

mln webcast

A MEDICARE LEARNING NETWORK® (MLN) EVENT

Submit and Track Your Medicare Part A Cost Report Electronically

Thursday, July 9, 2020

Presenters:

Owen Osaghae, CMS Jolene Nguyen, CGI Federal



Acronyms in this Presentation

- BSO Backup Security Official
- CCN CMS Certification Number
- CMHC Community Mental Health Center
- ECR Electronic Cost Report
- EIDM Enterprise Identity Management system
- ESRD End Stage Renal Disease
- FQHC Federally Qualified Health Center
- FTE Full Time Equivalent
- FYB Fiscal Year Begin
- FYE Fiscal Year End
- GME Graduate Medical Education
- HHA Home Health Agency
- Histolab Histocompatibility Laboratory
- HO Home Office
- IME Indirect Medical Education
- IPPS Inpatient Prospective Payment System

- IRIS Intern and Resident Information System
- LPIC Limited Purpose Insurance Company
- MAC Medicare Administrative Contractor
- MCR Medicare Cost Report
- MCReF Medicare Cost Report e-Filing system
- NPR- Notice of Program Reimbursement
- OPA Organ Procurement Agency
- PHI Protected Health Information
- PII Personally Identifiable Information
- PS&R Provider Statistical and Reimbursement System
- RHC Rural Health Clinic
- SNF Skilled Nursing Facility
- SO Security Official
- STAR System for Tracking Audit and Reimbursement



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Meeting Overview

- Introduce updated Medicare Cost Report e-Filing system (MCReF): expanded to include cost report tracking
- Communicate additional resources and information available



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Agenda

- Introductions
- Background and Overview
- MCReF Walkthrough and Detailed Overview
- Ongoing Outreach and Education
- Q&A



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Business Overview

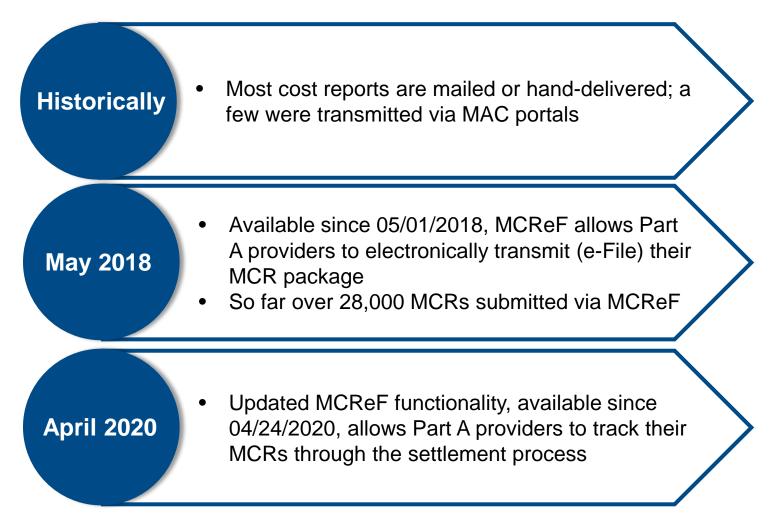
- The Medicare Cost Report (MCR) is used to determine Part A providers' annual Medicare reimbursable cost.
- Providers use a variety of sources (including Provider Statistical and Reimbursement system (PS&R) claim reimbursement data) to create their MCR.
 - There are about 50,000 MCRs submitted each year that account for over \$200 Billion of Medicare reimbursement.
- Regulation specifies deadline for submitting an acceptable cost report
- Medicare Administrative Contractors (MACs) have requirements for receiving, accepting, reviewing, auditing, and finalizing cost reports.



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History of Cost Report Submission and Receipt Process





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CMS Goal

- Expand the use of Medicare Cost Report e-Filing system (MCReF)
 - Improve e-filing functionality
 - Increase transparency to providers through cost report tracking



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MCReF – High Level System Changes

- Updates to MCReF on 4/24/2020 now allow Part A providers to view a history of MCR submissions and to track them throughout the cost report settlement process
 - Usage is still optional. Mail and hand-delivery remain filing options.
 - Remains accessible by your EIDM PS&R Security Official (SO), Backup Security Official (BSO), and MCReF Approved Cost Report Filer.



