Coverage Gap Discount Program Manufacturer Webinar – November 2015

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Agenda

- Overview of the Dispute Management Enhancements
- Polling Questions
- Live Q&A

Dispute Management Enhancements

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Medicare Part D, CGDP TPA

Current Process

- Prepare the dispute submission file
  - Open the 512 character Data Report file
  - Locate the rows representing the items to be disputed
  - Edit the selected rows, ensuring that the necessary information is in the correct columns
    - Each row expands to 1,024 characters

Current Process (continued)

- Submit the dispute submission file
  - Upload the edited file to the TPA
  - Review the response file for possible errors
    - Revise and upload again, if necessary
  - Review return file on the following day for acceptance or rejection
    - Revise and upload again, if necessary

Current Process (continued)

- Review the dispute decisions
  - Download the Dispute Resolution Reports
  - Available 60 days after dispute submission cutoff date
  - If dispute upheld, Sponsor has 90 days to update PDE record
  - Financial or non-financial adjustment will appear in a subsequent invoice

Challenges of the Current Process

- Preparation of dispute submission can be time-consuming

- Submission of dispute can be trial and error

- Can take up to one day to discover formatting errors

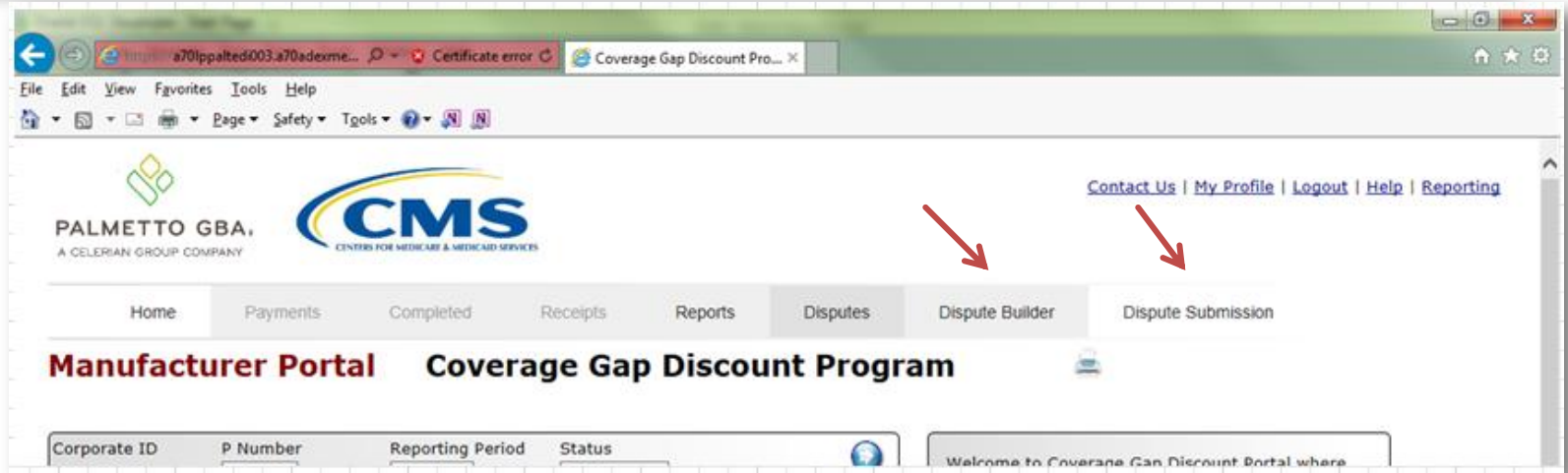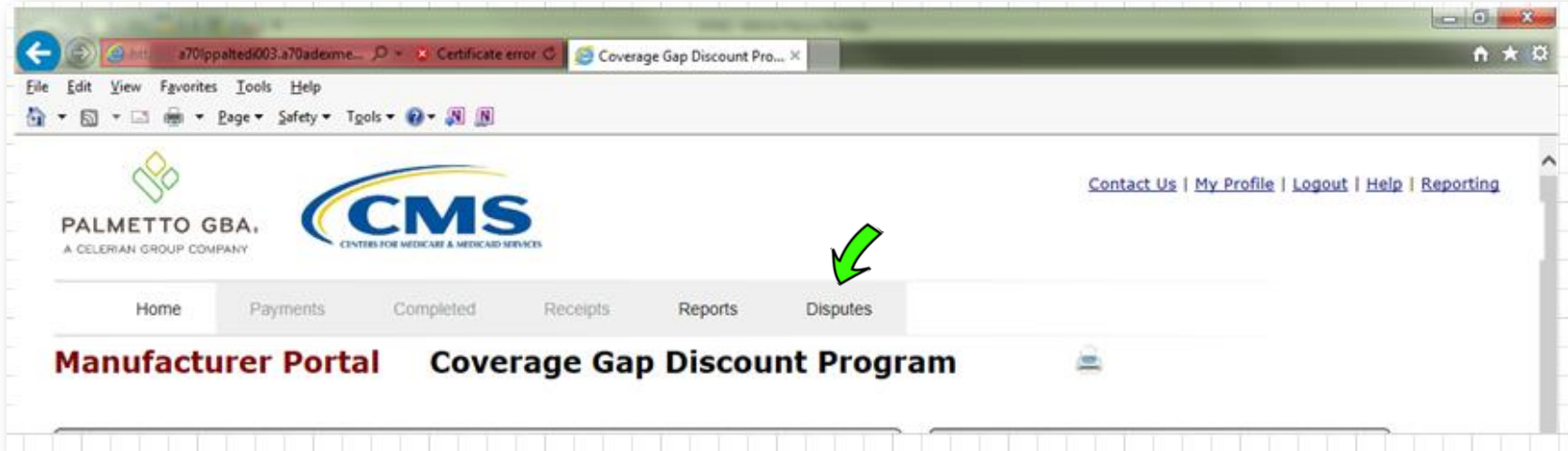- Can take an additional day to identify submission content problems

