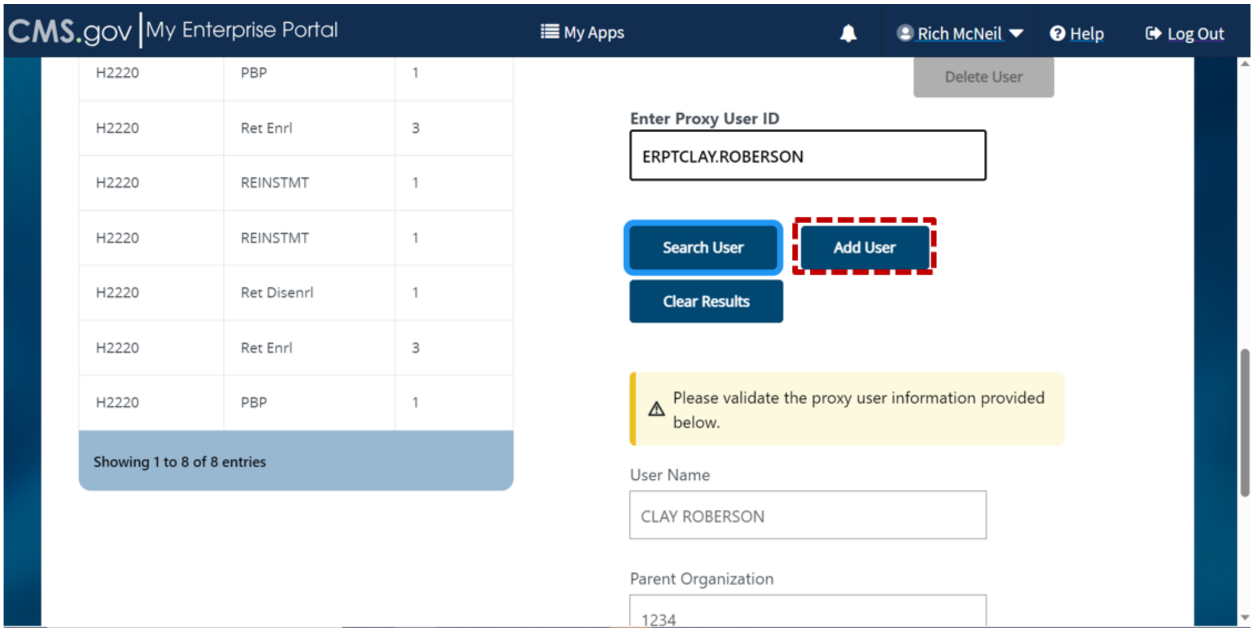
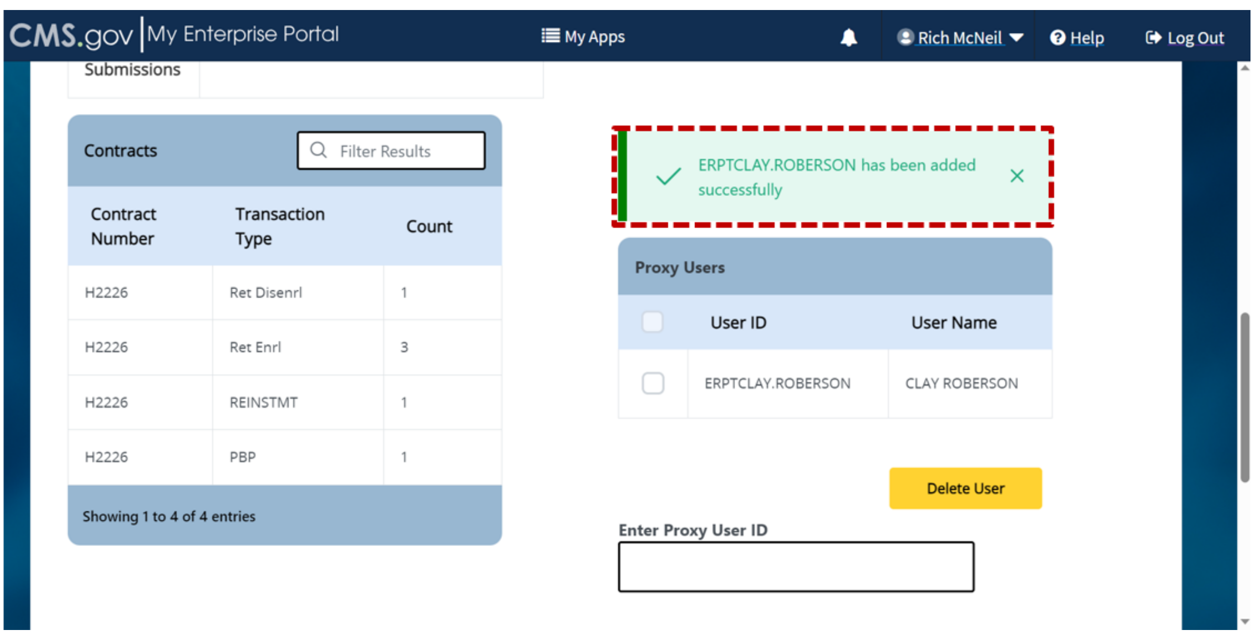
10. Click “Add User.”

Figure 158: Update a Submission Package – Step 10



11. The confirmation message that the proxy user has been added successfully.

Figure 159: Update a Submission Package – Step 11



12. The proxy user has been added as shown.

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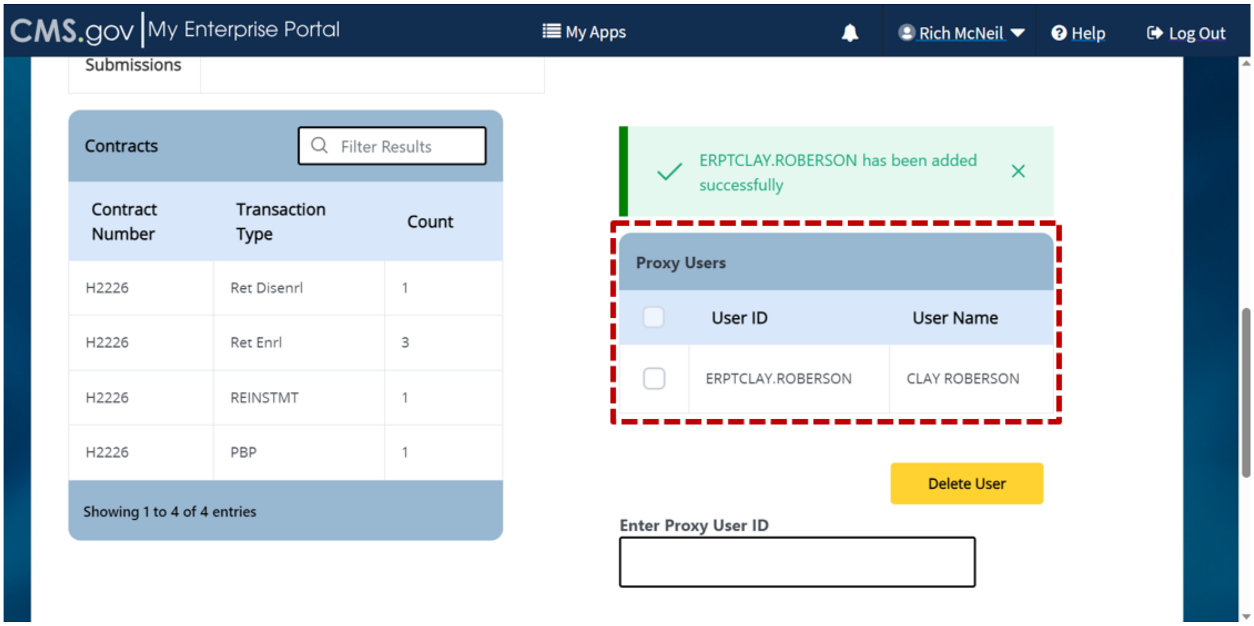
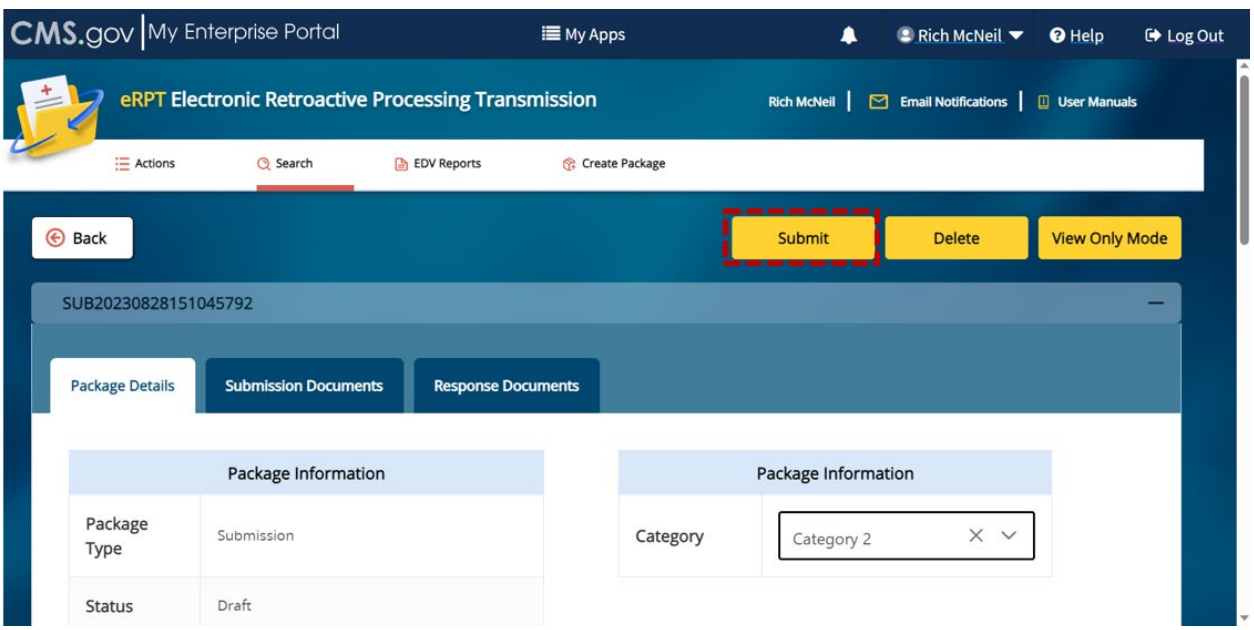
Figure 160: Update a Submission Package – Step 12



13. After making the required updates, you can submit, close, or switch to view-only mode by using the appropriate buttons at the top. **Note:** Unless you submit the package the status of the package will remain as "Draft."

Figure 161: Update a Submission Package – Step 13



14. Click "Yes" on the confirmation message window.

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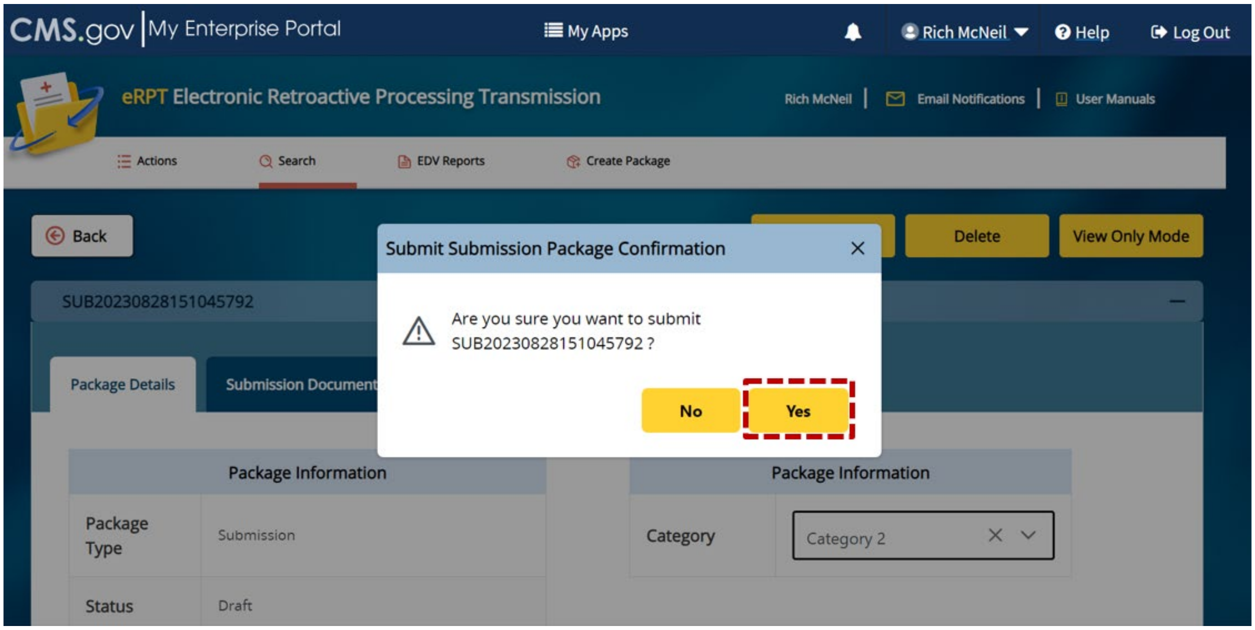
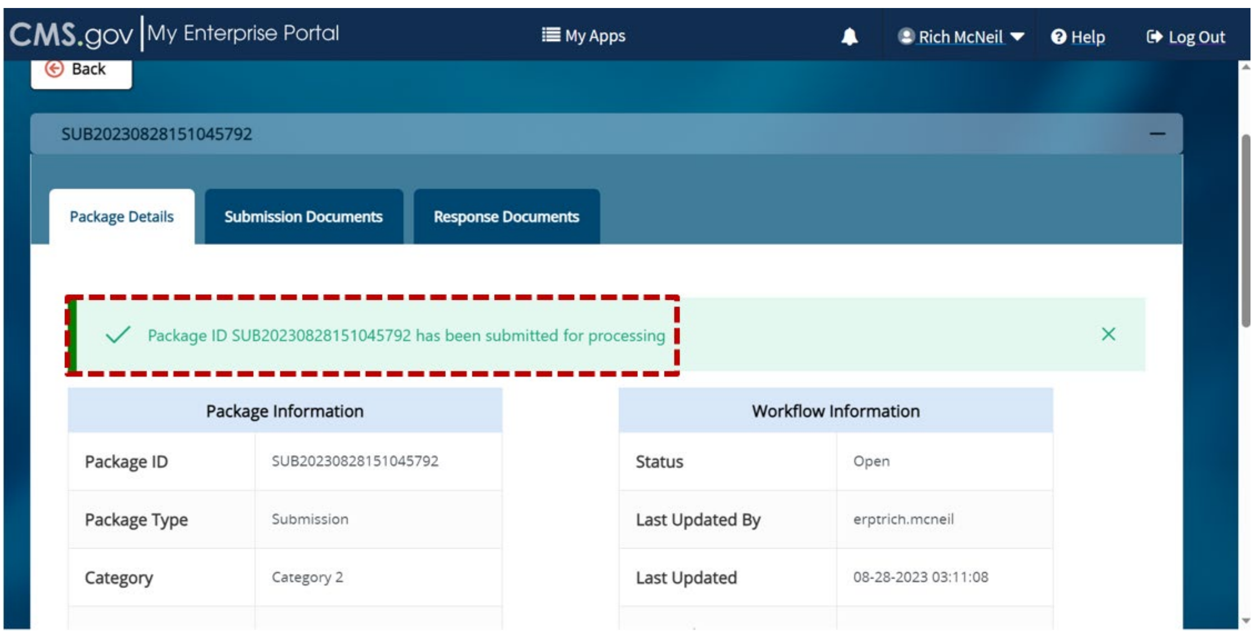
Figure 162: Update a Submission Package – Step 14



15. The confirmation message that the package has been submitted successfully.

Figure 163: Update a Submission Package – Step 15



3.2.7 Deleting Submission Documents from a Submission Package

Note: The documents uploaded to a Submission Package can only be deleted when the package is in “Draft” status. **Only** the Package Creator or designated proxy user(s) can delete documents from a draft package.

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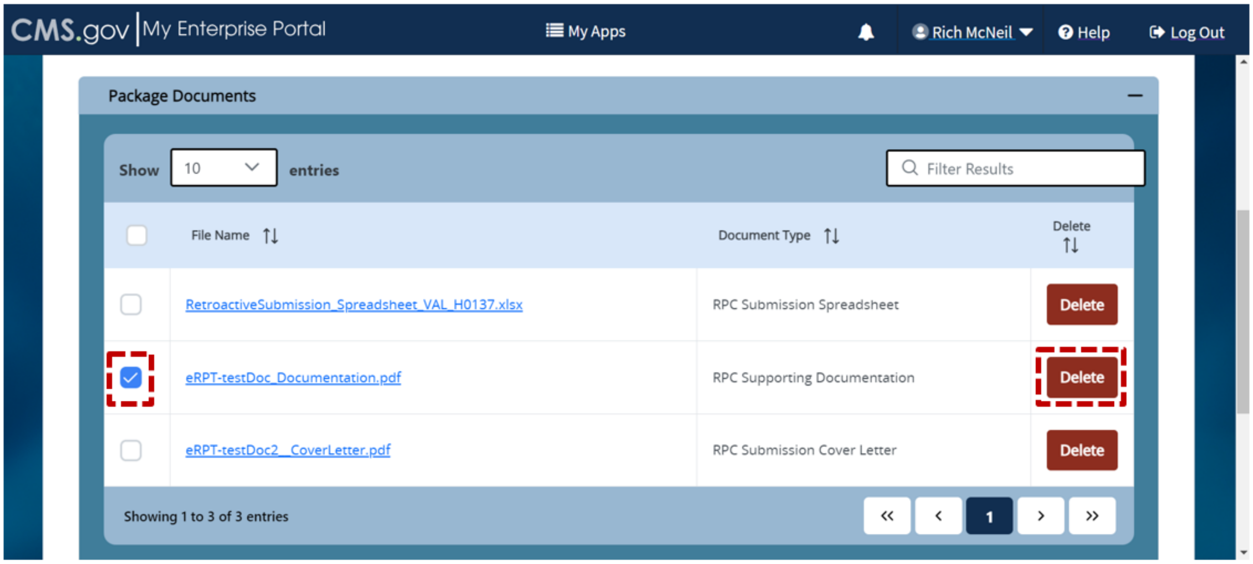
In the eRPT application, when documents uploaded to a draft package are deleted, the action is permanent, and the document cannot be retrieved. These steps are the same in the case of a transaction inquiry package as well.

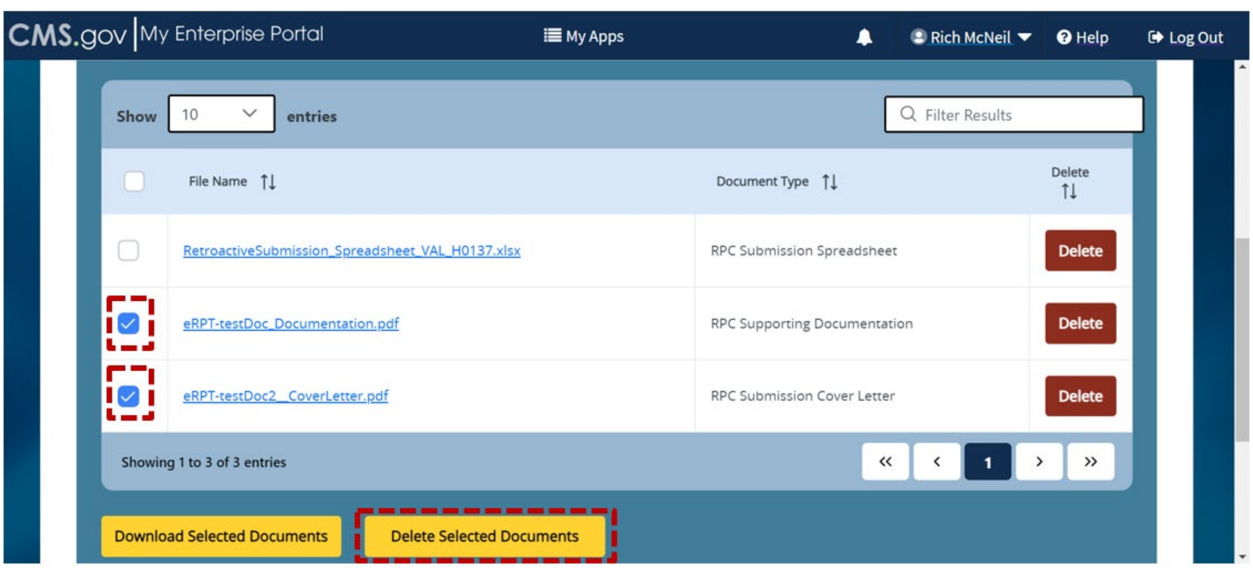
1. Select the checkbox next to the document and click "Delete" as illustrated.

