Coverage Gap Discount Program (CGDP) Manufacturer Portal



Disputes Users Guide





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Introduction

Welcome to the Coverage Gap Discount Program (CGDP) Manufacturer Portal Dispute Users Guide. This guide provides you, the Manufacturer, information on accessing Dispute return and resolution reports located in the CGDP Portal's Disputes Dashboard and using the Disputes functionality to build and submit dispute requests.

The Disputes functionality is available for Manufacturers participating in the CGDP (the Program) to submit dispute requests on current quarter prescription drug event (PDE) line items in order to request a CMS review. According to the terms in the Manufacturers' Agreement, Part D Manufacturers will have sixty (60) calendar days from the date of Invoice Receipt to submit a dispute file. The *Invoice Receipt Date* is as stated in the Manufacturers Agreement Section II (b):

Receipt of the invoice shall be considered to be one (1) calendar day after the TPA electronically transmits the invoice to the Manufacturer or otherwise notifies the Manufacturer that it is available (e.g., it is posted on a secure web site for download).

Disputed PDE line items included in a dispute file <u>must</u> be paid by the invoice payment deadline, also known as the "Invoice Paid By 38th Calendar Day After Receipt" as defined in the <u>Medicare</u> <u>Part D CGDP Calendar</u> (CGDP Calendar) located on the <u>TPAdministrator.com</u> website, even though the Manufacturer is disputing the line item.

Manufacturers can create dispute files for disputed PDE line items by using the information provided in the current quarter's Data report. Manufacturers have two options for creating dispute files: manual text file format or Dispute Builder functionality. Submission of uploaded manual text files or Dispute Builder-created files are performed in the CGDP Portal. When creating dispute files, only PDE's for a single P number should be included in a file. Files containing multiple P numbers for a Corporate ID will error out in the Portal. After submission of the dispute files, Manufacturers can review and download reports detailing the results of submitted disputes editing on the Dispute Return or the final determination for reviewed disputes on the Dispute Resolution files loaded to the Disputes Dashboard. Additional details on the Disputes Dashboard, Dispute Builder, and Dispute Submission functionality is

The CGDP Portal, here forward known as the Portal, will provide Manufacturers the ability to perform the following Dispute functions:

- Invoice dispute filing
- Return and resolution reports retrieval

This **CGDP Manufacturer Portal Disputes Users Guide** will provide the information necessary to process Disputes, including tasked-based instructions for creating, submitting, and reviewing dispute files and dispute reports retrieval.

CGDP Portal Login

The CGDP Portal is a U.S. government information system. To access the Dispute functionality a user must have authorized access to the Portal.

Authorized users of the Portal application must adhere to CMS information security policies, standards and procedures.

Detailed daily login instructions are in the CGDP Manufacturer Portal Introduction and Login Users Guide located under <u>*References*</u> on the <u>*TPAdministrator.com*</u> website. Instructions contained within the guide include:

- Initial Security Data Set Up
- Daily Login
- Account Maintenance
- Navigation of the Portal and its tabs and links

Note: Users will not have the ability to view other Manufacturers' data.

The CGDP Portal is accessed via a link on the **<u>TPAdministrator.com</u>** website.



Once the Portal Login page displays, the Welcome and Site Use warning notification is presented to the authorized user and they are provided with the ability to review the Terms of Use of the application.

To access the Portal, Manufacturers will enter their credential information provided by the TPA Operations Team. The User ID is the Corporate ID number, assigned by the CMS Health Plan Management System (HPMS), which categorizes the information loaded to the Portal. Information is limited to only Manufacturer P number(s) associated with the Corporate ID. The TPA provides the initial temporary password to access the Portal to the Manufacturer via email, once the onboarding process is complete.

To exit out of the Portal properly, select the <u>*Logout*</u> link in the upper right hand corner of the active page. Do not select the "X" to exit the Portal.

Note: Failing to select the *Logout* link to exit the system will lock a user out of the Portal for a minimum of 30 minutes.

CGDP Portal – Disputes Tab

The disputes functionality provides Manufacturers with the ability to dispute invoiced PDE line item records due for a current reporting period. The **Dispute Dashboard** allows Manufacturers the ability to review statuses and results of submitted dispute files for both the current period and prior period's dispute reports.

The **Disputes** tab, displayed as the **Dispute Dashboard**, allows a user to review dispute submission return and resolution files. Manufacturers can submit disputes for PDE line item records included in the current quarterly invoices that they deem to be incorrect and can request review by the TPA and CMS. TPA receives dispute files and performs multiple validations prior to final submission to CMS.

Note: PDE line item invoiced for the quarter <u>must</u> be paid even if a dispute is being submitted for the specific PDE.

The following information provides an overview of the **Dispute Dashboard** located by activating the **Disputes** tab.

	PALMETTO GBA, A CELERIAN GROUP COMPANY	CENTERS FOR MEDICARE & MP			<u>Contact U</u>	Is <u>My Profile</u>	<u>Logout</u> Helf Logged) <u>Reporting</u> on as X7			
1	Home Payments	Complete	d Receipts R	Reports Disputes							
1	Manufacturer Portal Dispute Dashboard										
2	3 Current Cutoff Calendar (Quarter 201503) 2 Corporate ID: XP1_6 P Number: ALL V Reporting Period: ALL V Invoice Paid By: 12/09/2015 Dispute Submission: 01/31/2016 Invoice Distribution: 10/31/2015 Dispute Submission: 03/01/2016 Dispute Distribution: 03/01/2016										
4	Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total			
	Dispute Datum D	0	Last downloaded on	201402	D1 6	4574	415	4000			
	Dispute_Return_R	0	09/21/2015 @ 4:29 PM	201403	P10 0	4574	415	4989			
	Dispute_Return_R	0		201403	P1 1	69	32	101			
				201100							
5	Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total			
	Dispute_Resolution_R2015082	0	Last downloaded on 01/15/2016 @ 10:52 AM	201501	P16	1	3236	3237			
	Dispute Resolution R	0	Last downloaded on 01/15/2016 @ 10:42 AM	201501	P1 6	1	3236	3237			
	Dispute Resolution R2015082	0	,,	201501	P11	0	18	18			
	Dispute_Resolution_R	0		201501	P11	0	18	18			
	Dispute_Resolution_R	0		201402	P16	311	4955	5266			
	Dispute_Resolution_R	0		201402	P11	13	87	100			

The **Disputes** tab contains five (5) regions.

- 1. **Tabbed region** displays the tab that is currently active and tabs available for selection.
- 2. Filter region Disputes allows a user to search data listed by the defaulted Corporate ID number.
- 3. **Current Cutoff Calendar region** displays specific quarter cutoff dates, in a MM/DD/YYYY format, for the most recent quarter. The current quarter date displays in the title bar of the region, in parentheses, displayed in YYYYQQ format.
- 4. **Return File region** displays reports containing the <u>Number Accepted</u> (validated) and <u>Number Rejected</u> (invalidated) dispute return file for specific reporting periods that have completed all CMS-system edits. Accepted line item will be sent to CMS for evaluation and resolution. Rejected line item records will require correction and resubmission to be eligible for CMS evaluation. Only correct records should be resubmitted, otherwise previously Accepted dispute records will be rejected with a duplicate error.

5. **Resolution File region** displays reports containing the <u>Number Upheld</u> (approved) and <u>Number Denied</u> dispute resolution files for specific reporting periods that have been reviewed and determinations made by CMS. Upheld line items will require adjustment by Sponsors. Denied line items will remain unchanged.

The upcoming pages will describe each region and its associated functions.

Tabbed Region – Disputes

The **Tabbed region** allows a user to select different activities to perform while accessing the system. In this example, the **Disputes** tab is active.

(1)	Home	Payments	Completed	Receipts	Reports	Disputes
-----	------	----------	-----------	----------	---------	----------

Filter Region – Disputes

The **Filter region** – **Disputes** contains three (3) columns to assist a user with narrowing dispute search criteria.

2	A Corporate ID: XP16	B P Number: ALL	~	C Reporting Period:	ALL	~
\sim						

- A. Corporate ID column defaults to the Corporate ID utilized to access the system.
- B. <u>P Number</u> field displays the P number. This field contains a drop down list that will display P numbers associated with the Corporate ID.

Note: This field will only allow updates to P numbers that are associated with the Corporate ID and have had dispute return and resolution reports loaded to the Portal.

C. <u>Reporting Period</u> field allows a user to view all applicable reporting periods or select specific reporting periods from the drop down list.

Current Cutoff Calendar Region

(3)

The **Current Cutoff Calendar region** displays important program cutoff dates for the current quarter.

The calendar region contains five (5) auto-populated fields to keep users aware of specific due dates for the current quarter.

	A Current Cutoff Calendar (Quarter 201503)								
B Inv	oice Paid By: 12/09/2015	C Dispute Submission: 01/31/2016							
D Inv	oice Distribution: 10/31/2015	E Dispute Distribution: 03/01/2016							

- A. <u>Current Cutoff Calendar (Quarter YYYYQQ)</u> field displays the current quarter in an YYYYQQ format.
- B. <u>Invoice Paid By</u> field displays the due date for Manufacturers to pay amounts invoiced to each contract, known as the "*Invoice Paid By 38th Calendar Day After Receipt*" as listed on the CGDP Calendar. Invoice payments are due to be paid by the Manufacturer within but not over 38 calendar days after the "*Quarterly Invoice Receipt Date*", which is the next calendar day after the "*Quarterly Invoice Distribution*" date on the CGDP Calendar.

Note: The TPA recommends that invoices are paid prior to the payment due date or the "*Invoice Paid By 38*th Calendar Day After Receipt" date, not on the due date. Initiating payment prior to the due date will allow for error-free processing of Portal-initiated ACH payments.

Payments that error out on the due date are not considered as initiated and will require special handling between the Manufacturer and the TPA.

Payments that do not meet the "*Invoice Paid By 38th Calendar Day After Receipt*" due date, may be subject to civil money penalties (CMP) assessed by CMS as per the Manufacturer agreement.

C. <u>Dispute Submission</u> field displays the last date Manufacturers can submit disputes for the quarter. The <u>Dispute Submission</u> date, also known as the "*Dispute Submission Deadline*" on the CGDP Calendar, is sixty (60) calendar days after the "*Quarterly Invoice Receipt Date*".

The TPA recommends that Manufacturers submit disputes as soon as they are determined, within the 60-calendar day range, to allow for review of files for correct data inclusion.

Note: Dispute records must pass multiple system verification edits, obtain a status of *Passed* (on the Dispute Submission tab), and appear in the *Number Accepted* (on the Disputes tab), prior to final submission to CMS for review.

- D. Invoice Distribution field displays the date the TPA loads the invoices to the Portal.
- E. <u>Dispute Distribution</u> field displays the last date TPA/CMS will provide response reports for disputes filed for the current quarter. The <u>Dispute Distribution</u> date, also known as the "*Dispute Resolution Deadline*" on the CGDP Calendar, is sixty (60) calendar days after the <u>Dispute Submission</u> date.

Return File Region

The **Return File region** on the **Disputes** tab displays information regarding submitted dispute records submitted via the Portal. Dispute record files process through multiple edits prior to submission to CMS. Submitted dispute records may appear with an <u>Accepted</u> status, in the <u>Number Accepted</u> column, where some or all the dispute line item records included in the submitted file pass validation edits. Submitted records may also appear with a <u>Rejected</u> status, in the <u>Number Rejected</u> column, where some or all the line item records included in the submitted file do not pass validation.

Note: <u>*Rejected*</u> line item records will require correction and resubmission to be eligible for CMS evaluation, prior to the dispute deadline.

The **Return File region** contains eight (8) columns that assist a user in reviewing dispute file validation processing prior to submission to CMS for review and decision.

4)	A Return File	B Download	C Download Date	D Reporting Period	E P Number	F Number Accepted	G Number Rejected	H Total	
	Dispute_Return_R	0	Last downloaded on 09/21/2015 @ 4:29 PM	201403	P16	4574	415	4989	
	Dispute_Return_R	0		201403	P17	0	2	2	
	Dispute_Return_R	0		201403	P11	69	32	101	

- A. <u>Return File</u> column displays a unique file name of the dispute file validated.
- B. <u>Download</u> column provides a radio button to allow a user to select, download, and review specific return reports for accepted and rejected line items.
- C. <u>Download Date</u> column displays the most recent download date of a return report.
- D. <u>Reporting Period</u> column displays the reporting period associated with disputed invoices contained in the file.
- E. <u>P Number</u> column displays the P number associated with the dispute return report.
- F. <u>Number Accepted</u> column displays the number of records that passed validation in a submitted dispute file and are eligible for submission to CMS for review.
- G. <u>Number Rejected</u> column displays the number of records that failed CMS' validation in a submitted dispute file.

Note: <u>*Rejected*</u> records require correction and resubmission to be eligible for CMS evaluation. Only the correct records should be resubmitted.

Previously submitted <u>Accepted</u> dispute records will reject with a duplicate error code.

H. <u>Total</u> column displays the total number of records included in the Return report.

Resolution File Region

The **Resolution File region** on the **Disputes** tab displays information regarding the disposition of dispute files. Resolution files are loaded to the Portal on the <u>Dispute Distribution</u> date for the applicable quarter, also known as the "*Dispute Resolution Deadline*" on the CGDP Calendar.

The **Resolution File region** contains eight (8) columns that assist a user in reviewing final determinations provided by CMS.

5	A Resolution File	B Download	C Download Date	D Reporting Period	E P Number	F Number Upheld	G Number Denied	H Total
	Dispute_Resolution_R2015082	0	Last downloaded on 01/15/2016 @ 10:52 AM	201501	P16	1	3236	3237
	Dispute_Resolution_R	0	Last downloaded on 01/15/2016 @ 10:42 AM	201501	P16	1	3236	3237
	Dispute_Resolution_R2015082	0		201501	P11	0	18	18
	Dispute_Resolution_R	0		201501	P11	0	18	18
	Dispute_Resolution_R	0		201402	P16	311	4955	5266
	Dispute_Resolution_R	0		201402	P11	13	87	100

- A. <u>Resolution File</u> column displays the unique file name of the resolved dispute file received.
- B. <u>Download</u> column displays a radio button to allow a user the ability to select, download, and review specific reports for upheld and denied line items.
- C. <u>Download Date</u> column displays the most recent download date of a resolution report.
- D. <u>Reporting Period</u> column displays the reporting period associated with disputed invoices contained in the submitted dispute file.
- E. <u>P Number</u> column displays the P number associated with the resolved dispute report file.
- F. <u>Number Upheld</u> column displays the number of dispute records within a dispute file upheld during CMS review.
- G. <u>Number Denied</u> column displays the number of dispute records within a dispute file denied during CMS review.
- H. Total column displays the total number of records included in the Resolution report.

CGDP Portal Instructions – Disputes

Accessing Disputes Return and Resolution files

Manufacturers can utilize the **Disputes Dashboard** in the Portal to review Dispute Return and Dispute Resolution reports for submitted disputed invoice line item records.

This instruction provides direction on accessing the Dispute Return and Resolution reports functionality.

- 1. Authorized end users will access the Portal to review disputes on the **Dispute Dashboard**. Instructions for daily login into the Portal are in the **CGDP Manufacturer Portal Introduction and Login Users Guide** under <u>*References*</u> on the <u>*TPAdministrator.com*</u> website.
- 2. After successful login, the **Home** tab will appear. Select the **Disputes** tab to access the **Dispute** Dashboard and review the report types available for Manufacturers for the reporting period.

PALMETTO G			CES			Contact Us My Profile Logout Help Reporting Logged on as XP1_6 Test Environment
Home	Payments	Completed	Receipts	Reports	Disputes]
Manufacture	er Portal	Coverage G	Sap Discou	int Prog	ram Home	2
Corporate ID Invo XP16 ALL	vice Type P Num	Reporting ber Period	Status		1 - 6 out of 6	Welcome to Coverage Gap Discount Portal where you can initiate a payment, check the status of payments and receipt of payments as well as view your reports.
Invoice Type BY Closeout Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly	P Number P16 P17 P16 P11 P16 P17 P11	Reporting Period 2016 201503 201503 201503 201502 201502 201502 201502	Status Available Available Available Available Available Available Available Available	Select		For payment functions, start by selecting a line item from the list to the left of this message. Available Invoice is ready for payment initiations Failed One or more items has an unsuccessful payment attempt Incomplete One or more items have not been paid N/A No invoice due for payment. Receipt of funds due from Manufacturer or Sponsor. Pending All line items have been initiated successfully Successful All line items have been paid successfully
						Reporting Periods with no invoice line itemsFilter by: $\begin{array}{c} P \ Number \\ P1_6 \end{array}$ Reporting Period \\ ALL \checkmarkP Number Reporting Period \\ P1_6 201602 P1_6 201504

3. To view a specific Dispute Return report file in a text file format, populate the radio button in the <u>Download column</u> that corresponds to the appropriate report. The <u>Download</u> radio button is located in the **Return File region** of the **Dispute Dashboard**.