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Advantages of MCReF for Providers

- One process for all providers via one submission portal
 - Available to all Part A providers regardless of MAC
 - Beneficial to chain organizations which have providers at multiple MACs, and any time you change MACs
 - Reduces confusion, delays, and time you spend on administrative processes
- Immediate feedback on the receivability of your MCR submission
- Tentative Settlement payments issued 10 days faster on average for MCReF submissions
- Live updates on cost report status from submission through desk review and final settlement



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Updated MCReF System



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MCReF Detailed Overview

- System Login: <u>https://mcref.cms.gov</u>
- Access is controlled by EIDM
 - Restricted to EIDM PS&R SO / BSO / MCReF Approved Cost Report Filer (new role as of May 2018)
 - Existing PS&R SOs / BSOs already have access
 - Any organization without access to PS&R must register a PS&R SO with EIDM.
 - Note: If you want to use MCReF, keep your EIDM accounts in good-standing.
 - Includes password updates and timely replacement of SOs.
 - EIDM credential issues are not a valid reason for late MCR filing.

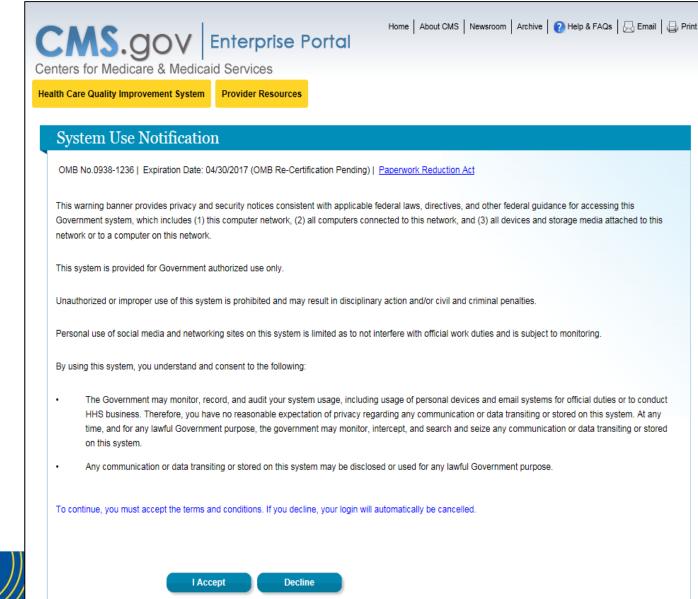


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MCReF Login via EIDM





MCReF Login via EIDM

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MCReF Login via EIDM

CENS.GOV Enterprise Portal Centers for Medicare & Medicaid Services Health Care Quality Improvement System Provider Resources	Home About CMS Newsroom Archive 🕐 Help & FAQs 层 Email 🖨 Print
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Updated MCReF Home Page

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*Note: If you are unable to locate your CCN or Fiscal Year End in the table:

- Confirm that the SO of your organization has properly registered the CCN in question within EIDM and that you are registered to the organization with an EIDM role which grants e-Filing privileges.
- If so, and you still don't see what you're looking for, contact your MAC.



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	33-3333	Sample Hospital #3	06/30/2017	Reopening/Appeal	
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MCReF Walkthrough – e-File

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MCReF Walkthrough – e-File

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Medicare Cost Report e-Filing System (MCReF)

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Friday, March 27, 2020

Success Message

Success S0000: The cost report submission has been received by the system. Your MAC will determine if it is acceptable and may contact you for additional information or corrections. Refer to the dashboard periodically for the updated status of the cost report.