Figure 164: Deleting Submission Documents from a Submission Package - Step 1a



2. To delete multiple documents at one time, click the checkbox for all the documents to delete and then click "Delete Selected Documents" as illustrated. **Note:** You may use the top checkbox at the table header row to select all documents.

Figure 165: Deleting Submission Documents from a Submission Package - Step 2



You will see a delete confirmation message window pop-up confirming your action.

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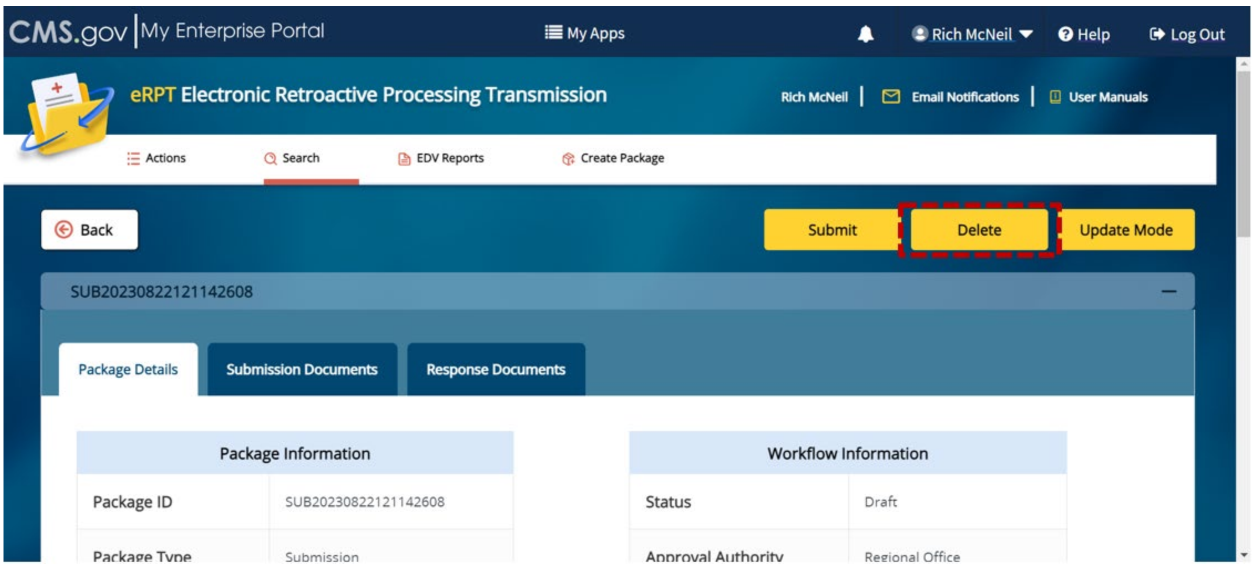
3.2.8 Deleting a Submission Package

Note: Only Submission Packages in “Draft” status can be permanently deleted. When a Package in “Draft” status is deleted from the eRPT application, it will be permanently deleted from the application and cannot be retrieved. A Draft Package can **only** be deleted by the Package Creator or designated proxy user(s).

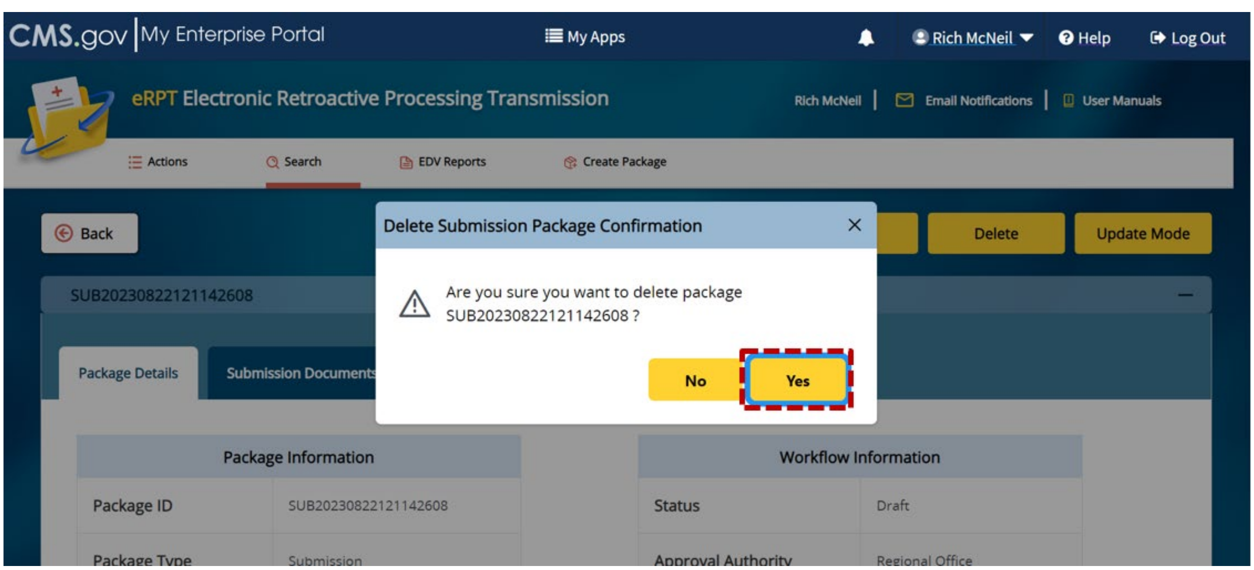
1. Click “Delete” from the top right-hand corner of the package screen after you have opened a package. The successful package delete message will be displayed. Click “OK” to acknowledge.

Figure 166: Deleting a Submission Package – Step 1



2. Click “Yes” in the message window pop-up to confirm action.

Figure 167: Deleting a Submission Package – Step 2



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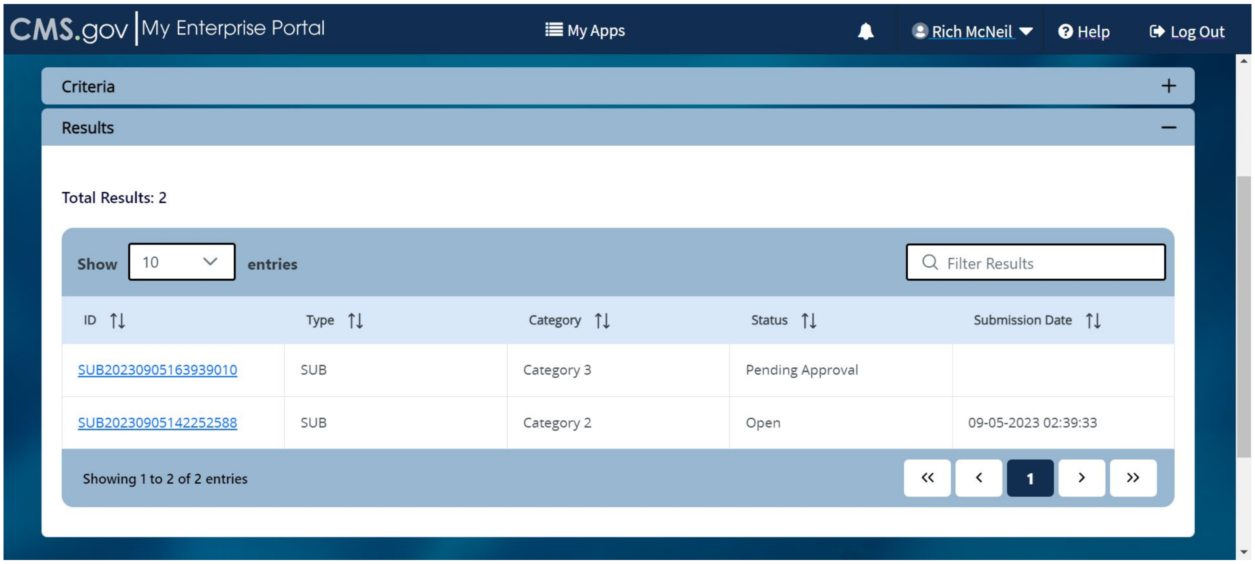
3.2.9 Tracking Packages

A Package can be tracked in the eRPT application by referring to the status of the Package. Refer to Section 3.1 eRPT Terminology to understand the different statuses that a package can take depending on the package type and category.

To view the statuses of your packages, follow the steps as outlined in Section 3.2.2 Search for Packages and Documents. The screenshot below is a result of a search conducted on all packages within a specific time.

Figure 168: Tracking Packages



3.2.10 View Response Documents Uploaded by RPC Through Actions Tab

All Submission and Transaction Inquiry Packages submitted to the eRPT application by the eRPT Plan Users will be available for RPC users to download and provide response documents.

The following are the response documents added by RPC for eRPT Plan Users:

- FDR
- Error Report
- Transaction Inquiry Response.

All response documents to a Submission Package are added for a Plan contract. The response documents added to a package can be viewed only by users who have access to the Submission Package. **When a response document is added by the RPC, the package creator and proxy user(s) will receive a system notification within the eRPT application, and an email sent to their registered email account with a message indicating the action RPC has taken on the package.** The following are the different notifications the users will receive when a response document is added by RPC for a submission Package:

- There is an FDR(s) uploaded by RPC for Package << Package ID >>
- There is an Error Report uploaded by RPC for Package << Package ID >>

The Package creator and proxy users will receive the following action when he/she receives a response document from RPC for a Transaction Inquiry Package:

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- There is an Inquiry Response uploaded by RPC for Package << Package ID >>

In addition to the above response documents, the RPC will also add the Follow-On FDR document. The Follow-On FDR document will be an independent document and will not be added to a Package. **It will be added for a contract number and all the users who have access to the contract number will have access to the document. When RPC adds a Follow-On FDR document the Plan User will be informed of their action within the "Actions" tab and an email notification will be sent to the user's registered email address.** The eRPT Plan User will receive the following message in the notification for a Follow-On FDR:

- A Follow-On FDR has been added to the system for contract << Contract ID >>

To view response documents added by RPC to a package via the "Actions" tab:

1. The "Actions" tab will be the landing page for the users and will display the lists of actions for the user. Click the message link of a package you want to open and view its response documents. **Note:** Alternatively, select the checkbox next to that row and click "View Selected Action" to open the package. See the screenshots that follow.

Figure 169: View Response Documents Through Actions – Step 1a, To View FDR

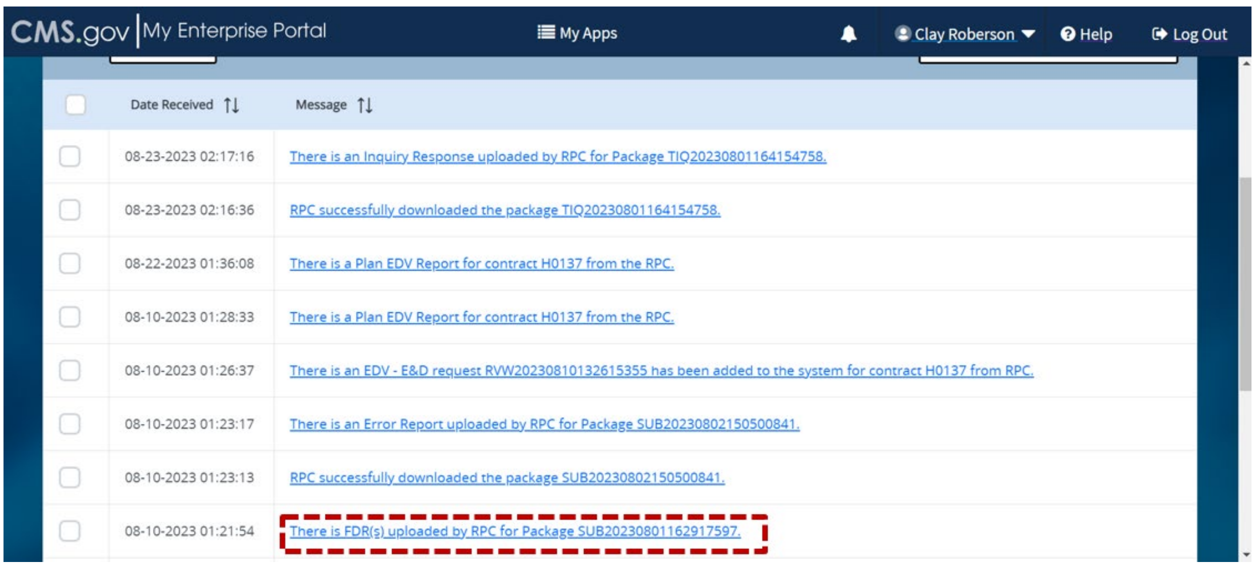

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Figure 170: View Response Documents Through Actions – Step 1b, To View Error Report

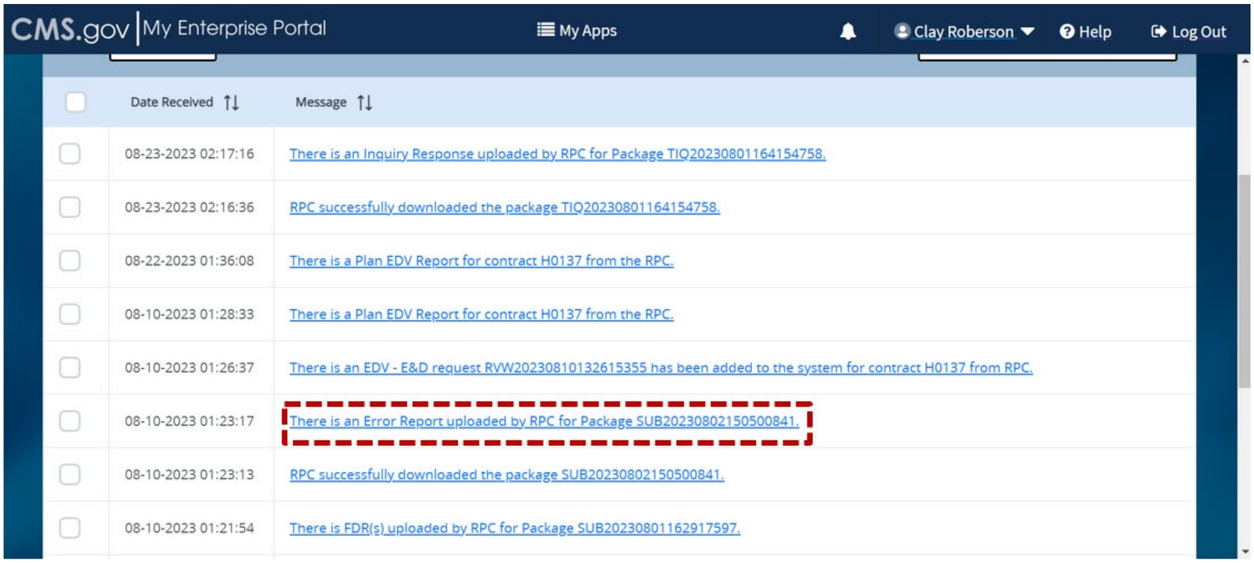

Figure 171: View Response Documents Through Actions – Step 1c, To View Follow-On FDR

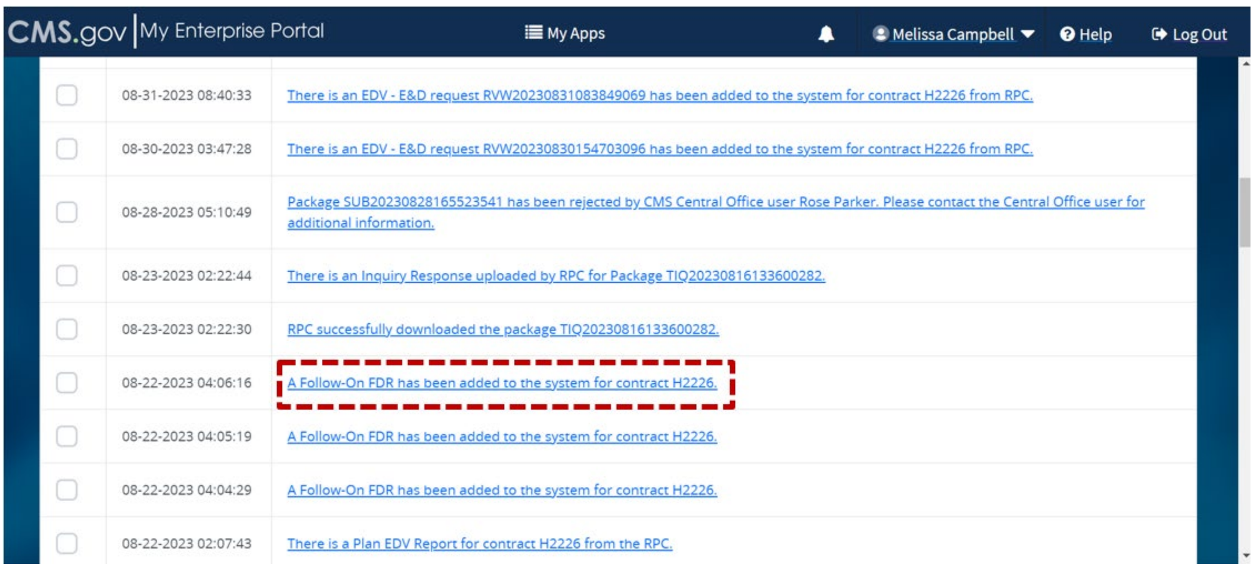

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Figure 172: View Response Documents Through Actions – Step 1d