PALMETTO GBA.		SERVICES	-	<u>Contact L</u>	Js <u>My Profile</u>	<u>Logout</u> <u>Hel</u> Logged	0 <u>Reporting</u> on as X7		
Home Payments Manufacturer Po	Completed	Receipts	Reports Disputes		2				
Corporate ID: XP1_6 V P Number: ALL Reporting Period: ALL Image: Corporate ID: ALL Dispute Submission: 01/31/2016 Invoice Paid By: 12/09/2015 Dispute Submission: 01/31/2016 Dispute Submission: 01/31/2016									
Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total		
Dispute_Return_R	O		201403	P16	4574	415	4989		
Dispute_Return_R	0		201403	P17	0	2	2		
Dispute_Return_R	0		201403	P11	69	32	101		
Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total		
Dispute_Resolution_R2015082	0		201501	P16	1	3236	3237		
Dispute_Resolution_R	0		201501	P16	1	3236	3237		
Dispute_Resolution_R2015082	0		201501	P11	0	18	18		
Dispute_Resolution_R	0		201501	P11	0	18	18		
Dispute_Resolution_R	0		201402	P16	311	4955	5266		
Dispute_Resolution_R	0		201402	P11	13	87	100		

4. Select one (1) of the decision buttons in the message that appears at the bottom of the screen.

- <u>Open</u> to view the data in text file format
- <u>Save</u> to save the data in text file format
- <u>Cancel</u> to exit the decision message

This example displays the selected <u>Open</u> button.

Do you want to open or save XP1_6 dispute report.txt from apps.tpadministrator.com?	Open	Save	•	Cancel	×
bo you want to open of sure wir 1 == o_uspute_report determine uppsteputentinist detoneonin	open	5070		Concer	~

5. After selecting the <u>Open</u> button, review the downloaded text file of the dispute return report.

X7_dispute_report.txt - Notepad			
File Edit Format View Help			
TPAMH20140300000052015020322005610DRTP1620141204201502022015	50203		~
REJCG2011150000026685460000001617815320111468546031730	00000073568800030000001000201102030118	0000000000{000003867H0000003867H201402201403D01	
		Duplicatees with	,
REF#68546000000016178153,6854600000001617815301E210 REJCG2011150000003685460000000008713620111468546031730	000002119182000300000001000201101240117	0000000000{000004246a000004246a201402201403001	
		Duplicatees with	
REF#6854600000000087136,6854600000000008713601E210 REF#68546000000568546000000012511320111468546031730	0000004591340103000000100020110117011 6	000000000100000864960000086496201402201403001	
	000000000000000000000000000000000000000		
		Duplicatees with	
REF#6854600000000125113,685460000000012511301E210	0000031008000403000000100030110136011	000000000000000000000000000000000000000	
REJCG2011130000007883480000000012863920111488348031730	000002100890040300000010020110128011/	000000000000000000000000000000000000000	
REF#6854600000000128659,685460000000012865901E210		Dupiicatees with	·
ACCCG20121100000100009300000004377591720120400093204656	00000691303800030000030000201211190118	0000000248{000000552H000000304H201204201403D06	
Retail price (AWP) = \$16.76 for 30 units00			
ACCC62014030036387685460000010463369400000068546031730	0000030234120309000000300020140530011 4	0000000000{000004827100000048271000000201403014	
		Exceeds 50% (ishility with	
REF#68546000000088349363,6854600000010463369400		Exceeds 50% Elability with	
TPART2014030000000000000000000000000000000000			¥

Note: The Dispute Return File report format is listed under <u>Manufacturer Dispute</u> <u>Information</u> on the <u>TPAdministrator.com</u> website.

- 6. Once review of text file is complete, return to the **Disputes** tab.
- 7. The **Return File region** will display the date and time of the last download in the <u>Download</u> <u>Date</u> column for the relevant Dispute Return report.

A CELERIAN GROUP COMPANY										
Home Payments	Completed	Receipts	Reports Disputes							
Manufacturer Portal Dispute Dashboard 🚔										
Corporate ID: XP1_6 V P Number: ALL V Reporting Period: ALL V Invoice Paid By: 12/09/2015 Dispute Submission: 01/31/2016 Invoice Distribution: 10/31/2015 Dispute Distribution: 03/01/2016										
Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total			
Dispute Return R		Last downloaded on	201403	P1 6	4574	415	4989			
Dispute Return R	0	01/22/2010 @ 5107 AT	201403	P17	0	2	2			
Dispute_Return_R	0		201403	P11	69	32	101			
Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total			
Dispute_Resolution_R2015082	0		201501	P16	1	3236	3237			
Dispute_Resolution_R	0		201501	P16	1	3236	3237			
Dispute_Resolution_R2015082	0		201501	P11	0	18	18			
Dispute_Resolution_R	0		201501	P11	0	18	18			
Dispute_Resolution_R	0		201402	P16	311	4955	5266			
Dispute_Resolution_R	0		201402	P11	13	87	100			

8. To view a specific Dispute Resolution report in a text file format, populate the radio button in the <u>Download</u> column_that corresponds to the appropriate report. The <u>Download</u> radio button is in the **Resolution File region** of the **Dispute Dashboard**.

PALMETTO GBA.		S D SERVICES		<u>Contact Us</u>	i <u>My Profile</u>	<u>Logout</u> <u>Help</u> Logged	<u>P</u> <u>Reportin</u> on as X_7
Home Payments	s Completed	Receipts	Reports Disputes				
4anufacturer Po	rtal Disp	oute Dashbo	oard				
Corporate ID: XP1_6 V F	• Number: ALL 🗸	Reporting Period:	ALL V Invoice Paid Invoice Dist	Current Cutoff Cal By: 12/09/2015 ribution: 10/31/2015	endar (Quar Dispute : Dispute :	r <u>ter 201503)</u> Submission: (Distribution:))1/31/2016 03/01/201
Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total
Dispute_Return_R	0		201403	P16	4574	415	4989
Dispute_Return_R	0		201403	P17	0	2	2
Dispute_Return_R	0		201403	P11	69	32	101
Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Tota
Dispute_Resolution_R2015082	O		201501	P16	1	3236	323
Dispute_Resolution_R	0		201501	P16	1	3236	323
Dispute_Resolution_R2015082	0		201501	P11	0	18	18
Dispute_Resolution_R	0		201501	P11	0	18	18
Dispute_Resolution_R	0		201402	P16	311	4955	526
Dispute Resolution R	0		201402	P11	13	87	100

- 9. Select one (1) of the decision buttons in the message that appears at the bottom of the screen.
 - <u>Open</u> to view the data in text file format
 - <u>Save</u> to save the data in text file format
 - <u>Cancel</u> to exit the decision message

This example displays the selected <u>Open</u> button.

10. After selecting the <u>Open</u> button, review the downloaded text file of the dispute resolution report.

File Edit Format View Help
IPPANEQ030100000020310627162326100RsPL_6201504307this file includes the resolution of a dispute previously filed. If the ofspute ofsposition field indicates that the TPA upheld a dispute there will be an adjustment on a future invoice. A manufacturer may appeal a deried dispute to the independent Review Entity (IRE) within 30 calendar days of distribution of the dispute resolution file. A link to the IRE can be found on the CRS manufacturer's page at http://www.cms.gov/Medicare/Prescription-Drug-Coverage/Prescription-Drug-Covera
DETER2013090000278000930000001227650040000000093204656 000006771226030300000030000201303020112 0000000000{0000001307{0000001307{000000201501D06}}}
Retail price (AWP) = \$0.5592 per unit28009996ER-UNIT PRICE OF DRUG FALLS WITHIN ACCEPTABLE RANGE OF PDE PRICES FOR NDC. 0000070294070193000002300000201207184300000000093204756 000000029407019300000030000020130121011 1 0000000000(000000120410000000120410000000201501D06
Retail price (AWP) = 50.04297 per unit2R00999PER-UNIT PRICE OF DRUG FALLS WITHIN ACCEPTABLE RANGE OF PDE PRICES FOR NDC. DETER2013090000288000930000012277184800000000093204756 0000001204100000001204100000001204100000001204100000001204
Retail price (AWP) = 50.04297 per unit2R000909PER-UNIT PRICE OF DRUG FALLS WITHIN ACCEPTABLE BANGE OF PDE PRICES FOR NDC. DETDR201309000029000009300000012277184900000000093204756 000000030000003000000300000130524011 00000000120410000000120410000000120410000000201501D06
Retail price (AWP) = 50.04297 per unit2R000999PER-UNIT PRICE OF DRUG FALLS WITHIN ACCEPTABLE RANGE OF PDE PRICES FOR NDC. DETDR20140500027866854600000011112169920140468546032512 000000273043020840000036000201410220114 0000000125{000001195100000110707201404201501D14
DI4 Exceeds 50% Liability with DET#854600000111121699,6854600000012354726000000068546032512 000003599639940280000012000201503170114 00000000007379A0000007379A00000007379A00000007379A0000000000
EFF#651600000123547258,6854600000123547258,685460000001235472602R00999Benes total CGD does not exceed the maximum of \$4947.37 +/- \$0.05

Note: The Dispute Resolution Report File Layout is listed under <u>Manufacturer</u> <u>Dispute Information</u> on the <u>TPAdministrator.com</u> website.

11. Once review of text file is complete, return to the **Disputes** tab.

12. The **Resolution File region** will display the date and time of the last download of the specific dispute resolution report in the <u>Download Date</u> column.

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Home Payments	Completed	Receipts F	Reports Disputes							
Manufacturer Portal Dispute Dashboard 🚔										
Corporate ID: XP1_6 V P Number: ALL V Reporting Period: ALL V Invoice Paid By: 12/09/2015 Dispute Submission: 01/31/2016 Invoice Distribution: 10/31/2015 Dispute Submission: 03/01/2016 Dispute Distribution: 03/01/2016										
Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total			
Dispute Return R	0		201403	P16	4574	415	4989			
Dispute_Return_R	0		201403	P17	0	2	2			
Dispute_Return_R	0		201403	P11	69	32	101			
Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total			
Dispute_Resolution_R2015082		Last downloaded on 01/22/2016 @ 10:23 AM	201501	P16	1	3236	3237			
Dispute Resolution R	0		201501	P16	1	3236	3237			
Dispute_Resolution_R2015082	0		201501	P11	0	18	18			
Dispute_Resolution_R	0		201501	P11	0	18	18			
Dispute_Resolution_R	0		201402	P16	311	4955	5266			
Dispute_Resolution_R	0		201402	P11	13	87	100			

You have now completed accessing Dispute Return and Resolution reports on the Disputes tab.

CGDP Portal Dispute Builder Tab

The Portal provides a **Dispute Builder** to assist users in creating dispute files from the data files received for the current quarter. Utilizing the dispute builder will assist Manufacturers in creating dispute files with required information needed to support disputed PDE line item records. Users can select individual or multiple PDE line item records from the data file, select the applicable dispute reason code, and enter the required data for supporting the selected line items.

The **Dispute Builder** tab is made visible by positioning the cursor over the **Disputes** tab. The **Dispute Builder** will assist users in creating dispute files that successfully pass the TPA and CMS pre-review edits in a timely manner.

Note: Obtaining a *Passed* status on the pre-review edits <u>does not</u> mean that the disputed invoice line items have been upheld by CMS. The *Passed* status means that the dispute file contains the required information to allow the dispute file to be subjected to a secondary review edit process. Once the secondary review edits are completed and the file receives an *Accepted* status, CMS will receive and review the dispute request to provide a determination on upholding or denying the dispute.



Note: Dispute files can only contain data records for a single P number. Files containing multiple P number records for a Corporate ID will error out in the Portal.

The **Dispute Builder** tab contains seven (7) regions.

- 1. **Tabbed region** displays the tab that is currently active and tabs available for selection.
- 2. Selection Criteria Form button, displayed as the "*Click here to add data line items*.", allows a user to open the Selection Criteria Form to add PDE line item records to a dispute file.
- 3. **Current Cutoff Calendar region** displays specific quarter cutoff dates in a MM/DD/YYYY format for the most recent quarter. The current quarter date displays in the title bar of the region, in parentheses, in YYYYQQ format.
- 4. **PDE Line Item region** displays PDE line item records selected via the **Selection Criteria Search Form**.
- 5. **Dispute Builder** <u>Save</u> button allows a user to save the invoice line item records that have been loaded to the **PDE Line Item region**.
- 6. **Dispute Builder** <u>*Delete All*</u> **button** allows a user to delete all PDE line item records that have been loaded to the **PDE Line Item region**.

7. **Dispute Builder** <u>*Complete Dispute File*</u> **button** completes the dispute file containing all selected PDE line item records for a specific P number and prepare it for submission in the Portal.

The upcoming pages will describe each region and its associated functions.

Tabbed Region – Dispute Builder

The **Tabbed region** allows a user to select different activities to perform while accessing the system. In this example, the **Dispute Builder** tab is active.

1 Home Payments Completed Receipts Reports Disputes Dispute Builder D	Dispute Submission
---	--------------------

Note: The **Dispute Builder** and **Dispute Submission** tabs are only visible when the cursor is hovering over the **Disputes** tab.

Selection Criteria Form Button

The *Selection Criteria Form* button, displayed as the "*Click here to add data line items*" button, allows a user to open the **Selection Criteria Form** and enter criteria to search for and include PDE line item records in a dispute file for submission to CMS evaluation. The **Selection Criteria Form** and description of its five (5) regions are discussed in the upcoming pages.

n	OF L				1.1	12	14	
Z	Click	here	to	add	data	line	items.	

Selection Criteria Form

The **Selection Criteria Form** contains five (5) regions:

A		Selection Criteria			
	P Number: V Product Service I	D: Service Pr	rovider ID:		
	Prescription Reference Number:	Date of Se	ervice (yyyyMMdd): 🔍	·	
	Gap Discount Amount: 🔍	Quantity I	Dispensed: 🗸		
	Previous Discount Amount: 🔍	Days Sup	ply:		
	Current Discount Amount: 🔽				
		Search Clear Criteria			
)	
В	Disput	te Reason for Selected Lines (O	ptional)		
				~	
Selection Results					
P Number	Prescription Ref # Product Service Se ID	rvice Provider Days Qty ID Supply Dispensed	Date of Gap Discount Service Amount	Previous Discount Amount	Current Discount Amount
		an wave found wains the entered of	arch critoria		

- A. Selection Criteria Search region provides search fields for a user to limit the number and type of PDE line item records displayed, based on the criteria entered in each field or selected from the combo box menus. Definitions of each field or combo box will appear in a subsequent section of the Selection Criteria Form introduction.
- B. **Dispute Region for Selected Lines (Optional) region** allows a user to select a dispute reason code and supporting reason code information for multiple PDE line item records requiring the same reason code.
- C. Selection Results region displays specific PDE line item records based on the criteria used in the Selection Criteria Search region. Definitions of each column heading will appear in a subsequent section of the Selection Criteria Form introduction.

- D. *Add Selected to Dispute File* **button** allows a user to add selected PDE line item records to the dispute file.
- E. *Return to Dispute Builder* button allows a user to exit the Selection Criteria Form and return to the Dispute Builder tab.

Description of each of the five (5) **Selection Criteria Form** regions appears on the upcoming pages with their associated functions.

Selection Criteria Search Region

The **Selection Criteria Search region** assists users in limiting the PDE line item records displayed when creating a dispute file. Users can enter specific data into each field to assist with retrieving specific PDE lines containing matching information.

A	Selection Criteria
	i. P Number: v ii. Product Service ID: iii. Service Provider ID:
	iV. Prescription Reference Number: V.Date of Service (yyyyMMdd):
	vi. Gap Discount Amount: Vi. Quantity Dispensed: Vi. Q
	Viii. Previous Discount Amount: 🔽 🚺 🤼 🤼 🕹 🕺 🕹
	X. Current Discount Amount:
	xi. Search xii. Clear Criteria

This region contains twelve (12) fields that assist a user in searching line items.

- i. <u>P Number</u> field contains a combo box drop down listing that provides all active P numbers associated with the Corporate ID.
- ii. <u>Product Service ID</u> field allows a user to enter the National Drug Code (NDC) number.
- iii. <u>Service Provider ID</u> field allows a user to enter the identifier for the Service Provider, such as a National Provider Identifier (NPI), National Council of Prescription Drug Programs (NCPDP), Unique Physician Identification Number (UPIN), Federal Tax Number, or State License Number.
- iv. <u>Prescription Reference Number</u> field allows a user to enter a unique reference number for a prescription assigned by a plan.

Note: The <u>Prescription Reference Number</u> must be unique for and date of service and <u>Service Provider ID</u> combination.

