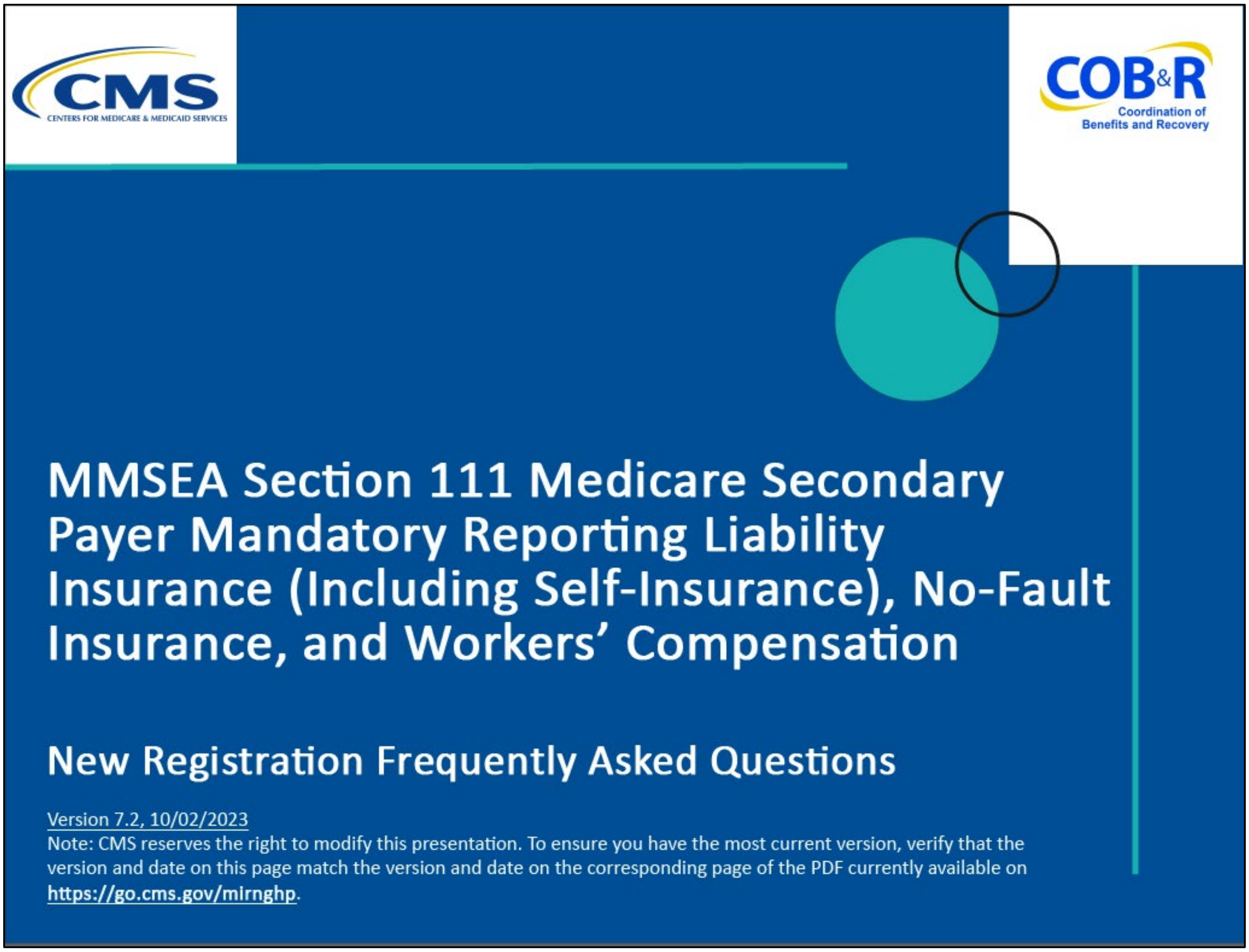
FAQ New Registration Introduction

Slide 1 of 33 -- FAQ New Registration Introduction

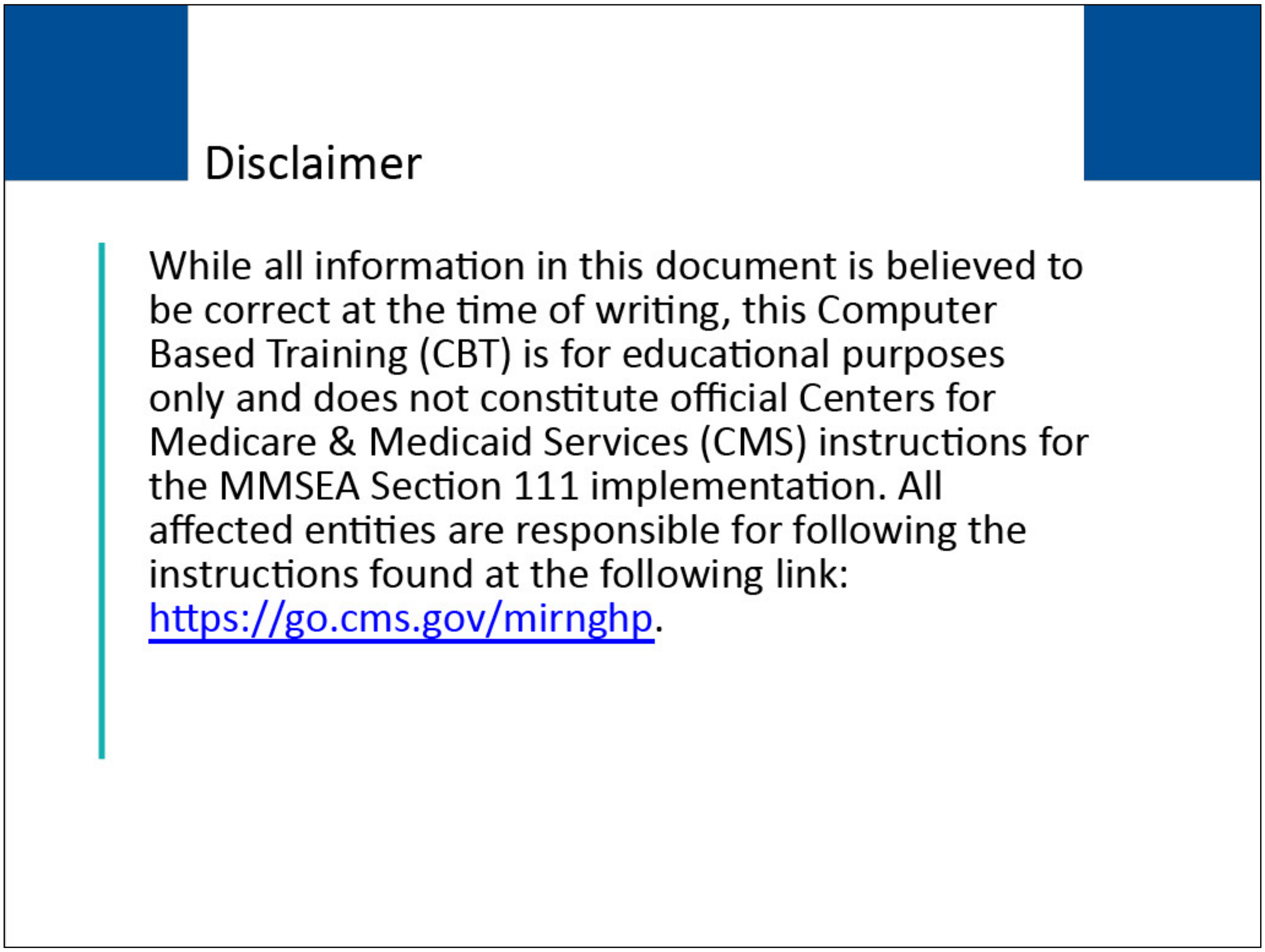


Slide notes

Welcome to the New Registration Frequently Asked Questions course.

Note: This module applies to Responsible Reporting Entities (RREs) that will be submitting Section 111 claim information via an electronic file submission as well as those RREs that will be submitting this information via Direct Data Entry (DDE).

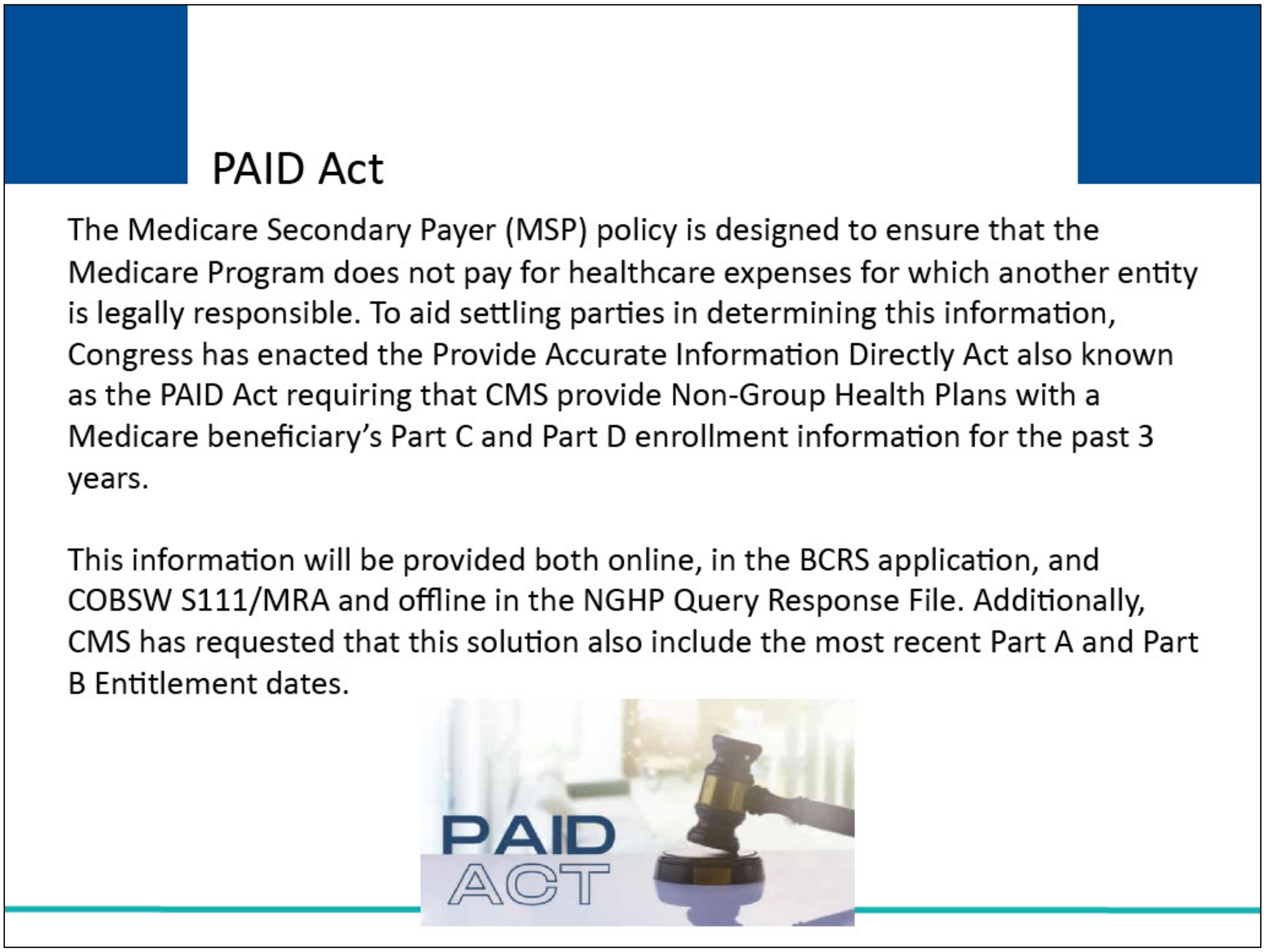
Slide 2 of 33 - Disclaimer



Slide notes

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions for the MMSEA Section 111 implementation. All affected entities are responsible for following the instructions found at the following link: CMS NGHP Website.

Slide 3 of 33 - PAID Act



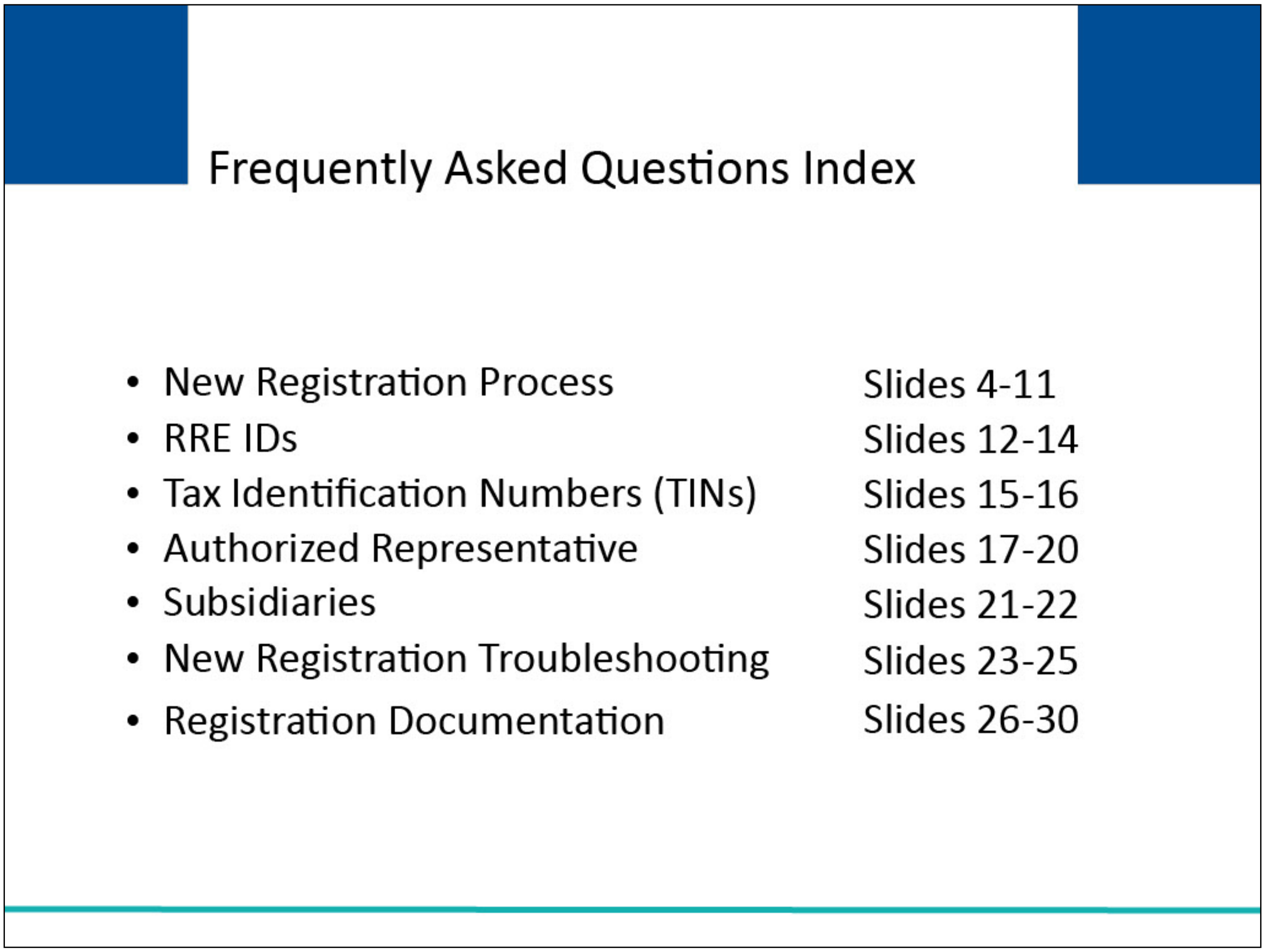
Slide notes

The Medicare Secondary Payer (MSP) policy is designed to ensure that the Medicare Program does not pay for healthcare expenses for which another entity is legally responsible. To aid settling parties in determining this information, Congress has enacted the Provide Accurate Information Directly Act also known as the PAID Act requiring that CMS provide Non-Group Health Plans with a Medicare beneficiary's Part C and Part D enrollment information for the past three years.