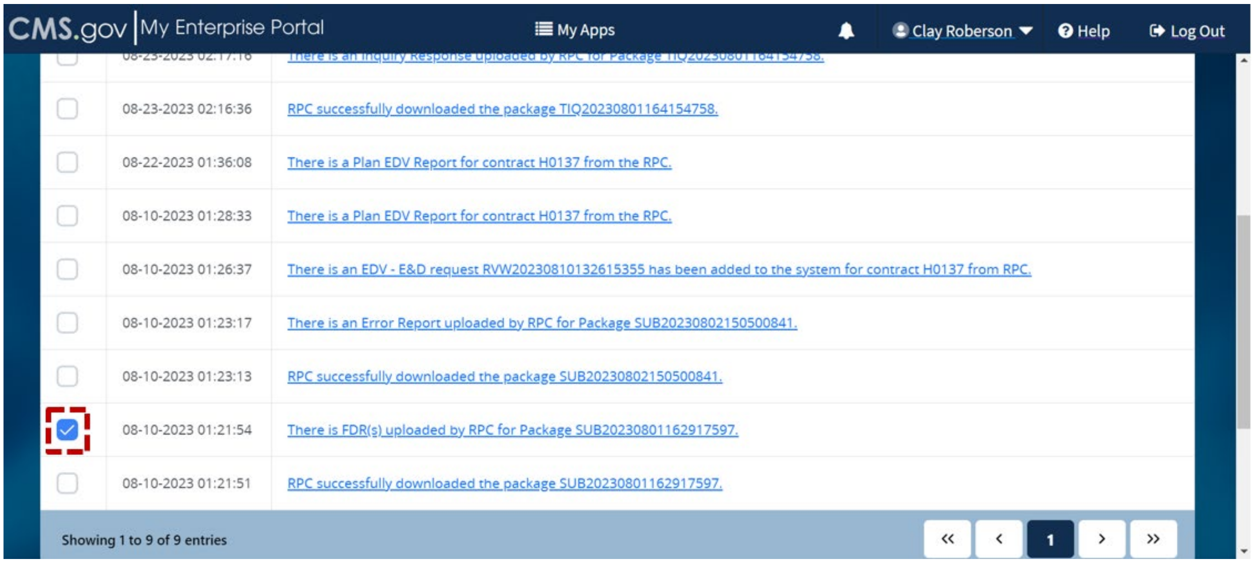
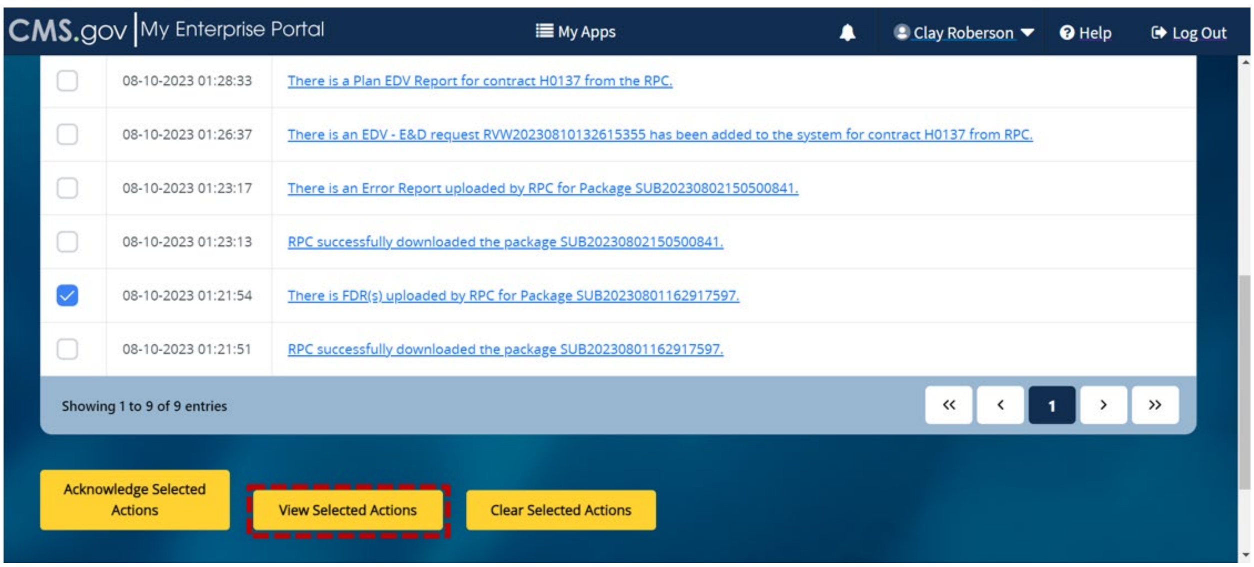


Figure 173: View Response Documents Through Actions – Step 1e



2. The package opens in a new window. Select the “Response Documents” tab.

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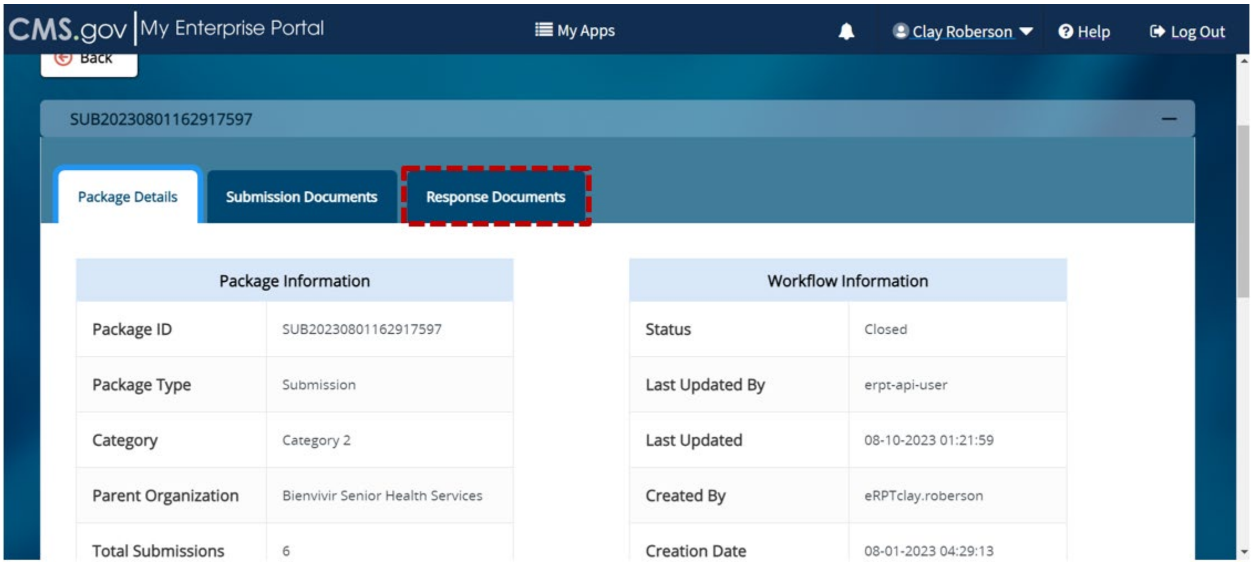
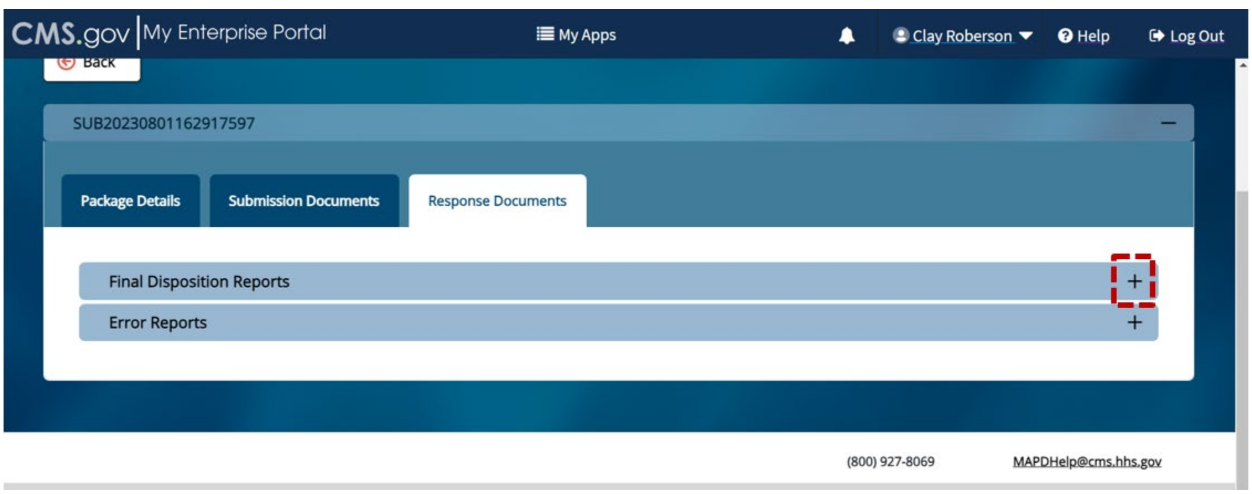
Figure 174: View Response Documents Through Actions – Step 2



3. Click the + sign to the right of "Final Disposition Reports."

Figure 175: View Response Documents Through Actions – Step 3



4. Click the file name of the document/file to open and view it. Alternatively, you can click the checkbox corresponding to that document and click "Download Selected Documents" to download the document(s) you selected.

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Figure 176: View Response Documents Through Actions – Step 4a

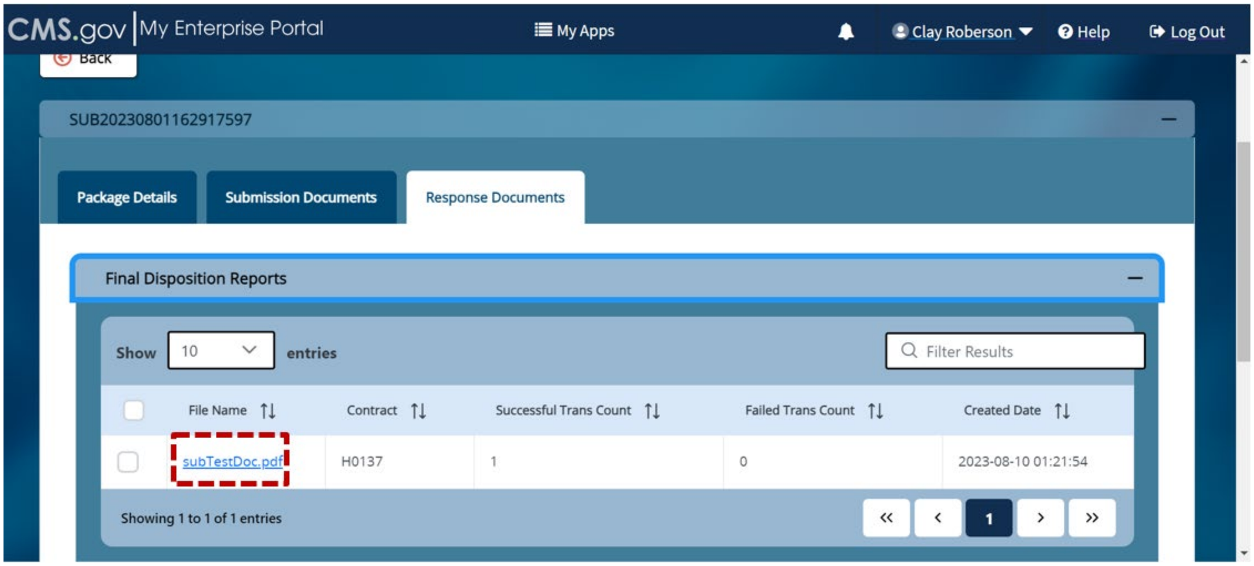
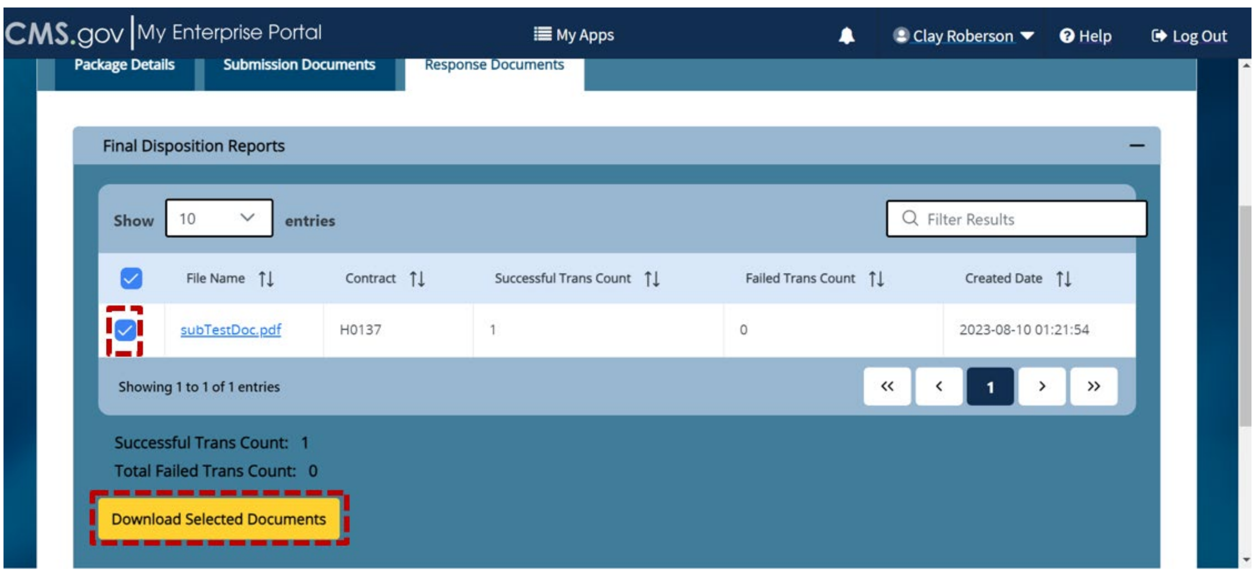


Figure 177: View Response Documents Through Actions – Step 4b



Note: The steps discussed in this section also apply to “Error Reports” and “Transaction Inquiry Response”.

3.2.11 Search and View Response Documents

The Search feature (discussed in detail in Section 3.2.2) in the eRPT application can also be used for searching the following types of response documents:

- FDRs
- Follow-On FDRs
- Error Reports

The steps to perform a search in this instance are similar to finding a Submission Package (as discussed in Section 3.2.2.1). Follow the steps below.

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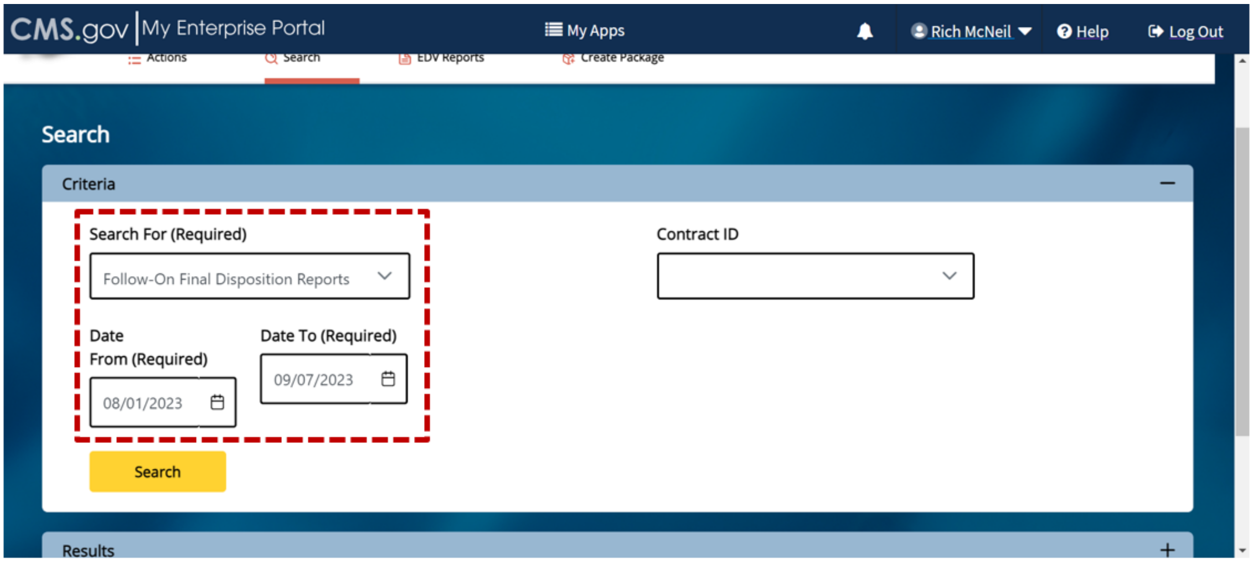
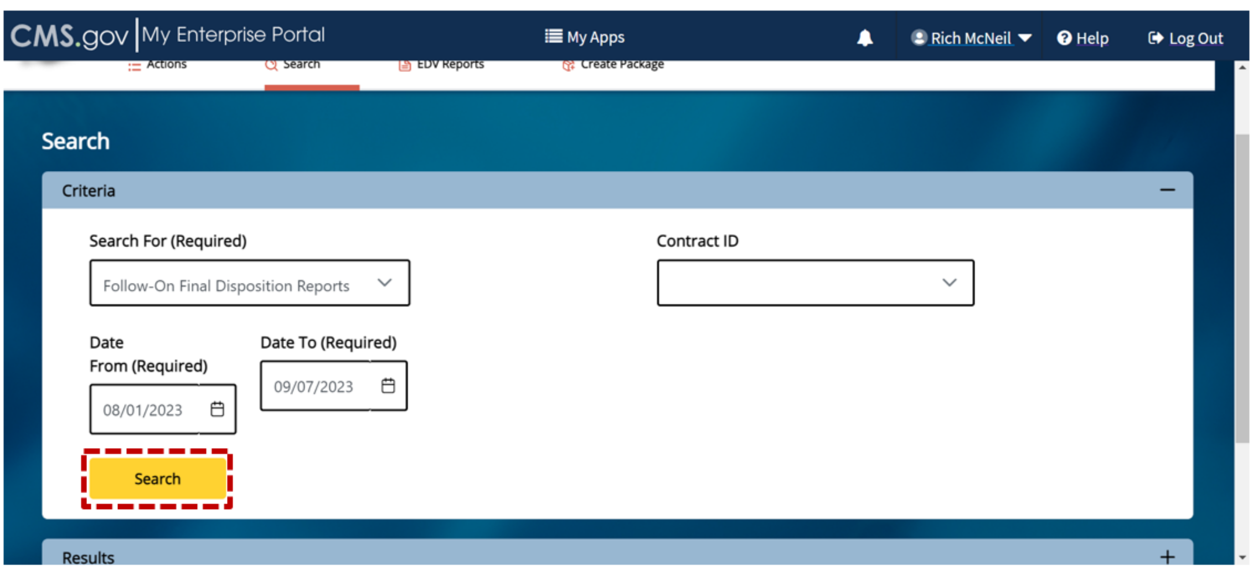
1. Here we search for “Follow-On Final Disposition Reports.” Ensure you select the appropriate value in the “Search For” drop-down field as shown in the screenshot below and provide specific values for the “Date From” and “Date To” fields (to select the dates, use the calendar buttons as discussed in Section 3.2.2.1). If you know the contract for which you want to retrieve the Follow-On FDR, you may enter the contract number in the “Contract ID” field (in this example, we leave it blank).