- v. <u>Date of Service (yyyyMMdd)</u> field allows a user to enter a date in YYYYMMDD format. Also provides the required combo box drop down menu field, when a date of service is entered, to select qualifiers such as equal to (=), greater than (>), less than (<), greater than or equal to (> =) or less than or equal to (< =).
- vi. <u>Gap Discount Amount</u> field allows a user to enter the net payment amount for the current quarter. Also provides the required combo box drop down menu field to select qualifiers for dates entered, such as equal to (=), greater than (>), less than (<), greater than or equal to (>=) or less than or equal to (<=). The derived amount calculated as the reported Gap Discount Current Amount minus the reported Gap Discount Previous Amount.</p>
- <u>Quantity Dispensed</u> field allows a user to enter number of units, grams, milliliters for a dispensed prescription. Also provides the required combo box drop down menu field allows a user to select qualifiers for quantities dispensed, such as equal to (=), greater than (>), less than (<), greater than or equal to (>=) or less than or equal to (<=).

Note: If compounded item, total of all supplied ingredients calculated as quantity dispensed.

- viii. <u>Previous Discount Amount</u> field allows a user to enter a reported Gap Discount from the preceding data report when the invoiced PDE record represents an adjustment to a previously invoiced PDE record. Also provides the required combo box drop down menu field allows a user to select qualifiers for amounts entered, such as equal to (=), greater than (>), less than (<), greater than or equal to (>=) or less than or equal to (<=).
- ix. <u>Days' Supply</u> field allows a user to enter the number of days' supply a Sponsor covered for a prescription.
- x. <u>Current Discount Amount</u> field allows a user to enter the new Gap Discount amount invoiced for the current quarter.
- xi. <u>Search</u> button allows a user to initiate PDE line item records search based on the criteria entered in the applicable fields.
- xii. <u>Clear Criteria</u> button allows a user to clear all criteria fields.

Dispute Reason for Selected Lines (Optional) Region

The **Dispute Reason for Selected Lines (Optional) region** allows a user to select a specific dispute reason code from the combo box drop down to be applied to multiple PDE line item records in a dispute file. When used, the reason code will be applied to all selected PDE line item records selected in the **Selection Criteria Search region** and will assist in classification of similarly disputed line item records.



Selection Results Region

The **Selection Results region** displays the selected PDE line item records based on the search criteria entered in the **Selection Criteria Search region**.



This region contains eleven (11) columns that assist a user in displaying selected line item records.



- i. <u>Checkbox</u> column allows a user to populate a checkmark for a specific PDE line item record to be included in the dispute file, based on the search criteria entered in the fields located on the **Selection Criteria Search region**.
- ii. <u>P Number</u> column displays the P number assigned to the specific PDE line item record.
- iii. <u>Prescription Ref #</u> column displays the prescription reference (ref) number (#) assigned to the specific PDE line item record.
- iv. <u>Product Service ID</u> column displays the product service ID assigned to the specific PDE line item record.
- v. <u>Service Provider ID</u> column displays the service provider ID assigned to the specific PDE line item record.
- vi. <u>Days' Supply</u> column displays the number of days prescriptions supplied and covered by the Sponsor for the specific PDE line item with a three (3) digit value.



- vii. <u>Qty Dispensed</u> column displays the quantity (Qty) of the prescription dispensed and covered by the Sponsor for the specific PDE line item record.
- viii. <u>Date of Service</u> column displays the date of service for the specific PDE line item record in YYYY-MM-DD format.
- ix. <u>Gap Discount Amount</u> column displays the dollar amount of the specific PDE line item record.
- x. <u>Previous Discount Amount</u> column displays the dollar amount of the specific PDE line item record for the prior reporting period.
- xi. <u>Current Discount Amount</u> column displays the dollar amount of the specific PDE line item record for the current reporting period.

Add Selected to Dispute File Button

The <u>Add Selected to Dispute File</u> button allows a user to add the individual PDE line items containing a checkmark to the **PDE Line Item region** of the **Dispute Builder** tab. These selected PDE line items will become part of the submitted dispute file forwarded to TPA/CMS for review.

D Add Selected to Dispute File

Return to Dispute Builder Button

The <u>*Return to Dispute Builder*</u> button allows a user to exit the **Selection Criteria Form region** to return to the **Dispute Builder** tab.

E Return to Dispute Builder

Once the Dispute submission deadline has passed, a system message will replace the <u>Selection</u> <u>Criteria Form</u> button. The system message states, "The deadline for dispute submission has passed."

	PALMETTO GI A CELERIAN GROUP COMP	BA.		RVICES			<u>Contact Us</u>	My Profile Logout Help Logged o	<u>Reporting</u> In as XP1 6
1	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submission	
	Manufacturer Portal Dispute Builder 🚔								
		2 The dead	lline for dispute submissi	ion has passed.	3) Invoice Paid B Invoice Distrit	urrent Cutoff Calend y: 12/09/2015 pution: 10/31/2015	<u>dar (Quarter 201503)</u> Dispute Submission: 01/ Dispute Distribution: 03,	'31/2016 /01/2016
4	Page #1 P Number Detail	Ref # Product	Service ID Prese	cription Servic	ce Ref # Fill #	t Days Supply Q	ty Dispensed Date?	of Service Gap Discount	Amount

Current Cutoff Calendar Region

The **Current Cutoff Calendar region** displays important program cutoff dates for the current quarter.

The calendar region contains five (5) fields to keep users aware of specific due dates for the current quarter.

3	A Current Cutoff Calendar (Quarter 201503)								
	B Invoice Paid By: 12/09/2015	C Dispute Submission: 12/31/2015							
	D Invoice Distribution: 10/31/2015	E Dispute Distribution: 03/01/2016							

- A. <u>Current Cutoff Calendar (Quarter YYYYQQ)</u> field displays the current quarter in an YYYYQQ format.
- B. <u>Invoice Paid By</u> field displays the due date Manufacturers have to pay amounts invoiced to each contract, known as the "*Invoice Paid By 38th Calendar Day After Receipt*" as listed on the CGDP Calendar. Invoice payments are due to be paid by the Manufacturer within but not over 38 calendar days after the "*Quarterly Invoice Receipt Date*", which is the next calendar day after the "*Quarterly Invoice Distribution*" date on the CGDP Calendar.

Note: TPA recommends that invoices are paid prior to the payment due date or the "*Invoice Paid By 38th Calendar Day After Receipt*" *date*, not on the due date. Initiating payment prior to the due date will allow for error-free processing of Portal-initiated ACH payments.

Payments that error out on or after the due date are not considered as initiated and could be subject to civil monetary penalties assessed by CMS as per the Manufacturer agreement.

C. <u>Dispute Submission</u> field displays the last date Manufacturers can submit disputes for the quarter. The <u>Dispute Submission</u> date is sixty (60) calendar days after the "Quarterly *Invoice Receipt Date"* date on the CGDP Calendar.

The TPA recommends that Manufacturers submit disputes as soon as they are determined, within the sixty (60) calendar day range, to allow for review of files for correct data inclusion.

Note: Dispute records must pass multiple system verification edits, obtain a status of *Passed* (on the Dispute Submission tab), and appear in the *Number Accepted* (on the Disputes tab), prior to final submission to CMS for review.

D. <u>Invoice Distribution</u> field displays the date the TPA loads the invoices to the Portal.

E. <u>Dispute Distribution</u> field displays the last date TPA/CMS will respond to disputes filed for the quarter. The <u>Dispute Distribution</u> date, also known as the "*Dispute Resolution Deadline*" on the CGDP Calendar, is sixty (60) calendar days after the <u>Dispute Submission</u> date.

PDE Line Item Region

The **PDE Line Item region** contains nine (9) columns that display the PDE line items selected and added to the dispute file from the **Selection Criteria Form**. Page #1

4 A P Number B Detail Ref # C Product Service ID D Prescription Service Ref # E Fill # F Days Supply G Qty Dispensed H Date of Service | Gap Discount Amount No invoiced line items have been added. Click the Selection Criteria Form button above to add data line items to the dispute file.

The first four (4) columns, fields labeled A through D, provide a user with the ability to review the PDE line item record information according to these fields.

4 A P Number B Detail Ref # C Product Service ID D Prescription Service Ref # No invoiced line items have been added.

- A. <u>P Number</u> column displays the P number assigned to the specific PDE line item.
- B. <u>Detail Ref #</u> column provides the detail reference number associated with the specific PDE line item. The <u>Detail Ref #</u> is a unique reference number for the current coverage gap discount and used to track changes in the coverage gap discount record from quarter to quarter.
- C. <u>Product Service ID</u> column displays the product service ID assigned to the specific PDE line item.
- D. <u>Prescription Service Ref #</u> column displays the unique reference number for a prescription assigned by a plan. It must be unique for any DOS and <u>Service Provider ID</u> combination.

The final five (5) columns, fields labeled E through I, provide a user with the ability to review the PDE line item record information according to these fields.

4 E Fill # F Days Supply G Qty Dispensed H Date of Service | Gap Discount Amount Click the Selection Criteria Form button above to add data line items to the dispute file.

- E. <u>Fill #</u> column displays the total number of retail prescriptions filled at a pharmacy with a two (2)-digit value.
- F. <u>Days' Supply</u> column displays the number of days prescriptions supplied and covered by the Sponsor for the specific PDE line item with a three (3)-digit value.
- G. <u>Qty Dispensed</u> column displays the quantity (Qty) of the prescription dispensed and covered by the Sponsor for the specific PDE line item.
- H. <u>Date of Service</u> column displays the date of service for the specific PDE line item in YYYY-MM-DD format.
- I. <u>Gap Discount Amount</u> column displays the dollar amount of the specific PDE line item.

Page #1

Dispute Builder Save Button

The <u>Save</u> button allows a user to save the current data in the PDE Line Item region.

5 Save

Dispute Builder Delete All Button

The <u>Delete All</u> button allows a user to delete all invoice line items added in the PDE Line Item region.



Dispute Builder Complete Dispute File Button

The <u>Complete Dispute File</u> button allows a user to complete the dispute file and prepare it for submission via the Portal to the TPA for edit checks prior to final submission to CMS for review.

7 Complete Dispute File

Once a user selects the <u>Complete Dispute File</u> button, the system redirects them to the Dispute Submission tab, which allows a user to submit the dispute file in the Portal and begin the TPA validation process.

The discussion of the **Dispute Submission** tab follows in the next section of this manual.

CGDP Portal Instructions – Dispute Builder

Creating Dispute Files via the Dispute Builder Functionality

Manufacturers can utilize the Portal to create and complete disputes of a current quarter's distributed invoice line items using the **Dispute Builder** tab.

This instruction provides direction for submitting disputes via the **Dispute Builder** functionality.

- 1. Authorized end users will access the Portal to create disputes on the **Dispute Builder** tab. Instructions for daily login into the Portal are in the **CGDP Manufacturer Portal Introduction and Login Users Guide** under <u>*References*</u> on the <u>*TPAdministrator.com*</u> website.
- 2. After successful login, the **Home** tab will appear. Position the cursor over the **Disputes** tab to allow the **Dispute Builder** tab to become visible. Select the **Dispute Builder** tab to create a dispute file.

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Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submission		
Manufacture	er Portal	Coverage G	Gap Discou	int Prog	ram Home	á			
Corporate ID Invo XP16 ALL	oice Type P Num	Reporting ber Period	Status		1 - 6 out of 6	Welcome to Cove you can initiate a payments and rec your reports	rage Gap Discount Portal where payment, check the status of ceipt of payments as well as view		
Invoice Type BY Closeout Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly	P Number P16 P17 P16 P17 P11 P16 P17 P11	Reporting Period 2016 201601 201503 201503 201502 201502 201502	Status Available Available Available Available Available Available Available	Select		your reports. For payment functions, start by selecting a line item from the list to the left of this message. Available Invoice is ready for payment initiations Failed One or more items has an unsuccessful payment attempt Incomplete One or more items have not been paid N/A No invoice due for payment. Receipt of funds due from Manufacturer or Sponsor. Pending All line items have been initiated successfully			
						Reporting Peri Filter by: PN P Numbe P16 P16	iods with no invoice line items lumber Reporting Period ALL V Pr Reporting Period 201602 201504		

3. Once the **Dispute Builder** tab displays, select the *Selection Criteria Form* button to add data line items to a dispute file. The *Selection Criteria Form* button, visible as the <u>*Click here to add*</u> <u>*data line items*</u> button, appears on the **Dispute Builder** tab.

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	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute S	Submission	
Ма	Manufacturer Portal Dispute Builder 🚔									
Click here to add data line items.				Current Cutoff Calendar (Quarter 201503) Invoice Paid By: 12/09/2015 Dispute Submission: 01/31/2016 Invoice Distribution: 10/31/2015 Dispute Distribution: 03/01/2016						
Page P Nu	Page #1 P Number Detail Ref # Product Service ID Prescription Service Ref # Fill # Days Supply Qty Dispensed Date of Service Gap Discount Amount No invoiced line items have been added. Click the Selection Criteria Form button above to add data line items to the dispute file. Save Delete All Complete Dispute File									

4. On the **Selection Criteria Form**, populate the selection criteria fields based on the necessary data needed to locate individual or specific line items to add to a dispute file.

This example displays a search related to a specific P number for specific line items corresponding to the search criteria entered in the selection criteria fields.

				Coverage G	ap Dis	count Pro	ogram			_		
	ĺ			Sel	ection	<u>Criteria</u>						
		P Number: P16	 Product Ser 	vice ID:		Service	Provider	(D:				
		Prescription Refer	ence Number:			Date of	f Service (y	yyyMMdd): =	✓ 20150815			
	Gap Discount Amount: V Quantity Dispensed: V											
	Previous Discount Amount:											
Previous Discourt Annualt.												
Current Discount Amount:												
Search Clear Criteria												
				Dispute Reason f	or Sele	cted Lines	(Optional)					
×												
									`			
electi	ion Results	Page #1 of 10 (Fo	und 972 line items)							<u>>>></u>		
electi	ion Results P Number	Page #1 of 10 (Fo Prescription Ref #	und 972 line items) Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount		
electi	ion Results P Number P1_6	Page #1 of 10 (Fo Prescription Ref # 000000022	und 972 line items) Product Service ID 00093206	Service Provider ID 16	Days Supply 30	Qty Dispensed 60.0	Date of Service 2015-08-15	Gap Discount Amount \$54.60	Previous Discount Amount \$0.00	Current Discount Amount \$54.60		
electi	P Number P1_6 P1_6	Page #1 of 10 (Fo Prescription Ref # 000000022 000000057	und 972 line items) Product Service ID 00093206 00093306	Service Provider ID 16 15	Days Supply 30 30	Qty Dispensed 60.0 60.0	Date of Service 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$155.82	Previous Discount Amount \$0.00 \$0.00	Current Discount Amount \$54.60 \$155.82		
ielecti	P Number P1_6 P1_6 P1_6	Page #1 of 10 (Fo Prescription Ref # 000000022 000000057 000000061	und 972 line items) Product Service ID 00093206 00093306 00093205	Service Provider ID 16 15 14	Days Supply 30 30 30	Qty Dispensed 60.0 60.0 30.0	Date of Service 2015-08-15 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$155.82 \$20.01	Previous Discount Amount \$0.00 \$0.00 \$0.00	Current Discount Amount \$54.60 \$155.82 \$20.01		
Gelecti	P Number P1_6 P1_6 P1_6 P1_6 P1_6 P1_6	Page #1 of 10 (Fo Prescription Ref # 000000022 000000057 000000061 000000065	und 972 line items) Product Service ID 00093206 00093306 00093205 00093206	Service Provider ID 16 15 14 10	Days Supply 30 30 30 30 30	Oty Dispensed 60.0 60.0 30.0 30.0	Date of Service 2015-08-15 2015-08-15 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$155.82 \$20.01 \$3.76	Previous Discount Amount \$0.00 \$0.00 \$0.00 \$0.00	Current Discount Amount \$54.60 \$155.82 \$20.01 \$3.76		
Selecti	P Number P1_6 P1_6 P1_6 P1_6 P1_6 P1_6 P1_6 P1_6	Page #1 of 10 (Fo Prescription Ref # 0000002_2 00000005_7 00000005_1 00000006_5 00000007_7	und 972 line items) Product Service ID 00093206 00093205 00093205 00093205 00172290	Service Provider ID 1	Days Supply 30 30 30 30 30 30 30	Oty Dispensed 60.0 60.0 30.0 30.0 15.0	Date of Service 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$155.82 \$20.01 \$3.76 \$0.14	Previous Discount Amount \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Current Discount Amount \$54.60 \$155.82 \$20.01 \$3.76 \$0.14		
electi	ion Results P Number P16 P16 P16 P16 P16 P16 P16 P16	Page #1 of 10 (Fo Prescription Ref # 00000022 00000061 000000065 000000077 000000077	und 972 line items) Product Service ID 00093206 00093205 00093205 00093205 00172290 00172290	Service Provider ID 1 6 1 5 1 4 1 0 1 3 1 1	Days Supply 30 30 30 30 30 30 30	Qty Dispensed 60.0 30.0 30.0 15.0 30.0	Date of Service 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$155.82 \$20.01 \$3.76 \$0.14 \$0.38	Previous Discount Amount \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Current Discount \$54.60 \$155.82 \$20.01 \$3.76 \$0.14 \$0.38		
	P Number P16	Page #1 of 10 (Fo Prescription Ref # 000000052 000000061 00000065 00000065 000000077 000000080	und 972 line items) Product Service 00093206 00093206 00093206 00172290 00172290 00093306	Service Provider ID 16 15 14 10 13 11 11	Days Supply 30 30 30 30 30 30 30 30 30	Qty Dispensed 60.0 30.0 30.0 15.0 30.0 60.0	Date of Service 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$155.82 \$20.01 \$3.76 \$0.14 \$0.38 \$73.65	Previous Discount \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Current Discount \$54.60 \$155.82 \$20.01 \$3.76 \$0.14 \$73.65		
	P Number P1_6	Page #1 of 10 (Fo Prescription Ref # 00000022 00000057 000000057 000000057 000000087 000000080 000000087	und 972 line items) Product Service 00093205 00093205 00093205 00172290 00172290 00172290 00093306 68546026	Service Provider ID 1	Days Supply 30 30 30 30 30 30 30 30 30 30	Qty Dispensed 60.0 30.0 30.0 15.0 30.0 60.0 30.0	Date of Service 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15	Gap Discount #Mount \$54.60 \$155.82 \$20.01 \$.3.76 \$0.14 \$0.38 \$73.65 \$263.59	Previous Discount \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Current Discount \$54.60 \$155.82 \$20.01 \$3.76 \$0.14 \$0.38 \$73.65 \$265.59		
	P Number P1_6 P1_6	Page #1 of 10 (Fo Prescription Ref # 000000022 000000057 000000061 000000065 000000087 000000087 000000087	und 972 line items) Product Service 00093206 00093206 00093205 00093205 00172290 00172290 00172290 0009306 68546026 68546026	Service Provider ID 16 15 14 10 13 11 11 11 11	Days Supply 30 30 30 30 30 30 30 30 30 30	Qty Dispensed 60.0 60.0 30.0 15.0 30.0 60.0 30.0 60.0 30.0 30.0	Date of Service 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$20.01 \$3.76 \$0.14 \$0.38 \$73.65 \$263.59 \$268.01	Previous Discount \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Current Discount Amount \$54.60 \$155.82 \$20.01 \$3.76 \$0.14 \$0.38 \$77.65 \$263.59 \$266.01		