This information will be provided both online, in the BCRS application, and COBSW S111/MRA and offline in the NGHP Query Response File. Additionally, CMS has requested that this solution also include the most recent Part A and Part B Entitlement dates.

Note: To support the PAID Act, the Query Response File will be updated to include Contract Number, Contract Name, Plan Number, Coordination of Benefits (COB) Address, and Entitlement Dates for the last three years (up to 12 instances) of Part C and Part D coverage. The updates will also include the most recent Part A and Part B entitlement dates.

Slide 4 of 33 - Frequently Asked Questions Index

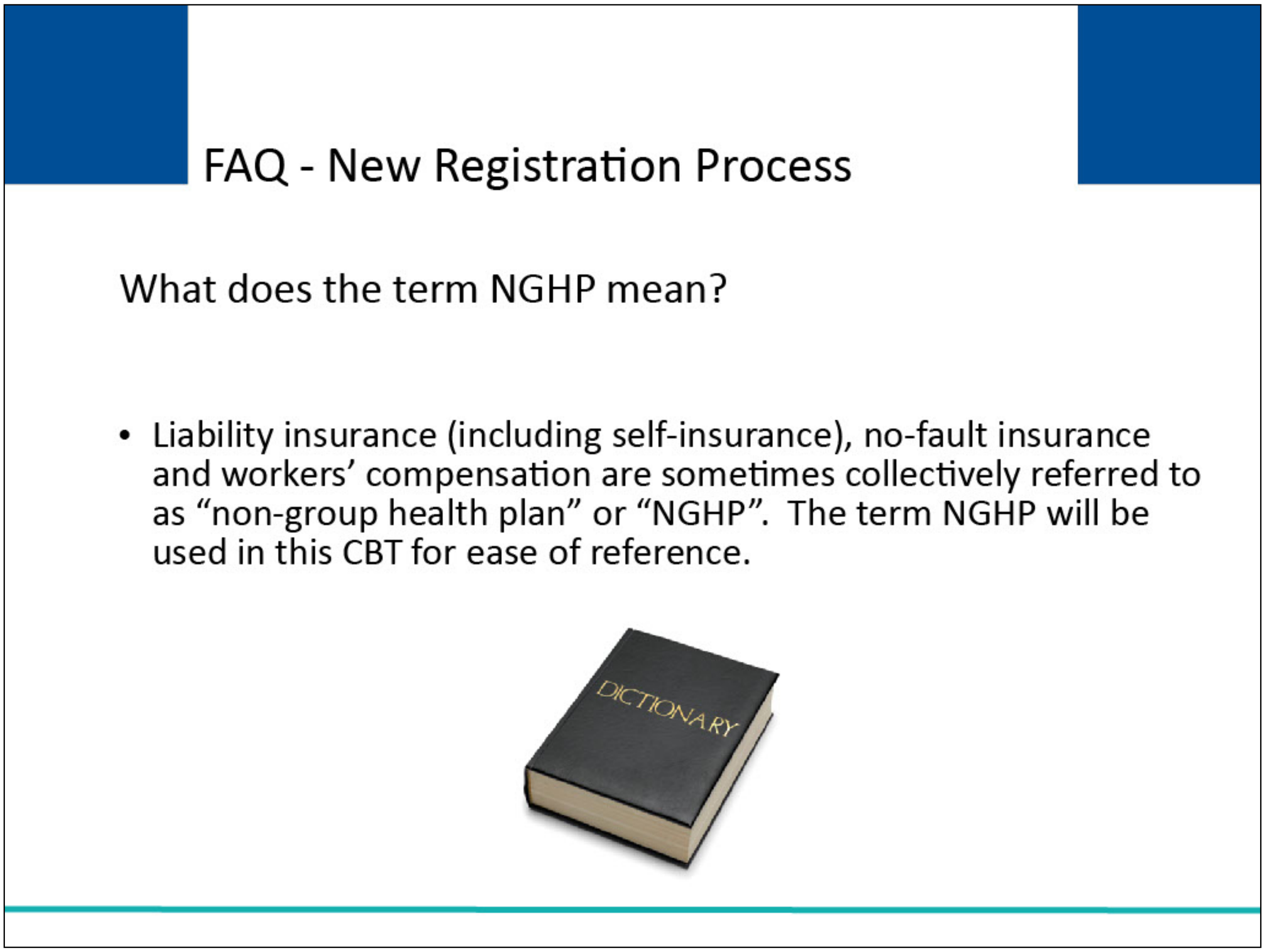


Slide notes

The new registration frequently asked questions discuss the following topics:

- New Registration Process
- RRE IDs
- Tax Identification Numbers or TINs
- Authorized Representative
- Subsidiaries
- New Registration Troubleshooting
- Registration Documentation

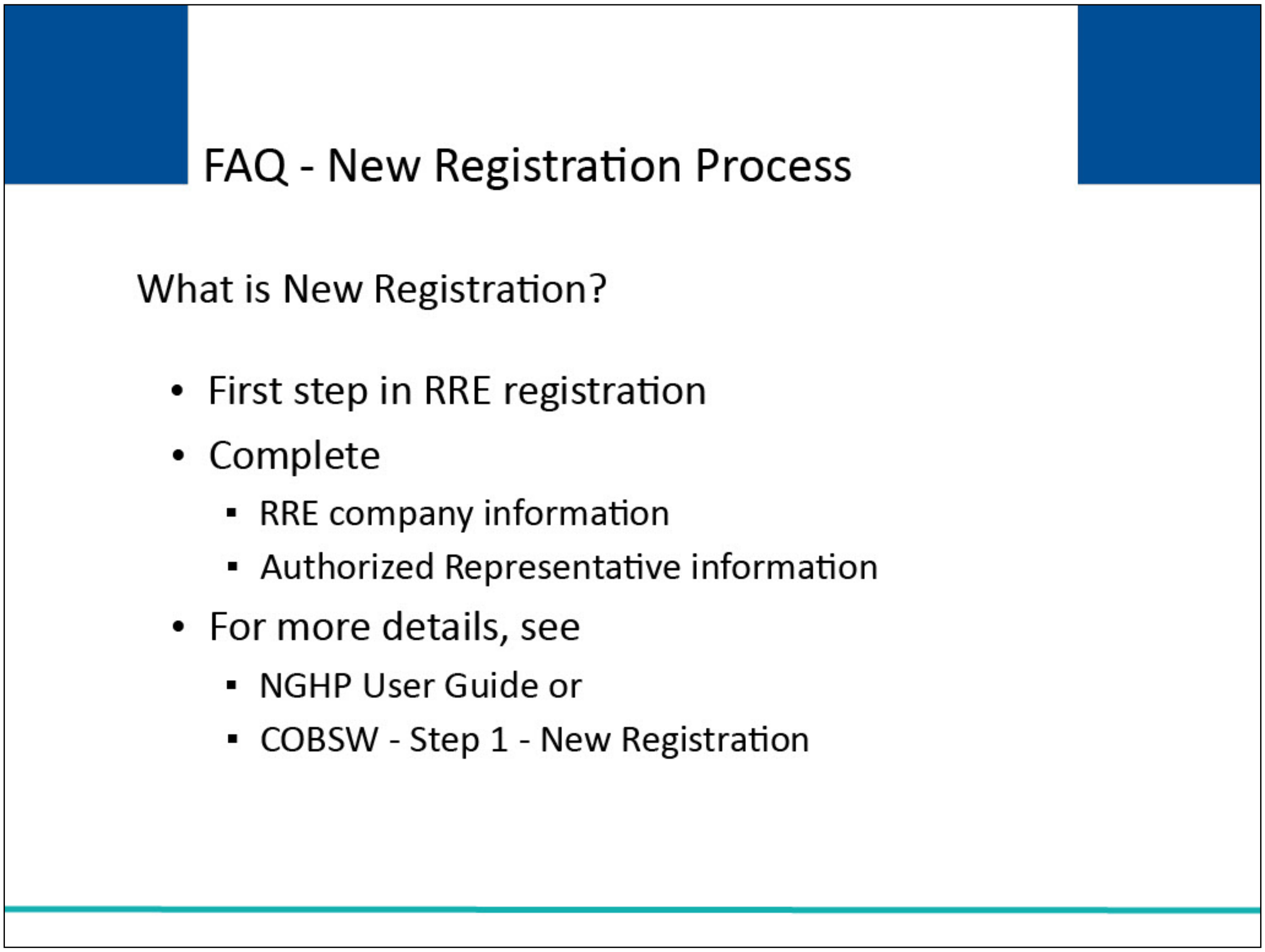
Slide 5 of 33 - FAQ - New Registration Process



Slide notes

What does the term NGHP mean? Liability insurance (including self-insurance), no-fault insurance and workers' compensation are sometimes collectively referred to as "non-group health plan" or "NGHP". The term NGHP will be used in this CBT for ease of reference.

Slide 6 of 33 - FAQ - New Registration Process

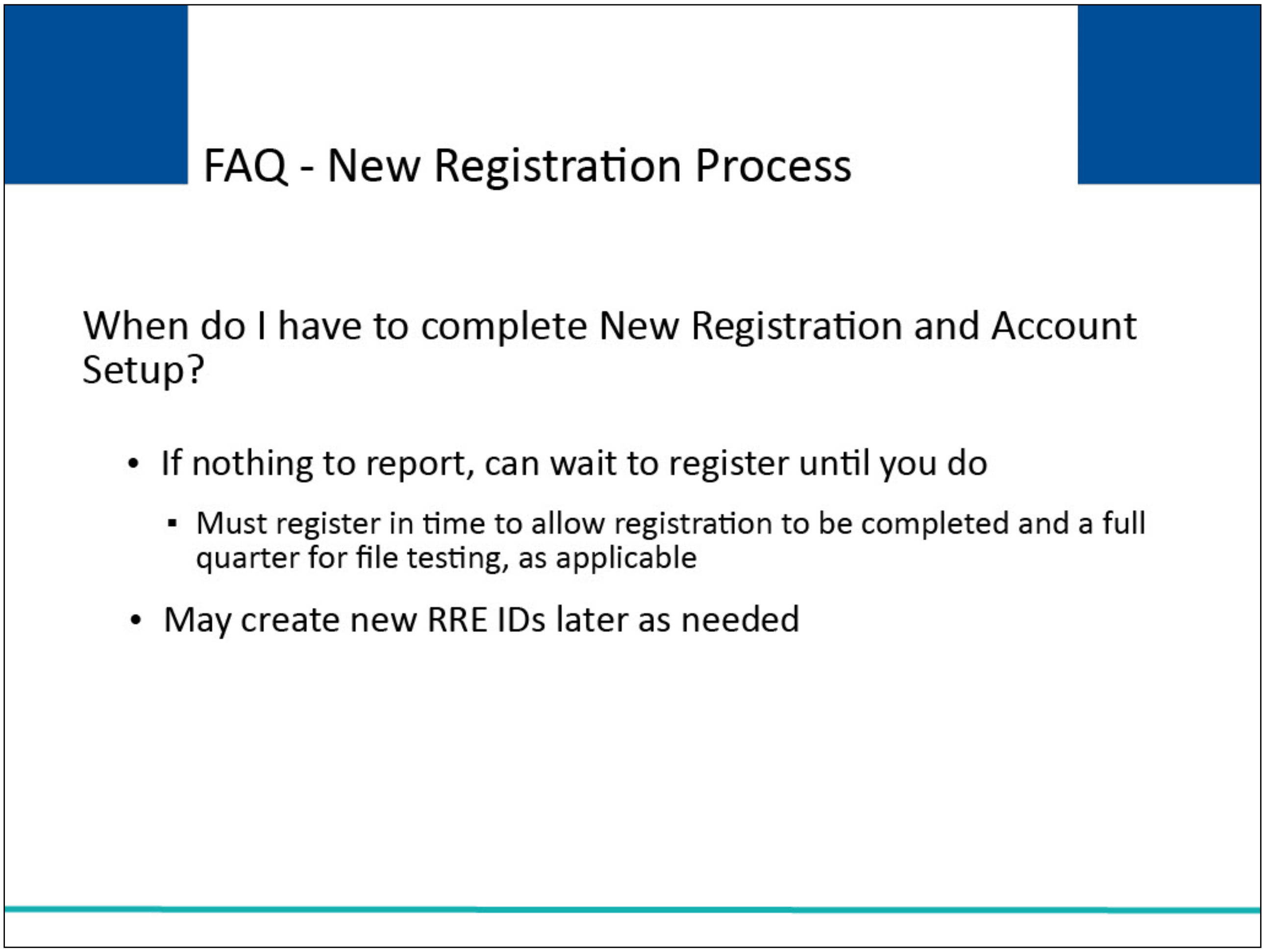


Slide notes

What is New Registration? New Registration is the first step in the RRE registration process on the Section 111 Coordination of Benefits Secure Website (COBSW). The application will ask for RRE company information and Authorized Representative information.

For more details, see the NGHP User Guide Registration Procedures Chapter or the COBSW - Step 1 - New Registration course.