Figure 178: Search and View Response Documents – Step 1



2. Click “Search.”

Figure 179: Search and View Response Documents – Step 2



3. Click the “ID” of the specific Follow-On FDR to view the document.

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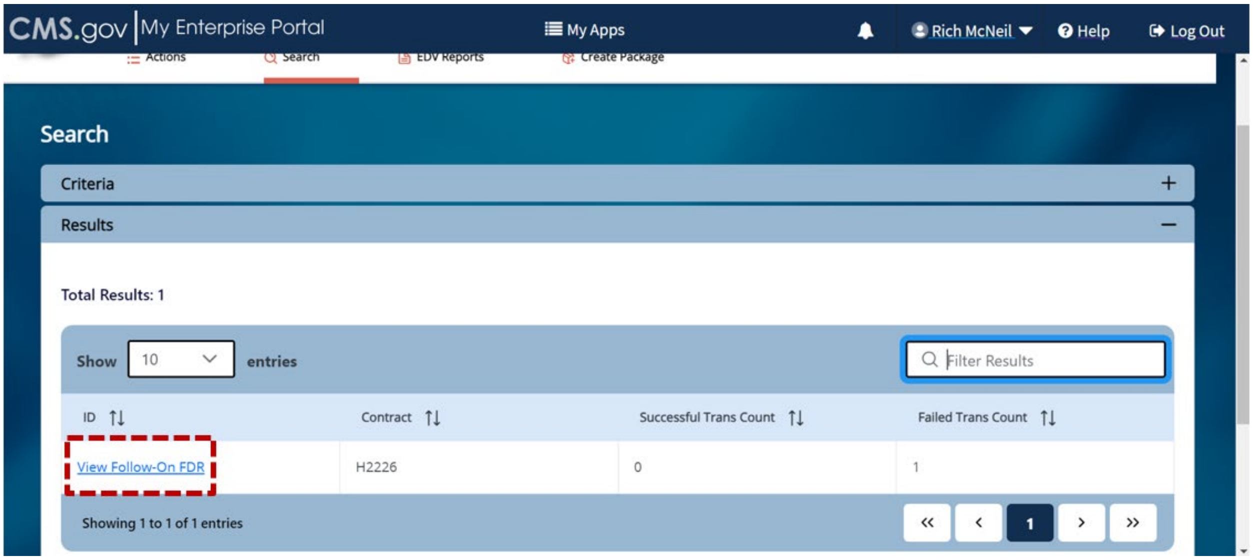
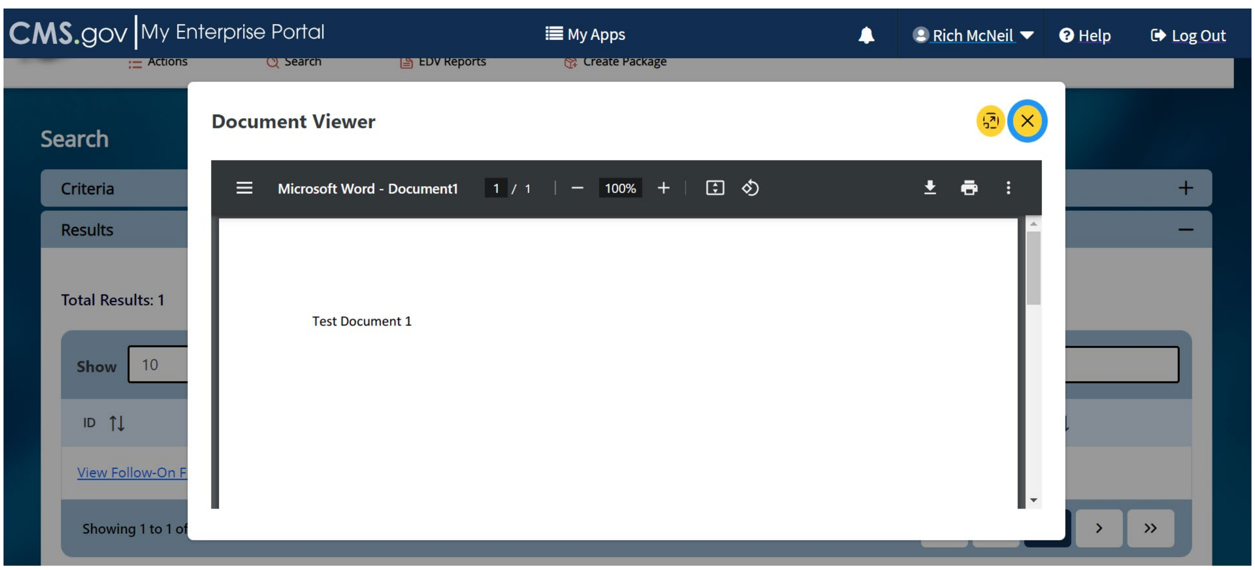
Figure 180: Search and View Response Documents – Step 3



4. Click "Open" to open/view the document. You may click "Save" or "Save as" if you wish to save the document to your local computer workspace.

Figure 181: Search and View Response Documents – Step 4



3.2.12 Completing a Review Package

The Review Packages are uploaded by RPC to eRPT for specific contracts to support their data validation review request. Responses to Review Packages include Plan documentation supporting EDV Review Requests or other reviews designated by CMS.

In the following sections we will discuss how an eRPT Plan User can:

- Search and View Review Packages, Section 3.2.12.1
- Access Review Packages via the Actions tab, Section 3.2.12.2
- Upload/Submit Response Documents to a Review Package, Section 3.2.12.3

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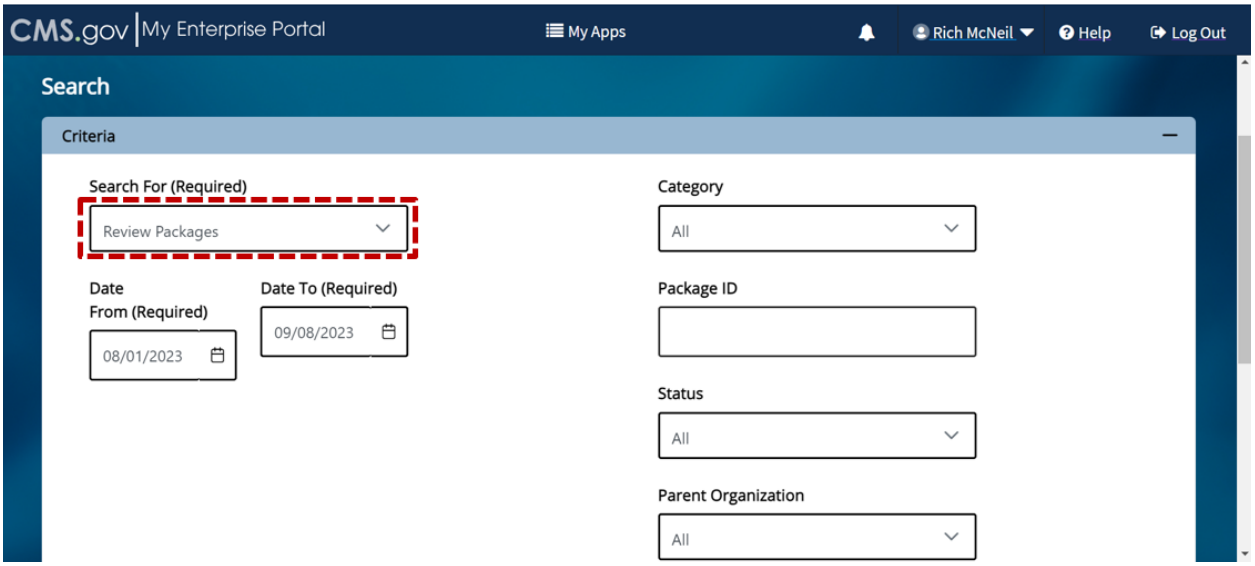
3.2.12.1 Search and View Review Packages

The search function is discussed in detail in Section 3.2.2. The search for Review Packages is similar to searching for Submission Packages and Documents/Letters. Refer to Section 3.2.2.1 for the steps to perform a search.

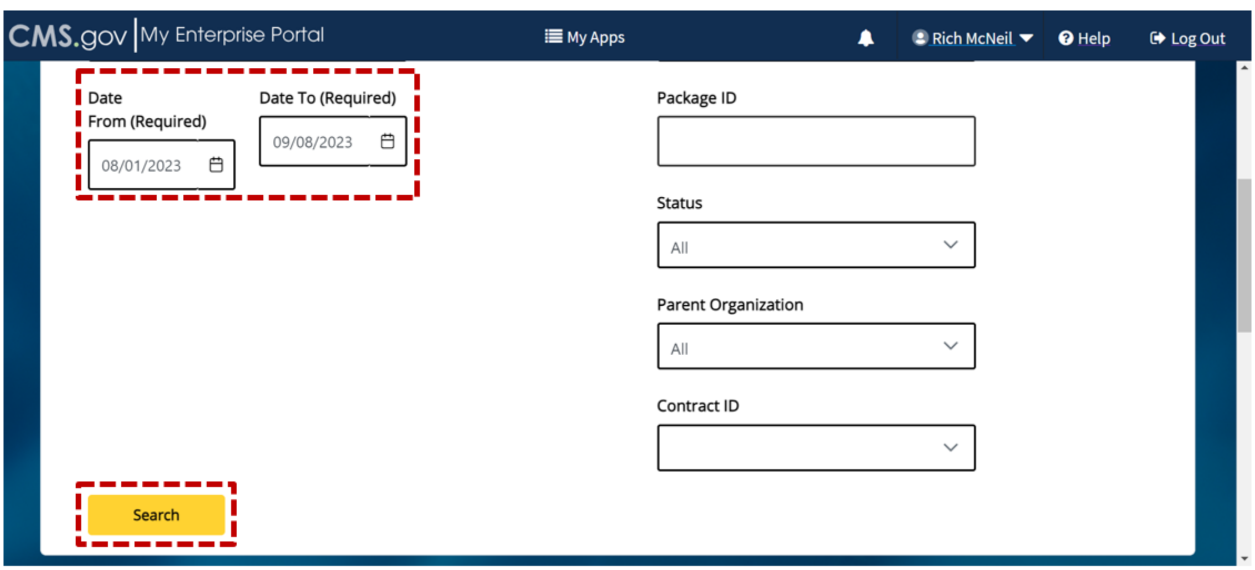
1. In this case, select "Review Packages" for the "Search For" field on the "Search" screen as shown in the screenshot below.

Figure 182: Search and View Review Packages – Step 1



2. Select appropriate date values for the "Date From" and "Date To" fields **using the respective calendar buttons** (as illustrated in Section 3.2.2.1 Steps to Execute a Search) and click "Search". **Note:** You may provide values to other drop-down/text fields based on the information you know.

Figure 183: Search and View Review Packages – Step 2



3. Click the "ID" of the respective package to open and view.

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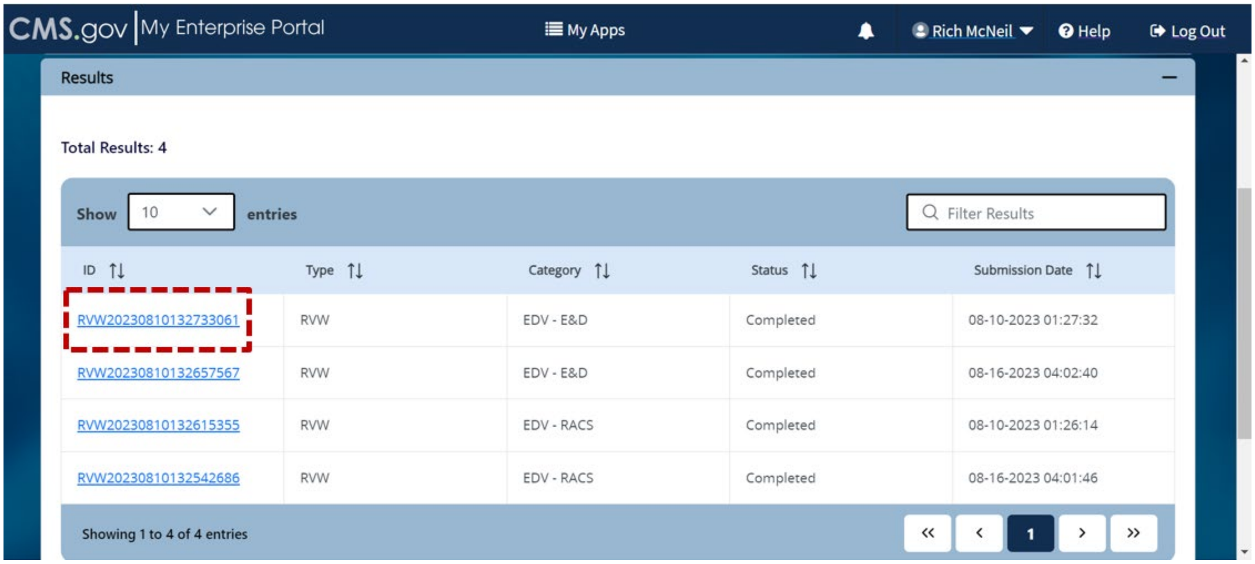
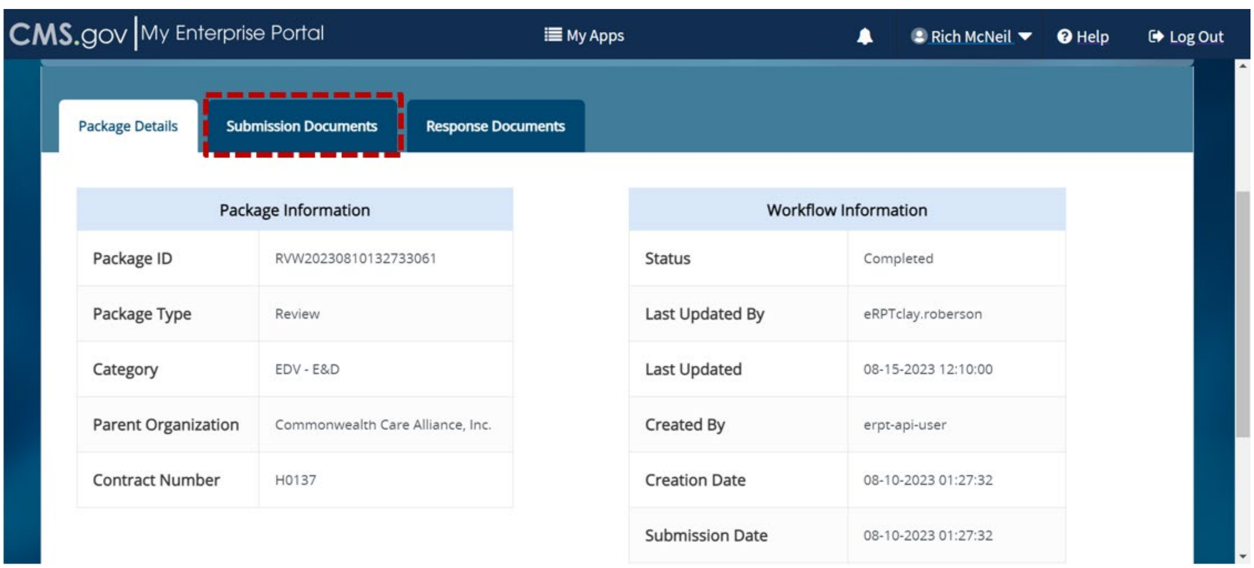
Figure 184: Search and View Review Packages – Step 3



4. Select the "Submission Documents" tab to view/download the document uploaded by RPC to create this package.

Figure 185: Search and View Review Packages – Step 4



5. Click the + sign to the right of the "Package Documents" accordion to view the document(s) uploaded by RPC.

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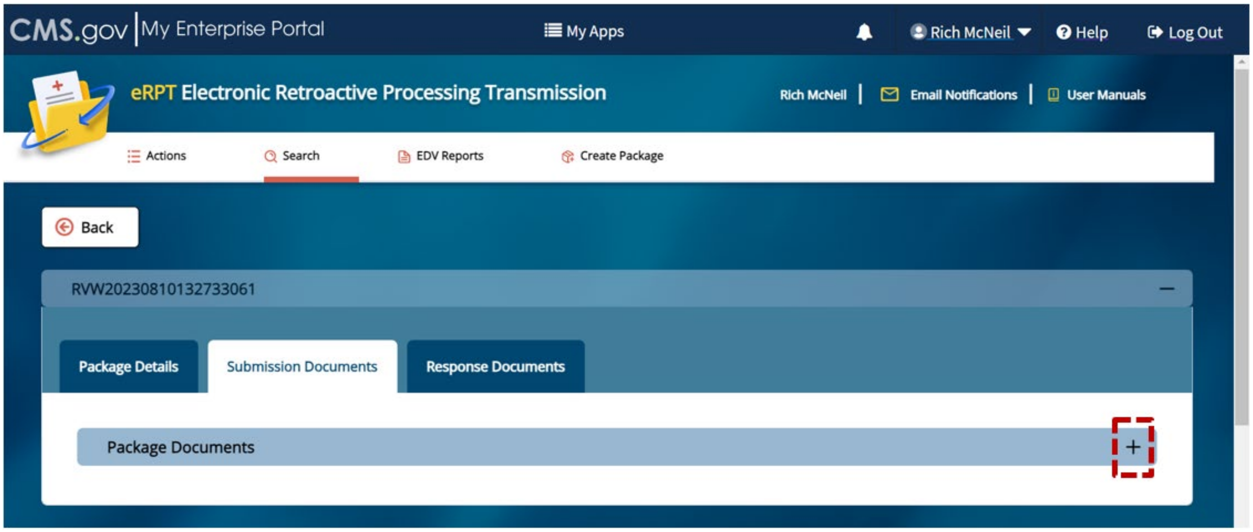
Figure 186: Search and View Review Packages – Step 5



6. Click the file name of the document to open and view it. Alternatively, you can download the document by selecting the checkbox next to the document and clicking “Download Selected Documents.”

Figure 187: Search and View Review Packages – Step 6a

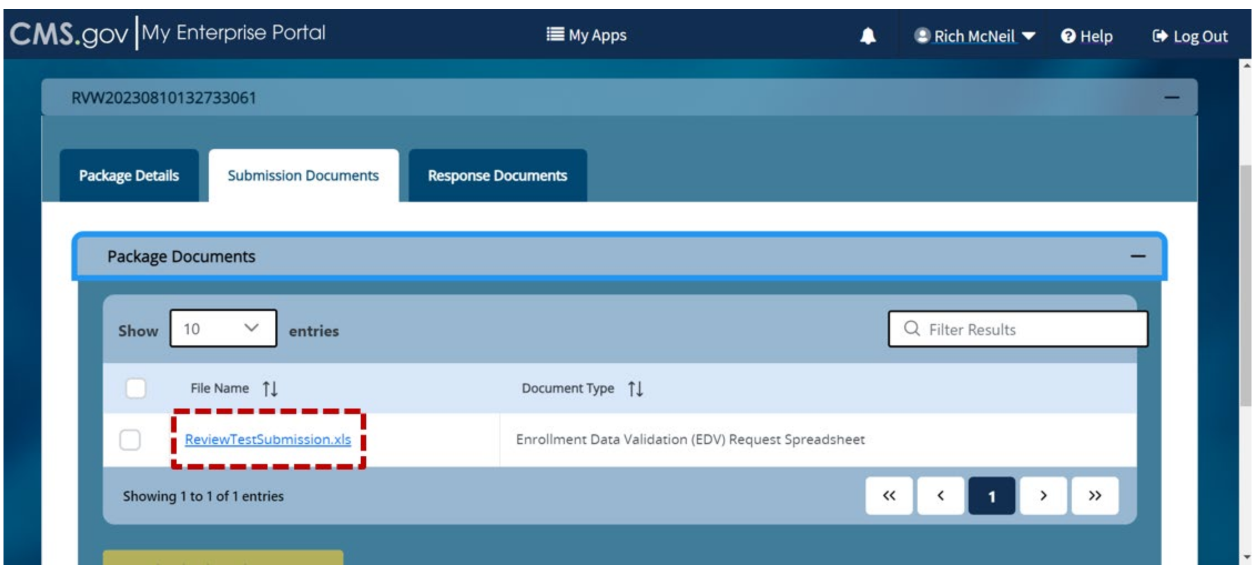


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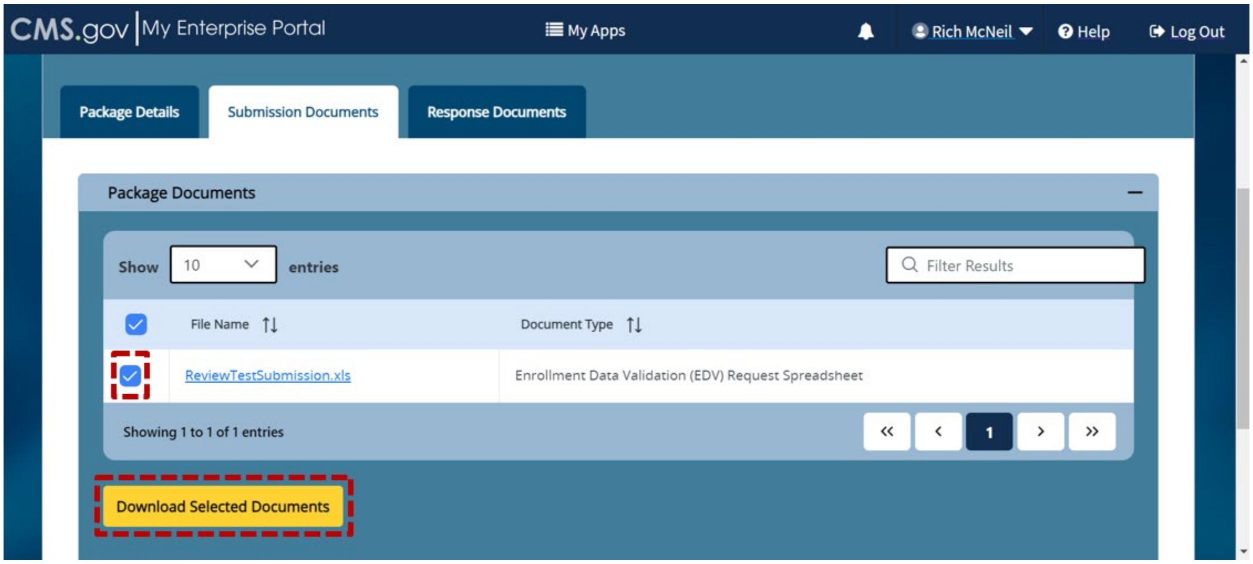
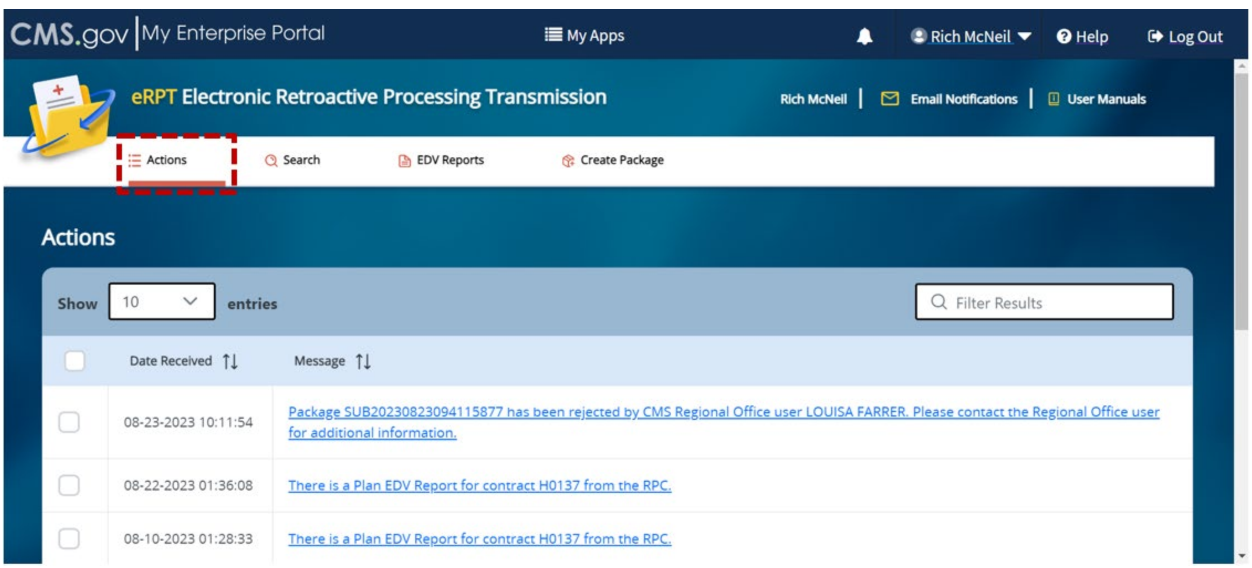
Figure 188: Search and View Review Packages – Step 6b



3.2.12.2 Access Review Packages via Actions Tab

1. When a Review Package is uploaded by RPC for a contract, all Plan Users who have access to that contract will receive an email and a system notification. The system notifications are added to the "Actions" tab. The functions of the "Actions" tab are discussed in Section 3.2.1.

