

Medicare Part C Reporting Requirements

Effective January 1, 2020

Prepared by:

Centers for Medicare & Medicaid Services

Center for Medicare

Medicare Drug Benefit and C&D Data Group

PRA Disclosure Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1054 (expires January 31, TBD). The time required to complete this information collection is estimated to average 4 hours per response, including the time to review instructions, search existing data resources, and gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, and Baltimore, Maryland 21244-1850.

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Background and Introduction

CMS has authority to establish reporting requirements for Medicare Advantage Organizations (MAOs) as described in 42CFR §422.516 (a). Pursuant to that authority, each MAO must have an effective procedure to develop, compile, evaluate, and report information to CMS in the time and manner that CMS requires. Additional regulatory support for the Medicare Part C Reporting Requirements is also found in the Final Rule entitled “Medicare Program; Revisions to the Medicare Advantage and Prescription Drug Program” (CMS 4131-F).

We are introducing Telehealth Benefits as a new Reporting Section effective for CY 2020. We ask that you carefully read the technical specifications and any instructions here to best be able to report correctly. As always, after reviewing the Reporting Requirements and/or the Technical specifications and you still have concerns or questions please forward to them to the Partcplanreporting@cms.hhs.gov mailbox.

Beginning with CY 2019 two documents will be provided to MAOs. The Reporting Requirements that provide a description of each reporting section, reporting timeframes, deadlines, and specific data elements for each reporting section. The second set of guidelines is the Part C Technical Specifications that further define data elements and how CMS will review and analyze the data. Technical Specifications do not change the data to be reported to CMS as outlined in this document, but assist organizations in preparing and submitting accurate datasets to CMS, thus reducing the need for organizations to correct and resubmit data.

All Part C Reporting Requirements documents will be posted at: <https://www.cms.gov/Medicare/Health-Plans/HealthPlansGenInfo/ReportingRequirements.html> CMS believes providing these separate instructions will better serve the organizations reporting these data, while satisfying the Paperwork Reduction Act requirements.

Organizations for which these specifications apply are required to collect these data. Reporting will vary depending on the plan type and reporting section. Most reporting sections will be reported annually.

The following data elements listed directly below are considered proprietary, and CMS considers these as not subject to public disclosure under provisions of the Freedom of Information Act (FOIA):*

- Employer DBA and Legal Name, Employer Address, Employer Tax Identification Numbers (Employer Group Sponsors)

*Under FOIA, Plans may need to independently provide justification for protecting these data if a FOIA request is submitted.

In order to provide guidance to Part C Sponsors on the actual process of entering reporting requirements data into the Health Plan Management System, a separate Health Plan Management System (HPMS) Plan Reporting Module (PRM) User Guide may be found on the PRM start page.

Exclusions from Reporting

National PACE Plans and 1833 Cost Plans are excluded from reporting all Part C Reporting Requirements reporting sections.

Overview of the parameters for current Part C Reporting Requirements reporting sections.

Reporting Section	Organization Types Required to Report	Report Frequency Level	Report Period (s)	Data Due date (s)
I. Grievances	Coordinated Care Plans (CCPs), Provider Fee-For-Service Plans (PFFS), 1876 Cost, Medicare Savings Accounts (MSAs) (includes all 800 series plans), Employer/Union Direct Contracts	1/Year Contract	1/1-3/31 4/1-6/30 7/1-9/30 10/1-12/31 (reporting will include each quarter)	First Monday of February Validation Required
II. Organization Determinations/ Reconsiderations	CCP, PFFS, 1876 Cost, MSA,RFB, PFFS (Includes all 800 series plans), Employer/Union Direct Contracts should also report this section regardless of organization	1/Year Contract	1/1-3/31 4/1-6/30 7/1-9/30 10/1-12/31 (reporting will include each quarter)	Last Monday of February in following year Validation required
III. Employer Group Plan Sponsors	CCP, PFFS,1876 Cost, MSA (includes 800 series plans and any individual plans sold to employer groups), Employer/Union Direct Contracts should also report this section, regardless of Organization type	1/year PBP	1/1 - 12/31	First Monday of February in the following year.