Slide 7 of 33 - FAQ - New Registration Process



Slide notes

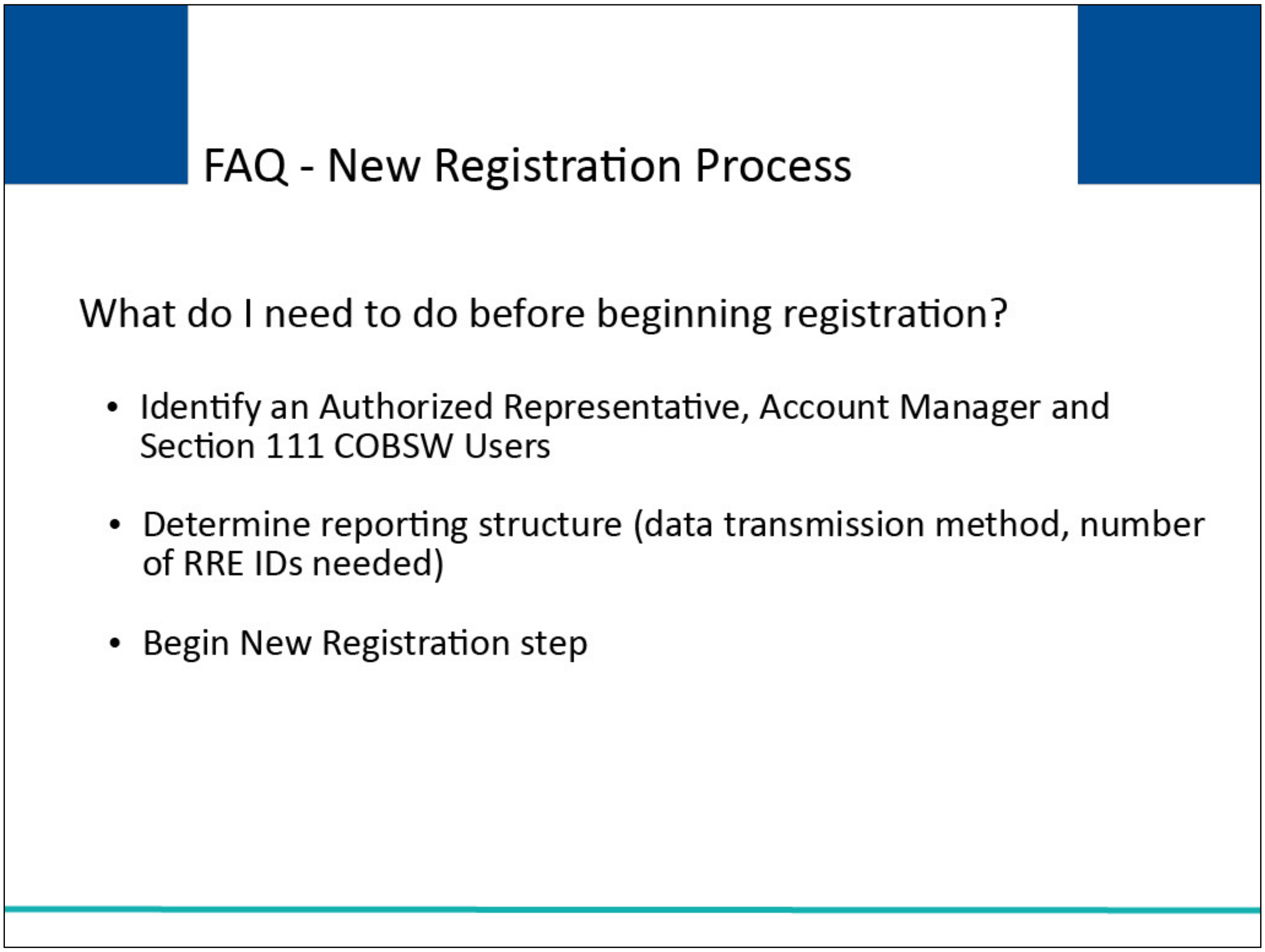
When do I have to complete New Registration and Account Setup? Entities who are RREs for purposes of the Section 111 liability insurance (including self-insurance), no-fault insurance, or workers' compensation are not required to register if they will have nothing to report.

For example, if an entity is self-insured (as defined by CMS) solely for the deductible portion of a liability insurance policy but it always pays any such deductible to its insurer, who then pays the claim, it may not have anything to report.

However, those who do not register initially because they have no expectation of having claims to report, must register in time to allow registration to be completed and a full quarter for file testing, as applicable if they have future situations where they have a reasonable expectation of having to report.

The registration process will stay "open" indefinitely if you need an RRE ID at some point in the future.

Slide 8 of 33 - FAQ - New Registration Process



Slide notes

What do I need to do before beginning registration? Before beginning registration, you should identify an Authorized Representative, Account Manager and other Section 111 COBSW Users. You should also determine reporting structure (data transmission method, number of RRE IDs needed).

After you complete this then you may begin the New Registration step.

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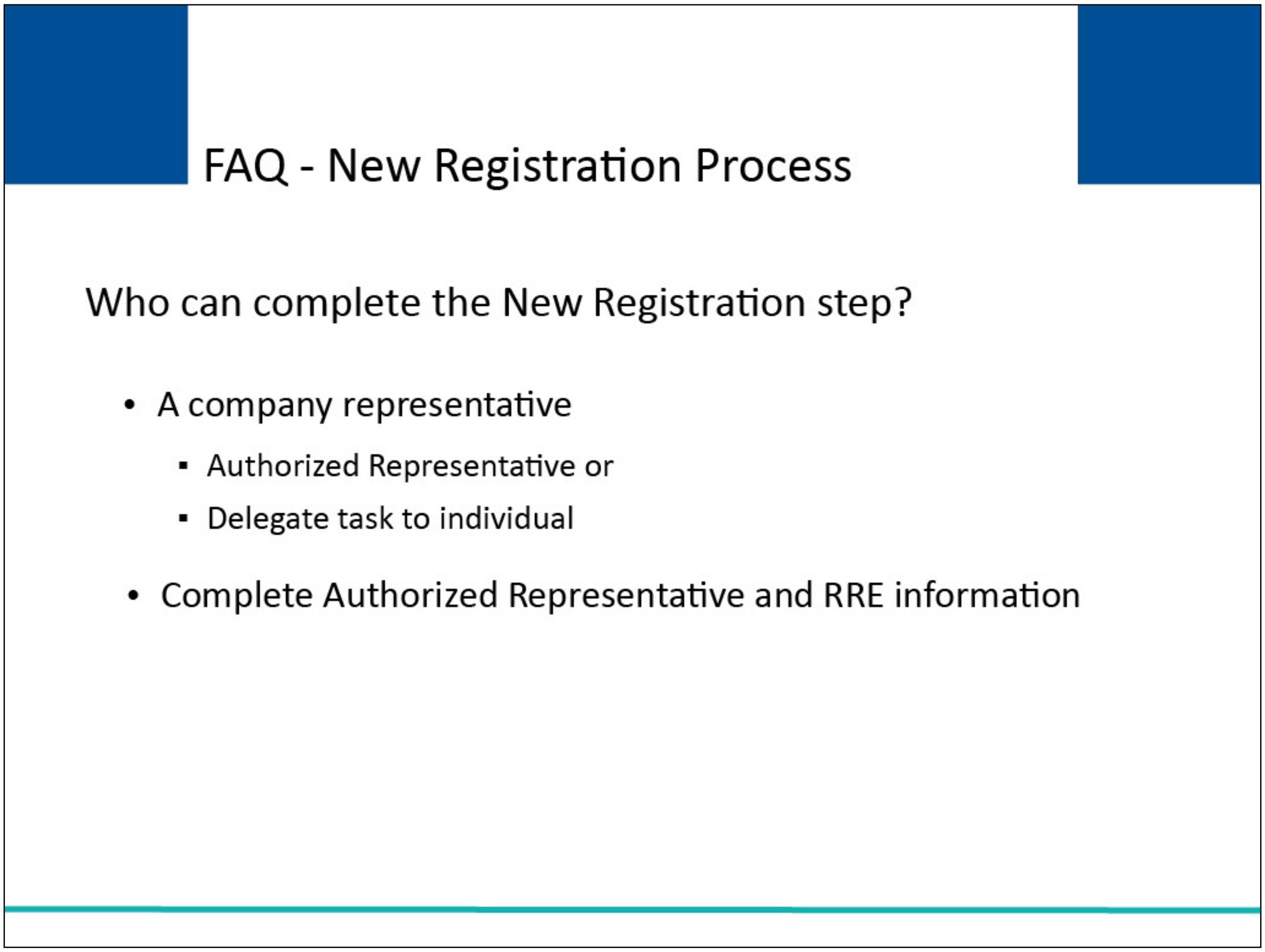
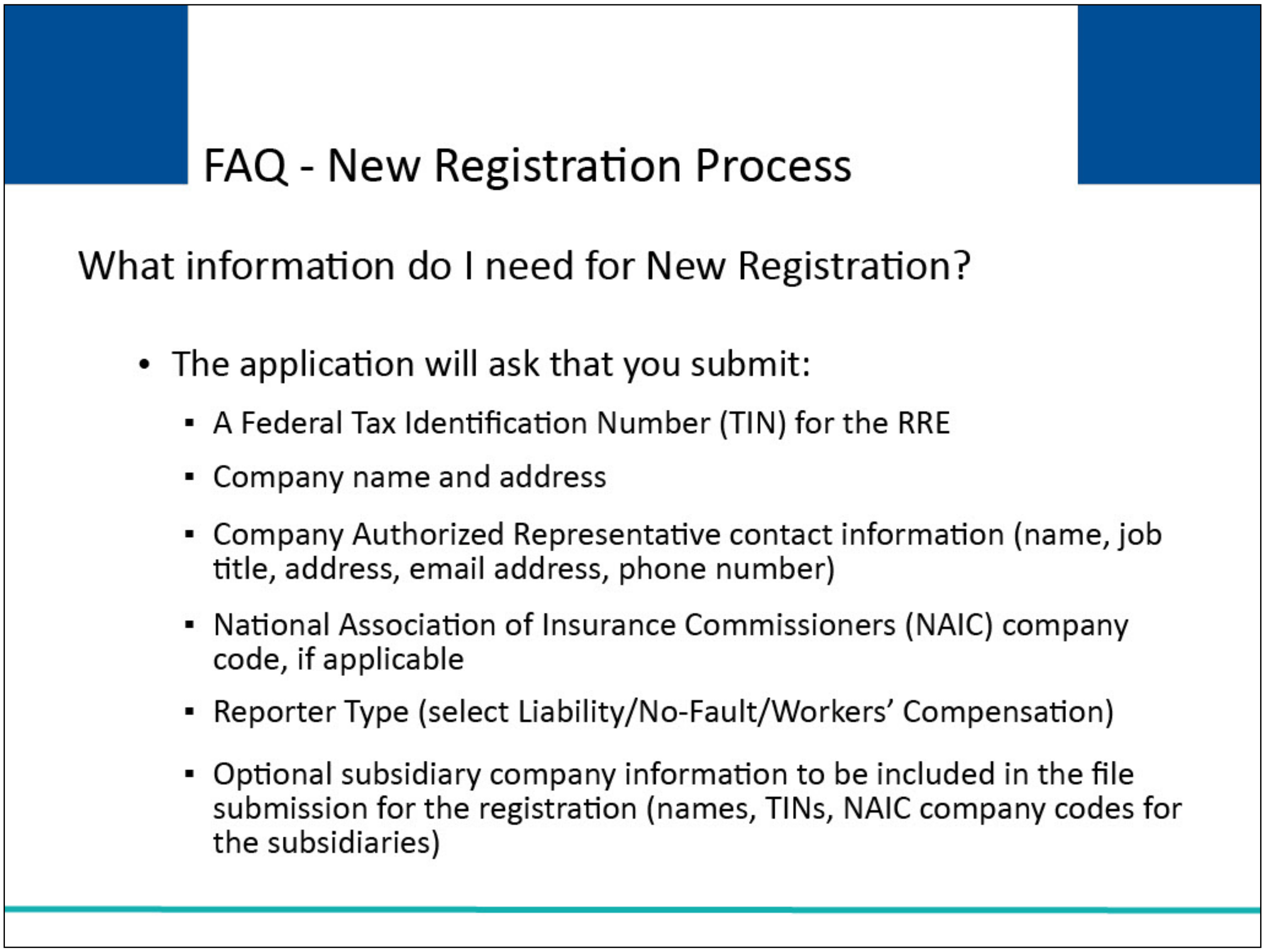


Slide notes

Who can complete the New Registration step? A company representative may complete the new registration step. This may be the RRE's Authorized Representative, or the Authorized Representative may delegate this task to an individual of his/her choosing.

However, the individual will need to complete the Authorized Representative's information as well as RRE information.

Slide 10 of 33 - FAQ - New Registration Process



Slide notes

What information do I need for New Registration? The application will ask that you submit:

- A Federal Tax Identification Number (TIN) for the RRE
- Company name and address
- Company Authorized Representative contact information (name, job title, address, email address, phone number)
- the National Association of Insurance Commissioners (NAIC) company code, if applicable
- Reporter Type (select Liability/No-Fault/Workers' Compensation)
- Optional subsidiary company information to be included in the file submission for the registration (names, TINs, NAIC company codes for the subsidiaries)

Slide 11 of 33 - FAQ - New Registration Process

FAQ - New Registration Process

What is an NAIC number? Why do you ask for it?

- National Association of Insurance Commissioners
- Used by insurers to report to states
- Some RREs won't have one since they aren't required to report to a state insurance commissioner
  - If there is no NAIC company code applicable to the RRE or subsidiary, then you may enter all zeroes
- Optional, used to help validate RRE information

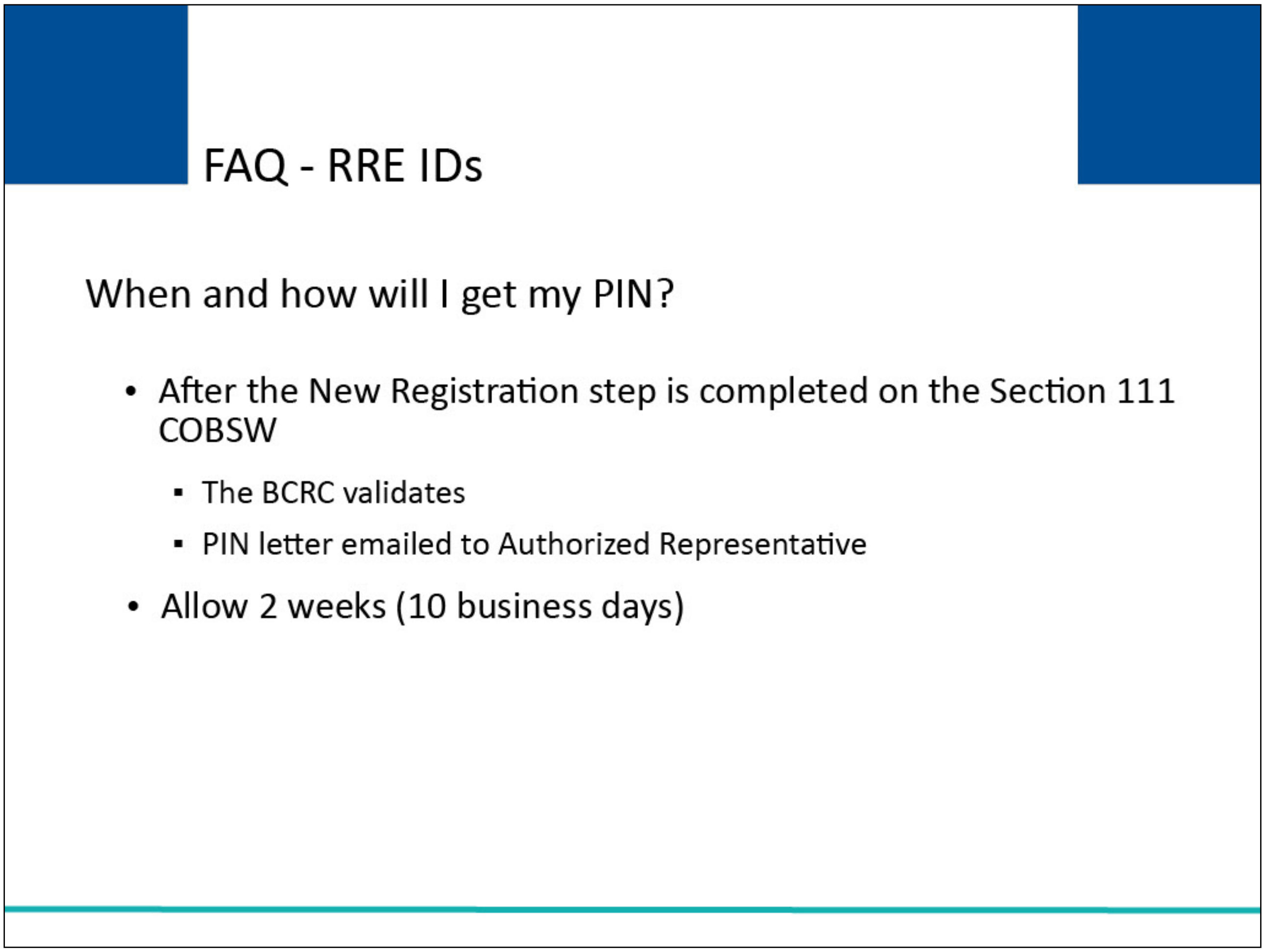
Slide notes

What is an NAIC number? Why do you ask for it? This is the National Association of Insurance Commissioners number. It is used by insurers to report to states. Some RREs won't have one since they aren't required to report to a state insurance commissioner.

