

# **CSSC Operations Web Site ([csscoperations.com](http://csscoperations.com))**

## **User Guide**

**Version 1**

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## Introduction

Welcome to the CSSC Operations Web Site User Guide. This guide will assist the MA, MA/PD, and PDP plans as well as the CSRs in navigating [csscooperations.com](http://www.csscooperations.com) web site to access the Risk Adjustment Data and Prescription Drug Data information.

The web site enables the CSR to respond to MA, MA/PD and PDP organizations inquiries on a variety of subjects relevant to submission and processing of risk adjustment and prescription drug data.

You can find this guide within the **Quick Links** drop down box on the CSSC Operations Home Page.

## Locating the Site

The URL for the Home Page of CSSC Operations Web site is <http://www.csscooperations.com>.

## CSSCOperations.com Overview

The Home page shown provides direct links to the main pages of the web site. The web site contains the following types of information:

- System status information
- Frequently asked questions (FAQs), based on CSSC inquiries received
- Common problems and recommended resolutions
- CSSC e-mail inquiry hyperlink
- Links to official information, e.g., Medicare Program Manuals, at [CMS.HHS.gov](http://CMS.HHS.gov) Web site
- User Group and current Training materials/information and/or a link to the User Group/Training materials
- FERAS and PDFS error codes and edit information

See **Figure 1** for a display of the Home Page. The links from the home page follows:

## About CSSC

About CSSC provides a brief statement of the mission of the Customer Service and Support Center (CSSC) and provides a quick link for registering for email updates when new information has been published to the web site. The hours of operation for the CSSC is provided with a holiday schedule for days the office is closed for business.

## How to Contact Us

This direct link will give you information on how to contact the CSSC by phone, fax, email, or in writing.

## Hot Topics

Hot Topics are provided for quick and easy access to important messages from CMS or other pertinent information for processing RAPS and PDE data.

## System Status

The System Status Page alerts the MA, MA/PD, and PDP organizations of very important and time sensitive messages regarding RAPS and DDPS processing. The MA, MA/PD, and PDP organizations will need to check here often for status changes.

## Quick Links Drop Down Box

Provides quick links to the CSSC Operations Web Site User Guide, Archives, Site Map, and Site Search.

- **CSSC Operations Web Site User Guide** will help in navigating the web site
- **Archives** provides access to older versions of pertinent information from CMS
- **The Site Map** provides a layout of the web site with direct links to content.
- **The Site Search** allows keyword inquiries to specific content