Figure 189: Actions Tab – Default View



2. You may use the "Filter Results" field to do a quick search of the list as shown in the following screenshot.

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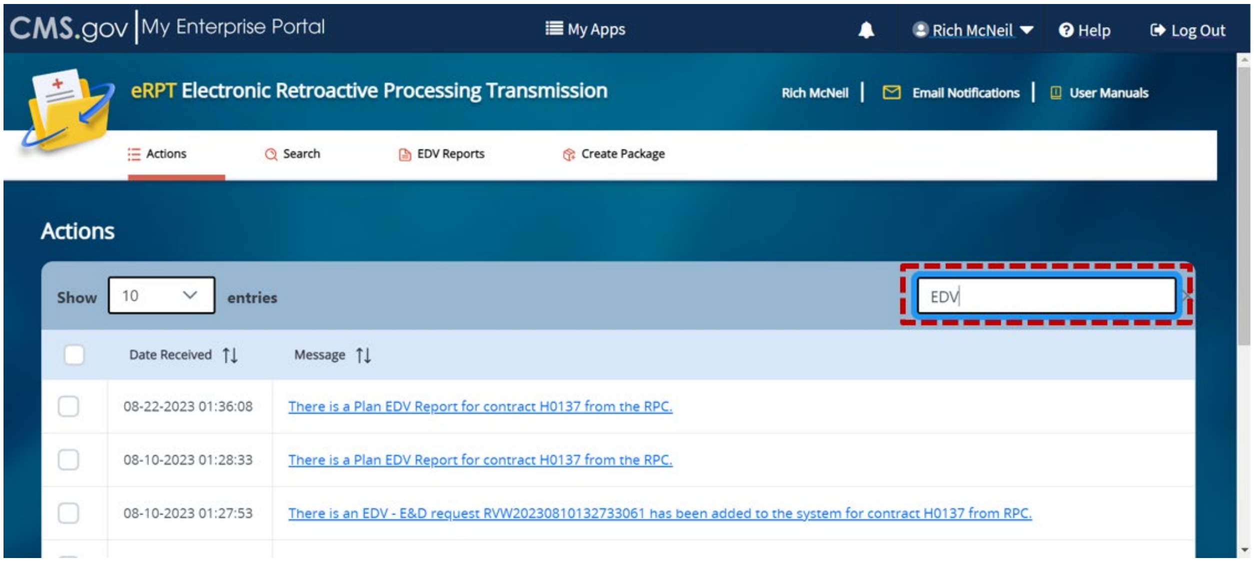
Figure 190: Using Filter Results Field in Actions Tab



3. Click the link to open the package and view the different sections of the package and/or to make an update (providing your responses in the case of an EDV Review Package). Alternatively, you may select the checkbox next to the row on the left and click "View Selected Actions" to open the package.

Figure 191: Open a Review Package from Actions Tab, 3a

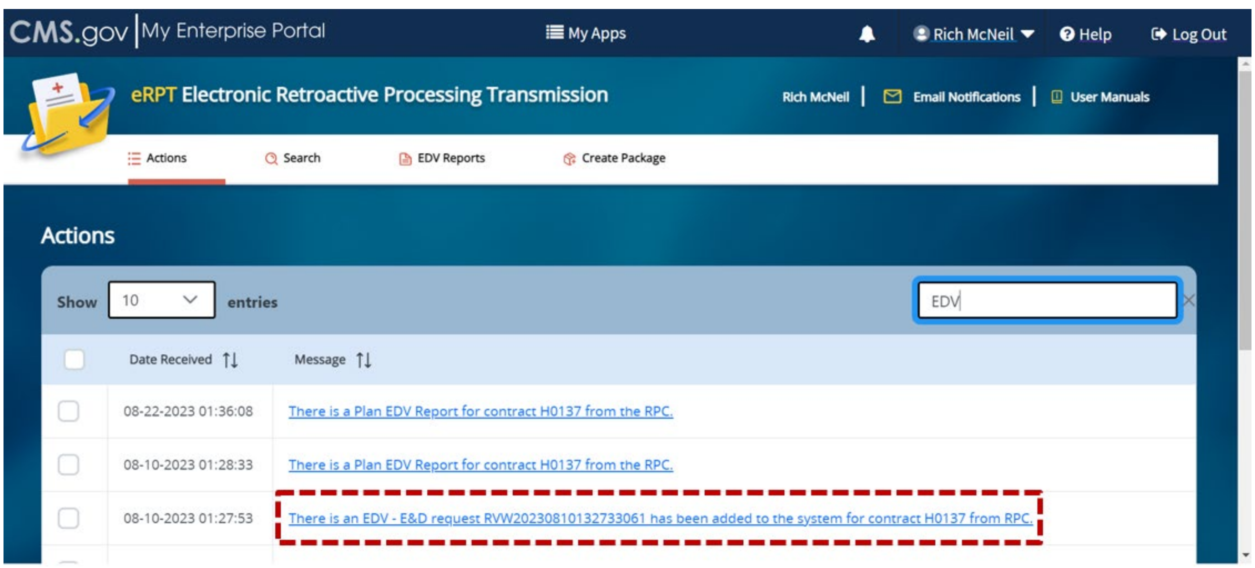


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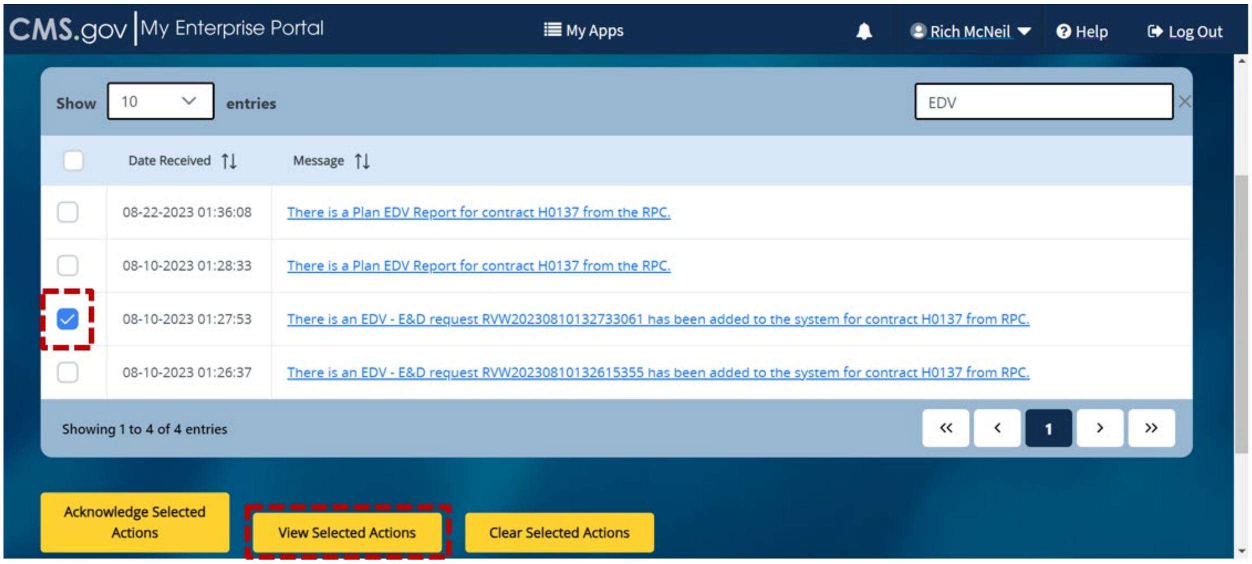
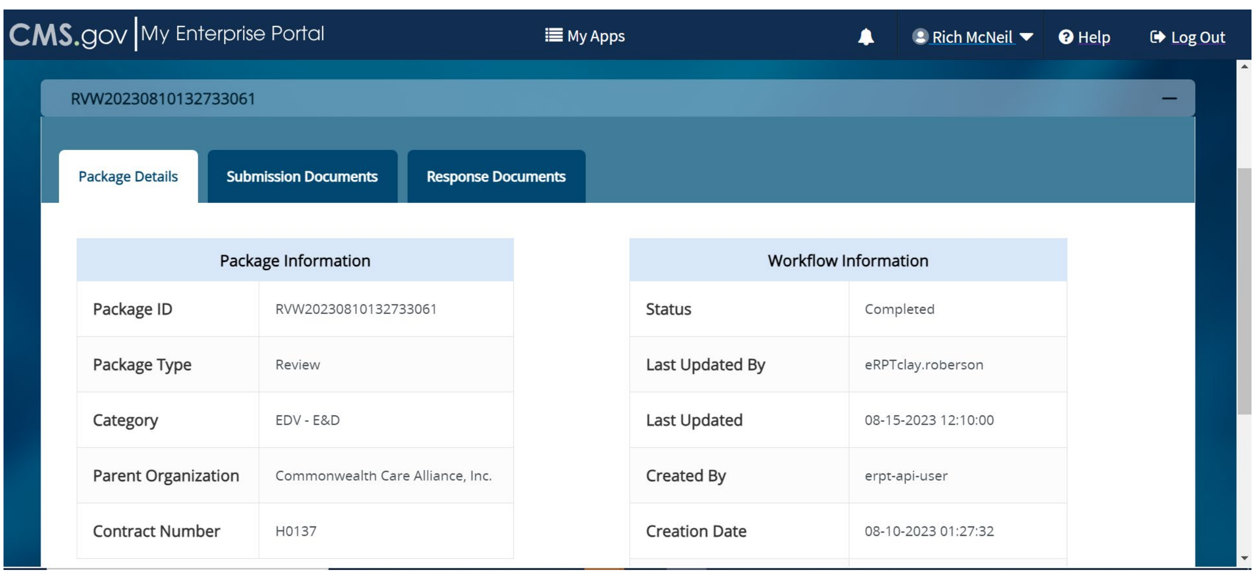
Figure 192: Open a Review Package from Actions Tab, 3b



4. The package opens in a new window. You may navigate to the different sections of the package to view the “Submission Documents” uploaded by RPC and submit/upload your response documents from within the “Response Documents” tab (this part is discussed in Section 3.2.12.3).

Figure 193: Review Package Window When the Package is Opened



3.2.12.3 Upload/Submit Response Documents to a Review Package

1. To upload response documents to a Review Package that needs your action, search and open the package as discussed in the previous sections 3.2.12.1 or 3.2.12.2 and select the “Response Documents” tab. **Note:** You can upload response documents only when the status of the package is “Open”.

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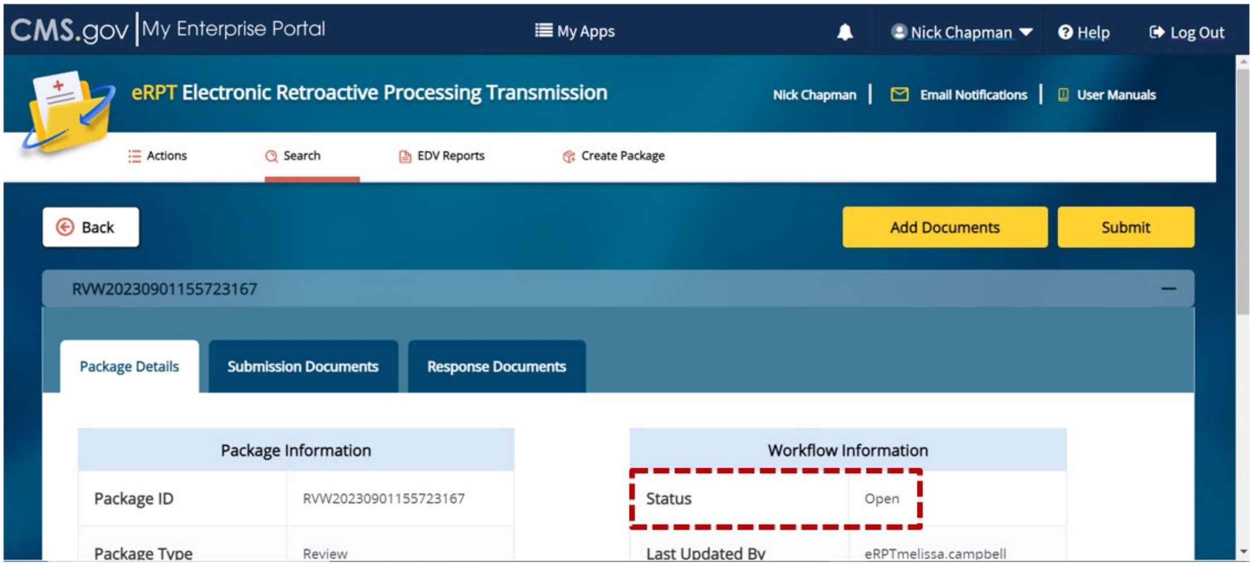
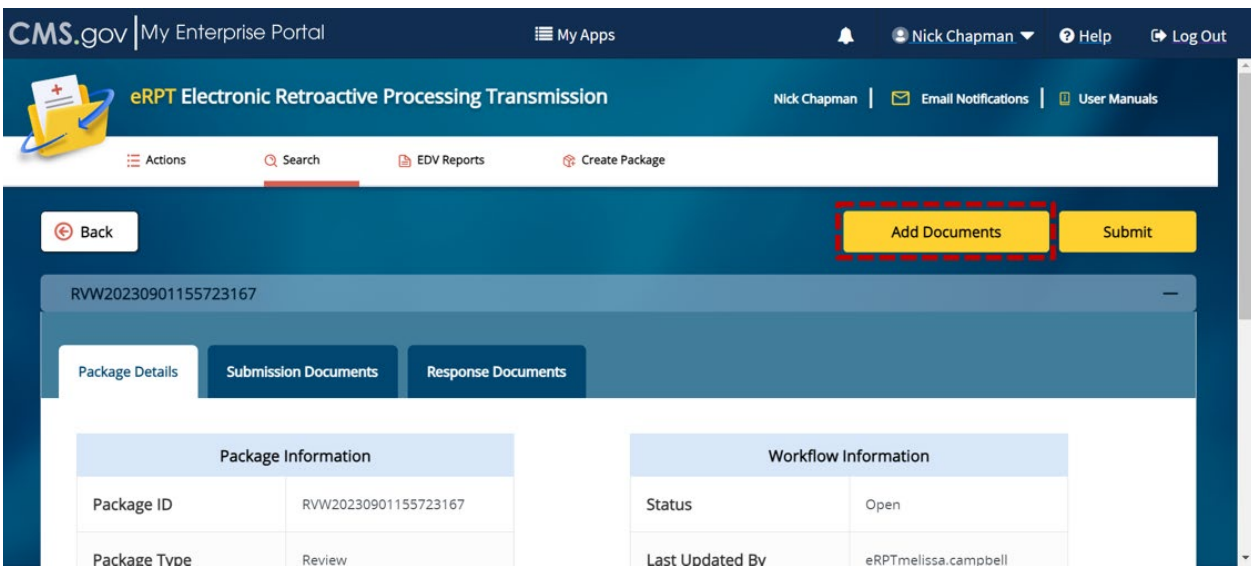
Figure 194: Upload/Submit Response Documents to a Review Package – Step 1



2. Click "Add Documents."

Figure 195: Upload/Submit Response Documents to a Review Package – Step 2



3. Scroll to the bottom where you see the "Add Files" button and click it.

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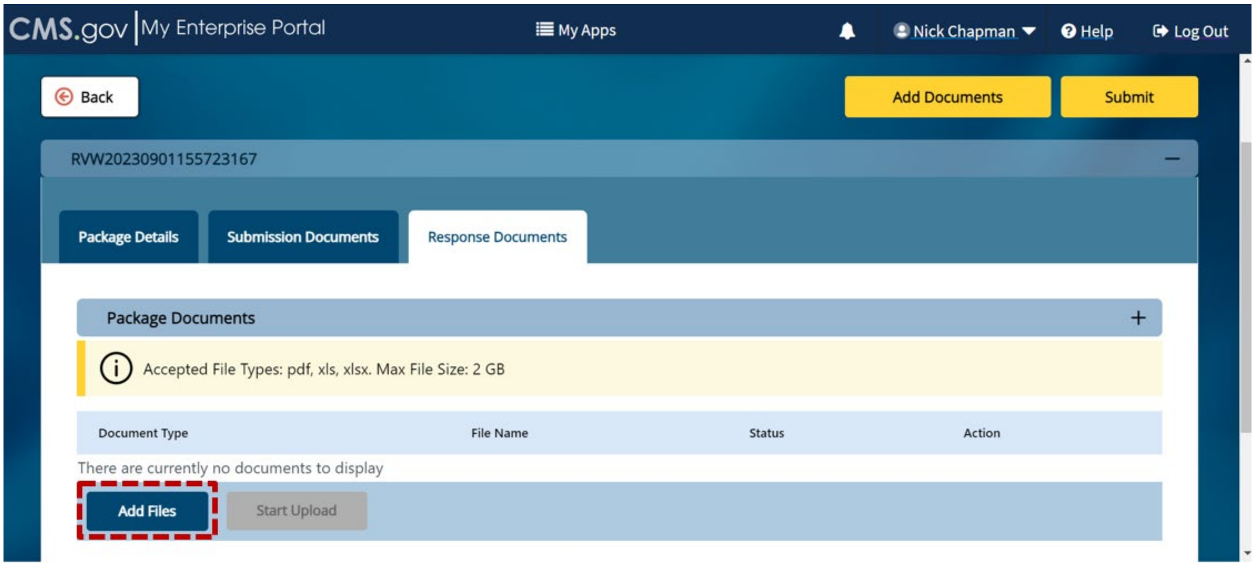
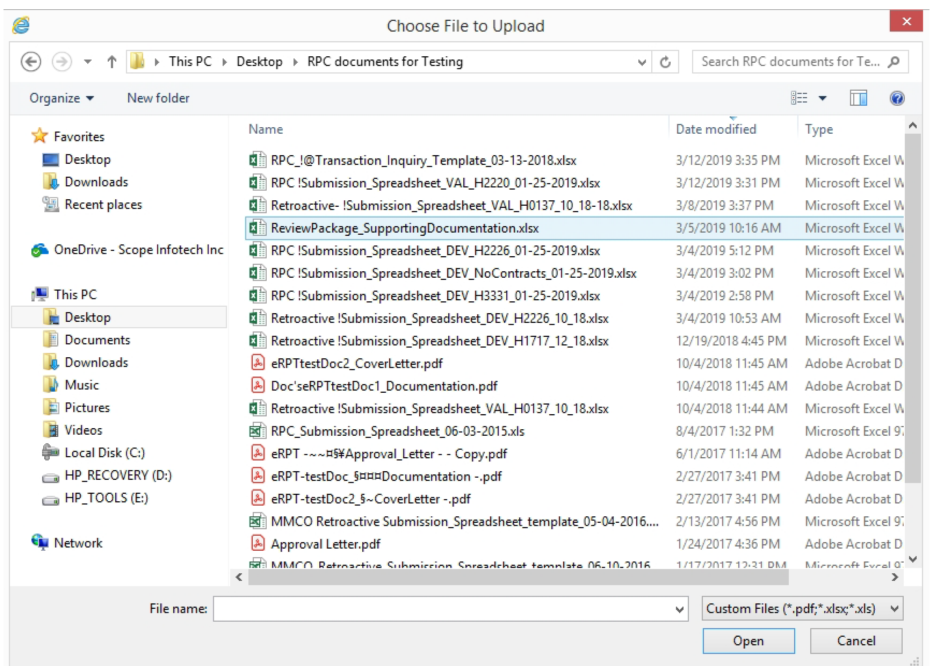
Figure 196: Upload/Submit Response Documents to a Review Package – Step 3



4. Select the documents that you want to upload and click “Open” in the file upload box. To select multiple files, hold the ‘ctrl’ key and click the file name.