If there is no NAIC company code applicable to the RRE or subsidiary, then you may enter all zeroes.

This is optional and is used to help validate RRE information.

Slide 12 of 33 - FAQ - RRE IDs



Slide notes

When and how will I get my PIN? After the New Registration step is completed on the Section 111 COBSW and the Benefits Coordination & Recovery Center (BCRC) validates it, a Personal Identification Number (PIN) letter will be emailed to the Authorized Representative.

Allow 2 weeks (10 business days) for delivery.

Slide 13 of 33 - FAQ - RRE IDs

FAQ - RRE IDs

How many RRE IDs do I need?

- It is the Responsible Reporting Entities' (RREs') choice. Depends on the number of Claim Input Files to be submitted per quarter
  - Subsidiaries
  - Agents
  - Coverage or claim types
  - Claim system
- May only send one Claim Input File per RRE ID

Slide notes

How many RRE IDs do I need? This is the RREs' choice. The number of RRE IDs an RRE needs to obtain depends on the number of NGHP Claim Input Files you will transmit to the BCRC each quarter.

You may want or need separate RRE IDs due to different subsidiaries, different agents, different coverage or claim types, the use of different data processing systems, etc.

You may only send one Claim Input File per RRE ID.

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FAQ - RRE IDs

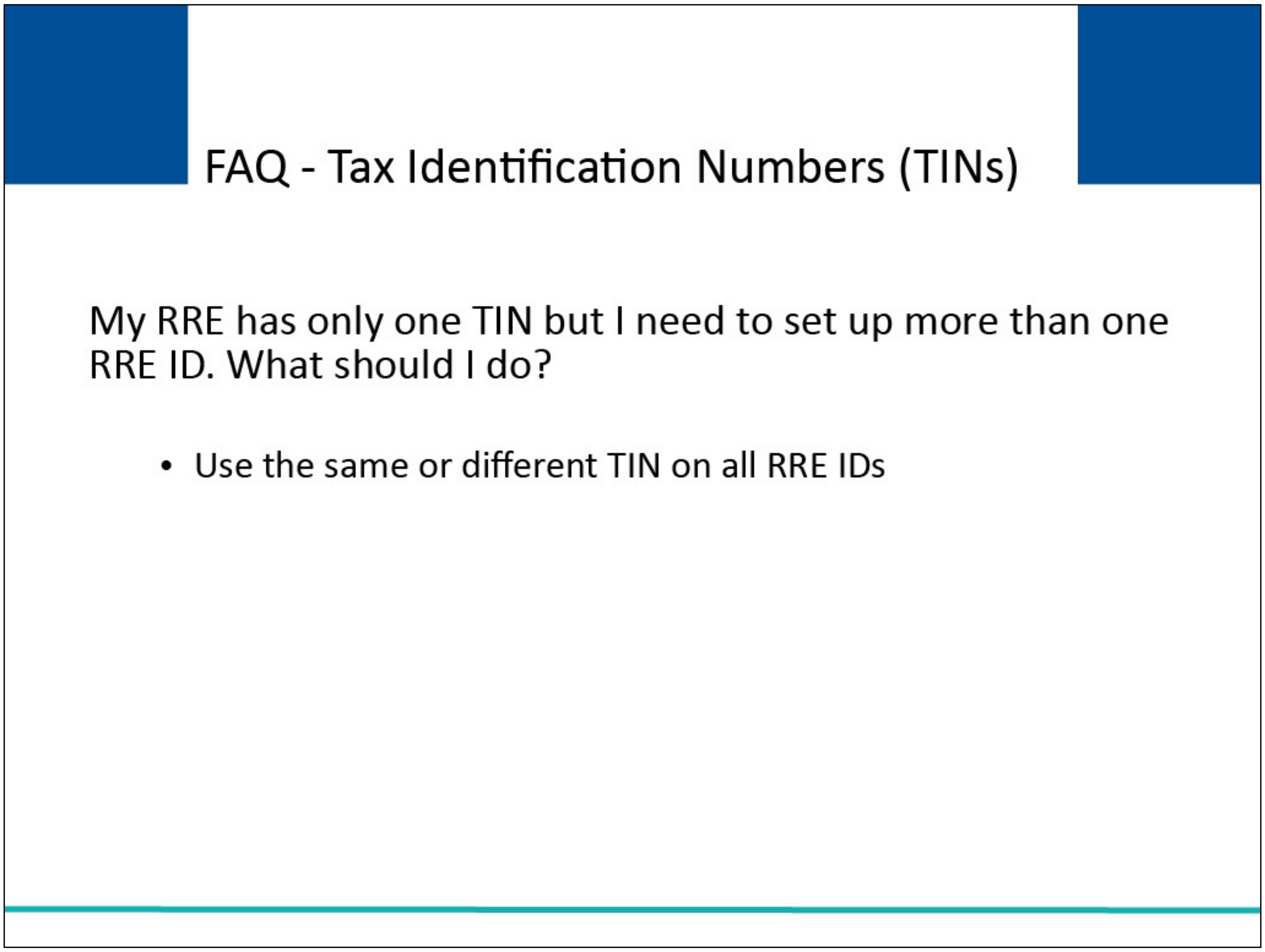
Do I have to complete New Registration for every RRE ID?

- Yes

Slide notes

Do I have to complete New Registration for every RRE ID? For each unique RRE ID needed, you must complete the New Registration and Account Setup steps including selecting a data submission method for each file type.

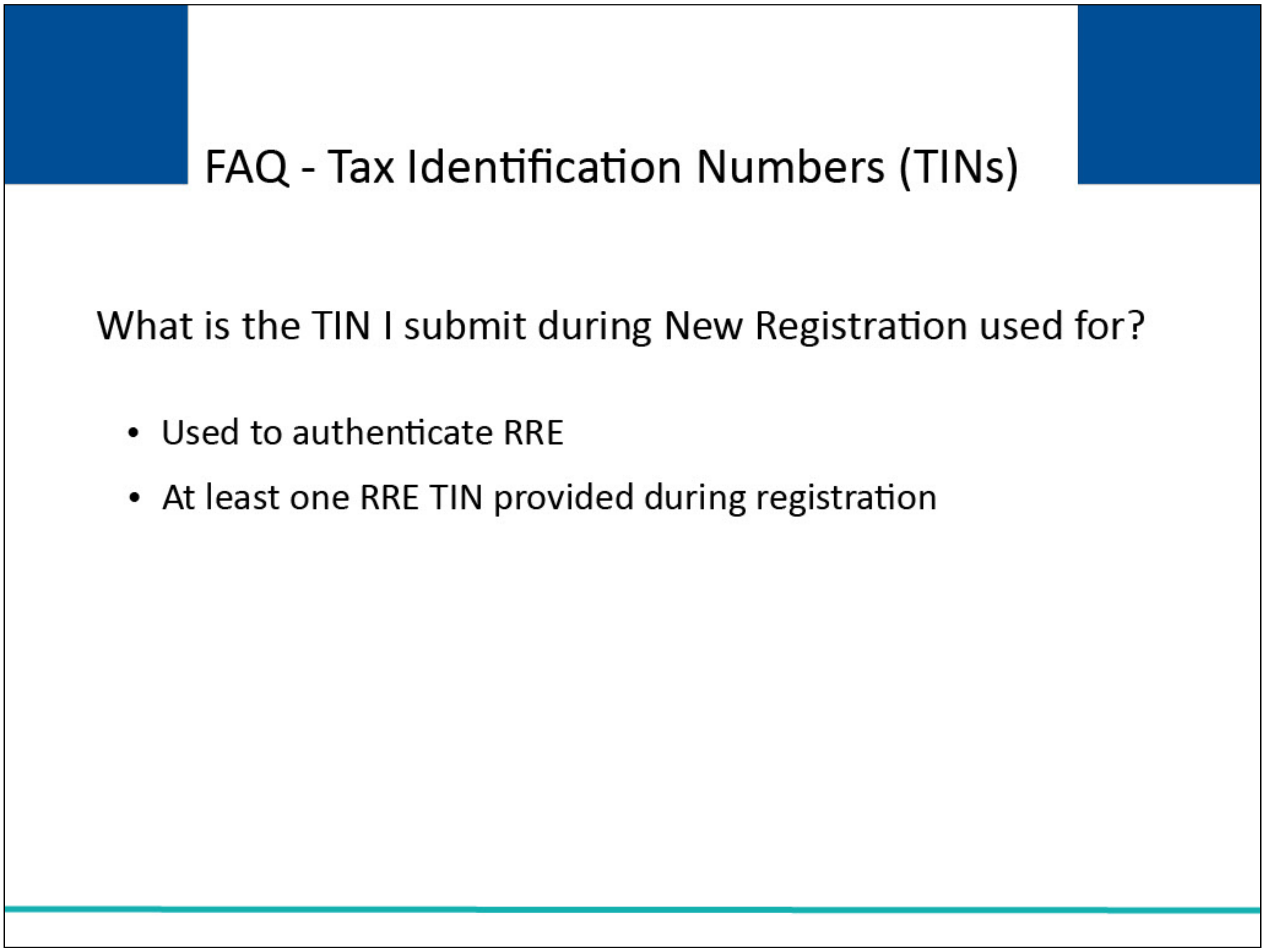
Slide 15 of 33 - FAQ - Tax Identification Numbers (TINs)



Slide notes

My RRE has only one TIN, but I need to set up more than one RRE ID. What should I do? If you register for multiple RRE IDs; you can use the same Tax Identification Number (TIN) for each, or different TINs for each, no matching is done between the TINs supplied at registration and the TINs supplied on your input files.

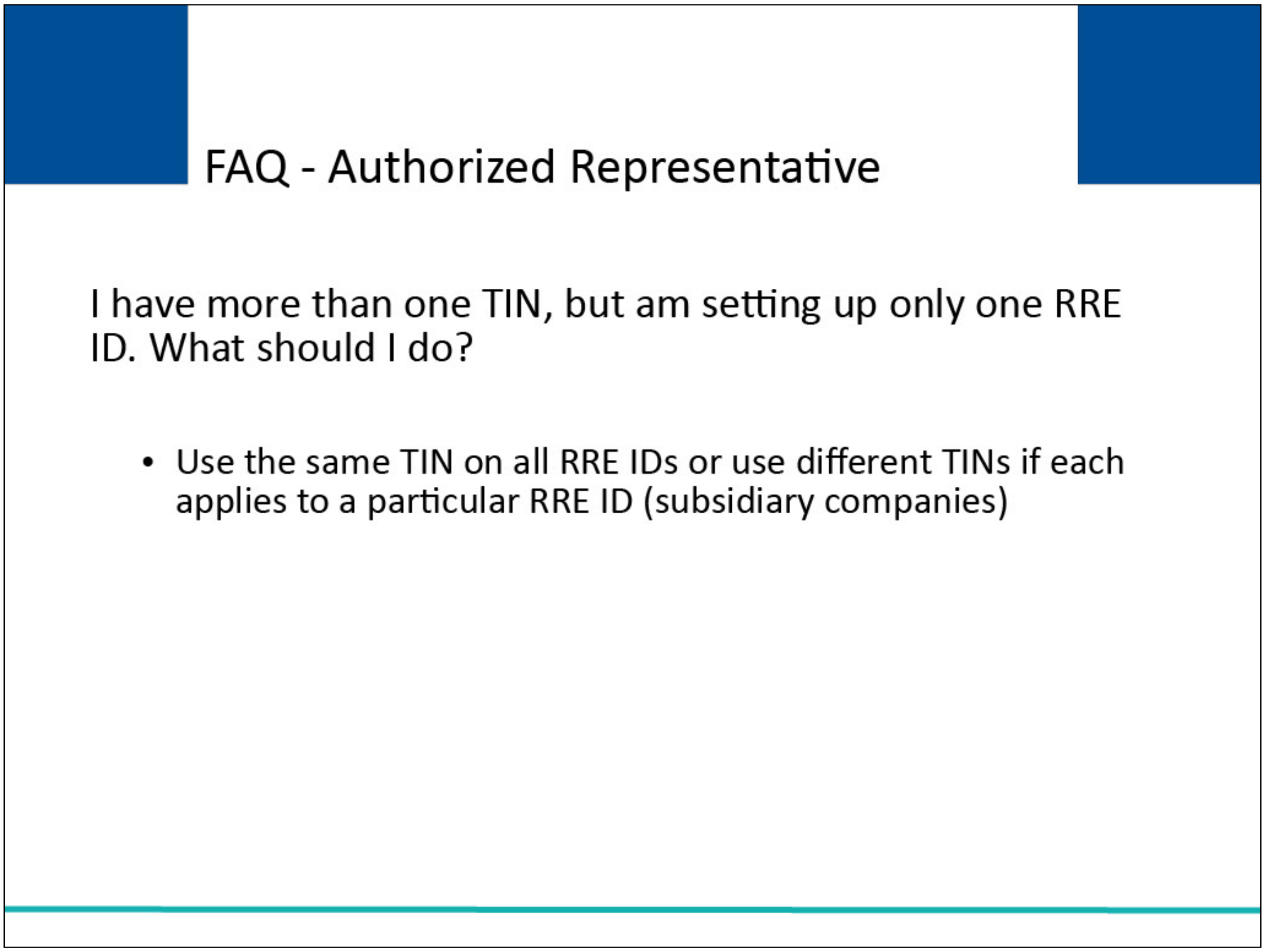
Slide 16 of 33 - FAQ - Tax Identification Numbers (TINs)



Slide notes

What is the TIN I submit during New Registration used for? The TIN is used to authenticate the RRE. At least one RRE TIN must be provided during registration.