e-File Cost Report Materials - Confirmation

Printer Friendly Version

Cost Report Submission Details

e-Filing ID:	3098964
e-Postmark Date:	03/27/2020 5:29 PM ET
Provider:	11-1111 Sample Hospital #1
Fiscal Year End:	12/31/2019
Medicare Utilization:	Full
First Cost Report Submission:	Yes
ECR:	EC111111.19A1
Print Image:	PI111111.19A1.pdf
Signed Certification Page:	111111.19A1.Signed_Certification_Page.pdf
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Other:	No File Submitted
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01/01/2010 03/26/2020	22-2222	Sample Hospital #2	09/30/2019	Processing	E-File CR
CR Status	33-3333	Sample Hospital #3	06/30/2019	Processing	E-File CR
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Reopening/Appeal (1)	33-3333	Sample Hospital #3	06/30/2018	Processing	E-File CR
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MCReF Walkthrough – View Details – Submission

11-1111 Sample	11-1111 Sample Hospital #1 - 12/31/2019 CR Status: Processing							
Jurisdiction 1 - Sa	ample MAC							
Submission Received	n Tentative Settlen Pending	hent Review Pending Pending Revised NPR Pending NPR Pending NPR Pending	NPRs Appeals None					
Submission		Received						
CR Due Date:	07/31/2020	Expected Provider(s): 11-1111						
Submission #:	1	E-Filing ID: 3098964						
Received Date:	03/27/2020							
Status:	Pending MAC Decision							
Tentative Sett	lement	Pending						
Review		Pending						
NPR		Pending						
Reopenings/R	levised NPRs	None						
Appeals		None						
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Medicare

MCReF Walkthrough – View Details – Submission

11-1111 Sample	e Hospital #1 - 12/31/20	19	CR Status: Processing
Jurisdiction 1 - S	ample MAC		
Submission Accepted	n Tentative Settler Pending	nent Review Pending Pending NPR Pending None Reopenings/Revised N	PRs Appeals None
Submission		Accepted	
CR Due Date:	07/31/2020	Expected Provider(s): 11-1111	
Submission #:	1	E-Filing ID: 3098964	
Received Date:	03/27/2020	Accepted Date: 03/27/2020	
Status:	Accepted As Filed		
Tentative Sett	tlement	Pending	
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NPR		Pending	
Reopenings/F	Revised NPRs	None	
Appeals		None	
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MCReF Walkthrough – View Details – Tentative Settlement

11-1111 Sample Hospital #1 - 12/31/20	11-1111 Sample Hospital #1 - 12/31/2019 CR Status: Processing						
Jurisdiction 1 - Sample MAC							
Submission Accepted Settlen	Review Pending Pending	Reopenings/Revised NPRs Appeals None					
Submission	Accepted						
Tentative Settlement	Issued						
Submission #: 1							
Letter Date: 04/01/2020							
Review	Pending						
NPR	Pending						
Reopenings/Revised NPRs	None						
Appeals	None						



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MCReF Walkthrough – View Details – Review

11-1111 Sample Hospital #1 - 12/31/20	11-1111 Sample Hospital #1 - 12/31/2019 CR Status: Processing						
Jurisdiction 1 - Sample MAC							
Submission Accepted Settler	ment S Review Audit Complete	Pending	Reopenin None	gs/Revised NPRs	Appeals None		
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Desk Review Complete Date: 05/01/2020		Pre-Exit Con	ference Date:	05/10/2020			
		Exit Confere	nce Date:	06/01/2020			
NPR	Pending						
Reopenings/Revised NPRs	None						
Appeals	None						



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MCReF Walkthrough – View Details – NPR

11-1111 Sample Hospital #1 - 12/31/2019 CR Status: Complete						
Jurisdiction 1 - Sample MAC						
Submission Accepted	hent Review Audit Complete NPR Issued NPRs None	Appeals None				
Submission	Accepted					
Tentative Settlement	Issued					
Review	Audit Complete					
	Issued					
NPR Date: 07/01/2020						
Reopenings/Revised NPRs	None					
Appeals	None					



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View Details – Alternate Scenarios



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View Details – Multiple Submissions