See **Figure 2** for an illustration of the Site Map



Figure 1, Home Page

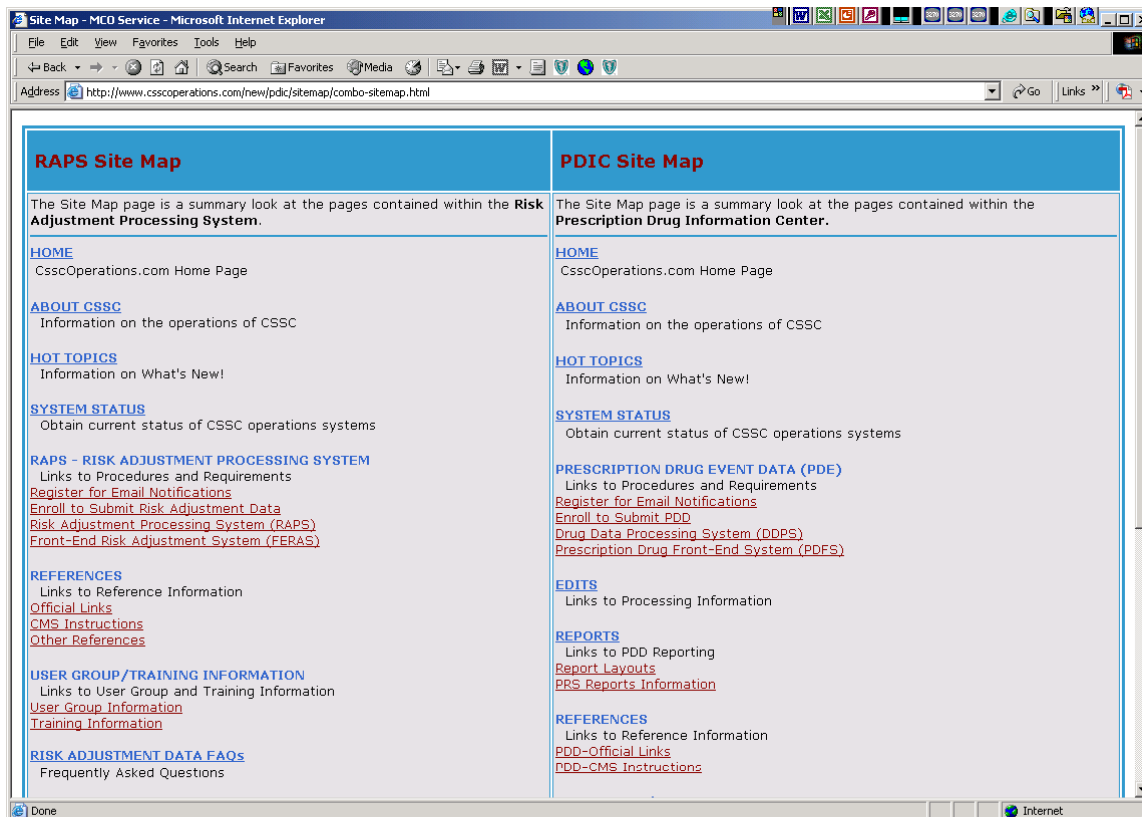


Figure 2, Site Map

The Risk Adjustment Processing and the Prescription Drug Processing systems are the two main components of the web site for access to relevant and up-to-date content that is responsive to the needs of the MA, MA/PD and PDP organizations and CSRs. The structure of the two components follows.

## Risk Adjustment Processing System (RAPS)

The Risk Adjustment Processing System component was created to provide comprehensive technical information for the submission of risk adjustment data. The following **Figure 3** is a web site flow diagram of the structure of the main web pages for accessing all information regarding the processing of RAPS data. The links from the RAPS component are:

- Register for Email Notifications
- Enroll to Submit Risk Adjustment Data
- Risk Adjustment Processing System (RAPS)
- Front-End Risk Adjustment Processing System (FERAS)
- Official Links
- CMS Instructions
- Other References
- User Group Information
- Training Information
- Risk Adjustment Data FAQs