5. To add individual PDE line items to a dispute file, populate the check box associated with the specific line item located in the **Disputes Selection Results** region.

-	-			-				<u> </u>		
Select	ion Results	Page #1 of 10 (Fo	und 972 line items)							>>>
	P Number	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount
	P16	00000022	00093206	16	30	60.0	2015-08-15	\$54.60	\$0.00	\$54.60
	P16	00000057	00093306	15	30	60.0	2015-08-15	\$155.82	\$0.00	\$155.82
	P16	00000061	00093205	14	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01
	P16	00000065	00093206	10	30	30.0	2015-08-15	\$3.76	\$0.00	\$3.76
	P1_6	00000077	00172290	13	30	15.0	2015-08-15	\$0.14	\$0.00	\$0.14
	P16	00000087	00172290	11	30	30.0	2015-08-15	\$0.38	\$0.00	\$0.38
	P16	00000080	00093306	11	30	60.0	2015-08-15	\$73.65	\$0.00	\$73.65
	P16	00000097	68546026	10	30	30.0	2015-08-15	\$263.59	\$0.00	\$263.59
	P16	000000107	68546026	11	30	30.0	2015-08-15	\$268.01	\$0.00	\$268.01
	P1_6	000000109	00172290	11	30	30.0	2015-08-15	\$0.45	\$0.00	\$0.45

6. To add a specific dispute reason code to multiple line items during the search process, click on the combo box drop down menu located in the **Dispute Reason for Selected Lines (Optional)** region and select the applicable dispute reason code for the line items.

Dispute Reason for Selected Lines (Optional)	
	~
 Additional fields display based on the dispute reason code selected. Refer to	

Additional fields display based on the dispute reason code selected. Refer to <u>Appendix D:</u> <u>Manufacturer Dispute Reason Codes and Supporting Data</u> <u>Requirements</u> guide in the Reference section for assistance with completing the required and optional fields displayed with each reason code.

This example displays the **Dispute Reason for Selected Lines (Optional) region** with one (1) of the dispute reason codes populated.

	r									
			ļ	Dispute Reason f	or Sele	cted Lines	(Optional)			
	[001 - Duplicate Invoice	Item						×	-
	Detail Refe	rence Number: 00000	028 9							
	Additional In	formation: CGDP Po	rtal Dispute process	 optional supporting 	informati	on entered he	ere for Duplicat	te Invoice Item rea	ison code.	
	<u></u>									
Selection Results Page #1 of 10 (Found 972 line items)										
	P Number	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount
	P1_6	00000022	00093206	16	30	60.0	2015-08-15	\$54.60	\$0.00	\$54.60
	P1_6	00000057	00093306	15	30	60.0	2015-08-15	\$155.82	\$0.00	\$155.82
	P1_6	00000061	00093205	14	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01
	P1_6	00000065	00093206	10	30	30.0	2015-08-15	\$3.76	\$0.00	\$3.76
	P1_6	00000077	00172290	13	30	15.0	2015-08-15	\$0.14	\$0.00	\$0.14
	P1_6	00000087	00172290	11	30	30.0	2015-08-15	\$0.38	\$0.00	\$0.38
	P1_6	00000080	00093306	11	30	60.0	2015-08-15	\$73.65	\$0.00	\$73.65
	P1_6	00000097	68546026	10	30	30.0	2015-08-15	\$263.59	\$0.00	\$263.59
	P1_6	000000107	68546026	11	30	30.0	2015-08-15	\$268.01	\$0.00	\$268.01
	P1_6	000000109	00172290	11	30	30.0	2015-08-15	\$0.45	\$0.00	\$0.45

Note: The **Dispute Reason for Selected Lines (Optional) region** is not a required field when completing a search in the **Selection Criteria form**. This field is available to assists Manufacturers with applying the same dispute reason code to multiple line items. However, a Dispute reason code is required for each PDE line item record included in a dispute file.

 Once all line item check boxes are populated and, if applicable, the Dispute Reason for Selected Lines (Optional) region displays the applicable reason code for all selected invoices, select the <u>Add Selected to Dispute File</u> button to include all checked line items.

				Dispute Reason f	or Sele	cted Lines	(Optional)				
		001 - Duplicate Invoice	Item							~	
	Detail Refe	rence Number: 00000	0289								
			to I Directo		- f + i		- for Duralised	in the second second	and and a		
	Additional In	formation: CGDP Po	rtai Dispute process	 optional supporting 	Informati	on entered ne	ere for Duplicat	te invoice item rea	ison code.		
Selection Results Page #1 of 10 (Found 972 line items) >>>											
	P Number	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount	
	P16	000000022	00093206	16	30	60.0	2015-08-15	\$54.60	\$0.	00 \$54.60	
	P16	00000057	00093306	15	30	60.0	2015-08-15	\$155.82	\$0.	00 \$155.82	
	P16	00000061	00093205	14	30	30.0	2015-08-15	\$20.01	\$0.	00 \$20.01	
	P16	00000065	00093206	10	30	30.0	2015-08-15	\$3.76	\$0.	00 \$3.76	
	P16	00000077	00172290	13	30	15.0	2015-08-15	\$0.14	\$0.	00 \$0.14	
	P16	000000087	00172290	11	30	30.0	2015-08-15	\$0.38	\$0.	00 \$0.38	
	P1_6	000000080	00093306	11	30	60.0	2015-08-15	\$73.65	\$0.	00 \$73.65	
	P1_6	000000097	68546026	10	30	30.0	2015-08-15	\$263.59	\$0.	00 \$263.59	
✓	P16	000000107	68546026	11	30	30.0	2015-08-15	\$268.01	\$0.	00 \$268.01	
	P16	000000109	00172290	11	30	30.0	2015-08-15	\$0.45	\$0.	00 \$0.45	
										>>>	
								Add Selected	to Dispute File F	Return to Dispute Builder	

8. A system-generated message will appear after line items successfully populate to the dispute file.

Coverage	e Gap Discount Program	^
Application Message • The dispute file now in	cludes the specified ### line item(s)!	
	Selection Criteria	
P Number: P1_6 ∨ Product Service ID:	Service Provider ID:	
Prescription Reference Number:	Date of Service (yyyyMMdd): = V 20150815	
Gap Discount Amount:	Quantity Dispensed: 🗸	
Previous Discount Amount:	Days Supply: 30	
Current Discount Amount:		
S	earch Clear Criteria	

9. After the dispute file contains all applicable line items, select the <u>*Return to Dispute Builder*</u> button.

				Coverage G	ap Dis	count Pro	ogram					
			• The disp	on Message oute file now inclu	des the s	pecified ##	# line item(s)!				
	Selection Criteria											
	P Number: P1_5 V Product Service ID: Service Provider ID:											
		Prescription Refer	ence Number:			Date of	f Service (y	yyyMMdd): =	✔ 20150815			
		Gap Discount Amo	unt: 🗸			Quanti	ty Dispense	d: 💙				
		Previous Discount	Amount: 💙			Days S	upply: 30					
		Current Discount	Amount: 🗹									
				Sear	ch Cle	ear Criteria				J		
				Sienute Dessen (fan Cala		(Ontinenal)					
	[Dispute Reason i	for sele	cted Lines	(Optional)					
	Additional I	nformation:										
	Additional I	nformation:										
electi	Additional I	nformation: Page #1 of 10 (Fo	und 972 line items) Product Service	Service Provider	Davs	Otv	Date of	Gap Discount	Previous Discount	>>> Current Discount		
electi	Additional I on Results P Number	Page #1 of 10 (For Prescription Ref #	und 972 line items) Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	>>> Current Discount Amount		
electi	Additional I on Results P Number P1_6 P1_6	Page #1 of 10 (For Prescription Ref # 000000022	Product Service ID 00093206 00093306	Service Provider ID 16	Days Supply 30	Qty Dispensed 60.0	Date of Service 2015-08-15	Gap Discount Amount \$54.60	Previous Discount Amount \$0.00	>>> Current Discount Amount \$54.60		
electi	Additional I on Results P Number P1_6 P1_6 P1_5	Page #1 of 10 (For Prescription Ref # 0000002_2 00000005_7 00000005_1	und 972 line items) Product Service ID 00093206 00093306 00093205	Service Provider ID 16 15 14	Days Supply 30 30 30	Qty Dispensed 60.0 60.0 30.0	Date of Service 2015-08-15 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$155.82 \$20.01	Previous Discount Amount \$0.00 \$0.00 \$0.00	>>> Current Discount Amount \$54.60 \$155.82 \$20.01		
electi	Additional II on Results P Number P1_6 P1_6 P1_6	Page #1 of 10 (For Prescription Ref # 000000022 000000057 000000061	und 972 line items) Product Service ID 00093206 00093205	Service Provider ID 16 15 14	Days Supply 30 30 30	Qty Dispensed 60.0 60.0 30.0	Date of Service 2015-08-15 2015-08-15 2015-08-15	Gap Discount Amount \$54.60 \$155.82 \$20.01	Previous Discount Amount \$0.00 \$0.00 \$0.00	>>> Current Discount Amount \$54.60 \$155.82 \$20.01		

 A system-generated Message from the webpage appears. Select <u>OK</u> to proceed to the Dispute Builder page. Select <u>Cancel</u> to exit message and save your work, then select the <u>Add Selected</u> <u>to Dispute File</u> button to add additional line items.

Message fr	om webpage
?	To avoid losing any data, all checked selections must be saved before returning to the builder.
	If there are no unsaved modifications click 'OK' to proceed to the builder; otherwise, to save your selections, click 'Cancel' then click the 'Add Selected to Dispute File' button.
	OK Cancel

11. The **Dispute Builder** tab displays the included invoice line items.

This example contains multiple line items entered in the file. The example includes line items selected from the **Disputes Search Results region** without populating the dispute reason codes, noted as Incomplete items, and line items selected using the **Dispute Reason for Selected Items** (**Optional**) region, noted as Valid items.

		CMSS TERS FOR MEDICARE & MEDICARD SERVE) TS			<u>Contact</u>	<u>Us My Profile La</u>	ogout <u>Help</u> <u>Reporting</u> Logged on as XP1_6
Но	ome Payments	Completed	Receipts Reports	I	Disputes			
Manuf	acturer Porta	al Disput	e Builder				2	
Page #1 of ;	Click h	ere to add data line item	S.	Invo Invo	<u>Cu</u> pice Paid By pice Distrib	urrent Cutoff Ca 12/09/2015 ution: 10/31/202	Dispute Sub Dispute Sub Dispute Dist	201503) mission: 01/31/2016 ribution: 03/01/2016
P Number	Detail Ref #	Product Service ID	Prescription Service Re #	ef Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P16	685460000014139	68546026	00000059	5	30	30.0	2015-08-15	\$268.01 🕲
Incomplete	Dispute Reason:							~
P16	6854600000014189	68546026	00000017	4	30	30.0	2015-08-15	\$268.01 😢
Valid	Dispute Reason: D01 - Dup	licate Invoice Item						~
	Detail Reference Number:	0000289			n antered has	- fee Dualizata Java		
	Additional Information:	CODF Fonal Dispute	process - opiional supporting i	mormatio	in entered her	e ior Dupilcate Invo	Cause Datate All	Conselate Discute 51
							Save Delete All	Complete Dispute File

12. Incomplete dispute line items require additional information, such as selection of an applicable dispute reason code and the required and or optional reason code supporting information. Note: All disputed PDE line item records must have a dispute reason code and supporting information, if applicable. Refer to <u>Appendix C: Manufacturer Dispute</u> <u>Reason Codes and Supporting Data Requirements</u> in the Reference section for assistance with selecting the applicable reason code and the required or optional fields displayed with each.

Page #1 of 1 (Found 2 line items)										
P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount		
6	6854600000014139	68546026	00000059	5	30	30.0	2015-08-15	\$268.01 🕄		
Incomplete	e Dispute Reason:							\sim		
	Additional Information:									
							Save Delete All	Complete Dispute File		

13. To select the applicable dispute reason code for Incomplete line items, select the drop down menu in the <u>Dispute Reason</u> field and select the appropriate reason code for the line item.

Page #1 of 1 (Found 2 line items)										
P Number	Detail Ref #	ŧ	Product Service ID	Prescription Se #	rvice Ref	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discou Amount	nt
P16 6	85460000001413	9	68546026	0000005	9	5	30	30.0	2015-08-15	\$2	268.01 😳
Incomplete	ispute Reason:									~	
A	dditional Infor D0 D0 D0 D0 D0 D0 D0 D0 D0 D0 D0 D1 D1 D1 D1 D1 D1 D1	1 - Dupli 2 - Close 3 - Not F 4 - Exce: 6 - High 7 - Last I 9 - Mark 1 - PDE 3 - Gap (4 - Total 9 - Othe	cate Invoice Item ad Pharmacy ART D Covered Drug ssive Quantity Price of the Drug Lot Expiration Date eting Category is not N improperly invoiced be discount for disputed F accumulated gap disc r	IDA or BLA eyond manufacturer a DE exceeds maximu ounts reported acros	agreement ir ım discount ıs multiple P	ivoice p amount DEs for	period t for a single Pl a single benef	DE ficiary exceed cum	ulative maximum d	iscount amount	oute File

14. After selecting the applicable dispute reason code, additional fields will appear based on the required and optional supporting fields associated with the selected dispute reason code.

This example displays the additional fields added to the form based on the dispute reason code selected.

Page #1 of 1	1 (Found 2 line items)							
P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P16	6854600000014139	68546026	00000059	5	30	30.0	2015-08-15	\$268.01 😢
Incomplete	Dispute Reason: D07 - Last	Lot Expiration Date						~
	Supporting Date 1 (CCYYMM	DD):		Suppor	ting Date 2 (C	CYYMMDD):		
	Additional Information:							
						[Save Delete All	Complete Dispute File

15. After entering the required and optional data in the additional supporting data fields, select the <u>Save</u> button to allow the system to verify all required fields contain data as needed.