11-1111 Sample Hospital #1 - 12/31/2019 CR Status: Comple								
Jurisdiction 1 - 9	Sample MAC							
Submission Accepted	on Ventative Settle Issued	ement Review Audit Complete	NPR Issued	Reopenings/Revised NPRs None	Appeals None			
Submission		Accepted						
CR Due Date:	07/31/2020	Ехрес	ted Provider(s): 11-1111					
Submission #:	1		Rejected Date:	03/05/2020				
Received Date:	03/01/2020		Rejected Reason(s					
Status:	Rejected			 Insufficient/missing IRIS Insufficient/missing CMS Insufficient/missing properties Refer to rejection letter/content/missing 	er form			
Submission #:	2		Accepted Date:	03/10/2020				
Received Date:	03/06/2020							
Status:	Accepted As Filed							
Submission #:	3		Accepted Date:	03/30/2020				
Received Date:	03/27/2020							
Status:	Accepted Amended							



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View Details – Multiple Tentatives

	11-1111 Sample Hospital #1 - 12/31/2019 CR Status: Processing Jurisdiction 1 - Sample MAC CR Status: Processing							
			_					
Submission Accepted	Tentative Settlem	Review Pending		Reopenings/Revised NPRs None	Appeals None			
Submission		Accepted						
Tentative Sett	ement	Issued						
Submission #:	2							
Letter Date:	04/01/2020							
Submission #:	3							
Letter Date:	04/05/2020							



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View Details – Reopenings/Revised NPRs

11-1111 Sample Hospital #1 - 12/31/2019 CR Status: Reopening/Appeal							
Jurisdiction 1 - Sample MAC							
Submission Submission	entative Settleme ^{ued}	ent Review Audit Complete		Reopenings/Re 1 of 3 Open	evised NPRs Appeals None		
Submission		Accepted					
Tentative Settlement		Issued					
C Review		Audit Complete					
• NPR		Issued					
Reopenings/Revised NPR	ls	1 of 3 Open					
Open							
Request ID:	В		Received	Date:	04/23/2020		
Reason:	Other		Issue Typ		DSH - SSI%, Remand - Hospice, S-10		
Decision:	Granted		Decision	5I Total Days (MAC/CMS)	04/04/0000		
Open Information Request(s):	None			ormation Received Date:	04/24/2020		
Revised NPR Date:							
Closed							
Request ID:	С		Received	Date:	05/01/2020		
Reason:	SSI %		Issue Typ	es:	ESRD Cost Audit, SSI Total Days		
Decision:	Denied		(Provider)	B - 1	05/00/0000		
Open Information Request(s):	None		Decision	Date: ormation Received Date:	05/02/2020		
			Final Info	mation Received Date:			
Request ID:	А		Received	Date:	05/01/2020		
Reason:	SSI %		Issue Typ	es:	DSH - Days, SNF Utilization Review		
Decision:	Denied		Decision	Date:	05/02/2020		
Open Information Request(s):	None		Final Info	rmation Received Date:			



None





View Details – Appeals

11-1111 Sample Hospital #1 - 12/31/2019CR Status: Reopening/AppealJurisdiction 1 - Sample MAC							
Submission Submission Accepted	eent Review Audit Complete		Reopenings/Revised NPRs 2 of 3 Open	• Appeals 1 of 1 Open			
Submission	Accepted						
Tentative Settlement	Issued						
Review	Audit Complete						
• NPR	Issued						
Reopenings/Revised NPRs	2 of 3 Open						
Appeals	1 of 1 Open						
Note: Please refer to OH CDMS for official PRRB appea	ls information.						
Open							
Case Number:	25-0001	Partial Res Type: Adm	olution(s): iinistrative Resolution				
Саѕе Туре:	PRRB - Individual	Date: 02/0	99/2020				
Acknowledgement Date:	02/03/2020						
Provider Preliminary Position Paper Received:	02/05/2020						
Provider Final Position Paper Received:	02/07/2020						
Hearing Status:	Live Hearing Held						
Hearing Date:	02/08/2020						

Closed

There are no Closed Appeals for the year.



Initial Provider Feedback on Updated MCReF Functionality



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MCReF Provider Testing

• 9 provider organizations volunteered to test MCReF

• Quotes from feedback received:

- "I liked the detail and the layout very clear and easy to follow."
- "I think this was very good. This has been something we have been wanting for a long time, as we have so many providers."
- "I think it will be a real timesaver."
- "I think it is very easy to use and easy to follow. I like how it has all prior years that are both closed and open listed as well as all of the details. This is a great, centrally located tool for cost report filing statuses, especially when you have multiple facilities and multiple fiscal years."