Figure 197: Upload/Submit Response Documents to a Review Package – Step 4



5. Click “Start Upload” to upload the file to the system.

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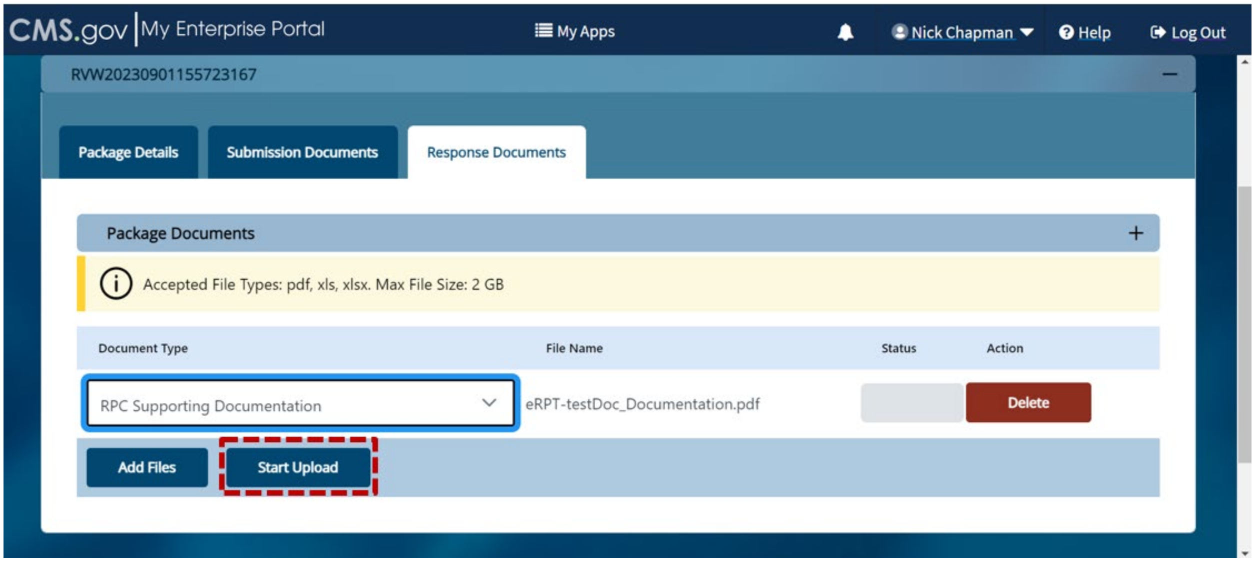
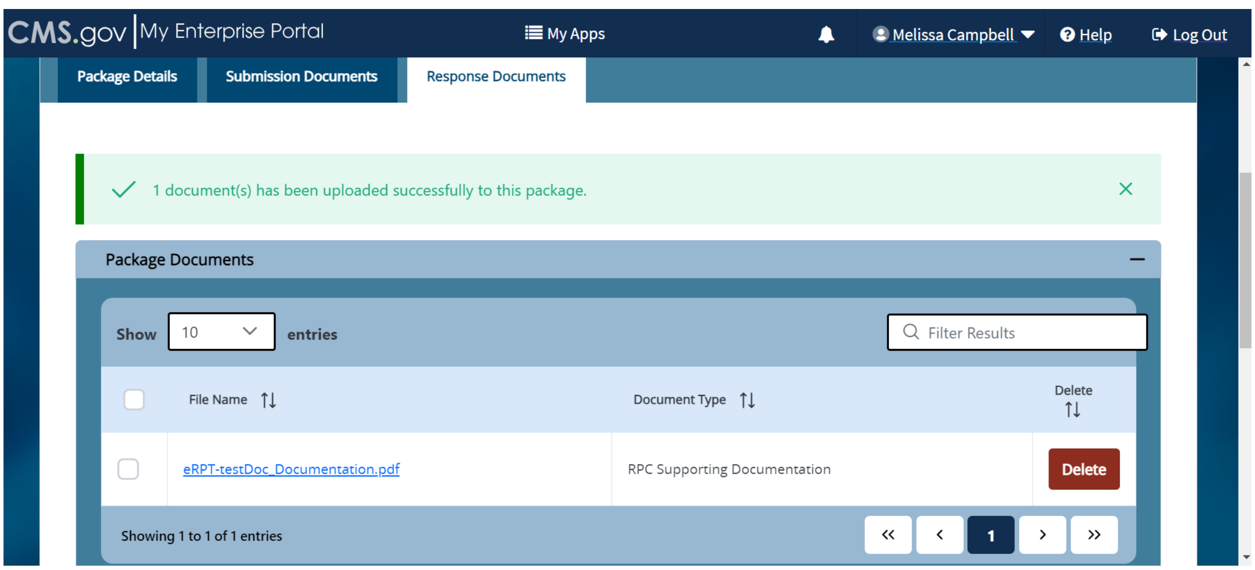
Figure 198: Upload/Submit Response Documents to a Review Package – Step 5



6. A confirmation message appears that the document(s) have been uploaded successfully. You can follow the same process to upload more than one document to support RPC's request or do a bulk upload at once of all the document files you want to upload.

Figure 199: Upload/Submit Response Documents to a Review Package – Step 6



7. If you have uploaded all the supporting documents that you feel are required to complete this package, click "Submit." **Note:** Once you click "Submit," you cannot update the package or upload additional documents.

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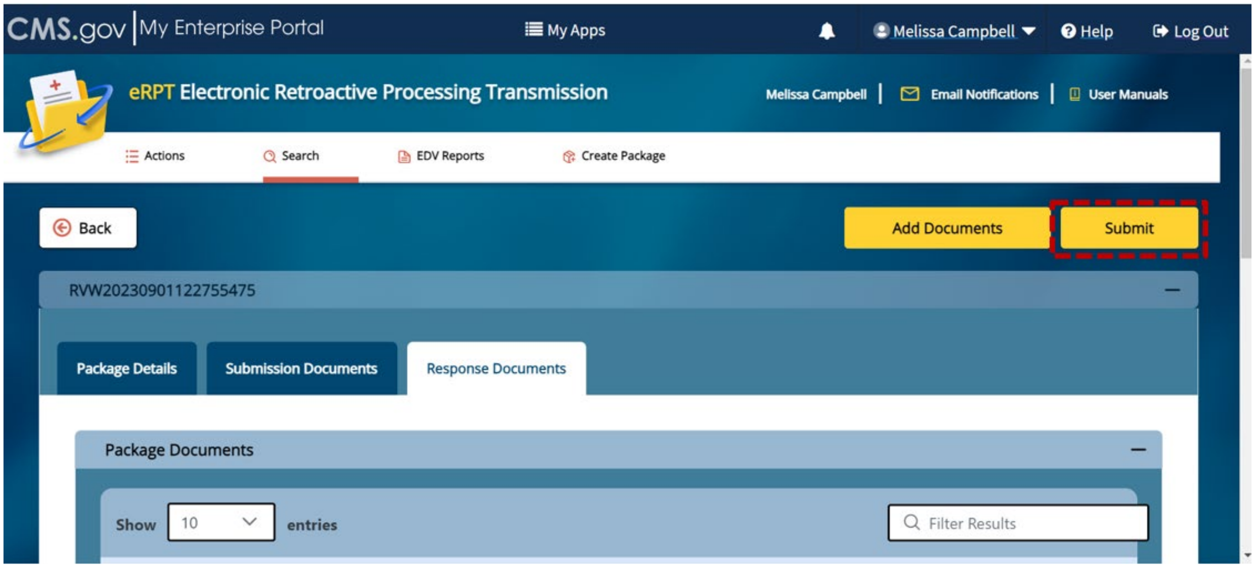
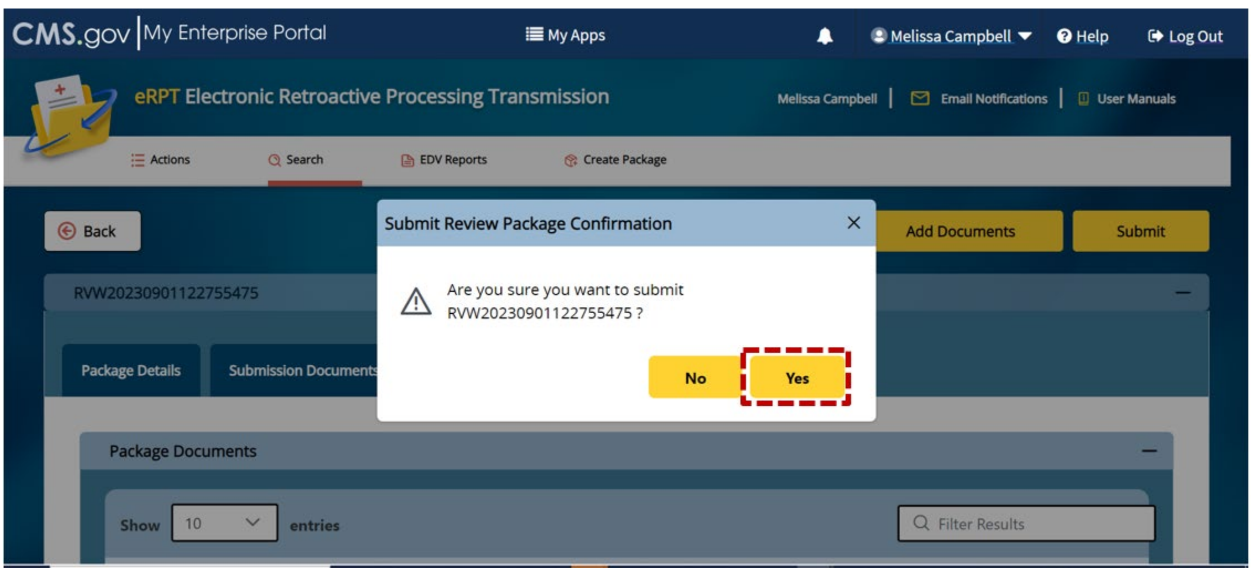
Figure 200: Upload/Submit Response Documents to a Review Package – Step 7



8. Click “Yes” to confirm your action to submit the package.

Figure 201: Upload/Submit Response Documents to a Review Package – Step 8



Note:

a) **Until you click “Submit,” RPC will not be able to process the review package.** Your submission marks the package status as “Complete.”
b) Once you submit the package, it is recommended that you click the “Acknowledge Selected Actions” button from within the “Actions” tab to close out this item. This is not a required action, **but this will help you manage the “Actions” list before it becomes too unwieldy to manage.**
c) You can still retrieve this package using the “Search” function. See Section 3.2.2 to understand how to use the search function.
d) If the package was submitted by mistake and the Plan Users have additional documents to upload, they can contact the MAPD Helpdesk at mapdhelp@cms.hhs.gov or 1-800-927-

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8069 to reopen the review package. **Unless the request to reopen falls within the RPC's due date of the review package response submission, it is unlikely that the package will be reopened.** For further questions/concerns, you may contact RPC Client Services at clientservices@reedassociates.org or 402-315-3660.

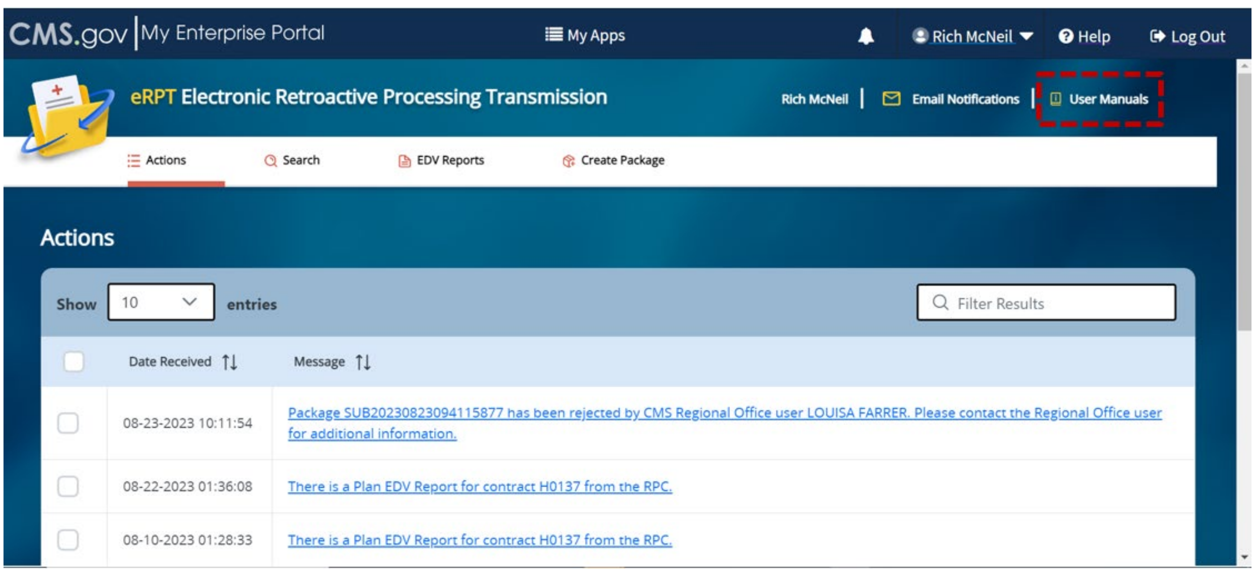
3.2.13 Accessing the User Manual

Click the "User Manual" link from within the application user interface, as shown below. The User Manual will be opened in a new window.

Note:

- The eRPT Plan User manual can also be accessed at the following MAPD Helpdesk webpage: https://www.cms.gov/data-research/cms-information-technology/access-cms-data-application/mapd-help-desk
- The PDF version of this User Manual is compatible with a screen reader such as JAWS and works well with Adobe Reader which offers several tools and features to enhance your reading and viewing experience. To limit potential browser issues when opening PDF files while using JAWS, it is recommended that you first save a copy onto your computer before opening it. For more information, refer to the link below: https://www.adobe.com/content/dam/acom/en/accessibility/pdfs/accessing-pdf-sr.pdf.

Figure 202: Access User Manual via "User Manual" Link



Click the download button to download the user manual to your local computer workspace.

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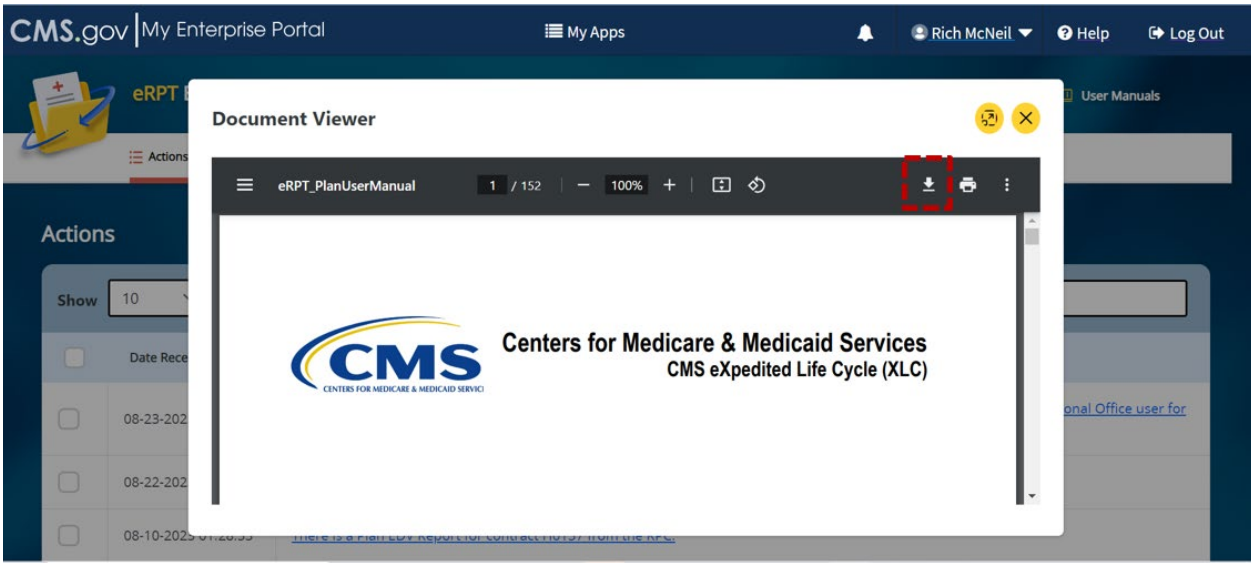
Figure 203: Access User Manual – Download



3.3 Notifications

Notifications are system-generated messages sent to users to notify them about an action that has been completed on the package.

3.3.1 System Notifications (Actions Table) in Actions Tab

These are notifications created within the eRPT application under the "Actions" tab when the following events happen within eRPT:

- A response document was added by the RPC to a Submission Package
- The CMS RO User rejected a Category 3 Submission Package
- A CMS CO User deleted a package created by the eRPT Plan User
- RPC downloads the package
- RPC has uploaded a Review Package or a Follow-On FDR for a contract that a Plan User has access to
- RPC has uploaded a Plan EDV Report for a contract that a Plan User has access to

The following table lists all the system notifications that a Plan User will receive:

Table 2 - eRPT System Notifications (Actions Table)

Event Name	Event Description
RPC Download a Submission or Transaction Inquiry or EDV	RPC successfully downloaded package << Package ID >>.
Package Delete Notification	The package << Package ID >> has been deleted by CMS Central Office user << CMS Central Office Username >>. Please contact the user if you have any questions.
Package Reject Notification	The package << Package ID >> has been rejected by the CMS Regional Office/CMS Central Office. Please refer to the Package Rejection notes for any clarification.
FDR Uploaded	There are FDR(s) uploaded by RPC for Package << Package ID >>.
RPC Inquiry Response	There is an Inquiry Response uploaded by RPC for Package << Package ID >>.
Error Report Uploaded	There is an Error Report uploaded by RPC for Package << Package ID

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Event Name	Event Description
	>>.
EDV Request	There is an EDV - << EDV Request Description >> << Package ID >> from RPC.
Follow-on FDR Notification	A Follow-On FDR has been added to the system for contract << Contract # >>.
Plan EDV Report	There is a Plan EDV Report for contract << Contract ID >> from RPC.