Reporting Section	Organization Types Required to Report	Report Frequency Level	Report Period (s)	Data Due date (s)
IV. Special Needs Plans (SNPs) Care Management	Local CCP, Regional CCP, RFB Local CCP with SNPs. Includes 800 series plans if they are SNPs.	1/Year PBP	1/1-12/31	Last Monday of February in the following year. Validation required
V. Enrollment/ Disenrollment	MAOs offering MA only (no Part D) plans 1876 Cost Plans with no Part D.*	2/Year Contract	1/1-6/30 7/1-12/31	Last Monday of August and February in the following year.
VI. Rewards and Incentives Programs	Local Coordinated Care Plans (Local CCPs), Medicare Savings Accounts (MSAs), Provider Fee-For-Service Plans (PFFS), and Regional Coordinated Care Plans (Regional CCPs) MMP's	1/Year Contract	1/1-12/31	Last Monday of February in the following year.
VII. Payments to Providers	Local CCP Regional CCP RFB Local CCP PFFS MMP**	1/Year Contract	1/1-12/31	Last Monday of February in the following year.

Reporting Section	Organization Types Required to Report	Report Frequency Level	Report Period (s)	Data Due date (s)
VIII. Telehealth *** Benefits	Local CCP MSA PFFS* Regional CCPRFB Local CCP	1/Year Contract	1/1-12/31	Exception: Report 1st Qtr. of CY 2020 by 5/31/2020 Last three qtrs. of 2020 are due last Monday in February 2021***

* MA-only. MA-PDs and PDPs report under Part D. MSA and chronic care excluded.

**MMPs should report for all APMs, not just Medicare APMs.

*** This reporting section beginning with the collection of CY2021 will be collected annually and align with due dates of the other Reporting Sections and will be due the last Monday if February of the following contract year.

REPORTING SECTIONS

Grievances

According to MMA statute, all Medicare Advantage organizations must provide meaningful procedures for hearing and resolving grievances between enrollees, and the organization or any other entity or individual through which the organization provides health care services under any MA plan it offers. A grievance is any complaint or dispute, other than one that constitutes an organization determination, expressing dissatisfaction with any aspect of an MA organization's or provider's operations, activities, or behavior, regardless of whether remedial action is requested. MA organizations are required to notify enrollees of their decision no later than 30 days after receiving their grievance based on the enrollee's health condition. An extension up to 14 days is allowed if it is requested by the enrollee, or if the organization needs additional information and documents that this extension is in the interest of the enrollee. An expedited grievance that involves refusal by a MA organization to process an enrollee's request for an expedited organization determination or reconsideration requires a response from the MA organization within 24 hours.

I. GRIEVANCES

This reporting section requires an upload.

Reporting section	Organization Types Required to Report	Report Frequency Level	Report Period (s)	Data Due date (s)
Grievances	01 – Local CCP 02 – MSA 03 – Religious Fraternal Benefit(RFB PFFS) 04 – PFFS 06 – 1876 Cost 11 – Regional CCP 14 – Employee Union Direct (ED)-PFFS 15 – RFB Local CCP Organizations should include all 800 series plans. Employer/Union Direct Contracts should also report this reporting section, regardless of organization type.	1/Year /Contract level	1/1-3/31 4/1-6/30 7/1-9/30 10/1-12/31 (reporting will include each quarter)	First Monday of February in the following year.

Data Element ID	Data Element Description
A.	Number of Total Grievances
B.	Number of Total Grievances in which timely notification was given
C.	Number of Expedited Grievances
D.	Number of Expedited Grievances in which timely notification was given
E.	Number of Dismissed Grievances

II. ORGANIZATION DETERMINATIONS & RECONSIDERATIONS

This section requires a file upload.

