

MASS CHANGE FUNCTION FOR CONTRACT TRANSITIONS

1.0. CONTRACT TRANSITIONS

When a new contract is awarded, the Government establishes a transition plan for the outgoing and incoming contractors. This plan specifies the schedule for implementing transition activities, e.g., dates when certain types of claims and encounters become the responsibility of the new contractor.

A contractor has access to and can view only those potential duplicate claim sets for which the contractor has responsibility for resolving and is the designated **Owner FI**. When a contract transition occurs, access to the duplicate claim sets must be transferred to the incoming contractor for resolution, in accordance with the transition plan. The date the incoming contractor will assume responsibility for resolving the claim sets owned by the outgoing contractor will be determined during transition meetings. The type of claim sets (e.g., financially underwritten or non-financially underwritten), that will be transferred to the incoming contractor will be determined at transition meetings. The **Responsible FI** field may be changed to an inactive FI 99 for claims that will remain the responsibility of the outgoing contractor.

For example, claim sets involving financially underwritten claims may remain the responsibility of the outgoing contractor, while non-financially underwritten claim sets may become the responsibility of the incoming contractor at some specified time during the transition period. Under the terms of the transition plan, the incoming contractor will be responsible for resolving the claim sets transferred to them from the outgoing contractor, including all recoupments and submissions of adjustment and cancellation HCSRs.

2.0. NEED FOR THE MASS CHANGE FUNCTION

When HCSRs representing potential duplicate payments (along with their corresponding adjustment and cancellation HCSRs) are extracted from the HCSR database and loaded into the Duplicate Claims Database, ownership (i.e., the **Owner FI** field) of each claim set is assigned. Additionally, a **Responsible FI** is assigned for each claim in the set. (See [Chapter 9, Section 6, paragraph 1.2.](#), **Responsible FI** Field, for the definition of this field.) The contractor that is the **Owner FI** is responsible for resolving the set. When a contract transition occurs, responsibility for resolving a set may change. The Mass Change function manages this process by changing the **Responsible FI** field of all claims included in the transition plan. This field may be changed to the incoming contractor or to an inactive FI 99. It also may be left unchanged if the outgoing contractor remains an active contractor. The Mass Change function also changes the **Owner FI** field as appropriate.

For example, Contractor 1 has been using the Duplicate Claims System for a year and the Duplicate Claims System has been extracting potential duplicates, creating claim sets and

assigning ownership of these sets to this contractor. Effective, February 1, 2003, three states are carved out of this contractor's region and a new region is established. Contractor 2 is awarded the contract for this new region. The transition plan establishes that Contractor 2 will assume full responsibility for resolving not financially underwritten potential duplicate claim sets, previously the responsibility of Contractor 1, for these three states, on June 1, 2003. The Duplicate Claims System will identify the affected non-financially underwritten claims and change the **Responsible FI** field of the affected claims and the **Owner FI** field of the affected sets to Contractor 2 effective June 1, 2003.

3.0. DEFINING MASS CHANGES

The TMA is responsible for initiating the Mass Change function upon determination of the transition plan requirements pertaining to duplicate claims resolution. Mass Changes are initiated by the submission of Mass Change Specification Forms to the TMA ADP Facilities Management Services Contractor who is responsible for making the changes in the Duplicate Claims Database. A sample form is shown in [Figure 9-7-1](#), Mass Change Specification Form.

The Mass Change Specification Form lists the data fields in the Duplicate Claims Database that may be used to identify claims and claim sets whose "ownership" must be changed to accommodate a contract transition. Once a Mass Change is performed, affected claims and claim sets will be accessible to the incoming contractor and removed from the view of the outgoing contractor.

TRICARE OPERATIONS MANUAL 6010.51-M, AUGUST 1, 2002

CHAPTER 9, SECTION 7

MASS CHANGE FUNCTION FOR CONTRACT TRANSITIONS

FIGURE 9-7-1 MASS CHANGE SPECIFICATION FORM

MASS CHANGE LEVEL: _____ MASS CHANGE SEQ: _____

DATA FIELD	FIELD LENGTH	VALUE
Mass Change Effective Date (DD MON YYYY format: 01 JUL 1995)	dd mmm yyyy	
Claim Set Status (Circle all affected by this change)	1	O, P, C, V, H
Claim Responsible FI (current value before Mass Change)	2	
Claim Responsible Contract (current value before Mass Change)	7	
Claim Processing FI	2	
Claim Processing Contract	7	
Beneficiary Region	2	
Provider Region	2	
Special Processing Codes	2	
Special Rate Code	2	
Financially Underwritten Indicator	1	
Provider Affiliation Code	1	
Filing State Code	2	
Beneficiary Zip Code Range	9	FROM: TO:
Provider Zip Code Range	9	FROM: TO:
Beneficiary Catchment Area Indicator	1	
Provider Catchment Area Indicator	1	
Processed To Completion Date Range	dd mmm yyyy	FROM: TO:
Care Begin Date Range	dd mmm yyyy	FROM: TO:
Care End Date Range	dd mmm yyyy	FROM: TO:
New Responsible FI	2	
New Responsible Contract	7	