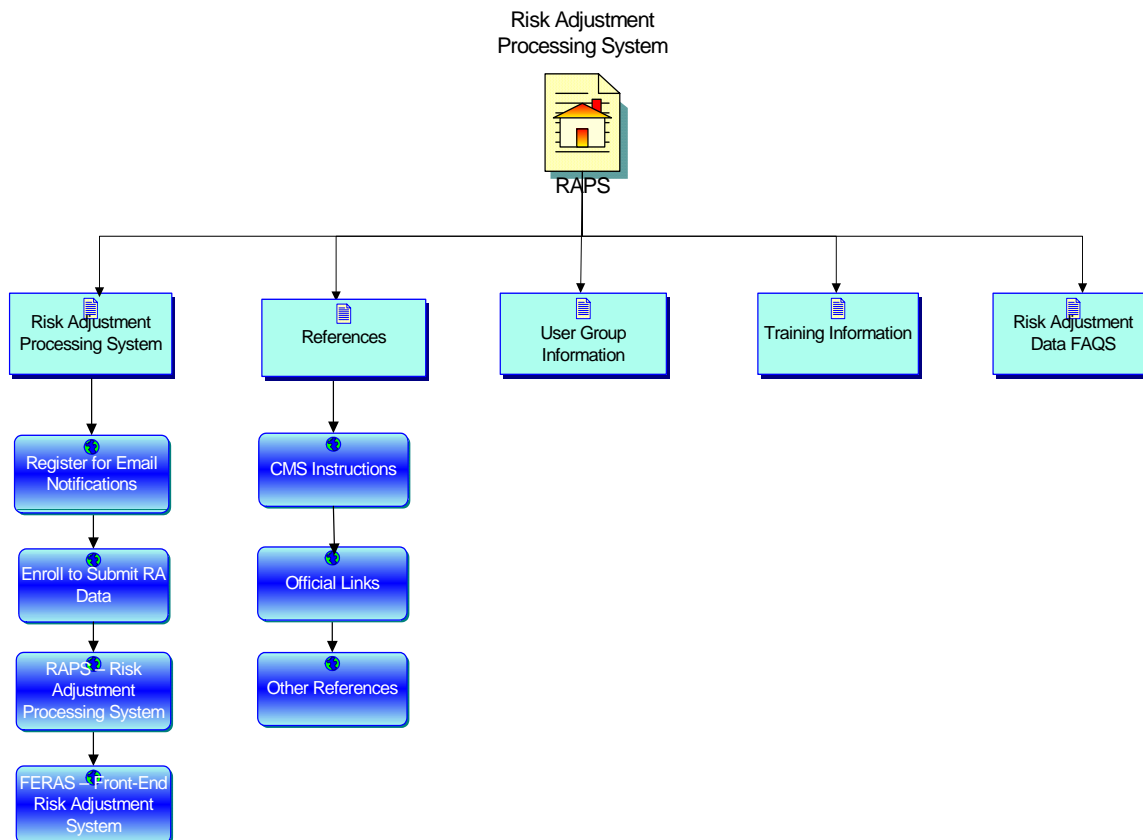


Figure 3, RAPS Web Flow Diagram

## Risk Adjustment Processing System

The links contained from the RAPS section of the web site take you to sources that provide needed information for processing risk adjustment data. The MA, MA/PD, and PDP organizations will have access to the EDI agreement for RAPS submissions, RAPS Record Layout, various RAPS reports, RAPS submission application processes, RAPS and FERAS Error Code Listings for problem resolution, and the FERAS User Guide and other front-end processing system resources. The MA, MA/PD, and PDP organizations can also register to receive email notifications for updates to information relating to RAPS processing.

## References

Reference material provides instructional guidance from CMS regarding RAPS data submission and processing requirements. There are also direct links to the CMS web site and other CMS sponsored web sites for sources of information helpful to the MA, MA/PD, and PDP organizations. Medicare Carrier and Intermediary manuals, and other relevant official documents, for use as a reference by CSRs are also included as reference material.

## User Group Information

The content from the User Group Information main page provides the MA, MA/PD, and PDP organizations registration information for participation in the user group meetings, the dates of the

meetings, and access to information derived from the meetings, such as Questions and Answers, User Group Notes, and the Slide presentations of the meetings.

## Training Information

The Training Information web page houses all information relating to Training Resources. From here the MA, MA/PD, and PDP organizations have access to the Training Registration web site, the Technical Assistance Registration Service Center, <http://www.tarsc.info/>, and other risk adjustment training resources.

## Risk Adjustment Data FAQs

The FAQs are designed to answer the most frequently asked questions relating to the RAPS system processing and its components.

## Prescription Drug Information Center (PDIC)

The Prescription Drug Information Center component was created to provide comprehensive technical information for processing prescription drug (Part D) data. The following **Figure 4** is a web site flow diagram of the main web pages for accessing all information regarding the processing of Part D data. The links from the PDIC component are:

- Register for Email Notifications
- Enroll to Submit PDE
- Drug Data Processing System (DDPS)
- Prescription Drug Front-End System (PDFS)
- Edits
- Report Layouts
- PRS Reports Information
- User Group Information
- Training Information
- CMS Instructions
- Official Links
- CMS FAQs and Responses

