

MCS TO MCS TRANSITION GUIDE

| DATES | OUTGOING MCS CONTRACTOR | TMA | INCOMING MCS CONTRACTOR |
|---|---|--|---|
| Contract Award Through Start of HCD | Continues to use the DCS to resolve potential duplicate claim sets. | Loads identifying and other information regarding the incoming MCS contractor, the contract and region into the DCS. 30 - 45 days prior to the start of HCD, TMA installs DCS software and trains the incoming MCS contractor staff on the use of the DCS. | Purchases, configures and tests computer hardware, software and communications links required to operate the DCS no later than 60 days prior to the start of HCD. |
| Start of HCD Through The Last Day of The Third Month Following The Start of HCD (3 months) | Continues to use the DCS to resolve potential duplicate claim sets. | TMA begins the ongoing process of identifying and loading potential duplicate claim sets associated with the incoming MCS contractor. Within 60 days following HCD, TMA submits a work order, to be executed on the first day of the fourth month after HCD, for a "mass change" to transfer all potential duplicate claim sets involving non-network claims from the Outgoing MCS contractor's DCS to the incoming MCS contractor. | Incoming MCS contractor begins using the DCS to resolve identified potential duplicate claim sets "owned" by the incoming MCS contractor. |
| NOTE: This schedule shall be incorporated into the transition plans for the outgoing MCS contractor and the incoming MCS contractor. Actual dates shall be established in the transition plans. | | | |

| DATES | OUTGOING MCS CONTRACTOR | TMA | INCOMING MCS CONTRACTOR |
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| <p>Last Day of The Third Month Following The Start of HCD</p> | <p>At the close of business, the outgoing MCS contractor shall cease researching non-network “OPEN” claim sets and initiating new recoupments associated with non-network duplicate claim payments. The outgoing MCS contractor shall also cease entering refund data and linking adjustment data in the DCS for “PENDING” and “VALIDATE” non-network claim sets.</p> <p>The outgoing MCS contractor shall continue using the DCS to perform all DCS functions for claim sets associated with network claims including researching “OPEN” claim sets, initiating new recoupments, entering refund data and linking adjustment data.</p> | | <p>Continues researching and resolving potential duplicate claim sets.</p> |
| <p>NOTE: This schedule shall be incorporated into the transition plans for the outgoing MCS contractor and the incoming MCS contractor. Actual dates shall be established in the transition plans.</p> | | | |

| DATES | OUTGOING MCS CONTRACTOR | TMA | INCOMING MCS CONTRACTOR |
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| First Day of The Fourth Month Following HCD | Beginning on the first day of the fourth month following HCD, refund checks received and offsets taken for recoupments associated with non-network duplicate claims payments and recoupment files associated with in progress non-network duplicate claim recoupments shall be processed and forwarded to the incoming MCS contractor in accordance with the Financial Procedures in the Transition Plan, the contract, and the Operations Manual. | A “mass change” is initiated transferring all of the outgoing MCS contractor’s non-network DCS data to the incoming MCS contractor’s DCS. | Outgoing MCS contractor’s non-network DCS data appears on the incoming MCS contractor’s DCS. Incoming MCS contractor begins performing DCS research, recoupment, and resolution functions on non-network potential duplicate claim sets transferred from the outgoing MCS contractor as well as continuing to resolve their own duplicate claim sets. |

NOTE: This schedule shall be incorporated into the transition plans for the outgoing MCS contractor and the incoming MCS contractor. Actual dates shall be established in the transition plans.

| DATES | OUTGOING MCS CONTRACTOR | TMA | INCOMING MCS CONTRACTOR |
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| <p>First Day of The Fourth Month Through The Last Day of HCSR Submissions For The Outgoing MCS Contractor (as defined by the transition schedule)</p> | <p>The outgoing MCS contractor shall continue using the DCS to perform all DCS functions for claim sets associated with <u>network</u> claims including researching "OPEN" claim sets and initiating new recoupments.</p> <p>The outgoing MCS contractor shall have moved 100% of all "OPEN" DCS claim sets to a "PENDING", "VALIDATE", or "CLOSED" status by the last day of HCSR submissions (as defined by the transition plan).</p> | <p>TMA submits a work order to have the outgoing MCS contractor's Sybase passwords deleted from the DCS effective on the first day following the last day of HCSR submissions for the outgoing MCS contractor (as defined by the transition schedule).</p> <p>TMA shall generate monthly reports showing the status of the outgoing MCS contractor's network claim sets.</p> <p>TMA shall generate a work order, to be executed on the first day following the last day of HCSR submissions for the outgoing MCS contractor, to change the status of any remaining network "OPEN" and "PENDING" sets to a "CLOSED" status.</p> | <p>Continues to research and resolve potential duplicate claim sets appearing on the DCS.</p> <p>By the last day of the sixth month following HCD, the incoming MCS contractor shall have completed the required research and have moved a sufficient number of "OPEN" sets to a "PENDING", "VALIDATE", or "CLOSED" status to ensure compliance with DCS performance standards which become effective for the incoming MCS contractor on first day of the seventh month following HCD.</p> |
| <p>First Day of The Seventh Month Following HCD</p> | | <p>Generates DCS reports to verify that the incoming MCS contractor is in compliance with performance standards.</p> | <p>The DCS performance standards shall be in effect (see OPM, Chapter 1, Section 3 for the DCS performance standards).</p> |
| <p>NOTE: This schedule shall be incorporated into the transition plans for the outgoing MCS contractor and the incoming MCS contractor. Actual dates shall be established in the transition plans.</p> | | | |

| DATES | OUTGOING MCS CONTRACTOR | TMA | INCOMING MCS CONTRACTOR |
|---|---|---|--|
| Last Day of HCSR Submissions For The Outgoing MCS Contractor (as defined by the transition schedule) | By the close of business, the outgoing MCS contractor shall generate any DCS reports it wishes for its records. | | Continues to research and resolve potential duplicate claim sets appearing on the DCS. |
| First Day Following The Last Day of HCSR Submissions For The Outgoing MCS Contractor (as defined by the transition schedule) | Outgoing MCS contractor can no longer access the DCS. | <p>Outgoing FI contractor's Sybase passwords are deleted from the DCS.</p> <p>TMA generates DCS management reports showing the status of all DCS sets owned by the outgoing MCS contractor.</p> <p>"OPEN" and "PENDING" claim sets owned by the outgoing MCS contractor are moved to a "CLOSED" status.</p> | Continues to research and resolve potential duplicate claim sets appearing on the DCS. |
| NOTE: This schedule shall be incorporated into the transition plans for the outgoing MCS contractor and the incoming MCS contractor. Actual dates shall be established in the transition plans. | | | |