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E-File Walkthrough



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* Print Image ⁰	Browse Clear
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I acknowledge that this represents an official submission of my Medicare cost report to my servicing Medicare Administrative Contractor (MAC) and the Centers for Medicare and Medicaid Services (CMS), subject to all rules and regulations pertaining to Medicare cost report submissions (e.g. filing deadlines).



Reset Submit

Note: Once 'Submit' is clicked, this transaction cannot be stopped. Closing the browser window or navigating to another webpage will not cancel this e-filing.

Back to Search Results





Medicare Cost Report e-Filing System (MCReF)

Home Accessibility Help Logout User ID: SAMPLE Friday, March 27, 2020

Success Message

Success S0000: The cost report submission has been received by the system. Your MAC will determine if it is acceptable and may contact you for additional information or corrections. Refer to the dashboard periodically for the updated status of the cost report.

e-File Cost Report Materials - Confirmation

Printer Friendly Version

Cost Report Submission Details

e-Filing ID:	3098964	
e-Postmark Date:	03/27/2020 5:29 PM ET	
Provider:	11-1111 Sample Hospital #1	
Fiscal Year End:	12/31/2019	
Medicare Utilization:	Full	
First Cost Report Submission:	Yes	
ECR:	EC111111.19A1	
Print Image:	PI111111.19A1.pdf	
Signed Certification Page:	111111.19A1.Signed_Certification_Page.p	odf
IRIS:	No File Submitted	
Other:	No File Submitted	
Cover Letter:	No File Submitted	

Note: Save a copy of this page for your records. Once you navigate away from this screen, you will no longer be able to view this information.



Back to Search Results







E-Filing Fields

Field Name	Description
Provider	Indicates the provider currently selected for e-filing a cost report
Fiscal Year End	Indicates the fiscal year end currently selected for e-filing a cost report
Medicare Utilization	Allows the provider to select the Medicare Utilization level of the MCR being e-Filed. Options include: 'Full', 'Low', and 'No'.
First Cost Report Submission	Indicates whether or not an MCR has already been recorded in STAR as received by the provider's MAC for the selected Provider/FYE.
Cost Report Materials table	Used to upload all materials needed to submit a complete MCR package. This may include an ECR, Print Image, Signed Certification Page, IRIS, Cover Letter, and any additional files via the "Other" slot.



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Cost Report Materials

On-screen Row Label	Description
ECR	The electronic cost report file (also known as the 'EC', 'SN', 'HH', 'OP', 'HS', 'RD', 'RF', 'FQ', or 'CM' file) System-required: For all providers filing a Full Medicare Utilization MCR <u>except</u> Home Offices (HOs) and Limited Purpose Insurance Companies (LPICs) Format: A single file generated using a current version of CMS-certified ECR vendor software that is not a PDF, ZIP file or other archive file type File limit: 1 MB
Print Image	 The human-readable copy of the cost report, also known as the "PI file" (for Home Offices: the 287-05 cost statement) System-required: For all providers filing a Full or Low Medicare Utilization MCR <u>except</u> LPICs. If an ECR file is uploaded to the ECR row Format: Any human-readable format generated using a current version of CMS-certified ECR vendor software that is not a ZIP file or other archive file type File limit: 10 MB
Signed Certification Page	The electronically-signed Worksheet S certification page (for Home Offices: the 287-05 Schedule A) System-required: For all providers <u>except</u> LPICs Format: Any human-readable format, including encryption codes, generated using a current version of CMS- certified ECR vendor software that is not a ZIP file or other archive file type File limit: 10 MB OFMOPAOQUESTIONS@CMS.FIFS.GOV