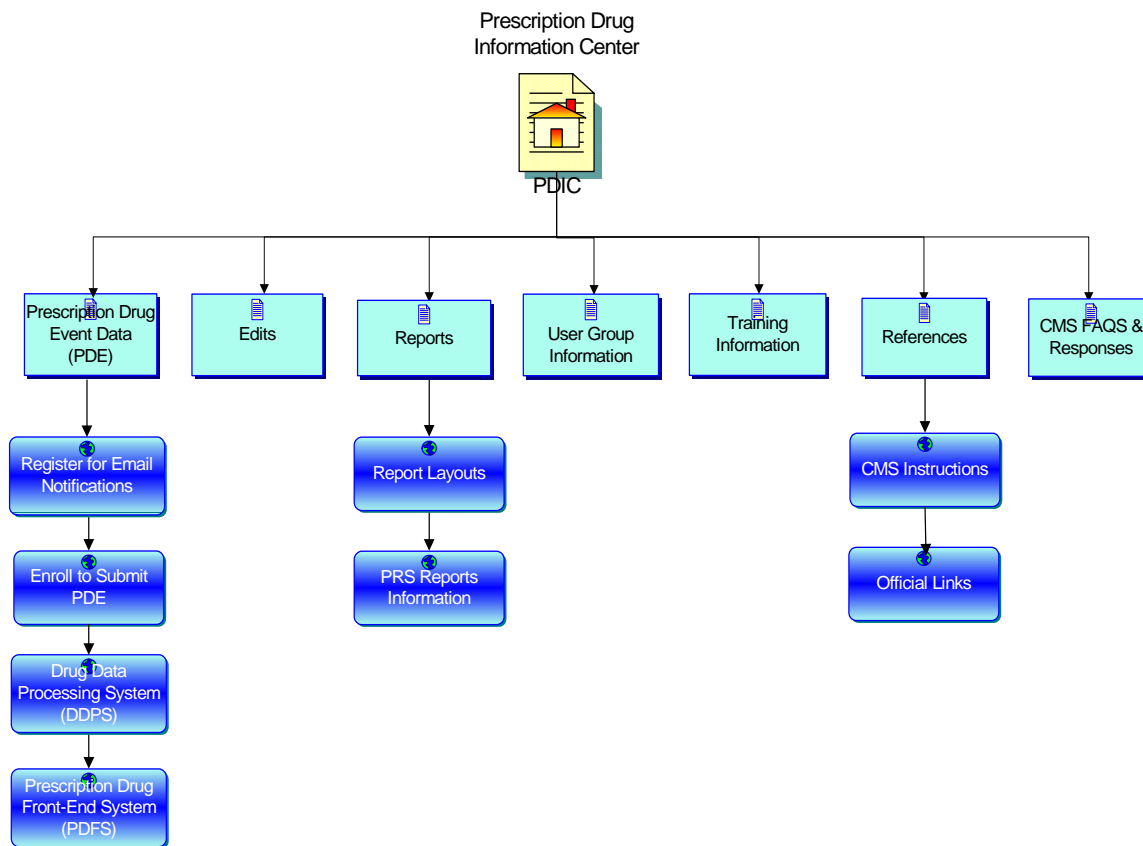


Figure 4, PDIC Web Flow Diagram

## Prescription Drug Event Data (PDE)

Guides the MA, MA/PD, and PDP organizations through the process of becoming certified for PDE data submissions, the EDI agreement, Part D submitter and PDFS application processes, and the GENTRAN process. Guidance received from the DDPS and PDFS web pages includes the PDE record layout, the DDPS processing schedule, the PDFS User Guide for instructions for uploading and retrieving files for processing, and PDFS system reports. The MA, MA/PD, and PDP organizations can also register to receive email notifications for updates to information relating to Part D data processing.

## Edits

The Edits web page provides access to the Error Code Listing, a resource for information regarding updates to Error Codes, Edit Categories and important messages regarding changes that affect editing, and a means for looking up Error Code descriptions for problem resolution.

## Reports

Selecting either Report Layouts or PRS Reports Information will provide access to various reports. PRS reports, DDPS reports, and the P2P reports are the types of reports that can be found here. Once the MA, MA/PD, and PDP organizations receive authorization, they can access the PRS Reports secure portal to retrieve the Payment Reconciliation Summary Reports.



## **User Group Information**

Accessing the User Group Information web page provides access to the monthly Part D User Group meeting schedule, contact information, and the direct link to the registration web site for participation in the User Group Meetings.

## **Training Information**

The Training Information web page provides access to the registration process for the PDE Regional Training, resources for the PDE Foundations, Advanced Regional Training sessions and PACE Training session.

## **References**

Reference information is located here with links to Official Links and CMS Instructions web pages. MA, MA/PD, and PDP organizations can receive instructional guidance from CMS regarding RAPS and PDE data submission and processing requirements, and also access links to the CMS web site. Medicare Carrier and Intermediary manuals, and other relevant official documents, for use as a reference by CSRs are also included as reference material.

## **CMS FAQs and Responses**

This web page will take you to the CMS web site to access Frequently Asked Questions. Other FAQs regarding data submissions can be found here.