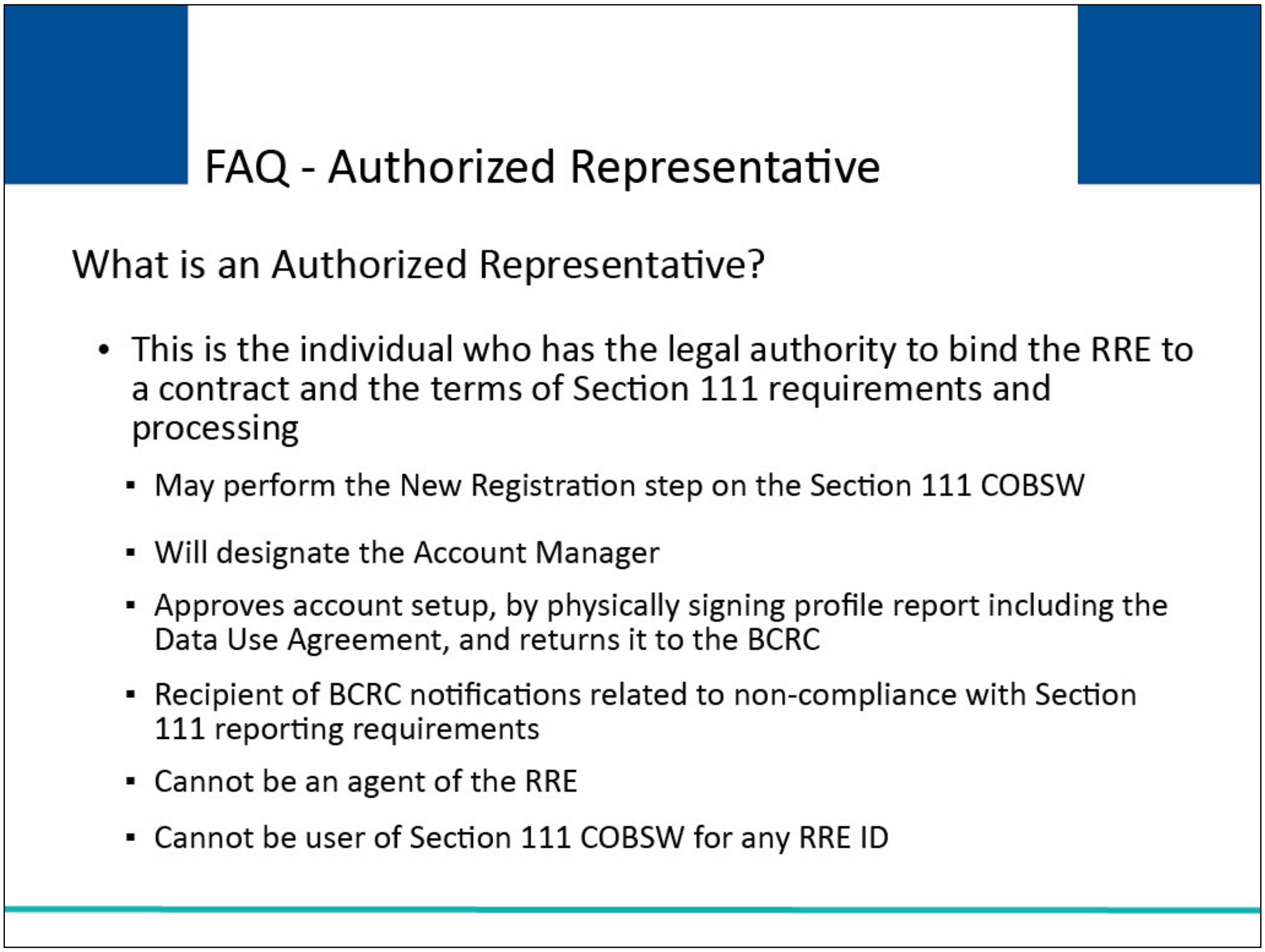
Slide 17 of 33 - FAQ - Authorized Representative



Slide notes

I have more than one TIN, but I am setting up only one RRE ID. What should I do? Use the same TIN on all RRE IDs or use different TINs if each applies to a particular RRE ID (subsidiary companies).

Slide 18 of 33 - FAQ - Authorized Representative



Slide notes

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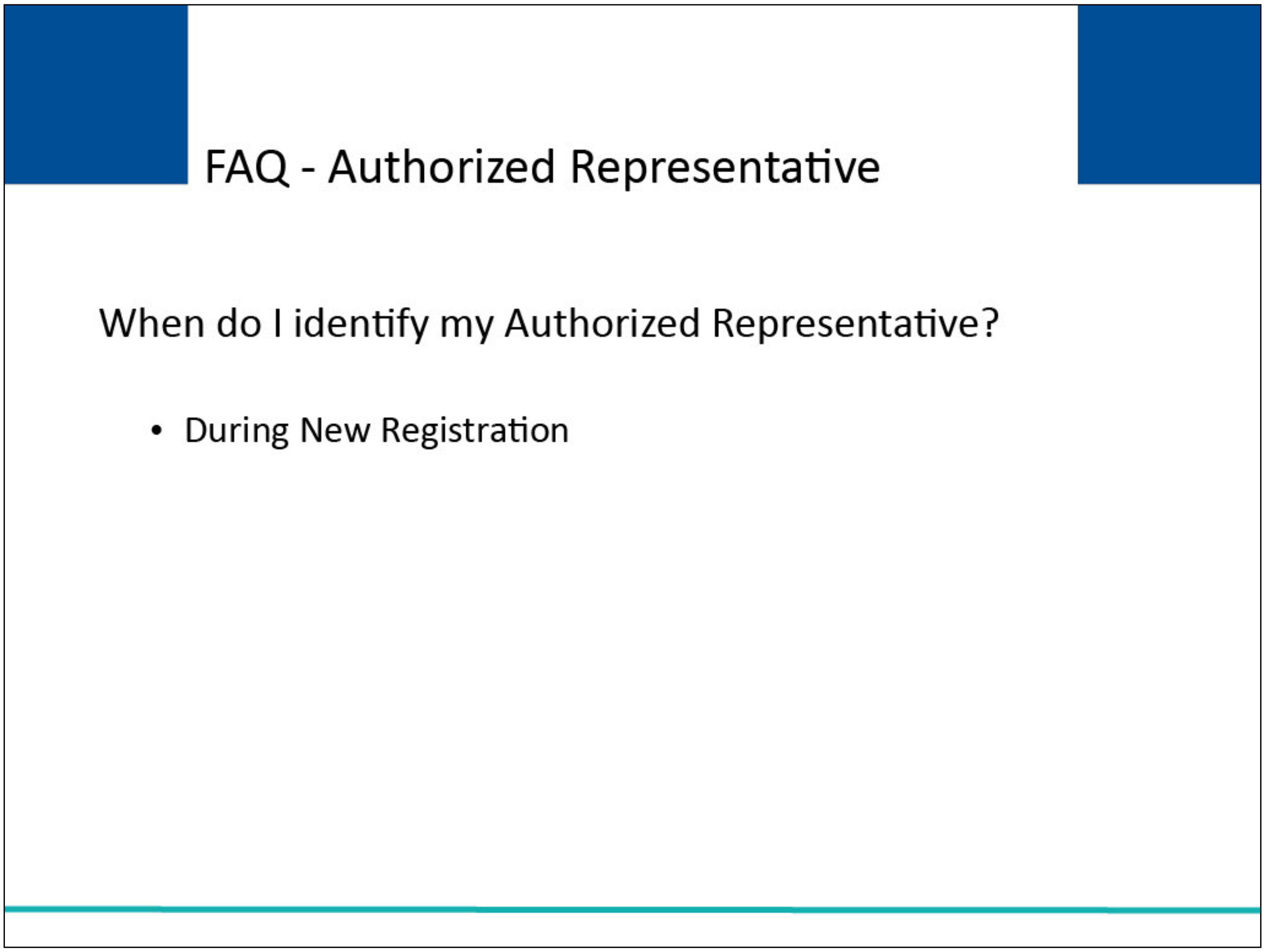
- A Federal Tax Identification Number (TIN) for the RRE
- Company name and address
- Company Authorized Representative contact information (name, job title, address, email address, phone number)
- the National Association of Insurance Commissioners (NAIC) company code, if applicable
- Reporter Type (select Liability/No-Fault/Workers' Compensation)
- Optional subsidiary company information to be included in the file submission for the registration (names, TINs, NAIC company codes for the subsidiaries)

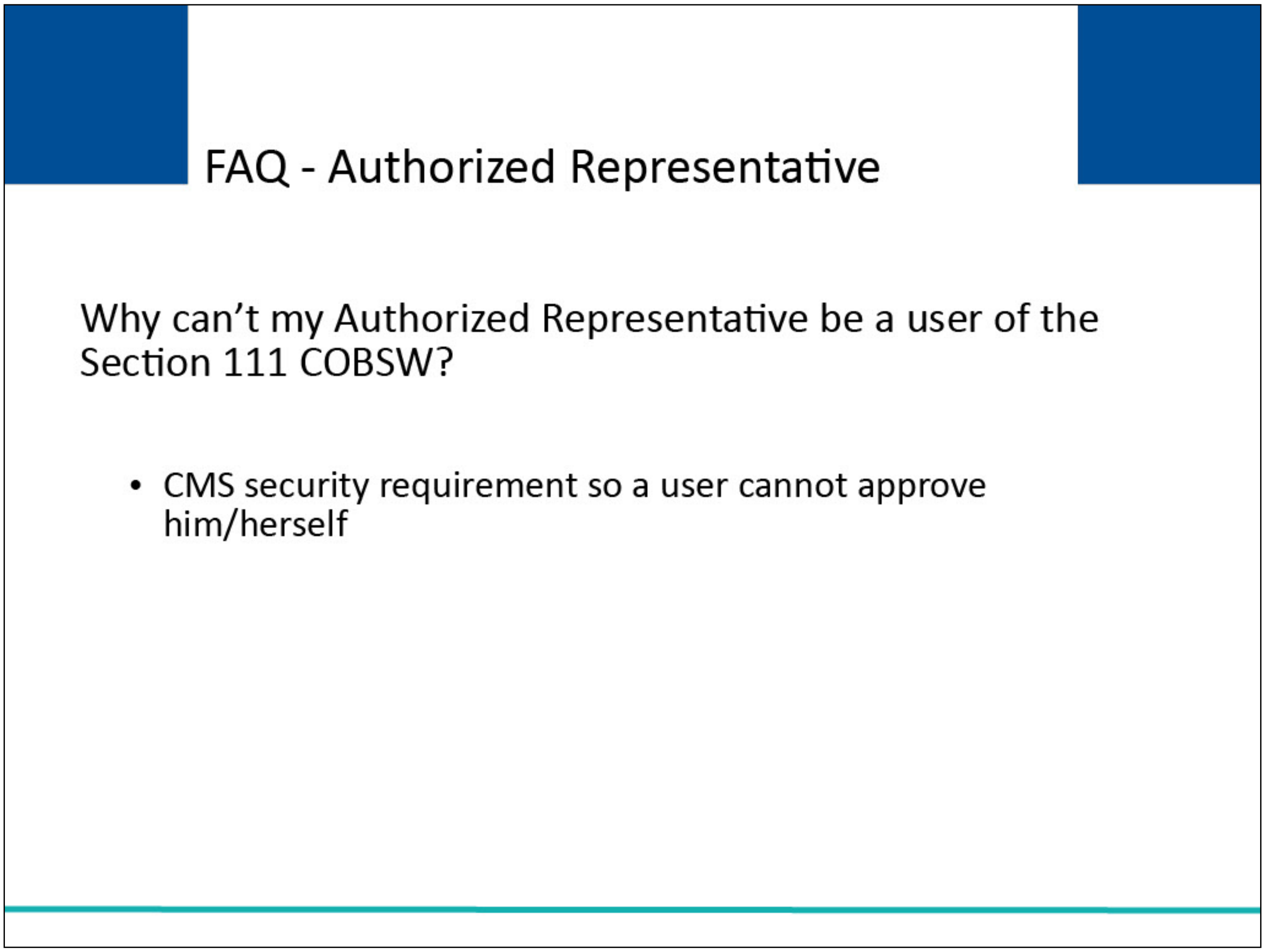
Slide 19 of 33 - FAQ - Authorized Representative



Slide notes

When do I identify my Authorized Representative? You will identify the Authorized Representative during the New Registration step. The Authorized Representative’s information will be entered during New Registration.