3.3.2 Email Notifications

These are system-generated notifications sent to the user's email address (registered within their IDM profile) when the following events occur in eRPT.

Table 3 - Email Notifications

Event Name	Event Description
Package Rejected	Package << Package ID >> has been rejected by the CMS Regional Office/CMS Central Office user. Please contact the Regional Office/Central Office user for additional information.
FDR uploaded	There are FDR(s) uploaded by RPC for Package << Package ID >>.
Error Report uploaded	There is an Error Report uploaded by RPC for Package << Package ID >>.
Transaction Inquiry Response uploaded	There is an Inquiry Response uploaded by RPC for Package << Package ID >>.
EDV Request (Review Package) uploaded	There is an EDV Request << Package ID >> for contract << Contract # >> from RPC.
Follow-on FDR uploaded	A Follow-on FDR has been added to the system for contract << Contract # >>.
Plan EDV Report	There is a Plan EDV Report for contract << Contract ID >> from RPC.

Note: The system will send only one (1) email daily by the end of the day detailing all such events mentioned above. The system will not send an email notification if none of the events listed above have occurred.

The screenshots below are some examples of what the daily email notification may entail.

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Figure 204: Sample Email Notification to eRPT Plan User Role, Example Email 1

eRPT Application Email Notification - 03/29/2019 Inbox ×

ERPT@cms.hhs.gov Fri, Mar 29, 11:02 PM
to me

Dear User ERPTPLANUSER03,

The following notification is assigned to your EIDM User ID **ERPTPLANUSER03**. Please logon to Enterprise Portal and access eRPT application to review these items which are assigned to you and act accordingly.

Package ID	Notification Description	Date Submitted
SUB0320201900149	Package SUB0320201900149 has been rejected by CMS Central Office user Douglas Eggers. Please contact the Central Office user for additional information.	2019-03-29 09:04:00.758
SUB0314201900120	Package SUB0314201900120 has been rejected by CMS Central Office user Douglas Eggers. Please contact the Central Office user for additional information.	2019-03-29 09:08:29.767
SUB0329201900187	Package SUB0329201900187 has been rejected by CMS Central Office user Douglas Eggers. Please contact the Central Office user for additional information.	2019-03-29 09:13:23.89
RVW0329201900023	There is an EDV - E&D request RVW0329201900023 has been added to the system for contract H0477 from RPC.	2019-03-29 09:42:25.137
RVW0329201900026	There is an EDV - E&D request RVW0329201900026 has been added to the system for contract H0137 from RPC.	2019-03-29 09:42:30.416

This is an automatically system generated email. Please don't reply to this email. Contact the MAPD Help Desk via email mapdhelp@cms.hhs.gov (via Phone 1-800-927-8069), if you have any questions or concerns related to this email.

Figure 205: Sample Email Notification to eRPT Plan User Role, Example Email 2

eRPT Application Email Notification - 08/16/2020 Inbox ×

ERPT@cms.hhs.gov Sun, Aug 16, 2:19 PM (9 days ago)
to me

Dear User AJACKSON,

The following notification is assigned to your IDM User ID **AJACKSON**. Please logon to Enterprise Portal and access eRPT application to review these items which are assigned to you and act accordingly.

Package ID	Notification Description	Date Submitted
N/A	There is a Plan EDV Report for contract H1717 from the RPC.	2020-08-16 14:05:35.484
N/A	There is a Plan EDV Report for contract H2226 from the RPC.	2020-08-16 14:05:40.912
N/A	There is a Plan EDV Report for contract H3331 from the RPC.	2020-08-16 14:05:41.751
N/A	There is a Plan EDV Report for contract R5342 from the RPC.	2020-08-16 14:05:43.346
N/A	There is a Plan EDV Report for contract H1717 from the RPC.	2020-08-16 14:05:44.901
N/A	There is a Plan EDV Report for contract H2226 from the RPC.	2020-08-16 14:05:45.704
N/A	There is a Plan EDV Report for contract H3331 from the RPC.	2020-08-16 14:05:46.551
N/A	There is a Plan EDV Report for contract R5342 from the RPC.	2020-08-16 14:05:48.678
N/A	There is a Plan EDV Report for contract H1717 from the RPC.	2020-08-16 14:05:50.341
N/A	There is a Plan EDV Report for contract H2226 from the RPC.	2020-08-16 14:05:51.143
N/A	There is a Plan EDV Report for contract H3331 from the RPC.	2020-08-16 14:05:52.016
N/A	There is a Plan EDV Report for contract R5342 from the RPC.	2020-08-16 14:05:54.309

3.3.2.1 Email Notification Preferences

1. Click the “Email Notification” link from within the application user interface.

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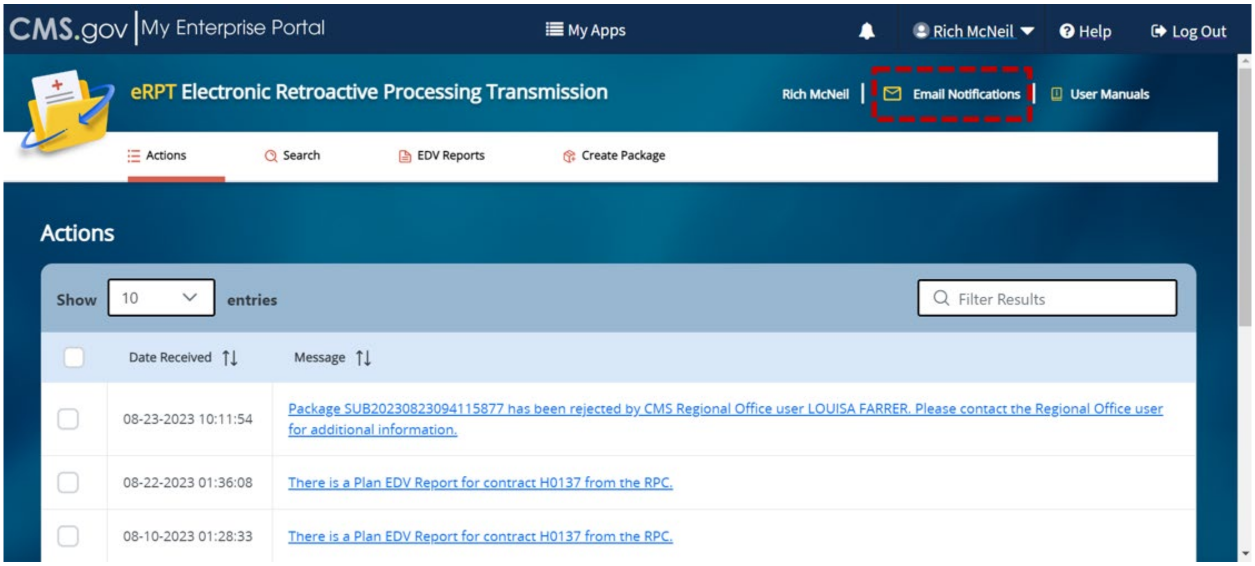
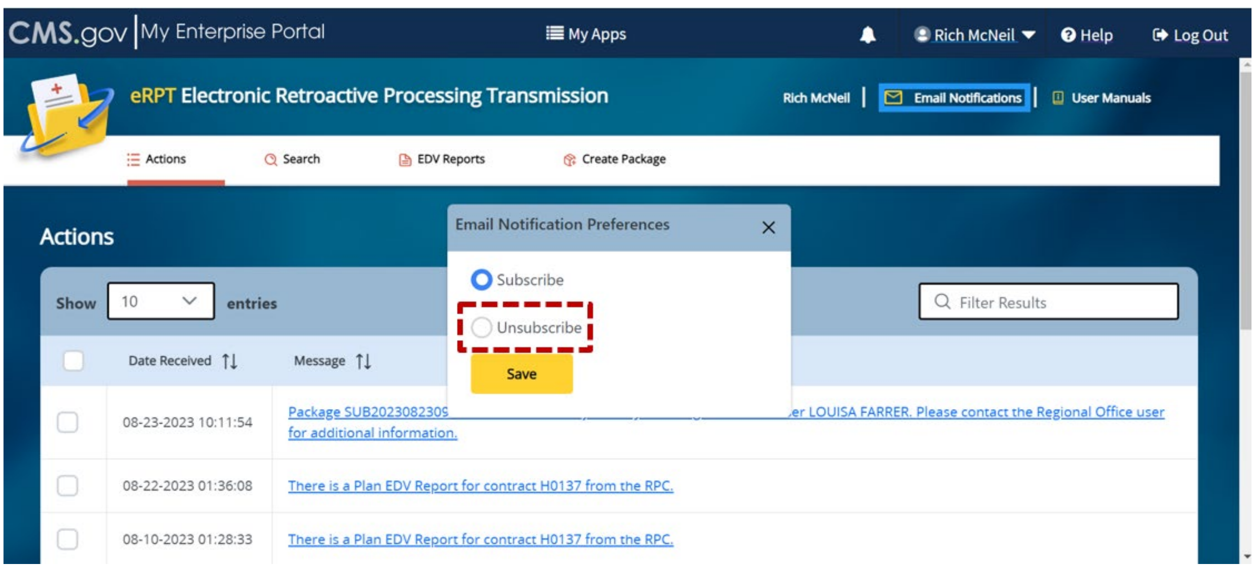
Figure 206: Email Notification Link



2. **By default, you are subscribed to receive daily email notifications**. If you wish to unsubscribe, select the "Unsubscribe" radio button and then click "Save."

Figure 207: Email Notification – Change Email Notification Preferences



3.4 Convert 'XLSM' Document to 'XLS'

In the eRPT application, a user can upload documents which are available only in the following formats:

- PDF documents - Documents with a .pdf extension
- Excel documents - Documents with an .XLS or .XLSX extension

In this section, we will discuss how documents with unsupported Excel formats like 'XLSM' can be converted to acceptable formats to upload in the eRPT application. For our example, we will discuss how to convert the RPC submission spreadsheet that is available on the Reed &

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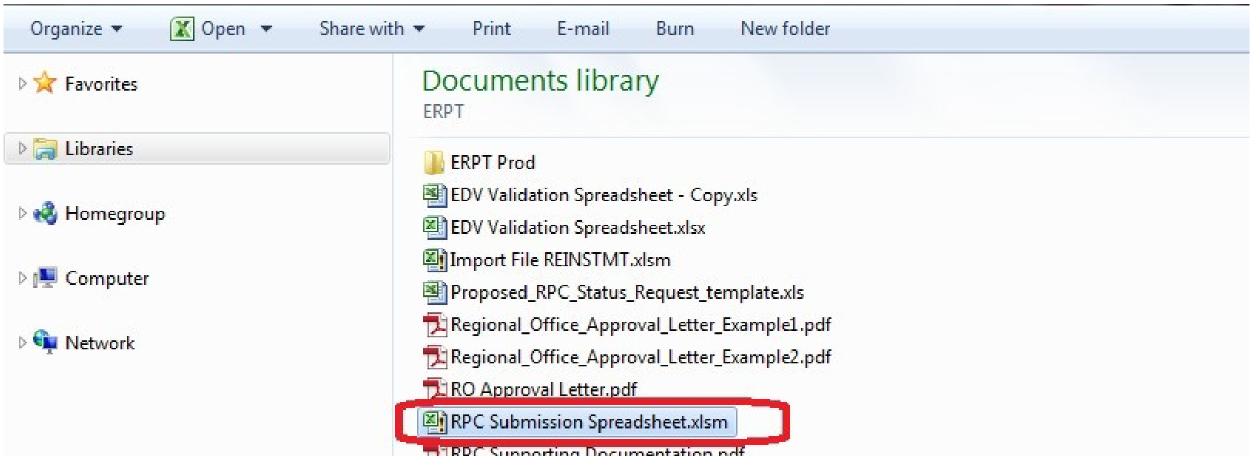
Associates website in 'XLSM' format to 'XLS' format. An ‘XLSM’ document can be identified by its extension. This type of document will have the extension “.XLSM” as shown in Figure 208.

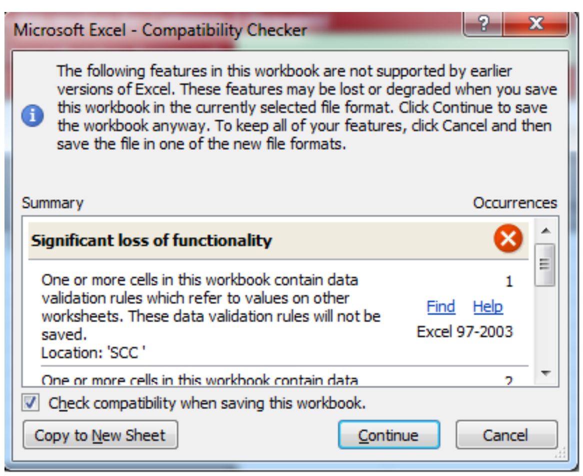
Figure 208: XLSM Documents



Note: Please convert the RPC Submission Spreadsheet document to XLS after it has been completed with all the required information and validated using the validation function available within the spreadsheet.

1 Locate the complete RPC Submission Spreadsheet in your local directory.
2 Open the RPC Submission Spreadsheet by double-clicking on the document.
3 Click **File > Save As**.
4 Select **Excel 97-2003 Workbook (*.XLS)** from Save as type drop-down.
5 Click **Save**.
6 The following Microsoft Excel – Compatibility Checker will be displayed to the user.
7 Click ***Continue***.

Figure 209: Convert XLSM Document – Compatibility Checker



8 A new copy of the RPC Submission Spreadsheet will be created in the ‘XLS’ format. A copy of the RPC Submission Spreadsheet in ‘XLSM’ format will also be available to the users.

Note: This document is ready to be uploaded via the eRPT application for your Submission Package. Please make sure to follow the steps provided in the above section to convert all

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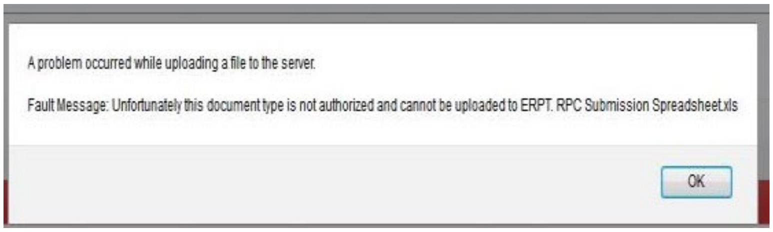
'XLSM' documents. If the documents are converted using other steps, there is a tendency for the documents to get corrupted and the user will not be able to upload the documents via the eRPT application.

If the documents are corrupted during conversion, the user will receive the following error message during upload.

Figure 210: Convert XLSM Document – Error



Note: This conversion should not modify any information that has already been added to your RPC Submission Spreadsheet. If you experience any issues, please contact the MAPD Helpdesk at mapdhelp@cms.hhs.gov or 1-800-927-8069.

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4. Troubleshooting & Support

Reference the information below if an error occurs during the usage of the eRPT system.

4.1 Error Messages

Based on the error message, the user should contact the MAPD Helpdesk at 1-800-927-8069 or mapdhelp@cms.hhs.gov. The user will need to create an incident ticket with the helpdesk.

The user will need to provide the following information when reporting the issue:

- User's First and Last Name
- User's IDM ID
- Contact information (email and phone are preferred)
- Package ID, if known
- Error Message and screenshot, if applicable
- Steps followed to create the issue, if applicable

4.2 Special Considerations

None.

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4.3 Support

Table 4 - Support Points of Contact

Contact	Organization	Phone	Email	Role	Responsibility
MAPD Helpdesk	CMS	1-800-927-8069	mapdhelp@cms.hhs.gov	Helpdesk Support	The MAPD Helpdesk can be contacted to report the following issues: 1. Unable to create a package. 2. Unable to update a package. 3. Unable to upload documents to a package. 4. Unable to find a package. 5. Unable to find a response document (FDR, Error Report, etc.). 6. Unable to find an approval letter. 7. Unable to search for response documents and approval letter. 8. Unable to view rejection notes. 9. Unable to download documents from the package. 10. Unable to delete documents from a package. 11. Unable to delete a package. 12. Unable to find a review package / the user has not received a notification for EDV. 13. Unable to upload documents to a review package. 14. Unable to determine the status of the package. 15. Reopen a Review Package. 16. Unable to access the eRPT user interface.
RPC Client Services	Reed and Associates	402-315-3660	clientservices@reedassociates.org	RPC Helpdesk Support	The RPC Client Services can be contacted to report the following issues: 1. The package is closed and it is missing FDR or Error Report for transactions. 2. Need explanation on FDR Disposition Code. 3. Not sure what the Category Code selection should be for a Package.

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Appendix A: User Access

Table 5 – Submission Packages

User Group	Create	View	Update	Delete (Soft)	Search	Add Docs	Comments
Plan User	X	X*	X*	X*	X*	X	All eRPT Plan Users having an IDM ID and an approved eRPT Plan User role in IDM will have access to create a Package, specific to those contracts the user has access to: • Create Access - Plan User has complete access to create a package. • *Limited View Access - Plan User can only view the Submission Packages that were created by the Plan User. • *Limited Update Access - Plan User can update only a Draft Submission Package that was created by the Plan User. • *Limited Delete Access - Plan User can delete only a Draft Submission Package that was created by the respective Plan User. • *Limited Search Access - Plan User can only search for Packages created by user. • *Limited Add/Upload Documents - Plan User can add/upload documents to Submission Package created by User. **Note:** Asterisk means the user will have limited access to the functionality.
Plan User (Package Creator)	X	X	X	X	X	X	The Package Creator (Plan User) will be able to Create, Update, Read, Delete, Search, and Add Documents to a Package: • Create Access - Plan User has complete access to create a package. • View Access - Plan User can only view the Submission Packages that were created by the User. • Update Access - Plan User can update only a Draft Submission Package created by the User. • *Limited Delete Access - Plan User can delete only a Draft Submission Package created by the User. • Search Access - Plan User can only search for Packages created by the User. • Add/Upload Documents - Plan User can add/upload documents to a Draft Submission Package created by the User. **Note:** Asterisk means the user will have limited access to the functionality.

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Table 6 – EDV Review Packages and Plan EDV Reports

User Group	Create	View	Update	Delete (Soft)	Search	Add Docs	Comments
Plan User		X*	X*			X*	Users are restricted by Contract #. All eRPT Plan Users with an IDM ID will have access to upload documents for their respective Contract EDV Review. • Limited Update Access - Plan User belonging to the contract will be able to mark the Package complete. • Limited View Access - Plan User can only view Packages belonging to their contracts. • *Limited Add/Upload Documents - Plan User can add/upload only response documents to an EDV Review Package that was submitted to them. **Note:** Asterisk means the user will have limited access to the functionality.
Plan User		X					eRPT Plan User who have access to valid eRPT contracts in IDM will have access to the Plan EDV Report for contracts they have access to when RPC uploads the report to eRPT for the contract in question.

Table 7 – Transaction Inquiry Packages

User Group	Create	View	Update	Delete (Soft)	Search	Add Docs	Comments
Plan User	X	X*	X*	X*	X*	X*	All eRPT Plan Users with an IDM ID and an approved eRPT Plan User role in IDM will have access to create a Package, specific to those contracts the user has access to: • Create Access - Plan User has complete access to create a Package. • *Limited Read Access - Plan User can only view the Transaction Inquiry Package that was created by that User. • *Limited Update Access - Plan User can update only a Draft Transaction Inquiry Package that was created by that User. • *Limited Delete Access - Plan User can delete only a Draft Transaction Inquiry Package that was created by that User. • *Limited Search - Plan User can only search for a Package that was created by the User. • *Limited Add/Upload Documents - Plan User can add/upload documents to a Transaction Inquiry Package that was created by that User. **Note:** Asterisk means the user will have limited access to the functionality.