Goals of the Dispute Management Enhancements

- Provide Drug Manufacturers with a simplified, web-based approach to submitting Disputes

- Reduce likelihood of dispute file rejections due to formatting errors

- Provide a method of easily resubmitting Disputes

- Provide a status dashboard for previously submitted Disputes

Features of the New Dispute Manager

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

Dispute Tab

Dispute Dashboard

Dispute Builder Tab

Dispute Builder Row Selection

Manufacturer Portal   **Dispute Builder**

Current Cutoff Calendar (Quarter 201502)

Coverage Gap Discount Program

Selection Criteria

P Number: [_____ ▼]   Product Service ID: [_____]   Service Provider ID: [_____]

Gap Discount Amount [__ ▼] [_____]

[Search] [Clear Criteria]

Dispute Reason for Selected Lines (Optional)

[_____ ▼]

Invoice Selection Results

☐	P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
				No line items were found using the entered search criteria.					
☐	P100	00999000000010422999	00456201999	000007478999	02	30	60	20150521	250.86
☐	P100	00999000000010422999	00456201999	000007478999	01	30	30	20150514	92.15

[Add Selected to Dispute File] [Return to Dispute Builder]

Dispute Submission

Manufacturer Portal   **Dispute Submission**

Upload Dispute File[1]	
	Browse...	Upload Report

Current Cutoff Calendar (Quarter 201502)
Invoice Paid By: 10/09/2015   **Dispute Submission:** 10/31/2015
Invoice Distribution: 08/31/2015   **Dispute Distribution:** 12/30/2015

	Download File	Date Created	Date Submitted	Status	Date Returned	
	No dispute files have been found. Files can be created using the Dispute Builder or the upload function above.					
My_Dispute_File#2	○	10/18/2015	N/A	N/A	N/A	Submit
My_Dispute_File#1	○	10/18/2015	10/19/2015	Pass	N/A	Submit

Timing of Implementation

- New process is scheduled to begin with the Q1 2016 invoice release

- Current process will continue to be used both before and after this date

- CGDP User Guides will be updated and available during March 2016

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Polling Questions

Contacting the TPA

TPA website - http://tpadministrator.com

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

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Q & A