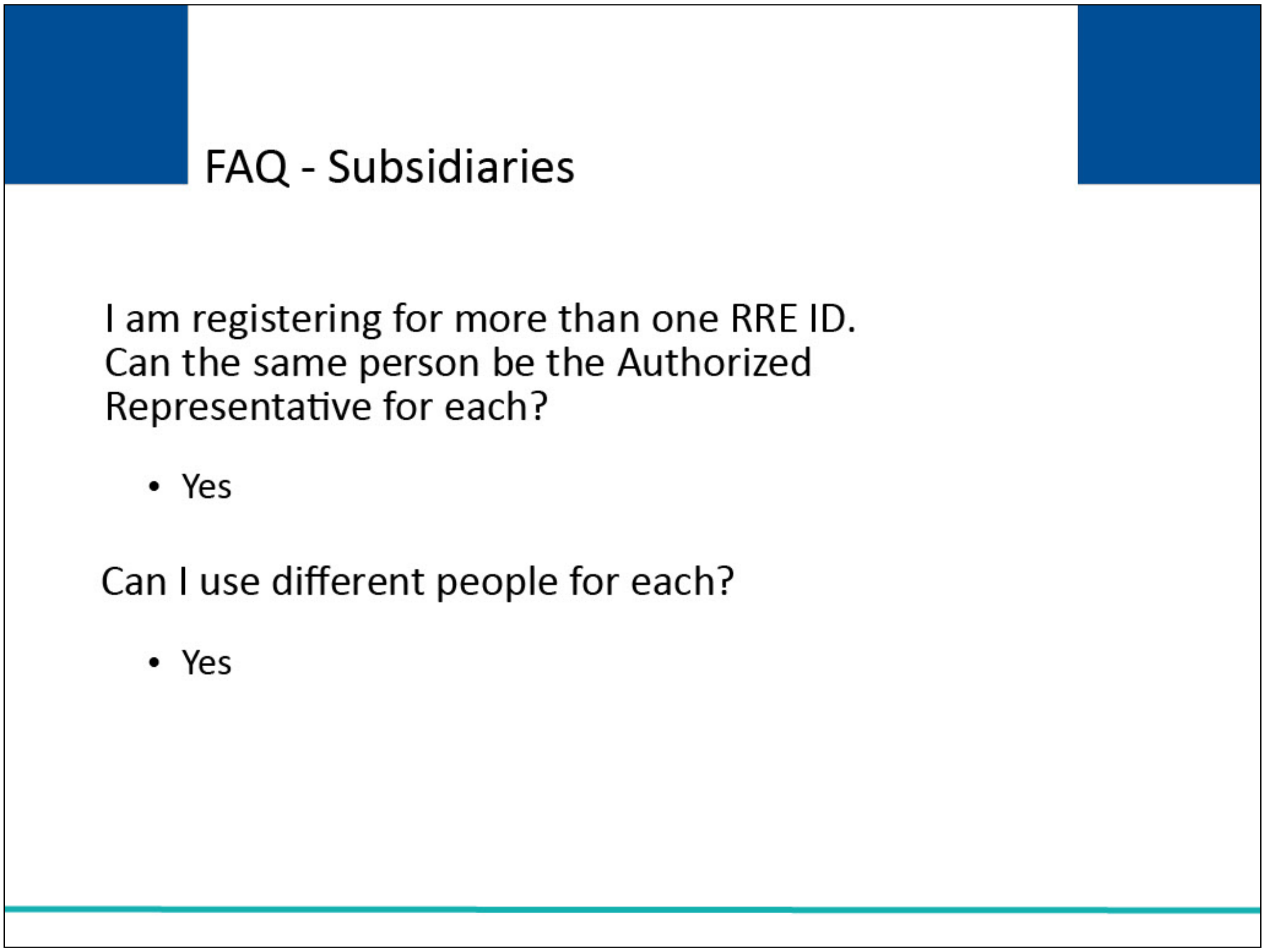
Slide 20 of 33 - FAQ - Authorized Representative



Slide notes

Why can’t my Authorized Representative be a user of the Section 111 COBSW? This is a CMS security requirement so a user cannot approve him/herself.

Slide 21 of 33 - FAQ - Subsidiaries



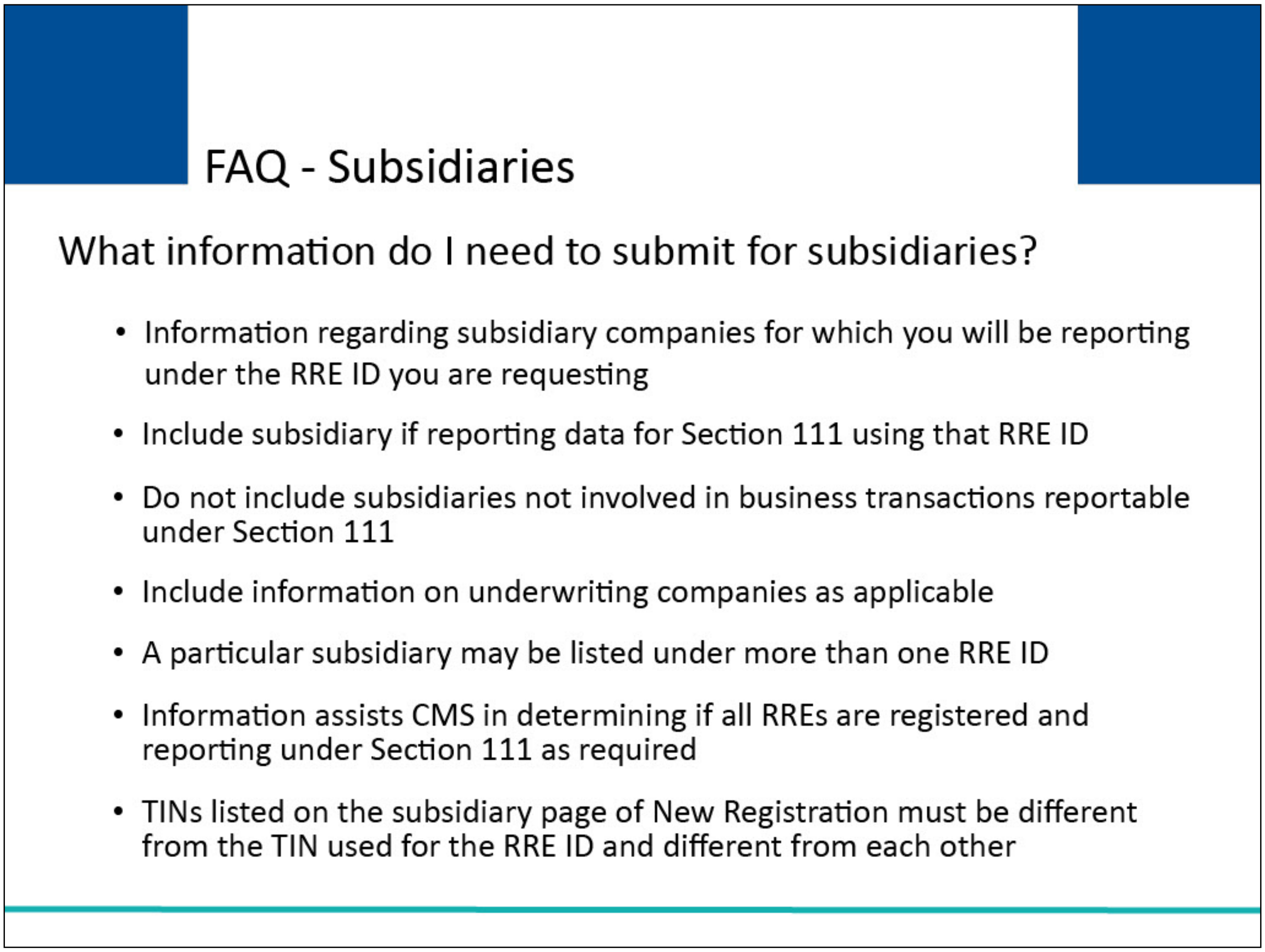
Slide notes

I am registering for more than one RRE ID. Can the same person be the Authorized Representative for each? Yes.

Can I use different people for each?

Yes.

Slide 22 of 33 - FAQ - Subsidiaries

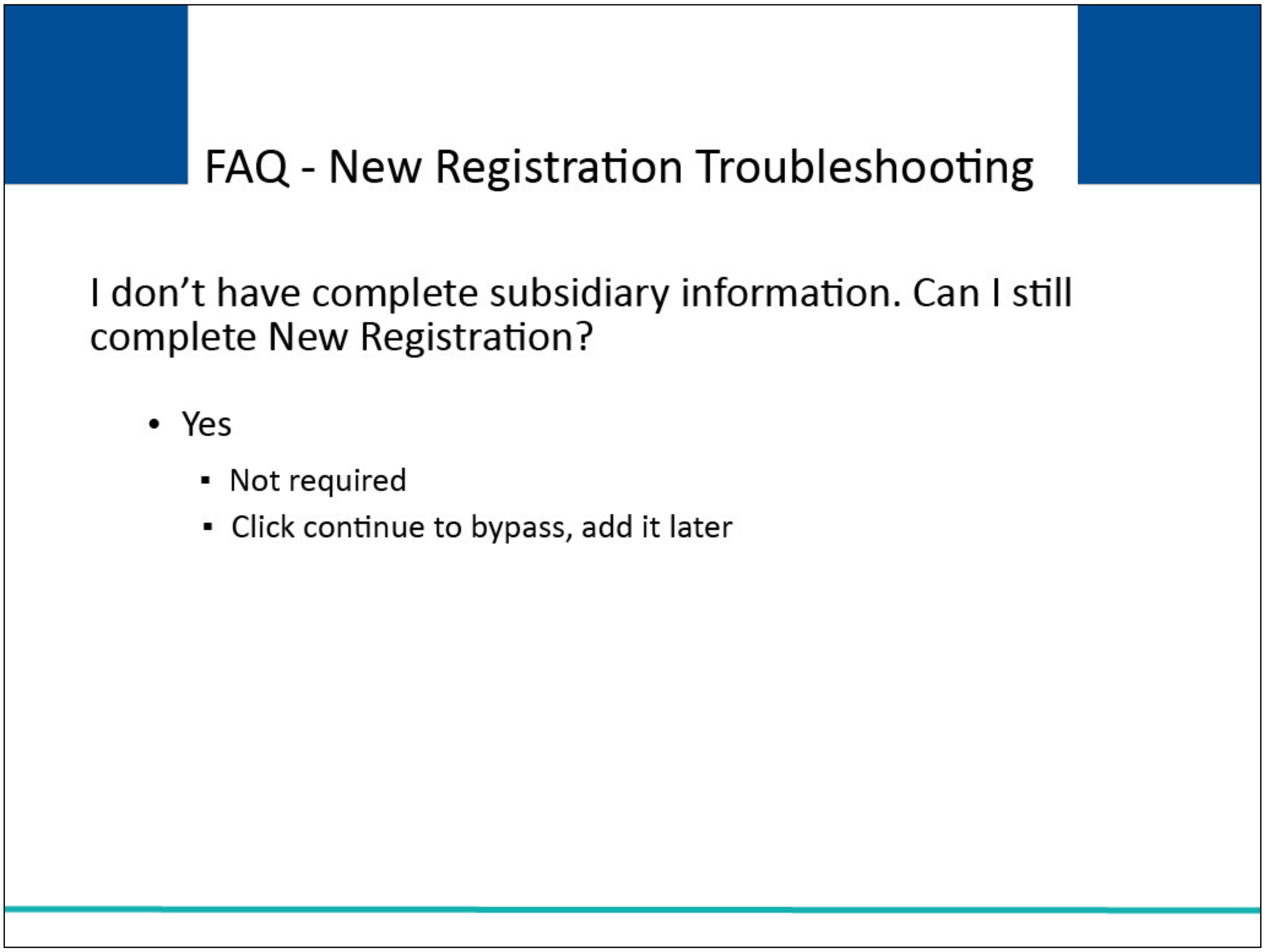


Slide notes

What information do I need to submit for subsidiaries? During the New Registration step, you will be asked to provide:

- Information regarding subsidiary companies for which you will be reporting under the RRE ID you are requesting
- Only include the subsidiary if you will report its data for Section 111 using that RRE ID
- If the subsidiary is not involved in business transactions reportable under Section 111, do not list it. Subsidiary information should include information on underwriting companies as applicable
- You may find that you need to list a particular subsidiary under more than one RRE ID depending on how you will structure your Section 111 reporting
- This information is requested in order for CMS to determine if all RREs are registered and reporting under Section 111 as required. (Note: RREs will be identified, in part, by organization name, TINs and NAIC company codes as applicable)
- TINs listed on the subsidiary page of New Registration must be different from the TIN used for the RRE ID and different from each other

Slide 23 of 33 - FAQ - New Registration Troubleshooting



Slide notes

I don’t have complete subsidiary information. Can I still complete New Registration? Yes, subsidiary information is not required. Click continue to bypass and you may add it later.

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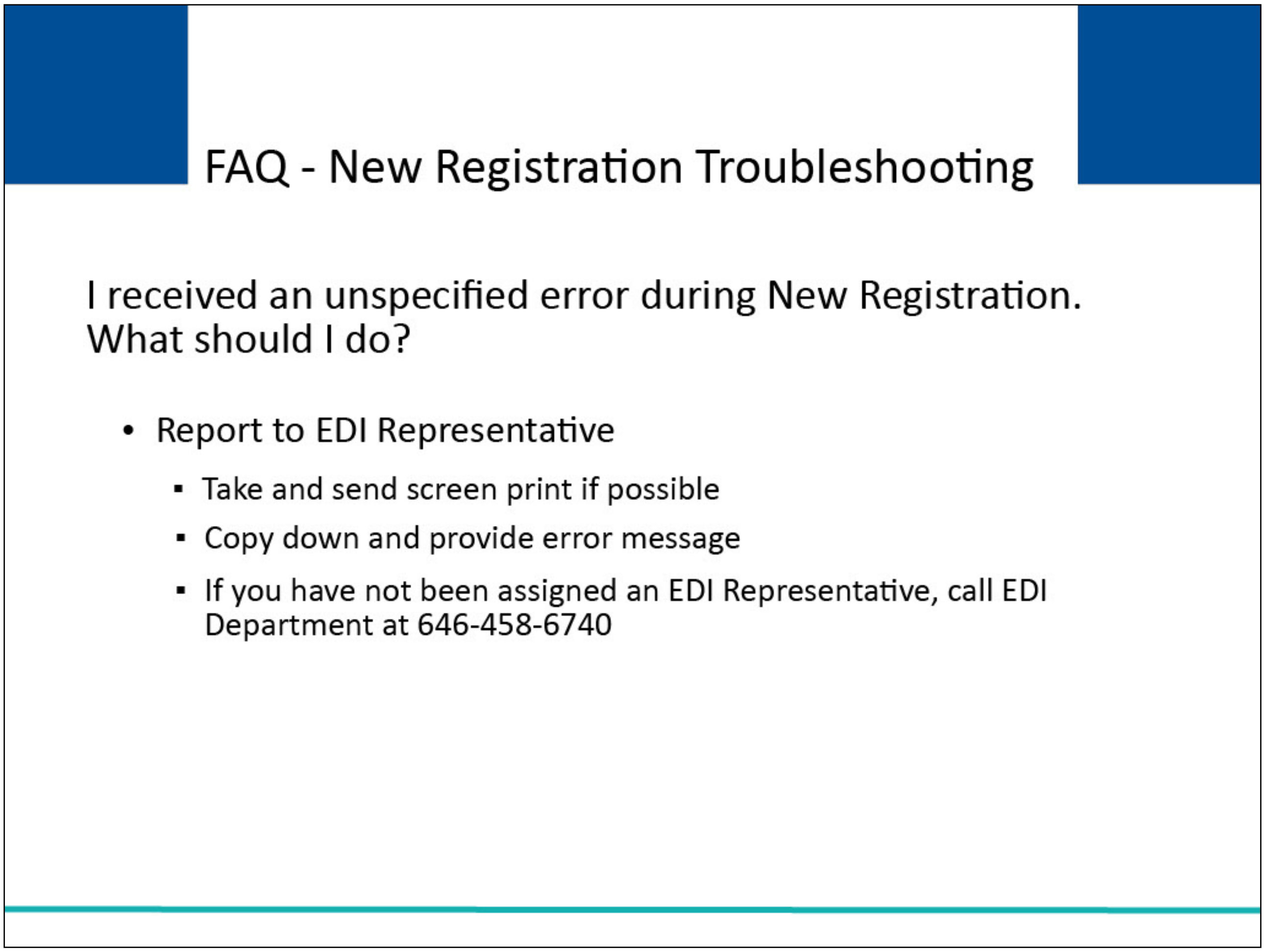