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User Group	Create	View	Update	Delete (Soft)	Search	Add Docs	Comments
Plan User (Package Creator)	X	X	X	X*	X	X	The Package Creator (Plan User) will be able to Create, Update, Read, Delete, Search, and Add Documents to a Package: • Create Access - Plan User has complete access to create a Package. • View Access - Plan User can only view submission Packages created by User. • Update Access - Plan User can update only a Draft Submission Package created by the User. • *Limited Delete Access - Plan User can delete only a Draft Submission Package that was created by the User. • Search Access - Plan User can only search for a Package created by the User. • Add/Upload Documents - Plan User can add/upload documents to a Draft Submission Package created by the User. **Note:** Asterisk means the user will have limited access to the functionality.

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Appendix B: Package Status

A package can be tracked in the eRPT application by referring to the status of the package. Following are the status values and descriptions of the statuses that are supported in the eRPT application.

Note: The status value on a package is dependent on the Package Type and Package Category.

Table 8 – Package Status

Package Status	Package Description
Draft	When a package is created but not yet submitted to the eRPT application.
Pending RO Approval	When a package is submitted by the Plan User but waiting for the Regional Office (RO) Approval Letter from the Regional Office Account Manager. This status is applicable only for Category 3 > Submission Package
Open	When a submission package is submitted to eRPT and ready for the Retroactive Processing Contractor (RPC) to download or when a review package is uploaded for a Plan User to respond.
Completed	When a review package is submitted by the Plan User with all the response documents.
Downloading	When the RPC is downloading the package.
In Process	When the RPC is processing the package.
Closed	When a retroactive package processing has been completed by the RPC the package status will be marked as closed.
Deleted	When a retroactive package is deleted by the CO User, the package status will be marked as deleted.

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Appendix C: Document Upload Functions

The following table lists the document upload functions that will be available for the Plan Users under the Submission Documents and Response Documents tab.

Table 9 – Document Upload Functions

Type of User	Package Type – Category Code	Submission Documents	Response Documents
Plan User	Submission Package – Category 2	• RPC Submission Spreadsheet • RPC Supporting Documentation • RPC Submission Cover Letter	N/A
Plan User	Submission Package – Category 3	• RPC Submission Spreadsheet • RPC Supporting Documentation • RPC Submission Cover Letter	N/A
Plan User	Submission Package – Special	• RPC Submission Spreadsheet • RPC Supporting Documentation • RPC Submission Cover Letter	N/A
Plan User	Submission Package – Resubmission	• RPC Submission Spreadsheet • RPC Supporting Documentation • RPC Submission Cover Letter	N/A
Plan User	Transaction Inquiry Package	• RPC Transaction Inquiry Request	N/A
Plan User	Review Package	N/A	RPC Supporting Documentation

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Appendix D: Package Documents

The following table lists the documents that are required and must be submitted during Package creation/submission.

Note: Please view Reed and Associates' website at https://www.reedassociates.org/ and refer to section CMS-RPC regarding RPC's SOP, the required documentation, and the documentation format that needs to be submitted for the package.

Table 10 – Package Documents

Package Type	Documents	eRPT Document Type Value
Submission Package – Category 2	• Cover Letter (PDF file) • Spreadsheet (XLS or XLSX file) • Supporting documents (PDF file(s))	• RPC Submission Cover Letter • RPC Submission Spreadsheet • RPC Supporting Documentation
Submission Package – Category 3	• Cover Letter (PDF file) • Spreadsheet (XLS or XLSX file) • Supporting documents (PDF file(s)) • Approval Letter	• RPC Submission Cover Letter • RPC Submission Spreadsheet • RPC Supporting Documentation • Approval Letter
Submission Package – Category CTM	• Cover Letter (PDF file) • Spreadsheet (XLS or XLSX file) • Supporting documents (PDF file(s))	• RPC Submission Cover Letter • RPC Submission Spreadsheet • RPC Supporting Documentation
Submission Package – Special	• Cover Letter (PDF file) • Spreadsheet (XLS or XLSX file) • Supporting documents (PDF file(s)) • Approval Letter	• RPC Submission Cover Letter • RPC Submission Spreadsheet • RPC Supporting Documentation • Approval Letter
Submission Package – Resubmission	• Cover Letter (PDF file) • Spreadsheet (XLS or XLSX file) • Supporting documents (PDF file(s))	• RPC Submission Cover Letter • RPC Submission Spreadsheet • RPC Supporting Documentation
Submission Package – Payment Validation	• Cover Letter (PDF file) • Spreadsheet (XLS or XLSX file) • Supporting documents (PDF file(s))	• RPC Submission Cover Letter • RPC Submission Spreadsheet • RPC Supporting Documentation
Transaction Inquiry Package	• Inquiry Request form (XLS or XLSX file)	• RPC Transaction Inquiry Request
Review Package	• EDV Validation Spreadsheet (XLS or XLSX files) • Supporting documents (PDF, XLS, or XLSX file(s))	• Enrollment Data Validation (EDV) Request Spreadsheet • RPC Supporting Documentation

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Appendix E: Keyboard Interaction Shortcuts

The following table lists the keyboard interaction shortcuts to navigate the application using the keyboard only.

Table 11 - Keyboard Interaction While the Date Picker is Open

Keyboard Shortcut	Description of the Shortcut
Page Up	Move to the previous month.
Page Down	Move to the next month.
Ctrl + Page Up	Move to the previous year.
Ctrl + Page Down	Move to the next year.
Ctrl + Home	Open the date picker if closed.
Ctrl/Command + Home	Move to the current month.
Ctrl/Command + Left	Move to the previous day.
Ctrl/Command + Right	Move to the next day.
Ctrl/Command + Up	Move to the previous week.
Ctrl/Command + Down	Move to the next week.
Enter	Select the focused date.
Ctrl/Command + End	Close the date picker and erase the date.
Esc	Close the date picker without selection.

Table 12 - Keyboard Interaction When Focus is on a Tab

Keyboard Shortcut	Description of the Shortcut
Up/Left	Move focus to the previous tab. If on first tab, moves focus to last tab. Activates focused tab after a short delay.
Down/Right	Move focus to the next tab. If on last tab, moves focus to first tab. Activates focused tab after a short delay.
Ctrl + Up/Left	Move focus to the previous tab. If on first tab, moves focus to last tab. The focused tab must be manually activated.
Ctrl + Down/Right	Move focus to the next tab. If on last tab, moves focus to first tab. The focused tab must be manually activated.
Home	Move focus to the first tab. Activates focused tab after a short delay.
End	Move focus to the last tab. Activates focused tab after a short delay.
Ctrl + Home	Move focus to the first tab. The focused tab must be manually activated.
Ctrl + End	Move focus to the last tab. The focused tab must be manually activated.
Space	Activates panel associated with focused tab.
Enter	Activates or toggles panel associated with focused tab.
Alt/Option + Page Up	Move focus to the previous tab and immediately activate.
Alt/Option + Page Down	Move focus to the next tab and immediately activate.

Table 13 - Keyboard Interaction When Focus is on a Panel (in a Tab)

Keyboard Shortcut	Description of the Shortcut
Ctrl + Up	Move focus to associated tab.
Alt/Option + Page Up	Move focus to the previous tab and immediately activate.
Alt/Option + Page Down	Move focus to the next tab and immediately activate.

Table 14: Keyboard Interaction When Focus is on a Header (in an Accordion Tab)

Keyboard Shortcut	Description of the Shortcut
Up/Left	Move focus to the previous header. If on first header, moves focus to last header.
Down/Right	Move focus to the next header. If on last header, moves focus to first header.

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Keyboard Shortcut	Description of the Shortcut
Home	Move focus to the first header.
End	Move focus to the last header.
Space/Enter	Activate panel associated with focused header.

Table 15: Keyboard Interaction When Focus is on a Panel (in an Accordion Tab)

Keyboard Shortcut	Description of the Shortcut
Ctrl + Up	Move focus to associated header.

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Appendix F: Acronyms

Table 16 – Acronyms

Acronym	Literal Translation
CMS	Centers for Medicare & Medicaid Services
CO	Central Office
CTM	Complaint Tracking Module
CTS	Content Transport Service
ECM	Enterprise Content Management
EDV	Enrollment Data Validation
EIDM	Enterprise Identity Management
eRPT	Electronic Retroactive Processing Transmission
ESRD	End Stage Renal Disease
FDR	Final Disposition Report
HPMS	Health Plan Management System
ID	Identifier
IDM	Identity Management
IE	Internet Explorer
LI-NET	Limited Income Newly Eligible Transition
LIS	Low-Income Subsidy
MAO	Medicare Advantage Organization
MAPD	Medicare Advantage Prescription Drug
MA-PDP	Medicare Advantage Prescription Drug Plan
MARX	Medicare Advantage Prescription Drug System
MFA	Multi-Factor Authentication
MMP	Medicare-Medicaid Plans
PACE	Program for All-Inclusive Care for the Elderly
PBP	Plan Benefit Package
PDF	Portable Document Format
PDP	Prescription Drug Plan
RAC	Residence Address Change
RO	Regional Office
RPC	Retroactive Processing Contractor
SCC	State County Code
SOP	Standard Operating Procedure
URL	Uniform Resource Locator
XLS	Excel File

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Appendix G: Glossary

Table 17 – Glossary

Term	Definition
Contract ID	A unique five-character alphanumeric identifier assigned by CMS's Health Plan Management System (HPMS) and Medicare Drug and Health Plan Contract Administration Group (MCAG) to qualifying organizations approved to offer Medicare Advantage health and cost plans. Medicare Advantage contract numbers are prefixed with the following alphabetic characters identifying the type of product offered or the type of organization approved to offer a particular health care plan and are followed by 4-digits: H or 9 = Local Managed Care Contractors R = Regional Managed Care Contractors S = Medicare Prescription Drug Plans F = Fallback Plans For example, Hxxxx where xxxx is the assigned 4-digit number.
Error Reports	A list identifying the specific transaction requests within the RPC Submission Spreadsheet submitted by an MA, MAPD, and PDP sponsoring organizations that were not properly uploaded into the RPC system. The report is returned to the submitter for resubmission to the RPC.
FDR	A report indicating the CMS processing status of each transaction request previously submitted in the RPC Submission Spreadsheet.
Follow-on Final Disposition Report	A report indicating the CMS processing status for RPC initiated transactions. These submissions are a result of the RPC's inability to process due to CMS system errors, corrective actions performed by the RPC, or an action directed by a CMS Regional or Central Office user. The transactions on these reports may have originated from multiple package submissions and may be a follow-up response to the Plan's initial RPC Submission Spreadsheet.
MARx	Medicare Advantage Prescription Drug System, the name for the current application that processes enrollment and beneficiary-level payments for Medicare Advantage and Part D.
Notification	A system message triggered by a workflow or processing event that is displayed to the user. The message typically instructs the user to take some form of action or informs the user that a specific processing event has occurred.
Parent Organization	Parent Organizations are the entity that oversees the various approved Plans.
Plan EDV Report	This is an EDV Report specific to each Plan contract in eRPT.
The Plans	The eRPT user groups from Medicare Advantage (MA), PDP, Cost Plans, or PACE organizations who submit beneficiary enrollment/disenrollment change requests via eRPT application for processing.
Response Documents	The Documents that are added to the package by the RPC user.
Retroactive Processing Contractor (RPC)	The Medicare contractor responsible for processing retroactive Medicare Advantage (MA) and Prescription Drug Plan (PDP) beneficiary enrollment/disenrollment change requests submitted by plan/sponsors.

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Term	Definition
Review Package	The EDV review process performed by the RPC consists of a monthly sample review of enrollment-related transactions submitted to CMS. All organizations that submit activity via the MARx UI, or batch-submitted actions, will be selected for review. The RPC will request supporting documentation for the transactions selected within the monthly EDV sample set. The monthly sample review will be for the previous month's activity in MARx, reported on each organization's Transaction Reply Request (TRR). Upon receipt of the documentation, the RPC shall review the documentation submitted for the sampled transactions to verify the documentation provided by the organization supports the transaction submitted to CMS. The RPC will report all audit findings to the appropriate CMS RO Account Manager for final review and to address any follow-up needed on negative findings.
Submission Documents	These are the documents that are added to the package during creation and package processing by the CMS RO user.
Submission Package	Retroactive enrollment-related transactions submitted by a Plan to RPC such as Enrollments, Disenrollments, Reinstatements, LIS Deeming Updates, and Medicaid and SCC changes. Submissions are further classified by the following types: 1. Category 2 - Timely retroactive enrollment transactions (including Payment Validation Adjustments and Caseworker Approved CTM Cases) that may be submitted to the RPC without additional RO approval. Please refer to RPC's SOP on their website for the types of retroactive transactions that do not require RO Approval. 2. Category 3 - Untimely (i.e., current calendar month minus 3 months or more) or other retroactive transactions that may be submitted to the RPC requiring RO approval prior to submission. Please refer to RPC's SOP on their website for the types of retroactive transactions that require RO Approval. 3. Compliant Tracking Module (CTM) - A retroactive request submitted by a Plan to address a complaint filed by a Medicare beneficiary or their caregiver via the Health Plan Management System Complaint Tracking Module (HPMS CTM). 4. Payment Validation (PayVal) - The Retroactive Processing Contractor (RPC) monthly review of a set of sample payments which consists of randomly selected transactions submitted directly to CMS through MARx post MARx R&M release. Upon receipt of the documentation, the RPC shall review the documentation submitted for the sampled transactions to verify the documentation provided by the organization supports the transaction submitted to CMS. 5. Resubmission - Timely retroactive enrollment transactions (including Payment Validation Adjustments and Caseworker Approved CTM Cases) that have been previously submitted but not processed as requested by (NPAR) by the RPC and do not require additional RO approval for processing. 6. Special - A customized user Package submitted by the CMS Central Office Staff or Plan Users (with CMS approval) to RPC. 7. Resubmission - Timely retroactive enrollment transactions (including Payment Validation Adjustments to verify the documentation provided by the organization supports the transaction submitted to CMS). 8. Resubmission - Timely retroactive enrollment transactions (including Payment Validation Adjustments and Caseworker Approved CTM Cases) that have been previously submitted but not processed as requested by (NPAR) by the RPC and do not require additional RO approval for processing. 9. Special - A customized user Package submitted by the CMS Central Office Staff or Plan Users (with CMS approval) to RPC.
Submitting Organization	An organization with the authorized capability of submitting packages/inquiries to eRPT.

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Term	Definition
Transaction Inquiry Package	These packages are created to launch specific inquiries for packages within eRPT.
Transaction Reply Code (TRC)	Codes used to explain what action MARx took in response to new information from CMS systems or in response to input from Plans, CMS, or other users.
User Interface	The mechanism by which the user will view and/or update packages in the Retroactive Process in eRPT.
Web Service	The mechanism by which the RPC will communicate with the eRPT system.

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Appendix H: Referenced Documents

Table 18 – Referenced Documents

Document Name	Document Location and/or URL	Issuance Date
eRPT R10 Requirements Document	Scope Infotech SharePoint site	10/14/2022
eRPT R8 Requirements Document	Scope Infotech SharePoint site	08/26/2020
eRPT R6 Business Requirements Document	Scope Infotech SharePoint site	02/28/2019
eRPT R5 Business Requirements Document	Scope Infotech SharePoint site	08/31/2017
eRPT R4 Requirements Document	Scope Infotech SharePoint site	12/30/2016
eRPT R3M2 Requirements Document	Scope Infotech SharePoint site	02/05/2016
eRPT Application Integration Technical Requirements	Scope Infotech SharePoint site	11/27/2015
eRPT Requirements Document	Scope Infotech SharePoint site	11/07/2013

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Appendix I: Record of Changes

Table 19 - Record of Changes

Version Number	Date	Author/Owner	Description of Change
3.0	02/09/2016	Anand Srinivasan	• Updated with the EIDM process flow to inform the eRPT Plan User of the steps involved in registering and requesting access to the eRPT application role and contracts within EIDM. • Updated for appropriate use of Acronyms throughout the document and corresponding Acronyms table. • Updated the User role names to be consistent throughout the document (eRPT Plan User, CMS CO, and CMS RO Users), where applicable.
3.1 FINAL	02/19/2016	Faye Newsham	PSO Approved to baseline.
3.2 FINAL	07/08/2016	Anand Srinivasan	Updated for Section 3.3.2 User Replacement.
3.3 DRAFT	01/20/2017	Anand Srinivasan	▪ Updated the following sections: • Submission-Category 3 and Special Package Workflow • Create Package – Submission Package • Create Package – Transaction Inquiry Package • Search Package • Delete Uploaded Supporting Documentation from a Draft Package • System Notifications ▪ Added the following new sections: • Accessing the User Manual • Email Notification Preferences • Email Notifications
3.3 FINAL	01/27/2017	Anand Srinivasan	PSO Approved to baseline.
3.4 DRAFT	12/10/2018	Anand Srinivasan	Updated Section 3 for eRPT-CMS Enterprise Portal integration.
3.4 FINAL	01/04/2019	Anand Srinivasan	Approved Final Version (508 compliant).
4.0 DRAFT	05/15/2019	Anand Srinivasan	Updated for Release 6 – 508 Compliance re-design of interface.
4.0 FINAL	05/29/2019	Anand Srinivasan	Approved Final Version (508 compliant)
4.1 DRAFT	8/27/2020	Anand Srinivasan	• Added Section 3.2.3 Download Plan EDV Reports. • Updated the following sections to include Plan EDV Report: Section 3.3.1 System Notifications (Actions Table) in Actions Tab and Section 3.3.2 Email Notifications. • Updated Table 6 – EDV Review Packages and Plan EDV Reports to include Plan EDV Report access by the Plan User role.
4.1 FINAL	09/04/2020	Anand Srinivasan	Section 508 compliant.

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Version Number	Date	Author/Owner	Description of Change
4.2 FINAL	09/15/2020	Anand Srinivasan	Business Owner Approved and Final Version.
4.3 DRAFT	01/28/2021	Anand Srinivasan	Updated Sections 3.3.1, 3.3.2, 3.3.3, 3.3.4, 3.3.5, 3.3.6, and 3.3.7. 5. Updated EIDM to IDM in all references throughout.
4.3 FINAL	02/12/2021	Anand Srinivasan	Business Owner Approved and Section 508 compliant Final Version.
4.4 DRAFT	12/16/2022	Sridhivya Kumar	• Updated some of the steps in Section 3.2.4.2.1 Create Package – Category 3 Submission Package. • Updated browser information in Section 3.1, and where applicable (removed references to Internet Explorer browser).
4.4 FINAL	01/06/2023	Anand Srinivasan	Document re-baselined as final version and is Section 508 compliant.
4.5 FINAL	09/15/2023	Anand Srinivasan	Updated the screenshots throughout. The manual is Section 508 compliant.
4.6 FINAL	01/19/2024	Anand Srinivasan	Updated the email address of the RPC Client Services contact and the Required Documents in the case of a Special Submission Package.

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Appendix J: Approvals

The undersigned acknowledge that they have reviewed the User Manual and agree with the information presented within this document. Changes to this User Manual will be coordinated with and approved by the undersigned, or their designated representatives.

Table 20 - Approvals

Document Approved By	Date Approved
-- Name: Todd Anderson, ECM/CCM Project Manager – Scope Infotech, Inc.	-- Date
-- Name: Crystal Myers, ECM GTL/COR – CMS Approving Authority (CMS/OIT)	-- Date
-- Name: Tammie Wall, eRPT Application Business Owner – CMS Approving Authority (CMS/CM)	-- Date
-- Name: John Campbell, eRPT Application Business Owner – CMS Approving Authority (CMS/CM)	-- Date