Page #1 of 1	(Found 2 line items)							
P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P16	685460000014139	68546026	00000059	5	30	30.0	2015-08-15	\$268.01 😫
Incomplete	Dispute Reason: D07 - Last	Lot Expiration Date						~
	Supporting Date 1 (CCYYMM	DD): 20150801		Suppo	orting Date 2 ((CCYYMMDD): 2015	50731	
	Additional Information:	additional information	for reason code D07 is not requ	ired (op	ptional)			
						S	ave Delete All	Complete Dispute File

16. When all fields for a disputed line item contain the required data, the status of the applicable line item updates from Incomplete to Valid.

This example displays a previously Incomplete dispute line item with all required and optional fields completed. The invoice line item now contains a Valid status.

PA A CE	LMETTO GBA,	CINERS FOR MEDICARE & MEDICARD SH	vices			<u>Contact (</u>	Us <u>My Profile</u> <u>Lo</u>	ogout <u>Help</u> <u>Reporting</u> Logged on as XP1_6
	Home Paymen	ts Completed	Receipts Reports	Di	sputes			
Ma	anufacturer Po	ortal Dispu	te Builder				<u>a</u>	
		Click here to add data line ite	ms.	Invoid	<u>Cu</u> ce Paid By ce Distribu	rrent Cutoff Ca 12/09/2015 ution: 10/31/202	llendar (Ouarter Dispute Sub 15 Dispute Dist	201503) mission: 01/31/2016 ribution: 03/01/2016
Pag	e #1 of 1 (Found 2 line items)							
N	P Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
Р	16 685460000001413	9 68546026	00000059	5	30	30.0	2015-08-15	\$268.01 😫
	Valid Dispute Reason: D07	- Last Lot Expiration Date						~
	Supporting Date 1 (CO	20150801		Supporti	ng Date 2 (C	CYYMMDD): 2015	0731	
	Additional Informatio	n: additional information	n for reason code D07 is not requir	ed (optio	nal)			
P	16 685460000001418	9 68546026	00000017	4	30	30.0	2015-08-15	\$268.01 😫
	Jalid Dispute Peason: D01	- Duplicate Invoice Item						~
	Valid Dispute Reason. Doi							
	Detail Reference Num	ber: 00000289]					
	Detail Reference Num Additional Informatio	ber: 00000289 n: CGDP Portal Dispute	process - optional supporting info	rmation e	entered here	for Duplicate Invoi	ce Item reason code.	

- 17. Review and verify line items populating the dispute builder. To add additional line items to the dispute file, select the *Selection Criteria Form* button and complete the prior steps to add additional line items.
- 18. To remove an individual line item that should not be included in the dispute file select the <u>Delete</u> symbol, located to the right of the <u>Gap Discount Amount</u> column dollar amount, for the line item.

This example displays the location of the *Delete* symbol.

Date of	Gap Discount
Service	Amount
2015-08-15	\$0.00

Note: The <u>*Delete*</u> symbol will only be available prior to selecting the <u>*Complete*</u> <u>*Dispute File*</u> button.

This example displays multiple line items included in a dispute file. This dispute file contains one (1) line item that requires deletion from the file, due to it being included in error.

PALI A CELEF		BA.	CMSS TERS FOR MEDICARE & MIDICARD SERV	ICES				<u>Contact Us</u>	<u>My Profile</u> <u>Log</u>	tout <u>Help</u> <u>Reporting</u> Logged on as XP1_6
	Home	Payments	Completed	Receipts	Reports	(Disputes			
Mar	nufactu	ırer Porta	al Dispu	te Buildeı	•				2	
		Click h	ere to add data line iten	ns.		Invo Invo	<u>Cu</u> ice Paid By ice Distribu	rrent Cutoff Cal : 12/09/2015 ition: 10/31/201	endar (Quarter Dispute Sub 5 Dispute Dist	201503) mission: 01/31/2016 ribution: 03/01/2016
Page #	#1 of 1 (Found	3 line items)								
P Num	bor D	etail Ref #	Product Service	Prescription Se	rvice Ref	Fill #	Days	Qty Disponsed	Date of	Gap Discount
P1_	_6 001720	0000013807	00172290	0000000	7	6	30	15.0	2015-08-15	\$0.14
Val	id Dispute	Reason: D01 - Dupl	icate Invoice Item							
	Detail R	eference Number: 0	0000289849							
	Addition	al Information:	CGDP Portal Dispute	process - optional su	pporting info	ormatior	n entered here	for Duplicate Invoid	e Item reason code.	
P1_	_6 685460	0000014139	68546026	0000005	_9	5	30	30.0	2015-08-15	\$268.01 😫
Val	id Dispute	Reason: D07 - Last	Lot Expiration Date							~
	Support	ng Date 1 (CCYYMM	DD): 20150801			Suppor	ting Date 2 (C	CYYMMDD): 20150	731	
	Addition	al Information:	additional information	for reason code D07	is not requi	red (opt	ional)			
P1_	_6 685460	0000014189	68546026	0000001	7	4	30	30.0	2015-08-15	\$268.01 😫
Va	id Dispute	Reason: D01 - Dupl	icate Invoice Item							\checkmark
	Detail R	eference Number: 0	0000289849							
	Addition	al Information:	CGDP Portal Dispute	process - optional su	pporting info	ormatior	n entered here	for Duplicate Invoid	e Item reason code.	
									Save Delete All	Complete Dispute File

- 19. Select the *Delete* symbol to remove an applicable line item from the dispute file.
- 20. If <u>ALL</u> PDE line items displayed in the **PDE Line Item region** require removal, a user can select the <u>Delete All</u> button, located between the <u>Save</u> button and <u>Complete Dispute File</u> button in the lower right hand corner of the form, to remove all invoice line items from the **PDE Line Item region** and start over.

This example displays the location of the <u>Delete All</u> button used to remove all line items in the **PDE** Line Item region.

	TTO GBA,	CMS INTERS FOR MEDICARE & MEDICARD SERV	crs			<u>Contact</u>	<u>: Us</u> <u>My Profile</u>	Logout Help Reporting Logged on as XP1_6
F	Home Payments	Completed	Receipts Reports		Disputes			
Manu	facturer Port	al Dispu	te Builder				2	
	Click	here to add data line iten	IS.	Invo Invo	<u>Cu</u> bice Paid By bice Distribu	rrent Cutoff C : 12/09/2015 ition: 10/31/20	alendar (Quarte Dispute Su 15 Dispute Di	er 201503) Ibmission: 02/19/2016 stribution: 03/01/2016
Page #1 o	f 1 (Found 3 line items)	Product Service	Prescription Service Ref	Fill	Days	Otv	Date of	Gan Discount
Number	r Detail Ref #	ID	#	#	Supply	Dispensed	Service	Amount
P16	685460000001413	9 68546026	00000059	5	30	30.0	2015-08-15	\$268.01 🕴
Valid	Dispute Reason: D07 - Las	st Lot Expiration Date						~
	Supporting Date 1 (CCYYM	MDD): 20150801		Suppor	rting Date 2 (C	CYYMMDD): 201	50731	
	Additional Information:	additional information	for reason code D07 is not requ	ired (op	tional)			
P16	685460000001418	9 68546026	00000017	4	30	30.0	2015-08-15	\$268.01 😳
Valid	Dispute Reason: D01 - Du	plicate Invoice Item						~
	Detail Reference Number:	00000287325						
l	Additional Information:	CGDP Portal Dispute	process - optional supporting inf	ormatio	n entered here	for Duplicate Invo	ice Item reason coo	le
							Save Delete A	I Complete Dispute File

Note: The <u>Delete All</u> button will only be available *prior* to selecting the <u>Complete</u> <u>Dispute File</u> button.

21. After selecting the <u>Delete All</u> button, a system-generated Message from the webpage appears. Select the <u>OK</u> button to proceed with deleting all invoice line items displayed in the **PDE Line Item region**. Select the <u>Cancel</u> button to exit message without deleting any invoice line items.



22. If only deleting individual invoice line items, after deleting the incorrect line item from the **PDE Line Item region**, verify the remaining invoice line items are in a Valid status and should be included in the dispute file. If correct, select the *Complete Dispute File* button.

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	Home	Payments	Completed	Receipts Rep	ports	ſ	Disputes				
Mar	nufac	turer Port	al Dispu	te Builder					=	6	
		Click	here to add data line iten	IS.		Invo Invo	<u>Cu</u> pice Paid By pice Distribu	rrent Cutoff Ca : 12/09/2015 ution: 10/31/201	nlenda D 15 D	<u>r (Quarter 2</u> ispute Subr ispute Distr	201503) nission: 01/31/2016 ribution: 03/01/2016
Page ; F Num	#1 of 1 (Fou o 1ber	und 2 line items) Detail Ref #	Product Service ID	Prescription Service #	e Ref	Fill #	Days Supply	Qty Dispensed	Da	nte of ervice	Gap Discount Amount
P1_	_6 685	460000001413	9 68546026	00000059		5	30	30.0	201	5-08-15	\$268.01 😵
Va	lid Dispo Supp	ute Reason: D07 - Las orting Date 1 (CCYYM	st Lot Expiration Date MDD): 20150801		s	uppor	ting Date 2 (C	CYYMMDD): 2015	0731		~
	Addi	tional Information:	additional information	for reason code D07 is no	ot require	d (opt	ional)				
P1_	_6 685	460000001418	.9 68546026	00000017		4	30	30.0	201	5-08-15	\$268.01
Va	Disp Data	ute Reason: DUI - Du	plicate Invoice Item								•
	Addi	tional Information:	CGDP Portal Dispute	process - optional support	ting infor	matior	n entered here	for Duplicate Invoi	ice Item	reason code.	
									Save	Delete All	Complete Dispute File

23. A system-generated Message from the webpage appears. Select <u>*OK*</u> to proceed completing the dispute file. Select <u>*Cancel*</u> to exit message without completing the dispute file.

This example displays the <u>*OK*</u> button highlighted.



24. The **Dispute Submission** tab displays the newly uploaded dispute file created by the dispute builder. Definition of dispute file submissions appears in the next section, the **Dispute Submission** tab.

PAL A CELEI		BA: CENTERS FOR MEDIC	ARE & MEDICALD SERVICES			<u>Contact Us</u>	<u>My Profile</u> <u>Logout</u> <u> </u> Lo	<u>Help Reporting</u> gged on as XP1_6
	Home	Payments Com	pleted Receipts	Reports	Disputes			
Mai	nufactu	rer Portal	Dispute Sub	mission			2	
		Upload Disp	oute File		C	urrent Cutoff Caler	ndar (Quarter 20150	3)
			Browse	Upload Report	Invoice Paid B	v: 12/09/2015	Dispute Submission	n: 01/31/2016
					Invoice Distrib	ution: 10/31/2015	Dispute Distributio	n: 03/01/2016
							·	· · · ·
		Downloa	d Date Created	Date Su	bmitted	Status	Date Returned	
2015	503P16-19	0						Cubmit
(Gener	rated by Builder)	0	2016-01-25	N,	/A	N/A	N/A	Submit
2015 (Gener	503P16-16 rated by Builder)	0	2016-01-22	N,	/A	N/A	N/A	Submit

You have successfully created and completed a dispute file utilizing the Dispute Builder functionality.

CGDP Portal Dispute Submission Tab

The **Dispute Submission** tab allows Manufacturers to submit dispute files loaded to the Portal by the Dispute Builder functionality, or to upload manually created dispute files from data files received for the current quarter. The **Dispute Submission** tab also allows users to review statuses for both submitted Dispute Builder created files and uploaded dispute files.

This submission functionality will assist a user in the ability to verify and review status updates of loaded dispute files. Dispute files undergo system verification via the TPA edit programs to provide CMS with system file edit approved disputes.

Note: Obtaining a *Passed* status for the system verification edits <u>does not</u> mean that the disputed line item records have been upheld by CMS. The *Passed* status for system verification edits means that the dispute file contains the required information to allow CMS to evaluate the dispute request and provide a determination on upholding or denying the dispute.

F	PALMETTO GBA		AS RE & MEDICAID SERVICES			<u>Contact Us</u>	<u>My Profile</u> <u>Logout</u> La	Help <u>Reporting</u> ogged on as XP1_6
1	Home	Payments Comp	pleted Receipts	Reports	Disputes	Dispute Builder	Dispute Submiss	sion
N	1anufacture	er Portal	Dispute Sub	omission			2	
2		<u>Upload Dispr</u>	<u>ite File</u>	3)	Current Cutoff Calen	dar (Quarter 20150)	<u>3)</u>
			Browse Upl	load Report	Invoice Paid Invoice Distri	By: 12/09/2015 ibution: 10/31/2015	Dispute Submission Dispute Distributio	n: 12/31/2015 n: 03/01/2016
4	20150201 6 10	Download	Date Created	d Date Su	Ibmitted	Status	Date Returned]]
ć	(Generated by Builder)	0	2016-01-25	N	/A	N/A	N/A	Submit
	201503P16-16 (Generated by Builder)	0	2016-01-22	N	/A	N/A	N/A	Submit

The **Dispute Submission** tab contains four (4) regions.

- 1. **Tabbed region** displays the tabbed page that is currently active and displays tabs available for selection.
- 2. **Upload Dispute File region** allows a user to search for manually created dispute files and load them to the Portal.
- 3. **Current Cutoff Calendar region** displays specific quarter cutoff dates in a MM/DD/YYYY for the most recent quarter. The current quarter date displays in the title bar of the region, in parentheses, displayed in YYYYQQ format.
- 4. **Submitted Disputes region** displays dispute files loaded to the Portal and provides status updates to a user.

Note: The **Dispute Submission** tab displays data associated with the current dispute submission period only. Each quarter, all prior submitted dispute data displayed on the **Dispute Submission** tab is removed.

The upcoming pages will describe each region and its associated functions.

Tabbed Region – Dispute Submission

The **Tabbed region** allows a user to select different activities to perform while accessing the system. In this example, the **Dispute Submission** tab is active.

(1)	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submission
-----	------	----------	-----------	----------	---------	----------	-----------------	--------------------

Upload Dispute File Region

The **Upload Dispute File region** on the **Dispute Submission** tab contains two (2) fields to assist a user with locating manual dispute files and uploading them to the Portal.



- A. <u>Browse</u>... field allows a user to search their local computer to locate manually created dispute files and select the file to be uploaded to the Portal.
- B. <u>Upload Report</u> button allows a user to upload the manual dispute file, selected and entered in the Browse field, to the Portal for TPA validation edits and eventual submission to CMS for evaluation and determination.

Current Cutoff Calendar Region

The Current Cutoff Calendar region displays important program cutoff dates for the current quarter.

The calendar region contains five (5) fields to keep users aware of specific due dates for the current quarter.

3	A Current Cutoff Calenda	r (Quarter 201503)
\sim	B Invoice Paid By: 12/09/2015	C Dispute Submission: 12/31/2015
	D Invoice Distribution: 10/31/2015	E Dispute Distribution: 03/01/2016

- A. <u>Current Cutoff Calendar (Quarter YYYYQQ)</u> field displays the current quarter in an YYYYQQ format.
- B. <u>Invoice Paid By</u> field displays the due date Manufacturers have to pay amounts invoiced to each contract, known as the "*Invoice Paid By 38th Calendar Day After Receipt*" as listed on the CGDP Calendar. Invoice payments are due to be paid by the Manufacturer within but not over 38 calendar days after the "*Quarterly Invoice Receipt Date*", which is the next calendar day after the "*Quarterly Invoice Distribution*" date on the CGDP Calendar.

Note: TPA recommends that invoices are paid prior to the payment due date or the "*Invoice Paid By 38*th Calendar Day After Receipt" date, not on the due date. Initiating payment prior to the due date will allow for error-free processing of Portal-initiated ACH payments.

Payments that error out on the due date are not considered as initiated and could be subject to civil monetary penalties assessed by CMS as per the Manufacturer agreement.

C. <u>Dispute Submission</u> field displays the last date Manufacturers can submit disputes for the quarter. The <u>Dispute Submission</u> date is 60 calendar days after the Invoice Receipt Date.

TPA recommends that Manufacturers submit disputes as soon as they are determined, within the 60-calendar day range, to allow for review of files for correct data inclusion.

Note: Dispute records must pass multiple system verification edits, obtain a status of *Passed* (on the **Dispute Submission** tab), and appear in the *Number Accepted* (on the **Disputes** tab), prior to final submission to CMS for review.

- D. <u>Invoice Distribution</u> field displays the date the TPA loads the invoices to the Portal.
- E. <u>Dispute Distribution</u> field displays the last date TPA/CMS will respond to disputes filed for the quarter. The <u>Dispute Distribution</u> date, also known as the "*Dispute Resolution Deadline*" on the CGDP Calendar, is sixty (60) calendar days after the <u>Dispute Submission</u> date.

Submitted Disputes Region

The **Submitted Disputes region** on the **Dispute Submission** tab displays loaded dispute files that were loaded to the Portal, either as an <u>Uploaded</u> file or as a <u>Generated by Builder</u> file.