Slide notes

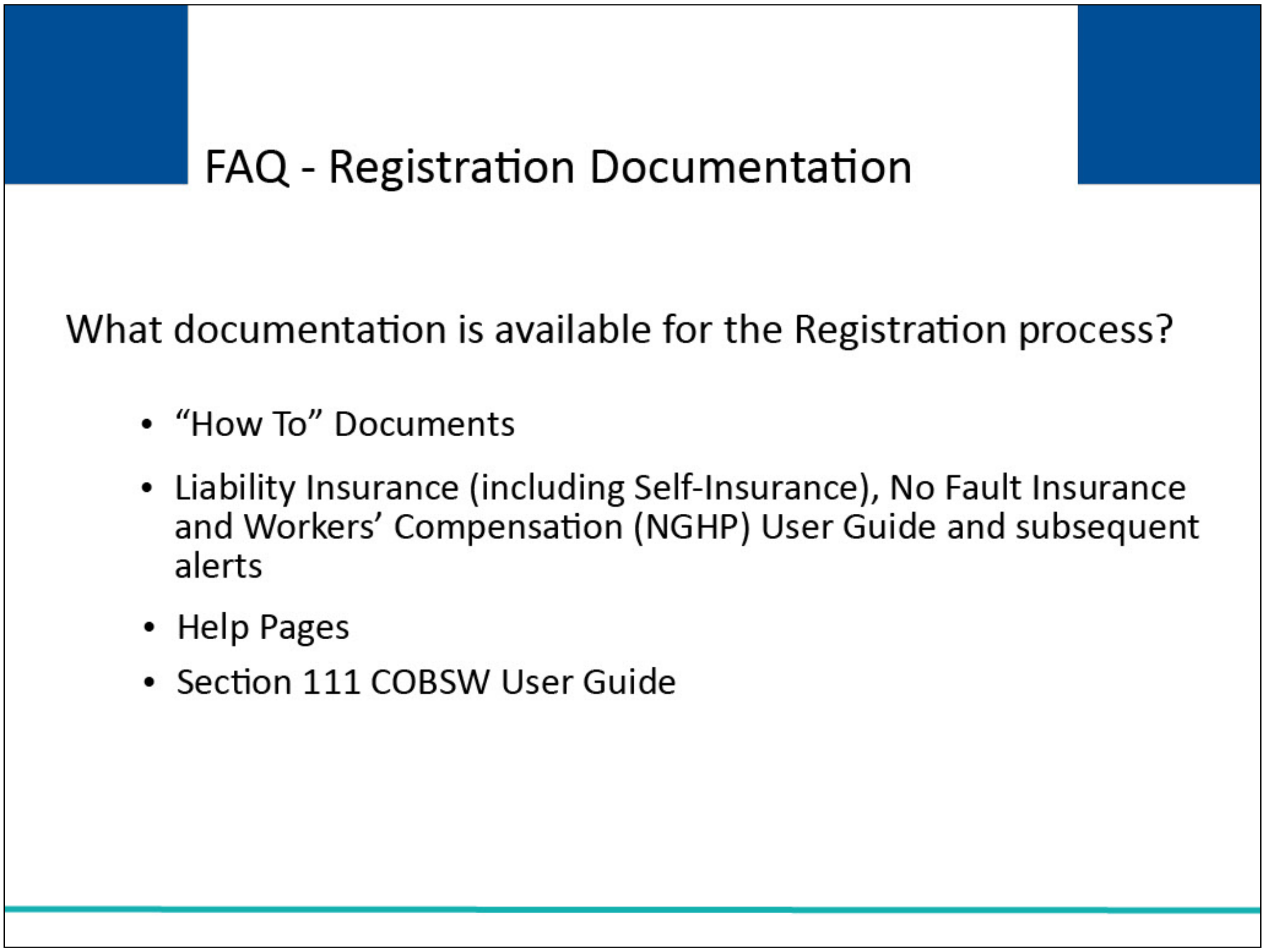
I received an unspecified error during New Registration. What should I do? Report to Electronic Data Interchange (EDI) Representative. Take and send a screen print if possible. Copy down and provide error message. If you have not been assigned an EDI Representative, call the EDI Department at 646-458-6740.

Slide 25 of 33 - FAQ - New Registration Troubleshooting

Slide notes

What if I experience problems during registration? Contact your assigned EDI Representative or the EDI Department at 646-458-6740.

Slide 26 of 33 - FAQ - Registration Documentation

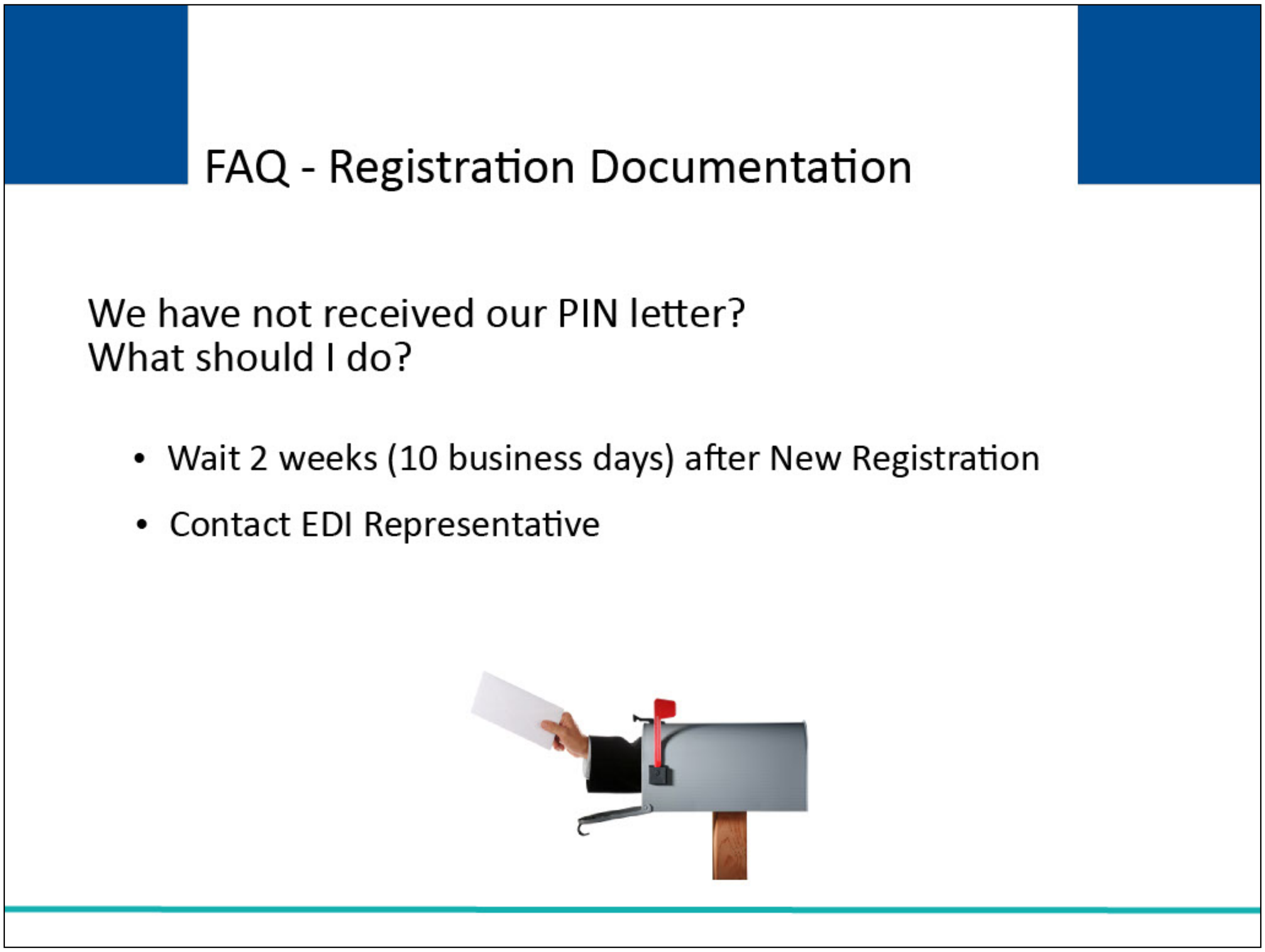


Slide notes

What documentation is available for the registration process?

- The "How To" Documents
- Liability Insurance (including Self-Insurance), No Fault Insurance, and Workers' Compensation (NGHP) User Guide and subsequent alerts
- Help Pages
- the Section 111 COBSW User Guide are all available

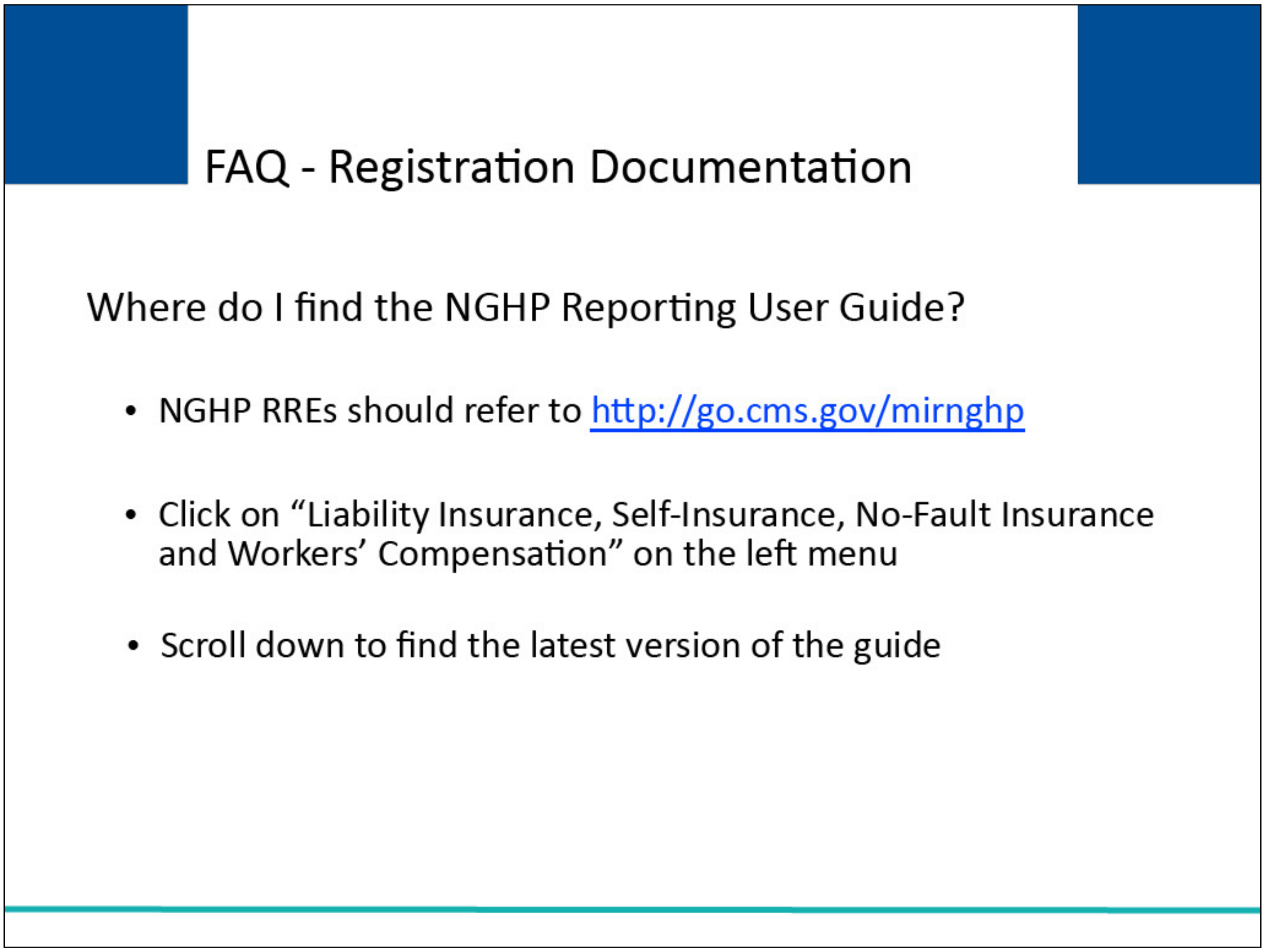
Slide 27 of 33 - FAQ - Registration Documentation



Slide notes

We have not received our PIN letter? What should I do? Wait two weeks (10 business days) after New Registration, then contact your EDI Representative.

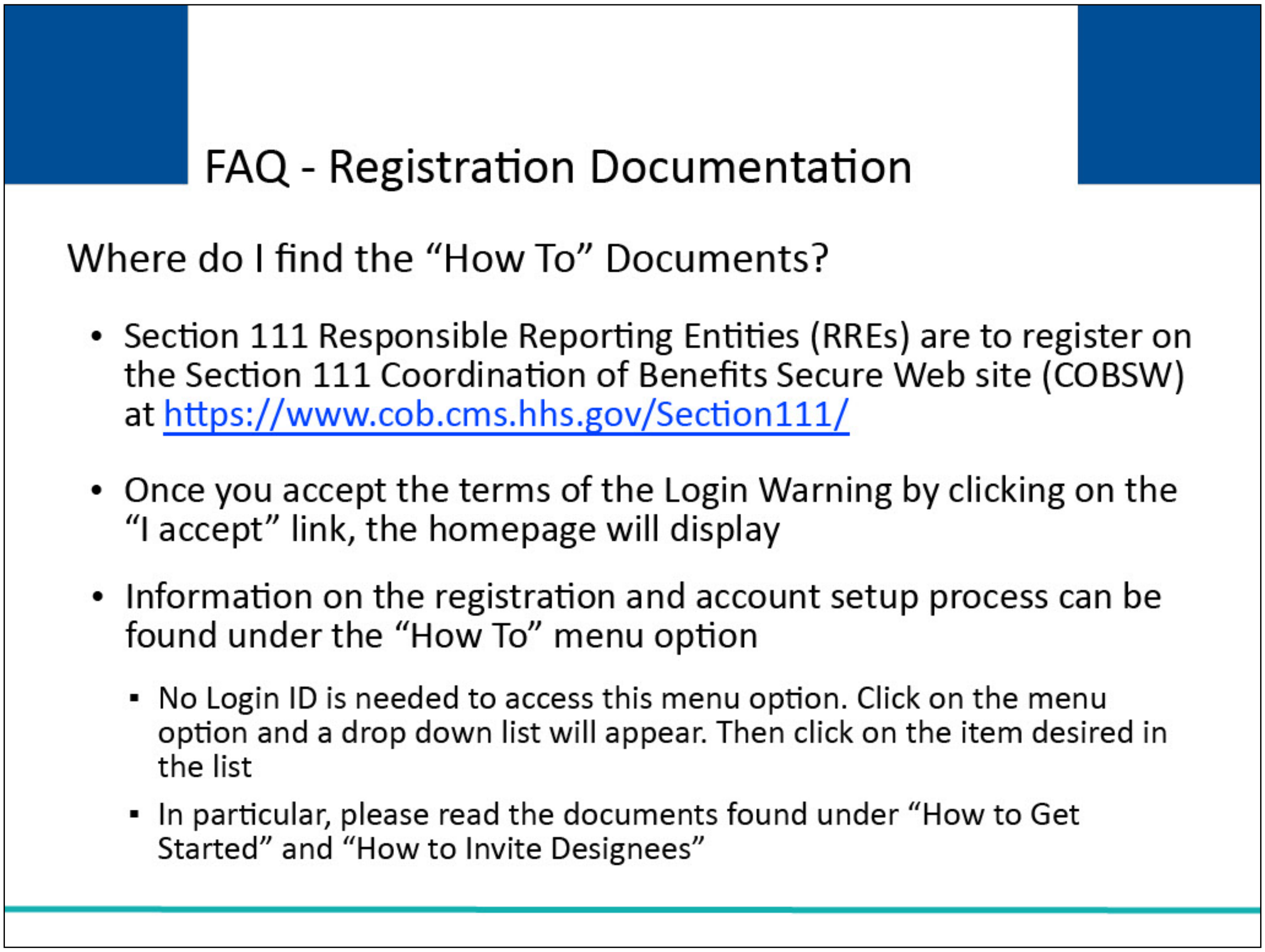
Slide 28 of 33 - FAQ - Registration Documentation



Slide notes

Where do I find the NGHP Reporting User Guide? NGHP Responsible Reporting Entities should refer to CMS NGHP Website. Click on "Liability Insurance, Self-Insurance, No-Fault Insurance and Workers' Compensation" on the left menu. Scroll down to find the latest version of the guide.