Organization Types Required to Report	Report Frequency Level	Report Period (s)	Data Due date (s)
01 – Local CCP 02 –MSA 03– RFB PFFS 04 - PFFS 06 – 1876 Cost 11 – Regional CCP 14 – ED-PFFS 15 – RFB Local CCP Organizations should include all 800 series plans. Employer/Union Direct Contracts should also report this reporting section, regardless of organization type.	1/Year Contract	1/1-3/31 4/1-6/30 7/1-9/30 10/1-12/31 (reporting will include each quarter)	Last Monday of February in the following year.

Data Element ID	Data Element Description
Subsection #1	Organization Determinations
A.	Total Number of Organization Determinations Made in the Reporting Period Above
B.	Number of Organization Determinations - Withdrawn
C.	Number of Organization Determinations - Dismissals
D.	Number of Organization Determinations requested by enrollee/representative or provider on behalf of the enrollee (Services)
E.	Number of Organization Determinations submitted by Enrollee/Representative (Claims)
F.	Number of Organization Determinations requested by Non-Contract Provider (Services)
G.	Number of Organization Determinations submitted by Non-Contract Provider (Claims)
Subsection #2	Disposition – All Organization Determinations
A.	Number of Organization Determinations – Fully Favorable (Services) Requested by enrollee/representative or provider on behalf of the enrollee
B.	Number of Organization Determinations – Fully Favorable (Services) Requested by Non-contract Provider

Data Element ID	Data Element Description
C.	Number of Organization Determinations – Fully Favorable (Claims) Submitted by enrollee/representative
D.	Number of Organization Determinations – Fully Favorable (Claims) Submitted by Non-contract Provider
E.	Number of Organization Determinations – Partially Favorable (Services) Requested by enrollee/representative or provider on behalf of the enrollee
F.	Number of Organization Determinations – Partially Favorable (Services) Requested by Non-contract Provider
G.	Number of Organization Determinations – Partially Favorable (Claims) Submitted by enrollee/representative
H.	Number of Organization Determinations – Partially Favorable (Claims) Submitted by Non-contract Provider
I.	Number of Organization Determinations – Adverse (Services) Requested by enrollee/representative or provider on behalf of the enrollee
J.	Number of Organization Determinations – Adverse (Services) Requested by Non-contract Provider
K.	Number of Organization Determinations – Adverse (Claims) Submitted by enrollee/representative
L.	Number of Organization Determinations – Adverse (Claims) Submitted by Non-contract Provider
Subsection #3:	Reconsiderations
A.	Total number of Reconsiderations Made in Reporting Time Period Above
B.	Number of Reconsiderations - Withdrawn
C.	Number of Reconsiderations - Dismissals
D.	Number of Reconsiderations requested by or on behalf of the enrollee (Services)
E.	Number of Reconsiderations submitted by Enrollee/Representative (Claims)
F.	Number of Reconsiderations requested by Non-Contract Provider (Services)
G.	Number of Reconsiderations submitted by Non-Contract Provider (Claims)
Subsection #4:	Disposition – All Reconsiderations
A.	Number of Reconsiderations – Fully Favorable (Services) Requested by enrollee/representative or provider on behalf of the enrollee
B.	Number of Reconsiderations – Fully Favorable (Services) Requested by Non-contract Provider
C.	Number of Reconsiderations – Fully Favorable (Claims) Submitted by enrollee/representative
D.	Number of Reconsiderations – Fully Favorable (Claims) Submitted by Non-contract Provider
E.	Number of Reconsiderations – Partially Favorable (Services) Requested by enrollee/representative or provider on behalf of the enrollee
F.	Number of Reconsiderations – Partially Favorable (Services) Requested by Non-contract Provider
G.	Number of Reconsiderations – Partially Favorable (Claims) Submitted by enrollee/representative