This region contains seven (7) columns that provide a user with the ability to review the loaded dispute files according to these fields.

4)	A	B Download	C Date Created	D Date Submitted	E Status	F Date Returned	G
	201503P16-19 (Generated by Builder)	0	2016-01-25	N/A	N/A	N/A	Submit
	201503P16-16 (Generated by Builder)	0	2016-01-22	N/A	N/A	N/A	Submit

- A. <u>Dispute File Name</u> column displays the system generated file number for each dispute file loaded to the Portal. System generated numbers contain the current quarter information in YYYYQQ format followed by the P number then a sequential number assigned by the system.
- <u>Download</u> column displays a radio button that provides a user with the ability to download and review specific dispute files loaded to the Portal via the **Dispute Builder** functionality.
 Note: Manually created and uploaded files are not downloadable from the **Dispute Submission** tab. The <u>Download</u> field displays an N/A.
- C. <u>Date Created</u> column displays the creation date of the dispute file entered in the Portal via the Dispute Submission tab. Displayed in YYYY-MM-DD format.
- D. <u>Date Submitted</u> column displays the submission date of the dispute file to the Portal in an YYYY-MM-DD format.
 - The <u>Date Created</u> and <u>Date Submitted</u> field's content will be the same for manually created and uploaded files.
 - The <u>Date Created</u> and the <u>Date Submitted</u> field content may be different for dispute files generated by the **Dispute Builder** functionality, depending on if the files are completed but not submitted on the same day.
- E. <u>Status</u> column provides a user with a valid status of dispute files. Available statuses are:
 - A <u>Delayed</u> status alerts a user that a subsequent Dispute Builder or manually uploaded file for the same P number, submitted in the same 24-hour processing period, will be processed in the subsequent processing period.
 - A *Failed* status alerts a user that a manually uploaded dispute file has not passed TPA initial edits and requires additional review and correction prior to being eligible for secondary validation and submission to CMS.
 - A <u>*Passed*</u> status alerts a user that the dispute file passed TPA final validation edits and the file is eligible for submission to CMS for secondary validation edit and review.

- A <u>Validation Pending</u> status alerts a user that the file passed initial TPA edits and requires TPA final validation edits prior to update of the status to <u>Passed</u> or <u>Failed</u>.
- F. <u>Date Returned</u> column displays the date the status of <u>Passed</u> or <u>Failed</u> assigned to the individual record in YYYY-MM-DD format.
- G. <u>Submit</u> button displays when a dispute file has been loaded to the Portal and allows a user to submit the file for validation by TPA prior to submission to CMS for review and determination.

<u>Note</u>: A file must be in a <u>*Passed*</u> status to be submitted to CMS for review and determination.

<u>Delayed</u> files will receive a Delayed Dispute Submission message and will be processed in the subsequent 24-hour processing cycle. If more than one file receives a <u>Delayed</u> status, each file will process 24-hours after its predecessor file completes processing.

For manually uploaded dispute files only:

If some PDE line item records in an uploaded dispute file do not pass validation edits, the whole file will receive a *Failed* status.

• For example, a manually uploaded dispute file contains five (5) PDE line item records. Four line item records pass the validation edits. The fifth line item record does not. The entire uploaded dispute file receives a *Failed* status.

CGDP Portal Instructions – Dispute Submission

Submitting Dispute Builder Dispute Files

Manufacturers can utilize the Portal to submit disputes of distributed invoice line items created using the **Dispute Builder** functionality. The **Dispute Submission** tab allows Manufacturers to submit dispute files loaded by the **Dispute Builder** functionality and review the status of those dispute files as they progress through the dispute validation process.

Note: TPA recommends that submission of dispute files occur as soon as Manufacturers identify dispute-eligible invoice line items and not wait until the *"Dispute Submission Deadline"*, which is sixty (60) days after the *"Quarterly Invoice Receipt Date"* as listed on the CGDP Calendar.

A dispute file must be in a *Passed* status to be submitted to CMS for review and determination.

<u>Delayed</u> files will receive a Delayed Dispute Submission message and will be processed in the subsequent 24-hour processing cycle. If more than one file receives a <u>Delayed</u> status, each file will process 24-hours after its predecessor file completes processing.

A dispute file must receive both a <u>Passed</u> status on the **Dispute Submission tab** and the dispute records must appear in the <u>Number Accepted</u> field on the **Dispute tab Return Reports region** before the files are eligible for CMS evaluation and determination.

This instruction provides direction on submitting **Dispute Builder** dispute files and reviewing file submission error reports in the **Dispute Submission** tab

- Authorized end users will access the Portal to submit Dispute Builder disputes on the Dispute Submission tab. Instructions for daily login into the Portal are in the CGDP Manufacturer Portal Introduction and Login Users Guide under <u>References</u> on the <u>TPAdministrator.com</u> website.
- 2. After successful login, the **Home** tab will appear. Position the cursor over the **Disputes** tab to allow the **Dispute Submission** tab to become visible. Select the **Dispute Submission** tab to review and submit a Builder-created dispute file.

Payments Completed Receipts Reports Disputes Dispute Builder Dispute Submission	1
Portal Coverage Gap Discount Program Home 🚔	
Reporting 1 - 6 out of 6 Type P Number Period Status 1 - 6 out of 6	al where: atus of:
ALL V ALL V payments and receipt of payments as well	ell as vie
Number Reporting Status Select For payment functions, start by selecting a	g a line
P1_6 2016 Available O item from the list to the left of this message	age.
P1_7 201601 Available O	
P16 201503 Available O Available Invoice is ready for payment ini	initiation
P17 201503 Available O Failed One or more items has an unsu	successfu
P11 201503 Available O payment attempt	
P16 201502 Available O Incomplete One or more items have not bee	een paid
P17 201502 Available O N/A No invoice due for payment. Rec	Receipt of
P1_1 201502 Available O funds due from Manufacturer or Pending All line items have been initiated successfull All line items have been paid su	or Spons ted successfi
Reporting Periods with no invoice lin P. Number Reporting	line iten ng Period

3. Once the **Dispute Submission** tab displays, review the **Submitted Disputes region** for files requiring attention.

PALN A CELERIA	ETTO GB	A. CENTERS FO	R MEDICARE & MEDICAID	BERVICES			<u>Contact Us</u>	<u>My Profile</u> <u>Logout</u> I	<u>Help</u> <u>Reporting</u> Logged on as XP1_6		
	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submis	ssion		
Man	Manufacturer Portal Dispute Submission										
	Upload Dispute File Browse Upload Report						urrent Cutoff Calen y: 12/09/2015 ution: 10/31/2015	<u>dar (Quarter 20150</u> Dispute Submissio Dispute Distributio	1 <u>3)</u> on: 12/31/2015 on: 03/01/2016		
20150	201 6-10	Dow	nload	Date Created	Date Sub	omitted	Status	Date Returned			
(Generate	ed by Builder)		0	2016-01-25	N	/A	N/A	N/A	Submit		
201503 (Generate	3P16-16 ed by Builder)		0	2016-01-22	N	/A	N/A	N/A	Submit		

4. Select a dispute file created via the **Dispute Builder** functionality that remains available for submission. **Dispute Builder** files contain a system generated naming convention for the <u>Dispute File Name</u> consisting of the current quarter information in YYYYQQ format followed by the P number then a sequential number assigned by the system. The file also displays information regarding how a file loaded to the **Submitted Disputes region**.

For files created using the **Dispute Builder** functionality the designation of (<u>Generated by</u> <u>Builder</u>) displays below the dispute file report naming convention. Dispute files that are available for submission display the <u>Submit</u> button.

This example displays a dispute file with the (<u>Generated by Builder</u>) designation and <u>Submit</u> button highlighted.

PAL A CELE	METTO GB	A: CENTERS FOR MEDIC	ARE & MEDICAED SERVICES			<u>Contact Us</u>	<u>My Profile</u> <u>Logout</u> I	<u>Help</u> <u>Reporting</u> Logged on as XP1_6			
	Home	Payments Cor	npleted Recei	pts Reports	Disputes	Dispute Builder	Dispute Submis	ssion			
Mai	Manufacturer Portal Dispute Submission										
		Upload Disp	ute File			Current Cutoff Calen	dar (Quarter 20150	<u>3)</u>			
			Browse	Upload Report	Invoice Paid	voice Paid By: 12/09/2015 Dispute Submission: 12/31/2015					
					Invoice Distr	ibution: 10/31/2015	Dispute Distributio	on: 03/01/2016			
		Downloa	d Date Creat	ted Date S	ubmitted	Status	Date Returned				
20 (Ge	1503P16-19 enerated by Builder)	0	2016-01-2	25 1	I/A	N/A	N/A	Submit			
20 (Ge	1503P16-16 enerated by Builder)	0	2016-01-2	22 1	N/A	N/A	N/A	Submit			

5. To review a specific **Dispute Builder** file, populate the corresponding <u>Download</u> radio button for the applicable dispute file.

PAL!	METTO GB					<u>Contact Us</u>	<u>My Profile</u> <u>Logout</u> Lo	Help <u>Reporting</u> gged on as XP1_6		
	Home	Payments Comple	ted Receipts	Reports	Disputes	Dispute Builder	Dispute Submiss	ion		
Mar	Manufacturer Portal Dispute Submission									
	Upload Dispute File Browse Upload Report					urrent Cutoff Calen y: 12/09/2015 pution: 10/31/2015	dar (Quarter 201503 Dispute Submissior Dispute Distribution	8) 12/31/2015 1: 03/01/2016		
		Download	Date Created	Date Sub	mitted	Status	Date Returned			
201 (Gene	503P1006-19 erated by Builder)		2016-01-25	N/4	A	N/A	N/A	Submit		
(Gene	erated by Builder)	0	2016-01-22	N/A	4	N/A	N/A	Submit		

- 6. Select one (1) of the decision buttons in the message that appears at the bottom of the screen.
 - <u>Open</u> to view the data in text file format
 - <u>Save</u> to save the dispute file in text file format to a user's hard drive or system
 - <u>*Cancel*</u> to exit the decision message

This example displays the selected <u>Open</u> button.

|--|

7. Review the downloaded text file of a **Dispute Builder** created dispute file to verify all invoice line items.

It is recommended that Manufacturers save **Dispute Builder** created dispute text files to their systems for future access and reference, since removal of prior quarter data occurs once new quarter data is loaded to the Portal.

201503P16-19.txt - Notepad	
File Edit Format View Help	
TPAMH20150300002152015080310454910DSPP162018083120180926 DETCG20150300000767000000074 DETCG20150300000897200000074 TPAMT20150300002152015080310454910DSPP1600000002	0000300000900020150517018 00003000009000020150516015
	v
<	

8. Once a user reviews the **Dispute Builder** dispute file, the file is eligible for submission.

<u></u>	10 buonne	a Dispute Dui	act anspace i	ne, sereet a		outton for th	ne appneasie n	10.		
PAL A CELE	METTO GBA		1S MIDICAID MERVICES			<u>Contact Us</u> <u>I</u>	<u>My Profile</u> <u>Logout</u> <u>Help</u> Logged	<u>Reporting</u> on as XP1_6		
	Home	Payments Compl	eted Receipts	Reports	Disputes	Dispute Builder	Dispute Submission			
Mai	Manufacturer Portal Dispute Submission									
		Upload Disput	e File		Curre	ent Cutoff Calenda	ar (Quarter 201503)			
			Browse	ad Report	voice Paid By: 12/09/2015 Dispute Submission: 12/31/2015					
			opiot	In	voice Distributio	nn: 10/31/2015	ispute Distribution: 03	/01/2016		
				<u> </u>	voice bistributio	5 10,01/2015 E	ispace biscribación. 05	, 51, 2510		
-		Dermite et	Data Guartad	Data Cultur	inter d	Ch-h	Data Datamad			
		Download	Date Created	Date Subm	itted	Status	Date Returned			
20 (Ge	nerated by Builder)	0	2016-01-25	N/A		N/A	N/A	Submit		
20 (Ge	1503P16-16 merated by Builder)	0	2016-01-22	N/A		N/A	N/A	Submit		

9. To submit a **Dispute Builder** dispute file, select the <u>Submit</u> button for the applicable file.

10. Upon submission of a created **Dispute Builder** file, the <u>Date Submitted</u> column populates with the file submission date and the <u>Status</u> column updates to <u>Validation Pending</u>.

PALN A CELERI	AETTO GB			SERVICES			<u>Contact Us</u>	<u>My Profile</u> <u>Logout</u> L	Help Reporting		
	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submis	sion		
Man	Manufacturer Portal Dispute Submission 🚔										
		Upload	l Dispute File			<u><u>C</u></u>	urrent Cutoff Calen	dar (Quarter 20150	3)		
			Brov	vse Upload	Report	Invoice Paid B	nvoice Paid By: 12/09/2015 Dispute Submission: 12/31/2015				
			· · · · ·			Invoice Distrib	ution: 10/31/2015	Dispute Distributio	on: 03/01/2016		
		Dov	vnload	Date Created	Date Su	bmitted	Status	Date Returned			
20 (Ger	1503P1006-19 nerated by Builder))	0	2016-01-25	2016-	01-26	lidation Pending	N/A			
20 (Gei	1503P16-16 nerated by Builder)	5	0	2016-01-22	N/	Ά	N/A	N/A	Submit		

- 11. TPA performs final validation edits of dispute files with the status of <u>Validation Pending</u> to verify that files contain data in required fields and confirm validity to proceed to the secondary validation process.
 - Dispute files that are duplicates of submitted files for the same P number in the same 24hour processing period (4:00 pm – 4:00 pm ET) will receive a *Delayed* status in the <u>Status</u> column.
 - Dispute files that pass TPA final edits receive a status of <u>Passed</u>.
 Note: The Dispute Submission process will only allow and assign only one (1) <u>Passed</u> status to one (1) dispute file for each P number associated with a Corporate ID in a 24-hour processing cycle (4:00 pm 4:00 PM ET).

Example:

A user creates a dispute file using the **Dispute Builder** functionality and submits the file on the **Dispute Submission** tab; then realizes that additional invoice line items are not included in the dispute file. An additional dispute file is created for same P number and submitted in the same 24-hour processing period as the first dispute file. When TPA validation edits process and the first dispute file receives a *Passed* status, any other files submitted the same 24-hour processing cycle with the same P number will receive a *Delayed* status due to duplicate file submission.

Dispute files that receive the <u>*Delayed*</u> statues will be processed in the subsequent 24-hour processing cycle. If more than one file receives a <u>*Delayed*</u> status, each file will process 24 hours ager its predecessor file completes processing.

12. This example displays a dispute file created and completed by the **Dispute Builder** functionality displaying the <u>Status</u> of <u>Delayed</u> after TPA final edit process completes.

PA A CEI	PALMETTO GBA. A CELERIAN GROUP COMPANY										
	Home	Payments Cor	mpleted Receipts	Reports	Disputes	Dispute Builder	Dispute Submission	n			
Ma	inufactur	er Portal	Dispute Su	bmission			<u> </u>				
		Upload Dis	pute File			Current Cutoff Calen	dar (Quarter 201503))			
			Browse	Upload Report	Invoice Paid	Dispute Submission: 12/31/2015 Dispute Submission: 12/31/2015					
					Invoice Distr	ibution: 10/31/2015	Dispute Distribution	: 03/01/2016			
		Downlo	ad Date Create	d Date Su	bmitted	Status	Date Returned				
2	0150201 6-10										
2	01503P16-19 Tenerated by Builder)	0	2016-01-25	2016-	01-26	Passed	2016-01-27				

Note: The <u>Date Submitted</u> column for the displayed files is the same. The second file received for the same business day receives a <u>Delayed</u> status because it is a duplicate file for the same P number.

13. The system automatically generates a system message regarding the *Delayed* file.

This example displays the <u>Delayed Dispute Submission</u> message associated with a dispute file with a <u>Delayed</u> status.

Coverage Gap Discount Program	
Delayed Dispute Submission	
More than one dispute file was submitted in a 24 hour submission window This dispute file will be processed in the next cycle. No action	(4:00pm - 4:00pm ET). is required.

14. This example displays a dispute file created and completed by the **Dispute Builder** functionality with the updated status of *Passed* after TPA final edit process completes.