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Cost Report Materials

On-screen Row Label	Description
IRIS	The Interns and Residents Information System (IRIS) files required for teaching hospitals claiming GME/IME Full Time Equivalents (FTEs) on their cost report System-required: Not presently required by the system, but may do so in the future Format: An unencrypted ZIP file containing a single set of "M" (Master) and "A" (Assignment) DBF files File limit: 1 MB
Other	Upload any other file(s) needed for the submission to constitute a complete filing which do not otherwise have dedicated slots (i.e. Working Trial Balance, Bad Debt Listing, etc.) System-required: For all LPIC provider MCRs Format: Supports any file type, including support for multiple files within a single unencrypted ZIP file or other archive file type File limit: 300 MB (including total attached file size)
Cover Letter	A document describing the nature of the submission or any other information about the submission which the provider wishes to communicate to the MAC up front System-required: For all revised MCRs Format: Any human-readable format that is not a ZIP file or other archive file type File limit: 10 MB



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MCReF Edits

e-Filing Submission:

- The system will perform "receivability" validations to confirm if your MCR is fundamentally sound (eg all required MCR Material files are included, in valid format, and within the size limits; attached files must be virus/malware free, have valid filenames, must not be blank/empty)
- If any error is displayed, your MCR will not be received.
 - Not considered rejections and do not follow CMS' formal MCR rejection processes.
- If the submission passes all "receivability" validations, you will be directed to a Confirmation screen. This screen will display the following:
 - A success message stating that your MCR is received
 - Your e-Postmark date in Eastern Time, unique e-Filing ID, and all selections for the submission just made
- Confirmation screen: save a copy of this screen's content for your records



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MCReF Additional Details

- You will be warned if:
 - MCR submission is late
 - You try to upload an MCR generated with outdated software
- Timely receipt of the cost report will be measured based on 11:59 PM ET for the provider's cost report due date
- Files uploaded are <u>not</u> to be encrypted or password protected. MCReF is a secure portal for transmission of MCR materials (including PII/PHI)
- Duplicate submissions will be rejected by the MAC; only the first MCR received by the MAC will be processed.



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MCReF Additional Details

- Effective 1/2/2019, only 2 CMS-approved methods of MCR submission:
 - Electronic submission via MCReF
 - Physical submission via mail or hand-delivery
- All MCRs for Fiscal Year Ends on or after 12/31/2017 can be e-Filed via MCReF, with the following exceptions that may need to be mailed or hand-delivered:
 - MCRs that would satisfy CMS' Acceptability Criteria but would not pass the "Receivability" checks must be filed via mail or hand-delivery (e.g., a submission with more than 300 MB of "Other" documentation).
- Providers will not receive an extension for system issues preventing e-Filing.



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Electronic Signature

- 2018 IPPS final rule issued in August 2017, authorizes providers to file with an electronic signature effective for FYEs on/after 12/31/2017.
 - Note: IPPS final rule does not change the authorized signatories (CFR §413.24(f)(4)(iv)(C))
- CMS has released new MCR transmittals which support e-signature for every MCR form (except 287-05: Home Office)
 - An approved form of e-signature (per the 2018 IPPS final rule) is required for signing and subsequently uploading the "Signed Certification Page" in MCReF
- <u>If</u> you file via MCReF using MCR form 287-05 (current Home Office form), which <u>does not</u> support e-signature, you must
 - Upload a scanned copy of the certification page via the "Signed Certification Page" slot.
 - Mail/hand-deliver a hard copy with a signature signed in ink to your MAC which must be received by the MAC within 10-days of MCR submission.
 - Note: new Home Office form (287-19) will support e-signature. Effective date is still being determined.



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Electronic Signature

- The next few slides provide examples of valid and invalid uses of esignature
- These examples are not the exhaustive list of all possible valid and invalid uses of e-signature
- Refer to the 2018 IPPS final rule for e-signature guidance