Slide 29 of 33 - FAQ - Registration Documentation



Slide notes

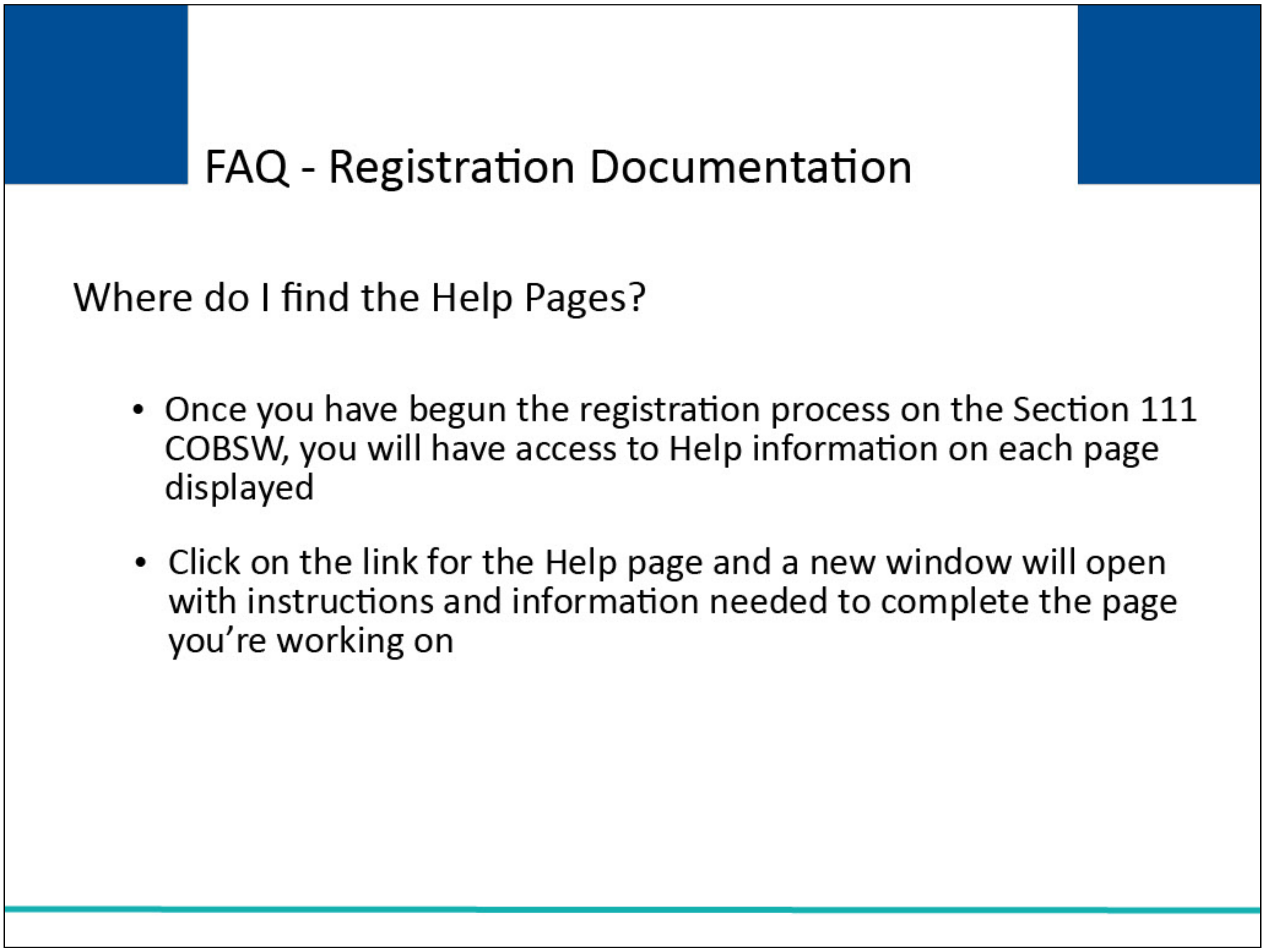
Where do I find the "How To" Documents? Section 111 RREs are to register on the Section 111 COBSW at the following link: NGHP Section 111 COBSW Link.

Once you accept the terms of the Login Warning by clicking on the "I accept" link, the homepage will display.

Information on the registration and account setup process can be found under the "How To" menu option. No Login ID is needed to access this menu option. Click on the menu option and a drop-down list will appear.

Then click on the item desired in the list. In particular, please read the documents found under "How to Get Started" and "How to Invite Designees."

Slide 30 of 33 - FAQ - Registration Documentation



Slide notes

Where do I find the Help Pages? Once you have begun the registration process on the Section 111 COBSW, you will have access to Help information on each page shown.

Click on the link for the Help page and a new window will open with instructions and information needed to complete the page you're working on.

Slide 31 of 33 - FAQ – Registration Documentation

FAQ - Registration Documentation

Where do I find the Section 111 COBSW User Guide?

- Once you have finished the New Registration and Account Setup steps and obtain a Login ID for the Section 111 COBSW, you may log into the application using the Login fields displayed on the right side of the homepage
- After login, a detailed Section 111 COBSW User Guide is available under the Reference menu option
  - You must be logged into the application to gain access to the Section 111 COBSW User Guide

Slide notes

Where do I find the Section 111 COBSW User Guide? Once you have finished the New Registration and Account Setup steps and obtain a Login ID for the Section 111 COBSW, you may log into the application using the Login fields shown on the right side of the home page.

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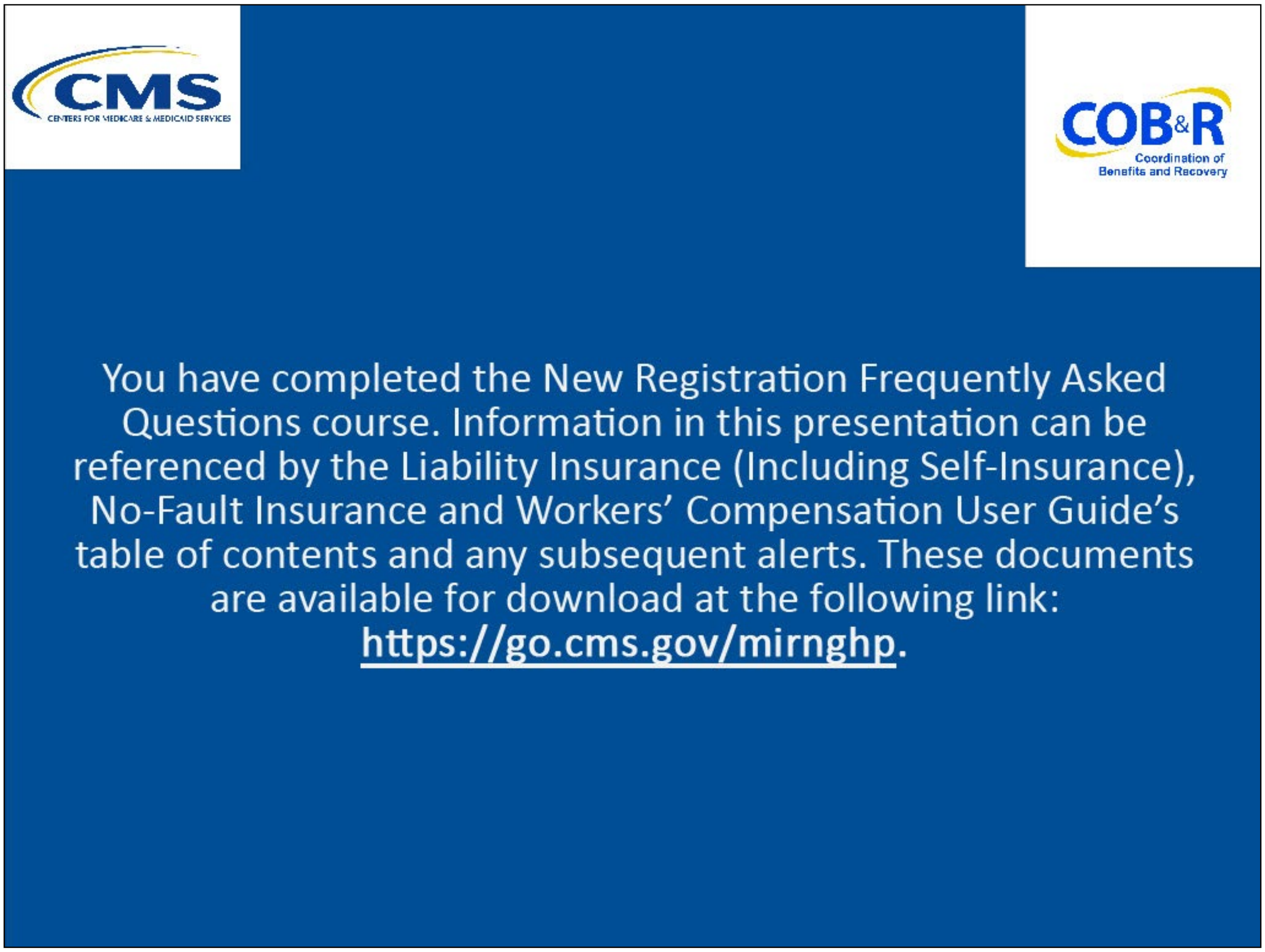
Slide 32 of 33 - Conclusion



Slide notes

You have completed the New Registration Frequently Asked Questions course. Information in this presentation can be referenced by the Liability Insurance (Including Self-Insurance), No-Fault Insurance and Workers' Compensation User Guide's table of contents and any subsequent alerts. These documents are available for download at the following link: CMS NGHP Website.

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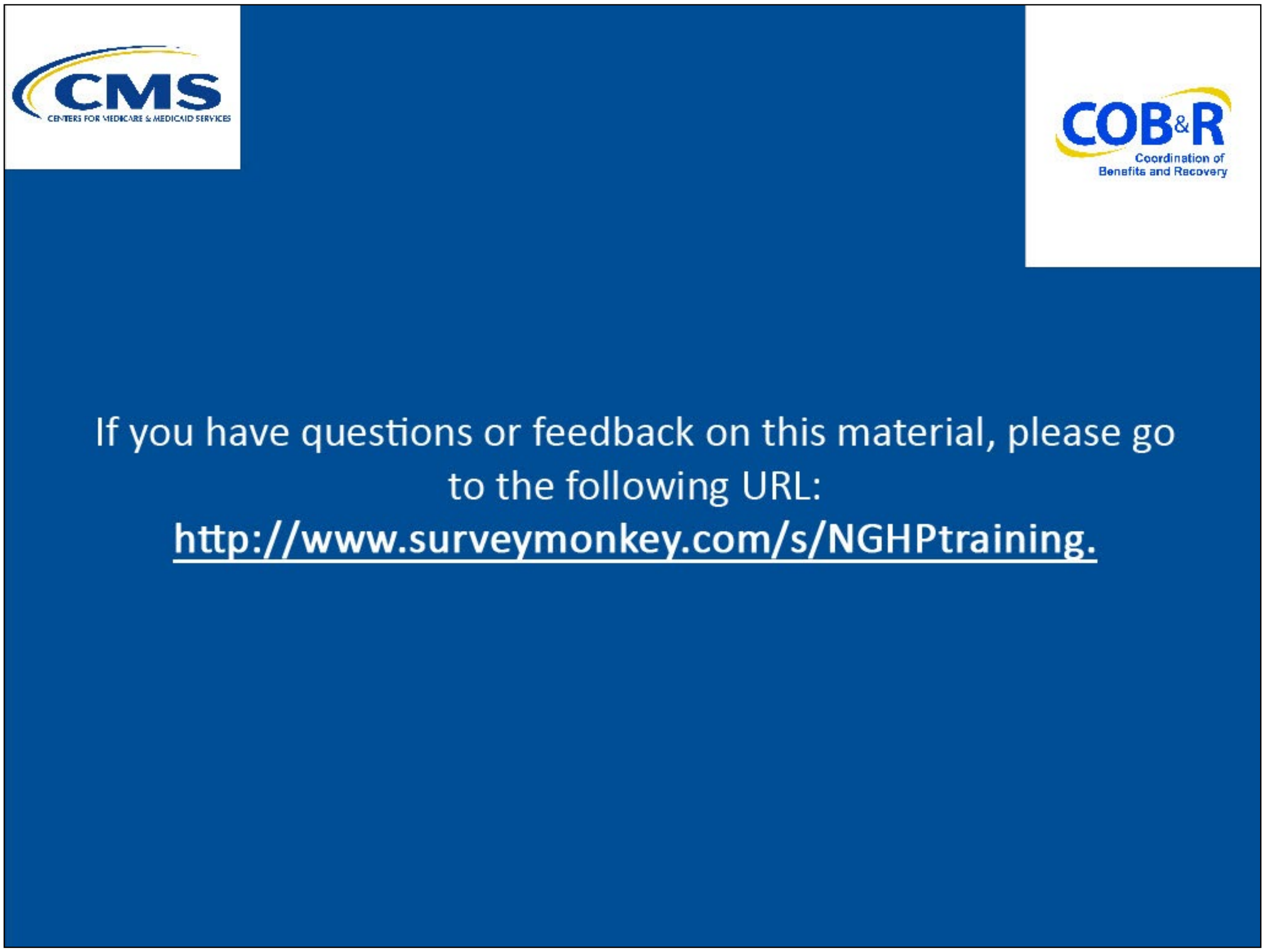

Slide notes

If you have questions or feedback on this material, please go to the following URL: Training Survey