Data Element ID	Data Element Description
H.	Number of Reconsiderations – Partially Favorable (Claims) Submitted by Non-contract Provider
I.	Number of Reconsiderations – Adverse (Services) Requested by enrollee/representative or provider on behalf of the enrollee
J.	Number of Reconsiderations – Adverse (Services) Requested by Non-contract Provider
K.	Number of Reconsiderations – Adverse (Claims) submitted by enrollee/representative
L.	Number of Reconsiderations – Adverse (Claims) Submitted by Non-contract Provider
Subsection #5:	Re-openings
A.	Total number of reopened (revised) decisions, for any reason, in Time Period Above
	For each case that was reopened, the following information will be uploaded in a data file:
B.	Contract Number
C.	Plan ID
D.	Case ID
E.	Case level (Organization Determination or Reconsideration)
F.	Date of original disposition
G.	Original disposition (Fully Favorable; Partially Favorable or Adverse)
H.	Was the case processed under the expedited timeframe? (Y/N)
I.	Case type (Service or Claim)
J.	Status of treating provider (Contract, Non-contract)
K.	Date case was reopened
L.	Reason(s) for reopening (Clerical Error, Other Error, New and Material Evidence, Fraud or Similar Fault, or Other)
M.	Additional Information (Optional)
N.	Date of reopening disposition (revised decision)*
O.	Reopening disposition (Fully Favorable; Partially Favorable, Adverse or Pending)

III. EMPLOYER GROUP PLAN SPONSORS

This reporting section requires an upload.

Organization Types Required to Report	Report Frequency/ Level	Report Period (s)	Data Due date (s)
01 – Local CCP 02 – MSA 04 – PFFS 06 – 1876 Cost 11 – Regional CCP 14 – ED-PFFS Organizations should include all 800 series plans and any individual plans sold to employer groups. Employer/Union Direct Contracts should also report this reporting section, regardless of organization type.	1/year PBP	1/1 - 12/31	First Monday of February in the following year.

Data Element ID	Data Element Description
A.	Employer Legal Name
B.	Employer DBA Name
C.	Employer Federal Tax ID
D.	Employer Address
E.	Type of Group Sponsor (employer, union, trustees of a fund)
F.	Organization Type (State Government, Local Government, Publicly Traded Organization, Privately Held Corporation, Non-Profit, Church Group, Other)
G.	Type of Contract (insured, ASO, other)
H.	Is this a calendar year plan? (Y (yes) or N (no))
I.	If data element His a "N", provide non-calendar year start date.
J.	Current/Anticipated Enrollment

IV. SPECIAL NEEDS PLANS (SNPs) CARE MANAGEMENT

This reporting section requires direct data entry into HPMS.

Organization Types Required to Report	Report Frequency Level	Report Period (s)	Data Due date (s)
SNP PBP's under the following types: 01 – Local CCP 11 – Regional CCP 15 – RFB Local CCP Organizations should exclude 800 series plans if they are SNPs.	1/Year PBP	1/1-12/31	Last Monday of February in the following year.

Data Element ID	Data Element Description
A.	Number of new enrollees due for an Initial Health Risk Assessment (HRA)
B.	Number of enrollees eligible for an annual reassessment HRA
C.	Number of initial HRAs performed on new enrollees
D.	Number of initial HRA refusals
E.	Number of initial HRAs not performed because SNP is unable to reach new enrollees
F.	Number of annual reassessments performed on enrollees eligible for a reassessment
G.	Number of annual reassessment refusals
H.	Number of annual reassessments where SNP is unable to reach enrollee

Notes:

If a new enrollee does not receive an initial HRA within 90 days of enrollment that enrollee's annual HRA is due to be completed within 365 days of enrollment. A new enrollee who receives an HRA within 90 days of enrollment is due to complete a reassessment HRA no more than 365 days after the initial HRA was completed.

V. ENROLLMENT AND DISENROLLMENT

This reporting section requires data entry.

Organization Types Required to Report*	Report Frequency Level	Report Period	Data Due date (s)
MAOs offering MA- only (no Part D) plans 1876 Cost Plans (enrollments that do not include a Part D optional supplemental benefit)	2/Year Contract	1/1 - 6/30 7/1 – 12/31	Last Monday of August and February

CMS provides guidance for MAOs and Part D sponsors' processing of enrollment and disenrollment requests.