PAL A CELI	METTO GE	BA. CONTRE	FOR MEDICARE & MEDICAID	5 SERVICES			<u>Contact Us</u>	<u>My Profile</u> <u>Logout</u> <u>He</u> Logg	<u>의</u> p <u>Reporting</u> Jed on as XP16		
	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submission	n		
Ма	Aanufacturer Portal Dispute Submission										
		Upload	l Dispute File		ſ	<u><u>C</u>ı</u>	arrent Cutoff Calen	dar (Quarter 201503)	1		
			Brov	wse Up!	oad Report	Invoice Paid By	y: 12/09/2015	Dispute Submission:	12/31/2015		
						Invoice Distrib	ution: 10/31/2015	Dispute Distribution	: 03/01/2016		
		Dov	vnload	Date Created	Date Sul	omitted	Status	Date Returned			
20 (Ge	1503P16-19 nerated by Builder)	Doi	wnload	Date Created	Date Sul	1-26	Status	Date Returned			

15. After a dispute file receives a <u>Passed</u> status, the secondary validation edits process runs overnight. Dispute secondary validation edits create Return reports, available the next business day that provide <u>Accepted</u> and <u>Rejected</u> invoice line items for a specific dispute file.

Refer to the instruction for Accessing Disputes Return and Resolution files for instruction on viewing dispute return reports.

You have successfully completed submitting a **Dispute Builder** created dispute file utilizing the **Dispute Submission** tab.

Submitting Manual Dispute Files

Manufacturers can utilize the Portal to submit manually uploaded dispute files containing distributed invoice line items. The **Dispute Submission** tab allows Manufacturers to upload these dispute files and review their status as they progress through the dispute validation process.

Note: TPA recommends that submission of dispute files occur as soon as Manufacturers identify dispute-eligible invoice line items and not wait until the *"Dispute Submission Deadline"*, which is sixty (60) days after the *"Quarterly Invoice Receipt Date"* as listed on the CGDP Calendar.

A dispute file must be in a *Passed* status to be submitted to CMS for review and determination.

<u>Delayed</u> files will receive a Delayed Dispute Submission message and will be processed in the subsequent 24-hour processing cycle. If more than one file receives a <u>Delayed</u> status, each file will process 24-hours after its predecessor file completes processing.

If some PDE line item records in a manually uploaded dispute file do not pass validation edits, the whole file will receive a *Failed* status.

For example, a manually uploaded dispute file contains five PDE line item records. Four line item records pass the validation edits. The fifth line item record does not. The entire uploaded dispute file receives a *Failed* status.

<u>*Failed*</u> records must be corrected or removed from the file and resubmitted. The dispute file must receive both a <u>*Passed*</u> status on the **Dispute Submission tab** and the dispute records must appear in the <u>*Number Accepted*</u> field the **Dispute tab Return Reports region** before they are eligible for CMS review and analysis.

A dispute file must receive both a <u>Passed</u> status on the **Dispute Submission tab** and the dispute records must appear in the <u>Number Accepted</u> field on the **Dispute tab Return Reports region** before the files are eligible for CMS evaluation and determination.

This instruction provides direction on creating a manually uploaded dispute file and reviewing file submission error reports in the **Dispute Submission** tab.

Instructions for creating a manual dispute file are available using the *Manual Dispute Submission* and Attachment Overview document located under <u>Manufacturer Dispute Information</u> on the <u>TPAdministrator.com</u> website.

- Authorized end users will access the Portal to load manual disputes to the Dispute Submission tab. Instructions for daily login into the Portal are in the CGDP Manufacturer Portal Introduction and Login Users Guide under <u>References</u> on the <u>TPAdministrator.com</u> website.
- 2. After successful login, the **Home** tab will appear. Position the cursor over the **Disputes** tab to allow the **Dispute Submission** tab to become visible. Select the **Dispute Submission** tab to submit a manually uploaded dispute file.

PALMETTO G	CELERIAN GROUP COMPANY											
Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submission					
Manufacture	er Portal	Coverage Q	Gap Discou	int Prog	ram Home	á	2					
Corporate ID Invo XP16 ALL	Reporting 1 - 6 out of 6 Corporate ID Invoice Type P Number Period Status XP1_6 ALL ALL ALL Image: All invoice Type Image: All invoice T											
Invoice Type BY Closeout	<u>P Number</u> P16	Reporting Period 2016	<u>Status</u> Available	Select		For payment functions, start by selecting a line item from the list to the left of this message.						
Quarterly Quarterly Quarterly	P17 P16 P17	201601 201503 201503 201503	Available Available Available			Available Invoice is ready for payment initiations Failed One or more items has an unsuccessful payment attempt Incomplete One or more items have not been paid N/A N/A No invoice due for payment. Receipt of funde due form Mayer Currer or Someore						
Quarterly Quarterly Quarterly Quarterly	P11 P16 P17 P11	201503 201502 201502 201502	Available Available Available Available	0								
						Funds due from Manufacturer or Sponsor. Pending All line items have been initiated successfully Successful All line items have been paid successfully						
()	Reporting Per Filter by:	riods with no invoice line items Number Reporting Period 16 \rightarrow ALL \rightarrow					
						P Numb	er Reporting Period					
						P16	201602 201504					

3. Once the **Dispute Submission** tab displays, select the <u>Browse...</u>button in the <u>Upload Dispute</u> <u>File</u> region.

PALMETTO O	PALMETTO GBA. A CELERIAN GROUP COMPANY CONTEST FOR MEDICARE A MODICAD SHIVES CONTEST FOR MEDICARE A MODICAD									
Home	Payments Comple	eted Receipts	Reports Disp	Dispute Builder	Dispute Submission					
Manufacturer Portal Dispute Submission 🚔										
	Upload Disput	e File		Current Cutoff Calendar (Quarter 201503)						
		Browse	Invoice	Paid By: 12/09/2015	Dispute Submission: 12/31/2015					
			Invoice	Distribution: 10/31/2015	Dispute Distribution: 03/01/2016					
					· · · · · · · · · · · · · · · · · · ·					
	Download	Date Created	Date Submitted	Status	Date Returned					
201503P16-19										
(Generated by Builder)	0	2016-01-25	2016-01-26	Passed	2016-01-27					
201503P16-16 (Generated by Builder)	0	2016-01-22	2016-01-26	Failed	2016-01-27					

4. Search and select the dispute file to upload to the **Upload Dispute File region** and select the <u>Open</u> button.

This graphic provides an example of a search for a manual dispute text file saved to a user's computer.

Choose File to Upload		
🚱 🗢 📕 « Dispute Files 🕨 Manua	I Dispute Files P1_6 - CGDP Portal 🔹 😽	Search Manual Dispute Files P 🔎
Organize 🔻 New folder		:= - 🔟 🔞
★ Favorites ■ Desktop	Documents library Manual Dispute Files P1_6 - CGDP Portal	Arrange by: Folder 🔻
Downloads	Name	
E Libraries	P1_6_201503Dispute.txt P1_6_201501_detail_report.txt P1_6_201501_dispute test.txt	
Music Pictures		
Videos Vorteos V	-	
👝 DATA (D:)	•	4
File name: P1_6.20	1503Dispute.txt 👻 [All Files (*.*) Open Cancel

Note: Information for creating a manual dispute text files are in the *Manual Dispute Submission and Attachment Overview* located under <u>Manufacturer</u> <u>Dispute Information</u> on the <u>TPAdministrator.com</u> website.

5. After the selected dispute file populates in the field to the left of the <u>Browse...</u> button, select the <u>Upload Report</u> button to load the dispute file to the Portal.

PAL A CELE	METTO GBA		1S MEDICAID SERVICES			<u>Contact Us</u>	My Profile Logout Help Re	eporting • XP16
	Home	Payments Comple	ted Receipts	Reports	Disputes	Dispute Builder	Dispute Submission	
Mai	nufacture	er Portal D	ispute Subr	nission			2	
					-			
		Upload Dispute	<u>P File</u>		<u>C</u>	<u>urrent Cutoff Calen</u>	<u>dar (Quarter 201503)</u>	
D:\Us	ers\x7\Documen	Upload Dispute ts\CGDP Document files\Disp	Browse	oload Report	<u>Ci</u> Invoice Paid B	urrent Cutoff Calen y: 12/09/2015	Dispute Submission: 12/31,	/2015
D:\Us	sers\x_7\Documen	Upload Dispute ts\CGDP Document files\Disg	Browse	pload Report	<u>C</u> Invoice Paid B Invoice Distrib	urrent Cutoff Calen y: 12/09/2015 ution: 10/31/2015	Dispute Submission: 12/31, Dispute Distribution: 03/01	/2015 /2016
D:\U	sers\x_7\Documen	Upload Dispute	Browse	pload Report	<u>C</u> Invoice Paid B Invoice Distrib	urrent Cutoff Calen y: 12/09/2015 ution: 10/31/2015	Dispute Submission: 12/31, Dispute Distribution: 03/01	/2015 /2016
D:\U	sers\x7\Documen	Upload Disput ts\CGDP Document files\Disg Download	Browse	pload Report Date Sul	<u>C</u> Invoice Paid B Invoice Distrib bmitted	urrent Cutoff Calen y: 12/09/2015 oution: 10/31/2015 Status	Joar (Quarter 201503) Dispute Submission: 12/31, Dispute Distribution: 03/01 Date Returned	/2015 /2016
20	sers\x7\Documen	Upload Disput ts\CGDP Document files\Disg 	Browse	pload Report Date Sul	<u>C</u> Invoice Paid B Invoice Distrib bmitted	urrent Cutoff Calen y: 12/09/2015 nution: 10/31/2015 Status	Idar (Quarter 201503) Dispute Submission: 12/31, Dispute Distribution: 03/01 Date Returned	/2015 /2016
20 (Get	sers\x7\Documen 1503P16-19 rerated by Builder)	Upload Disput tts\CGDP Document files\Disg Download	Date Created	pload Report Date Sul 2016-1	C Invoice Paid B Invoice Distrib bmitted 01-26	urrent Cutoff Calen y: 12/09/2015 ution: 10/31/2015 Status Passed	dar (Quarter 201503) Dispute Submission: 12/31, Dispute Distribution: 03/01 Date Returned 2016-01-27	/2015 /2016

6. Uploaded dispute files display a system generated naming convention for the <u>Dispute File</u> <u>Name</u> consisting of the current quarter information in YYYYQQ format followed by the P number then a sequential number assigned by the system. The file also displays information regarding how a file loaded to the **Submitted Disputes region**.

For manually uploaded dispute files, the designation of (<u>Uploaded</u>) displays below the dispute file report naming convention.

This example displays a dispute file with the (<u>Uploaded</u>) designation and a <u>Status</u> of <u>Validation</u> <u>Pending</u>.

PALI A CELEF	METTO GE		FOR MEDICARE & MEDICALE	SERVICES			<u>Contact Us</u>	<u>My Profile</u> <u>Logout</u>	<u>Help</u> <u>Reporting</u> Logged on as XP1_6
	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submis	sion
Mar	nufactu	rer Portal	Disp	ute Subn	nission			2	
		Uploa	d Dispute File				Current Cutoff Caler	idar (Quarter 2015	03)
			Brov	wse Up	load Report	Invoice Paid I	By: 12/09/2015	Dispute Submissi	on: 12/31/2015
						Invoice Distri	bution: 10/31/2015	Dispute Distribut	ion: 03/01/2016
		Do	wnload	Date Created	Date Su	bmitted	Status	Date Returned	
201 (Uplo	503P16-21 aded)		N/A	2016-01-27	2016-	01-27	alidation Pending	N/A	

- 7. When the selected dispute file loads to the **Dispute Submission** tab, the file goes through validations that verify:
 - Dispute file formatting, such as the required header and trailer records, line item spacing, etc.
 - Completion of dispute reason code required data such as required supporting information, formatting of dates, etc.

One of four (4) statuses will populate the <u>Status</u> column in the **Submitted Disputes region** for uploaded dispute files immediately after upload into the **Dispute Submission** tab.

- <u>Delayed</u> status alerts a user that a subsequent Dispute Builder or manually uploaded file for the same P number, submitted in the same 24-hour processing period, will be processed in the subsequent processing period.
- *Failed* status alerts a user that a manually uploaded dispute file has not passed TPA initial edits and requires additional review and correction prior to being eligible for secondary validation and submission to CMS.
- <u>*Passed*</u> status alerts a user that the dispute file passed TPA final validation edits and the file is eligible for submission to CMS for secondary validation edit and review.
- <u>Validation Pending</u> status posted to uploaded dispute files that passed the initial validation edits.

8. This example displays a dispute file with the (<u>Uploaded</u>) designation and a <u>Status</u> of <u>Failed</u>.

PAL!	METTO G	BA:	FOR MEDICARE & MEDICA	S MID SERVICES			<u>Contact Us</u> <u>M</u>	<u>y Profile</u> <u>Logout</u> <u>H</u> Log	lelp <u>Reporting</u> ged on as XP16
	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submi	ssion
Mar	nufactu	irer Portal	Disp	pute Subn	nission			2	
		<u>Upload</u>	l Dispute File	<u>e</u>		<u>(</u>	Current Cutoff Caler	idar (Quarter 2015	<u>03)</u>
			Bro	owse Up	oload Report I	nvoice Paid I	By: 12/09/2015	Dispute Submissi	on: 12/31/2015
					L.	invoice Distri	Ducton. 10/31/2013	Dispute Distribut	1011. 03/01/2010
201	50301006-22	Dov	vnload	Date Created	Date Subr	nitted	Status	Date Returned	
(Uplo	aded)		N/A	2016-01-27	2016-01	-27	Failed	2016-01-27	
201 (Uplo	503P1006-21 aded)		N/A	2016-01-27	2016-01	-27 l	/alidation Pending	N/A	

9. To review failed dispute file errors, select the *Failed* status hyper link located in the <u>Status</u> column in the **Submitted Disputes region**.

This example displays the <u>Dispute File Validation Errors</u> form associated with a dispute file with a <u>Status</u> of <u>Failed</u>.

		Coverage	e Gap Discount Program
te File Validation Er	rors		
File Name	Line Number	Company ID	Message
		D4 6	Currentine Date 2. Date is After DDE Date of Comise
201503P16-22	3	P16	Supporting Date 2 - Date is After PDE Date of Service

10. Once review and correction of *Failed* Dispute File Validation Errors occurs, upload the corrected dispute file to the **Dispute Submission** tab.

This example displays the dispute file uploaded to the **Dispute Submission** tab after correction of errors and displays a <u>Status</u> of <u>Validation Pending</u>.

P4	LMETTO GE	BA: CENTRES	DR MEDICARE & MEDICAID S	FRVICES			<u>Contact Us</u> My	<u>/ Profile</u> <u>Logout</u> <u>H</u> Log	telp <u>Reporting</u> ged on as XP16
	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submi	ssion
M	anufactu	rer Portal	Disp	ute Subr	nission			2	
		<u>Upload</u>	Dispute File Brow	se U	pload Report	Invoice Paid B	Current Cutoff Calen By: 12/09/2015	<u>dar (Quarter 2015</u> Dispute Submissi	i03) ion: 12/31/2015
						Invoice Distri	bution: 10/31/2015	Dispute Distribut	ion: 03/01/2016
		Dov	/nload I	Date Created	Date Su	bmitted	Status	Date Returned	
	201503P16-23 (Uploaded)		N/A	2016-01-27	2016-	01-27 V	alidation Pending	N/A	
	201503P16-22 (Uploaded)		N/A	2016-01-27	2016-	01-27	Failed	2016-01-27	
	201503P16-21 (Uploaded)	I	N/A	2016-01-27	2016-	01-27 V	alidation Pending	N/A	

- 11. TPA performs validation edits of dispute files with the status of <u>Validation Pending</u> to verify that files contain data in required fields and confirm validity to proceed to the secondary validation process.
 - Dispute files that pass TPA final edits receive a status of *Passed* status.
 - Dispute files that are duplicates of submitted files for the same P number in the same 24-hour processing period (4:00 pm 4:00 pm ET) will receive a status of <u>Delayed</u>.
 - Dispute files that do not pass TPA edits receive a status of *Failed*, require additional review, and update prior to resubmitting the file.

Note: The **Dispute Submission** process will allow and assign only one (1) <u>*Passed*</u> status to one (1) dispute file for each P number associated with a Corporate ID each business day.

Example:

A user creates a manual dispute text file and submits the file on the **Dispute Submission** tab; then realizes that additional invoice line items are not included in the dispute file. An additional dispute file for same P number is created, uploaded, and submitted in the same 24-hour processing period as the first dispute file. When the TPA validation edits process and the first submitted file receives a <u>Passed</u> status, any other files submitted the same 24-hour processing cycle with the same P number will receive a <u>Delayed</u> status due to duplicate file submission.

Dispute files that receive the <u>*Delayed*</u> statues will be processed in the subsequent 24-hour processing cycle. If more than one file receives a <u>*Delayed*</u> status, each file will process 24 hours after its predecessor file completes processing.

12. This example displays the previously *Failed* dispute file that has been corrected and uploaded again. The <u>Status</u> column displays *Delayed* after TPA edit process completes.