Submitted by: _____

Date: _____

Approved by: _____

Date: _____

4.0. PERFORMING MASS CHANGES

The steps for performing a Mass Change are as follows:

- 4.1. The types of claims and claim sets to be transferred to a new contractor as well as the effective dates are defined in the transition plan.
- 4.2. These requirements are entered on the Mass Change Specification Form by TMA.
- 4.3. The Mass Change Specification Form is submitted to the TMA ADP Facilities Management Services Contractor at least two weeks prior to the date the change is to be effective.
- 4.4. The TMA ADP Facilities Management Services Contractor incorporates the mass change conditions after completion of the monthly load immediately preceding the mass change effective date.
- 4.5. The TMA ADP Facilities Management Services Contractor creates a report of the claims affected by the change.
- 4.6. TMA reviews and approves the list of claims.
- 4.7. Unless otherwise directed, the mass changes are thereafter applied to affected claims.

5.0. ADMINISTRATION OF MASS CHANGES

Mass changes will be strictly controlled by TMA in accordance with each contract's transition plan. See [Chapter 9, Addendum D](#), MCSC To MCSC Transition Guide, for a description of the activities and time tables that can be incorporated in a contractor to contractor transition plan.

The Mass Change function ensures that claims affected by a transition are identified and appropriately assigned. This means that the **Responsible FI** field will be changed for all claims included in the transition plan. For example, a transition plan may require that on June 1, 2003, all non-financially underwritten claims will be transferred from the outgoing Contractor FI 75 to the incoming Contractor FI 89. At the same time, all financially underwritten claims belonging to FI 75 will be changed to an inactive designation of FI 99.

5.1. Changes To The Owner FI

The Mass Change function also determines if the **Owner FI** should be changed. The system uses the following logic to determine the Owner FI.

- 5.1.1. If the Responsible FI being changed is not the owner of the set, then the Owner FI will not change.
- 5.1.2. If the Responsible FI being changed is the owner of the set and the Responsible FI is being changed to an FI other than 99, and there are no other claims in the set with the same

Responsible FI as the one being changed, then the Owner FI will be changed to the new Responsible FI.

5.1.3. If the Responsible FI being changed is the owner of the set and the Responsible FI is being changed to an FI other than 99, and there is another claim in the set with the same Responsible FI as the one being changed, and the claim with the Responsible FI being changed has an Identified Recoup amount greater than \$0.00, then the Owner FI will be changed to the new Responsible FI.

5.1.4. If the Responsible FI being changed is the owner of the set and the Responsible FI is being changed to an FI other than 99, and there is another claim in the set with the same Responsible FI as the one being changed, and the claim with the Responsible FI being changed has an Identified Recoup amount equal to \$0.00, then the Owner FI will not be changed.

5.1.5. If the Responsible FI being changed is the owner of the set and the Responsible FI is being changed to 99, and there are no other claims in the set with an FI other than 99, then the Owner FI will be changed to 99.

5.1.6. If the Responsible FI being changed is the owner of the set and the Responsible FI is being changed to 99, and there are other claims in the set with the same Responsible FI as the one being changed, then the Owner FI will not be changed.

5.1.7. If the Responsible FI being changed is the owner of the set and the Responsible FI is being changed to 99, and there are other claims in the set with an FI other than 99, and there are no other claims in the set with the same Responsible FI as the one being changed, and there are no non-FI 99 claims with an Identified Recoup Amount greater than \$0.00, then the Owner FI will be changed to the non-FI 99 claim with the latest processed-to-completion date.

5.1.8. If the Responsible FI being changed is the owner of the set and the Responsible FI is being changed to 99, and there are other claims in the set with an FI other than 99, and there are no other claims in the set with the same Responsible FI as the one being changed, and there are non-FI 99 claims with an Identified Recoup Amount greater than \$0.00, then the Owner FI will be changed to the non-FI 99 claim with an Identified Recoup Amount greater than \$0.00 that has the latest processed-to-completion date.

6.0. RESOLUTION ISSUE INVOLVING TRANSITIONED SETS FOLLOWING A MASS CHANGE

During a transition, when the outgoing contractor has ceased entering refund and adjustment data on the Duplicate Claims System, refunds may be received and/or HCSR adjustments may still be submitted for claims in *Open* and *Pending* sets. In this case, the incoming contractor may be required to resolve the set without knowing the amount of the refund received by the outgoing contractor.

If the actual recoupment amount was zero when the set was transferred from the outgoing contractor, the incoming contractor may apply the adjustment to the set while leaving the actual recoupment amount as zero dollars. Resolution would result in a Validate

TRICARE OPERATIONS MANUAL 6010.51-M, AUGUST 1, 2002

CHAPTER 9, SECTION 7

MASS CHANGE FUNCTION FOR CONTRACT TRANSITIONS

status, requiring an explanation by the incoming contractor that the outgoing contractor did not enter the actual recoupment amount.