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Valid use of e-signature

E-signature checkbox checked and typed First and Last Name

03-18		1	FORM CMS-2552-10			4090 (Cont.)
This report is re	equired by law (42 USC 1395g; 42 CFR 413.20(b)).	Failure to report can result in al	l interim			FORM APPROVED
	e since the beginning of the cost reporting period being					OMB NO. 0938-0050
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	(5) Amended					
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\checkmark	I have read and agree with the above certifica equivalent of my original signature.	ation statement. I certify the	at I intend my electronic signatu	re on this certification st	atement to be the legally	binding
		(Signed)	Andrew Smith Mi Chief Financial Officer or A		r(\$)	
			Title CFO		_	
			Date 4/1/20	18		
		AUQUESTION	<u>5@UNS.HHS.GU</u>			



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Valid use of e-signature Printed, e-signature checkbox Checked and Signed, Scanned

OFMDPAOQUESTIONS@CMS.HHS.GOV

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		nd ending and to the best of my knowled			
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✓		tion statement. I certify that I intend my electronic signatu	re on this certification st	atement to be the legally	y binding
	equivalent of my original signature.				
		(Signed) Andrew Smith N	richartson I	<u> </u>	
		Chief Financial Officer or A	Administrator of Provide	r(s)	
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		Date 411Z	210		



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Invalid use of e-signature E-signature checkbox not checked

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	nitted cost report and the Balance Sheet and Sta reporting period beginning a	atement of Revenue and Ex ind ending	penses prepared by	{Pro	ovider Name(s) and 1	
	plete and prepared from the books and records					
laws	and regulations regulations regarding the prov	ision of health care service	s, and that the services ider	tified in this cost report were	e provided in complia	ance with such laws
and	regulations.					
	I have read and agree with the above certifica	ation statement. Logatify the	at I intend my electronic si	mature on this certification s	tatement to be the lev	gally hinding
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		(Signed)		n Michaelson III r or Administrator of Provide		
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Invalid use of e-signature Signature must contain First and Last Name

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MCReF Provider User Experience



Throughout the presentation, please send any questions to <u>OFMDPAOQUESTIONS@CMS.HHS.GOV</u>





MCReF Usage

- Since 5/1/2018:
 - Over 28,000 successful submissions from almost 4,000 distinct users
 - Median Submission Time: 2.9 seconds
 - Over 1,600 providers were able to correct errors with their MCR prior to submission and without the need for correspondence with their MAC, and potentially avoiding the rejection of their MCR
 - Tentative Settlement payments issued 10 days faster on average for MCReF submissions versus non-MCReF submissions
- CY2020 to date: over 40% of all MCR submissions were e-Filed via MCReF

• A few quotes received from MCReF users:

- "I am loving the cost report submission season! MCReF is awesome!"
- "...I have been involved in cost reporting since 1983. This is the best initiative that I have seen from CMS to help providers and be more efficient."



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Ongoing Outreach and Education



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Ongoing Outreach and Education

- Change Request 10611 issued 4/30/18
- MLN Matters Article: <u>https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM10611.pdf</u>
- CMS website posting (<u>https://www.cms.gov/Medicare/Compliance-and-Audits/Part-A-Cost-Report-Audit-and-Reimbursement/MCReF.html</u>), includes links to:
 - How to Request User Roles
 - MCReF User Manual
 - MLN article
 - FAQs
- Documentation Updates (e.g.: 100-06, PRM 15-1 and 15-2, MCR Transmittal Forms, etc...)



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Future MCReF Enhancements



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Continuing Improvements

- Coming soon: New bulk upload functionality allowing providers to upload their MCR submissions in bulk!
 - Be on the lookout for communications regarding this new functionality coming soon to MCReF.
- Suggestions from Providers being considered by CMS:
 - Add tracking of EFT #, \$ Amounts, and/or Letters/Documentation for Tentatives and NPRs
 - Add Lump Sum and Bi-weekly Payments
 - Allow information to be exported to Excel
 - Ability to electronically submit payments



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Question & Answer Session





Resources

• e-mail questions relating to MCReF to:

OFMDPAOQUESTIONS@CMS.HHS.GOV

- For any questions relating to your EIDM account (role requests, passwords, annual certifications, login, etc...) contact EUS Support Helpdesk:
 - Website: https://eus.custhelp.com/app/home
 - e-mail: EUSSupport@cgi.com
 - Phone: 1-866-484-8049 (TTY/TDD: 866-523-4759)







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