CMS will collect data on the elements for these requirements, which are otherwise not available to CMS, in order to evaluate the sponsor's processing of enrollment, disenrollment and reinstatement requests in accordance with CMS requirements. For example, while there are a number of factors that result in an individual's eligibility for a Special Enrollment Period (SEP), sponsors are currently unable to specify each of these factors when submitting enrollment transactions. Sponsor's reporting of data regarding SEP reasons for which a code is not currently available will further assist CMS in ensuring sponsors are providing support to beneficiaries, while complying with CMS policies.

Note: Both Chapter 2 of the Medicare Managed Care Manual and Chapter 3 of the Medicare Prescription Drug Manual outline the enrollment and disenrollment periods (Section 30).

Data Element ID	Data Element Description
Subsection	Enrollment
A	The total number of enrollment requests (i.e., requests initiated by the beneficiary or his/her authorized representative) received in the specified time period. Do not include auto/facilitated or passive enrollments, rollover transactions, or other enrollments effectuated by CMS.
B.	Of the total reported in A, the number of enrollment requests complete at the time of initial receipt (i.e. required no additional information from applicant or his/her authorized representative).
C.	Of the total reported in A, the number of enrollment requests for which the sponsor was required to request additional information from the applicant (or his/her representative).
D.	Of the total reported in A, the number of enrollment requests denied due to the sponsor's determination of the applicant's ineligibility to elect the plan (i.e. individual not eligible for an election period).
E.	Of the total reported in C, the number of incomplete enrollment requests received that are incomplete upon initial receipt and completed within

Data Element ID	Data Element Description
F.	Of the total reported in C, the number of enrollment requests denied due to the applicant or his/her authorized representative not providing information to complete the enrollment request within established
G.	Of the total reported in A, the number of paper enrollment requests received
H.	Of the total reported in A, the number of telephonic enrollment requests received (if sponsor offers this mechanism).
I.	Of the total reported in A, the number of electronic enrollment requests received via an electronic device or secure internet website (if sponsor offers
J.	Of the total reported in A, the number of Medicare Online Enrollment Center (OEC) enrollment requests received.
K.	Of the total reported in A, the number of enrollment transactions submitted using the SEP Election Period Code "S" for individuals affected by a contract nonrenewal, plan termination, or service area reduction.
Subsection	Disenrollment
A.	The total number of voluntary disenrollment requests received in the specified time period. Do not include disenrollments resulting from an individual's enrollment in another plan.
B.	Of the total reported in A, the number of disenrollment requests complete at the time of initial receipt (i.e. required no additional information from enrollee or his/her authorized representative).
C.	Of the total reported in A, the number of disenrollment requests denied by the Sponsor for any reason.
D.	The total number of involuntary disenrollments for failure to pay plan premium in the specified time period.
E.	Of the total reported in D, the number of disenrolled individuals who submitted a timely request for reinstatement for Good Cause.
F.	Of the total reported in E, the number of favorable Good Cause
G.	Of the total reported in G, the number of individuals reinstated.

VI. REWARDS AND INCENTIVES PROGRAMS

This is a partial data entry and upload.

Organization Types Required to Report	Report Frequency Level	Report Period (s)	Data Due date (s)
01- Local CCP 02- MSA 03- RFB PFFS 04- PFFS 05- MMP 11- Regional CCP 12- 14- ED-PFFS 13- 15 - RFB Local CCP Organizations should include all 800 series plans. Employer/Union Direct Contracts should also report this reporting section, regardless of organization type.	1/Year Contract	1/1-12/31	Last Monday of February in following year

A plan user needs to select "Yes" or "No" for data element A. on the edit page. If the plan user selected "No", no upload is necessary. If the plan user selects "Yes", then the user will be required to upload additional information in accordance with the file record layout.