PALI A CELER		BA:	FOR MEDICARE & MEDIC				<u>Contact Us</u>	<u>My Profile Logout</u>	<u>Help</u> <u>Reporting</u> Logged on as XP1_6
	Home	Payments	Completed	Receipts	Reports	Disputes	Dispute Builder	Dispute Submis	ssion
Mar	nufactu		Dispute Fil	pute Subn	nission		urrent Cutoff Calen	dar (Quarter 2015	03)
		<u>opiou</u>	Br	owse Up	load Report	Invoice Paid B Invoice Distrib	y: 12/09/2015 oution: 10/31/2015	Dispute Submissi Dispute Distribut	on: 12/31/2015 ion: 03/01/2016
		Do	wnload	Date Created	Date Su	bmitted	Status	Date Returned	
20: (Upl	L503P16-23 oaded)		N/A	2016-01-27	2016-	01-27	Delayed	2016-01-27	
201 (Upl	L503P16-22 oaded)		N/A	2016-01-27	2016-	01-27	Failed	2016-01-27	
20: (Upl	L503P16-21 oaded)		N/A	2016-01-27	2016-	01-27	Passed	2016-01-27	

13. The system automatically generates a system message regarding the *Delayed* file.

This example displays the <u>Delayed Dispute Submission</u> message associated with a dispute file with a <u>Delayed</u> status.

Coverage Gap Discount Progra	m
Delayed Dispute Submission	1.22 Marcal
More than one dispute file was submitted in a 24 hour submission w This dispute file will be processed in the next cycle. No	indow (4:00pm - 4:00pm ET), action is required.

14. This example displays the previously <u>Delayed</u> dispute file. The <u>Status</u> column displays <u>Passed</u> after TPA edit process completes.

PA A CE		SA, ANY	MEDICARE & MEDICAID SERVICES			<u>Contact Us</u>	<u>My Profile Logout H</u> Log	lelp <u>Reporting</u> Iged on as XP1_6
	Home	Payments C	completed Ref	ceipts Reports	Disputes	Dispute Builder	Dispute Submissio	on
Ma	anufactu	rer Portal	Dispute !	Submissior	1		2	
		<u>Upload D</u>	ispute File			Current Cutoff Calen	dar (Quarter 201503	3)
			Browse	Upload Report	Invoice Paid	By: 12/09/2015	Dispute Submission	: 12/31/2015
					Invoice Distri	ibution: 10/31/2015	Dispute Distribution	n: 03/01/2016
		Down	load Date Cr	reated Date f	Submitted	Status	Date Returned	
2	201503P16-23 (Uploaded)	N//	A 2016-(01-27 201	6-01-27	Passed	2016-01-28	
2	201503P16-22 (Uploaded)	N//	A 2016-0	01-27 201	16-01-27	Failed	2016-01-27	
2 (201503P16-21 (Uploaded)	N/#	A 2016-0)1-27 201	.6-01-27	Passed	2016-01-27	

Note: The <u>*Delayed*</u> uploaded dispute file processed during the subsequent 24-hour processing cycle (4:00 pm - 4:00 pm ET). The <u>Date Returned</u> column displays the next cycle date.

15. After a dispute file receives a <u>Passed</u> status, the secondary validation edits process runs overnight. Dispute secondary validation edits create Return reports, available the next business day that provide the <u>Accepted</u> and <u>Rejected</u> invoice line items for a specific dispute file.

Refer to the instruction for Accessing Disputes Return and Resolution files for instruction on viewing dispute return reports.

You have successfully completed submitting a manual dispute text file utilizing the **Dispute Submission** tab.

Summary

This **CGDP Manufacturer Portal Disputes Users Guide** provided an overview of the CGDP Portal's **Disputes** functionality.

Disputed PDE line item records included in a dispute record file <u>must</u> be paid by the invoice payment deadline, also known as the "Invoice Paid By 38th Calendar Day After Receipt" as defined in the <u>Medicare Part D CGDP Calendar</u> on the <u>TPAdministrator.com</u> website, even if the invoiced item is being disputed.

This guide introduced how the **Dispute Dashboard** lists return and resolution reports received by the TPA. Return reports are loaded to the Portal in response to dispute files submitted by Manufacturers. Resolution reports are determinations on accepted dispute files provided by CMS.

You have been introduced to how Manufacturers can create dispute record files for disputed PDE line item records by using the information provided in the current quarter's Data report. Manufacturers have two (2) options for to creating dispute record files: manually in a text file format or utilizing the Portal's Dispute Builder functionality.

Finally, both manual dispute text files and Dispute Builder-created files are submitted via the CGDP Portal.

Note: Report formats are located under <u>Manufacturer Dispute Information</u> on the <u>**TPAdministrator.com**</u> website to assist with reading the text file formats of the Manufacturer Dispute file.

References

Acronym	Description
ACH	Automated Clearing House
BY	Benefit Year
CGDP	Coverage Gap Discount Program
СМР	Civil Money Penalty
CMS	Centers for Medicare & Medicaid Services
СҮ	Calendar Year
DPP	Direct Payment Process
EFT	Electronic Funds Transfer
EIN	Employer Identification Number
GBA	Government Benefits Administrators
HPMS	Health Plan Management System
ID	Identifier or Identification
IRS	Internal Revenue Service
NCPDP	National Council of Prescription Drug Programs
NDC	National Drug Coder
NPI	National Provider Identifier
NSF	Non-sufficient Funds
PIN	Personal Identification Number
PDE	Prescription Drug Event
SFTP	Secure File Transfer Protocol
SSA	Social Security Act
ТРА	Third Party Administrators
TIN	Tax Identification Number
UPIN	Unique Physician Identification Number
USD	United States Dollar

Appendix A: Acronym List

Error Descriptions	Process
Batch File Errors	
File rejected: File must start with a header record	Batch
File rejected: Invalid Header record	Batch
File rejected: Each header record must contain 'HDR', Primary ID	Batch
and Reporting period	D + 1
File Rejected: Invalid Reporting Period	Batch
Header row without defails	Batch
Partially Rejected	Batch
Totally Rejected	Batch
File Rejected: Improperly Formatted	Batch
Primary Id and logon do not match	Batch
Line item not found.	Batch
Batch Initiation Failure	Batch
Batch Defer Failure	Batch
Initiation Failure Errors	
Debit Failed Due to Closed/Invalid Account	Initiation: Bank Error
Debit Failed Due to Insufficient Funds	Initiation: Bank Error
Debit Failed Due to Suspended Account	Initiation: Bank Error
Debit Failed Due to Charged Back Account	Initiation: Bank Error
Debit Failed Due to Resolved Account	Initiation: Bank Error
Debit Failed Due to Debit Block	Initiation: Bank Error
Scheduled payment date before invoice distribution date	Initiation
Other UNKNOWN ERROR	Initiation
Invalid Bank Account	Initiation
Invalid CARE Account	Initiation
Initiation Failure	Initiation
Post-Initiation Failure Errors	
Credit Failed Due to Closed/Invalid Account	Post-Initiation
Credit Failed Due to Charged Back Account	Post-Initiation
Reporting Failure Errors	
Unknown failure	Reporting
Line item has been already processed	Reporting
Single amount exception velocity amount	Reporting
Terminal disabled	Reporting
Other UNKNOWN ERROR	Reporting
Your request cannot be processed, Please revise your data and retry	Reporting
Declined	Reporting
Processing System Error	Reporting
Failed - Closed / Invalid Acct	Reporting
Failed - Non-Sufficient funds	Reporting
Failed - Charged Back	Reporting
Failed - Resolved	Reporting
Invalid Routing Number	Reporting
Terminal disabled	Reporting

Appendix B: Error Message Descriptions

Appendix C: Manufacturer Dispute	e Reason Codes and Supporting Data
Requirements	

Dispute Reason Code	Dispute Reason Description	Supporting Detail Reference Number	Supporting Date 1	Supporting Date 2	Additional Information (Optional/ Required)
D01	Duplicate Invoice Item	Reference Number			Provide additional supporting evidence (Optional)
D02	Closed Pharmacy		NCPDP closed date		Provide additional supporting evidence (Optional)
D03	Not PART D Covered Drug				Explain statutory exclusion that applies to this drug (Required)
D04	Excessive Quantity				Excessive quantity on individual invoice item. Provide proprietary benchmark used to identify excessive quantity (Required)
D05	Invalid Days Supply REASON CODE DISABLED 2/8/2015				Provide additional supporting information (Required)
D06	High Price of the Drug				Provide additional supporting information (Required)
D07	Last Lot Expiration Date		NDC directory drop date	Last lot expiration date	Provide additional supporting information (Optional)
D08	Early Fill REASON CODE DISABLED 2/8/2015	Reference Number for early fill disputed			Provide additional supporting information (Required)
D09	Marketing Category is not NDA or BLA		FDA update date		Provide additional supporting information (Optional)

Dispute Reason Code	Dispute Reason Description	Supporting Detail Reference Number	Supporting Date 1	Supporting Date 2	Additional Information (Optional/ Required)
D10	Date of Service prior to 01/01/2011 REASON CODE DISABLED 2/8/2015				Provide additional supporting information (Optional)
D11	PDE improperly invoiced beyond Manufacturer agreement invoice period				Provide additional supporting information (Optional)
D12	Invalid Prescription Service Reference Number <i>REASON CODE</i> <i>DISABLED</i> 2/8/2015				Provide additional supporting information (Optional)
D13	Gap discount for disputed PDE exceeds maximum discount amount for a single PDE				Provide additional supporting information (Required)
D14	Total accumulated gap discounts reported across multiple PDEs for a single beneficiary exceed cumulative maximum discount amount				Provide additional supporting information (Required)
D99	Other				Provide additional supporting information (Required)

Glossary

Term	Definition
Authorization Amount	Displays the amount authorized for payment processing, including amounts located in the <u>Invoice Amount</u> and <u>Previous Deferred Amount</u> fields.
Available	Status designation of an invoice that denotes that an item is ready for payment initiation.
Batch	Report type that displays batch files uploaded to the system with status and ability to download files for review.
Batch ID	Displays the batch numbering convention, system generated, based on the order the batch file received by the system.
Contact Us	Provides contact information for requesting assistance from the TPA Operations team.
Contract Number	Pending contract number assigned by CMS which allows participation in the Coverage Gap Discount Program
Corporate ID	Numerical designation assigned by CMS to Manufacturers. For Manufacturers, the current Mailbox ID will be the Corporate ID.
Data	Report type that displays the detail information of distributed invoices and invoice line items and provides the ability to download files for review.
Date Loaded	Displays the invoice distribution date. This date corresponds to the end of month after the reporting period closing. Date format is DD/MM/YYYY.
Date Submitted	Displays the calendar date, in MM/DD/YYYY format, the invoice line item was processed for payment initiation.
Date Time	Displays the batch file date and time for files loaded to the system. Date format is MM/DD/YYYY. Time format is HH:MM AM/PM.
Defer	Provides a check box available for selection when the Invoiced Amount or the combination of the <u>Invoiced Amount</u> and the <u>Previous Deferred Amount</u> total less than the system-defaulted allowable amount. Invoice line items can only be deferred if the Manufacturer or Sponsors banking ACH process prevents payment of invoice line items that fall below the minimum ACH processing amount.
Deferred	Status designation of an invoice that denotes that invoice amount falls below minimum. Invoice line items can only be deferred if the Manufacturer or Sponsors banking ACH process prevents payment of invoice line items that fall below the minimum ACH processing amount.
Description (Batch)	Displays the batch file name loaded to the system.
Dispute	Report type that provides the ability to enter dispute requests and review the status of entered requests.
Dispute Distribution	Current Cutoff Calendar field that displays the current reporting period data. Displays the date Dispute distributions are due to be loaded to the Portal.
Dispute Submission	Current Cutoff Calendar field that displays the current reporting period data. Displays the date Dispute submissions are due to be entered in the Portal.
Download	Displays a radio button to allow downloading of distributed invoice summary information loaded to the system.
EFTID	Displays EFT identifying information in the specified format of CG for Coverage Gap; YYQQ for the reporting period; 9999 for the P number and Z9999 for the contract number. Example: CG14039999Z9999.

Term	Definition
Failed (Status)	Status designation of an invoice that denotes that one (1) or more items have an unsuccessful payment attempt.
Failed (Code)	Provides an informational message when an invoice line item does not successfully process payments to Manufacturers or Sponsors.
Help	Provides link to reference guides and system code messages and descriptions.
Incomplete	Status designation of an invoice that denotes that one (1) or more items have not been paid.
Initiate Payment	Provides a check box to allow the payment process to begin for an individual invoice line item.
Invoice	Report type that displays the summary information of distributed invoices and provides the ability to download files for review.
Invoice	Current Cutoff Calendar field that displays the current reporting period data.
Distribution	Displays the date distributed invoices were posted to the Portal.
Invoice Paid by	Current Cutoff Calendar field that displays the current reporting period data. Displays the final due date all invoice line items are to be processed for payment.
Invoiced Amount	Displays the invoice line item amounts due to either the Manufacturer or Sponsor
Invoiced	Region of the active tab that provides the reporting period of the invoice line
Reporting	items displayed
Period	
Last Download	Displays the last date and time distributed invoice summary data retrieved from the Web Portal. Date format is MM/DD/YYYY. Time format is HH:MM. AM/PM
Logout	Provides one (1)-click access for logging out of the system.
Manufacturer	Any entity which is engaged in the production, preparation, propagation, compounding, conversion or processing of prescription drug products, either directly or indirectly, by extraction from substances of natural origin or independently by means of chemical synthesis or by a combination of extraction and chemical synthesis. Such term does not include wholesale distributors or retail pharmacies licensed under State law. <i>From Medicare Coverage Gap Discount Program Agreement, item I.j.</i>
My Profile	Provides ability to enter and review business contact information for Manufacturers and Sponsors.
Outstanding	Status designation of an invoice that denotes no payment activity has taken place
P Number	Pending contract number assigned by CMS which allows participation in the Coverage Gap Discount Program
Parent Org. ID	Numerical designation assigned by CMS to Sponsor.
Payment Date	Displays current date of a generated invoice line item payment in MM/DD/YYYY format.
Payments Due	Region of the active tab that provides the final date invoice line item payment initiations due to complete initiation.
Payment/Failed	Displays the date a specific invoice line item payment initiation successfully processed or where payment initiation failed the payment initiation process
Pending	Status designation of an invoice that denotes that all line items have been
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Term	Definition
Previous	Displays amounts that qualified for deferment from the prior reporting
Deferred	period(s).
Amount	
Received	Status designation of an invoice that denotes payment is in the applicable bank account.
Reporting	Quarter and Calendar year, in YYYYQQ format, prescription drug event data
Period	distributed to Manufacturers and Sponsors.
	CY Closeout reimbursement period, in YYYY format, for quarter 17 upheld disputes not offset in prior quarter invoice distributions.
Sponsor	A Part D Plan (PDP) Sponsor, Medicare Advantage (MA) organization offering
	a MA-prescription drug (PD) plan, a Program of All-Inclusive Care for the
	Elderly (PACE) organization offering a PACE plan including qualified
	prescription drug coverage and a cost plan offering qualified prescription drug
	coverage. From Pub. 100-18: Medicare Prescription Drug Benefit Manual, section 20.
Status	The current designation of an invoice line item within the system.
Status (Batch)	Displays the condition of the batch file loaded to the system. Batches can be
	successful, partially successful (containing line failures) or failed.
Stop Payment	Provides a check box with the ability to stop payment processing prior to actual
	payment for future dated payments.
Successful	Status designation of an invoice that denotes that all line items have been paid
	successfully.
Total Available	Displays the total dollar amount of remaining invoice line items requiring
To to 1 Dofe me 1	payment.
Total Deferred	less than the allowable amount to the subsequent reporting period.
Total Failed	Displays the total dollar amount of invoice line items selected for payment that
	contained errors and did not complete the payment process for the reporting period.
Total Invoiced	Displays the total dollar amount of invoice line items that require payment for
	the reporting period.
Total	Displays the total dollar amount of remaining invoice line items requiring
Outstanding	processing.
Total Owed	For Manufacturers: Displays the total dollar amount of negative invoice line
	items due from Sponsors.
	For Sponsors: Displays the total dollar amount of invoice line items due from Manufacturers.
Total Pending	Displays the total dollar amount of invoice line items selected for payment for
	the reporting period.
Total Received	For Manufacturers: Displays the total dollar amount of negative invoice line
	items received from Sponsors.
	For Sponsor: Displays the total dollar amount of invoice line items received
	from Manufacturers.
Total	Displays the total dollar amount of invoice line items that have successfully
Successful	paid and are no longer visible in the Payment Initiation or Pending Transaction
	regions of the Payments tao.

Term	Definition
User ID	Credential information provided by TPA to Manufacturer or Sponsor for access
	to system.
	User ID is the Corporate ID, formerly the Mailbox ID for Manufacturer.
	User ID is the Parent Organization ID (Parent Org. ID) for Sponsor.