Data Element ID	Data Element Description
A.	Do you have a Rewards and Incentives Program(s)? ("Yes" or "No" only;)
B.	What health related services and/or activities are included in the program? [Text]
C.	What reward(s) may enrollees earn for participation? [Text]
D.	How do you calculate the value of the reward? [Text]
E.	How do you track enrollee participation in the program? [Text]
F.	How many enrollees are currently enrolled in the program? Enter
G.	How many rewards have been awarded so far? Enter

VII. PAYMENTS TO PROVIDERS

This reporting section requires a fileupload.

Collecting these data will help to inform us as we determine how broadly MA organizations are using alternative payment arrangements. See Technical Specs for additional information.

Organization Types Required to Report	Report Frequency Level	Report Period (s)	Data Due date (s)
01 – Local CCP 04 - PFFS 05 – MMP* 11 – Regional CCP 15 – RFB Local CCP	1/Year Contract	1/1-12/31	Last Monday of February in the following year.

*MMPs should report for all APMs not just Medicare APMs.

Data Element ID	Data Element Description
A.	Total Medicare Advantage payment made to contracted providers.
B.	Total Medicare Advantage payment made on a fee-for-service basis with no link to quality (category 1).
C.	Total Medicare Advantage payment made on a fee-for-service basis with a link to quality (category 2).
D.	Total Medicare Advantage payment made using alternative payment models built on fee-for-service architecture (category 3)
E.	Total Risk-based payments not linked to quality (e.g. 3N in APM definitional framework)
F.	Total Medicare Advantage payment made using population-based payment (category 4).
G.	Total capitation payment not linked to quality (e.g. 4N in the APM definitional framework)
H.	Total number of Medicare Advantage contracted providers.
I.	Total Medicare Advantage contracted providers paid on a fee-for-service basis with no link to quality (category 1).
J.	Total Medicare Advantage contracted providers paid on a fee-for-service basis with a link to quality (category 2).
K.	Total Medicare Advantage contracted providers paid based on alternative payment models built on a fee-for-service architecture (category 3).
L.	Total Medicare Advantage contracted providers paid based risk-based payments not linked to quality (e.g. 3N in the APM definitional framework)
M.	Total Medicare Advantage contracted providers paid based on population based payment (category 4).
N.	Total Medicare Advantage contracted providers paid based on capitation with no link to quality (e.g. category 4N in the APM definitional framework).

VIII. TELEHEALTH BENEFITS

This reporting section requires a file upload into HPMS.

Organization Types Required to Report	Report Freq./ Level	Report Period (s)	Data Due date (s)
01 – Local CCP 02 – MSA* 04 – PFFS* 11 – Regional CCP** 15 – RFB Local CCP	1/Year Contract	1/1-12/31	Exception: Report 1st Qtr. of CY 2020 by 5/31/2020 Last three qtrs. of 2020 are due last Monday in February 2021***

*Only network-based MSA and PFFS plans are required to report.

**Regional Preferred Provider Organizations (RPPOs) should only report on the network areas of their plans (not the non-network areas).

*** This reporting section beginning with the collection of CY2021 will be collected annually and align with due dates of the other Reporting Sections and will be due the last Monday if February of the following contract year.

Data Elements (at the contract level):

Data Element ID	Data Elements Description
A.	Does your organization offer additional Telehealth benefits? “Yes” or “No” only
B.	If yes, list the number of specialty providers that offer additional Telehealth benefits
C.	Identify the telehealth specialty offered from the providers listed in Element B. [text]
D.	List the County and State for each Telehealth Specialty listed above. If a Telehealth provider serves enrollees from multiple counties in the service area, then count the provider multiple times with the appropriate state and county. [text]
E.	Total number of contracted Telehealth Providers per contract. Enter_____

F.	Total number of contracted in-person providers for this specialty in this particular county and State. Enter_____
G.	How many of these contracted providers offer both in-person and Telehealth within the same contract? Enter_____