



Provider Name  
Address Line 1  
Address Line 2  
City, State, Zip code

{DATE}

**Re: RRB Specialty MAC Payment System Changes**

**Dear Medicare Provider/Supplier:**

Effective June 15, 2020, Palmetto GBA, as the Railroad Retirement Board Specialty Medicare Administrative Contractor (RRB Specialty MAC), will be transitioning our financial accounting system from the Multi-Carrier System (MCS) to the Healthcare Integrated General Ledger Accounting System (HIGLAS). This transition involves only our financial accounting system. **We will continue to use MCS for all of our claims processing activities.**

Implementation of HIGLAS enables the Centers for Medicare & Medicaid Services (CMS) to track Medicare payments and to accurately pay claims for over 58 million Medicare beneficiaries. The transition will also provide the RRB and CMS with enhanced oversight of contractors' accounting systems, as well as access to more accurate, timely, and consistent data for decision-making and for performance evaluations.

**The RRB Specialty MAC HIGLAS Transition**

*The purpose of this letter is to explain the impact that the RRB SPECIALTY MAC HIGLAS transition will have on your organization's Medicare payments. It also provides a detailed transition timeline, revised payment schedules, and other important information regarding upcoming changes. In an attempt to make the transition as smooth as possible, we are providing you with this information to ensure minimal disruption in your Railroad Medicare payments.*

**We ask that you please take time to carefully read this information and that you share it with the appropriate staff in your organization.**

**Introduction to HIGLAS**

Information regarding our HIGLAS implementation will be provided via the RRB Specialty MAC HIGLAS Web page at [www.PalmettoGBA.com/RR/HIGLAS](http://www.PalmettoGBA.com/RR/HIGLAS) or by accessing the RRB Specialty



MAC website at [www.PalmettoGBA.com/RR](http://www.PalmettoGBA.com/RR) and selecting the HIGLAS banner. This same information will be issued in our electronic mail lists.

### **Temporary Waiver of the Claims Processing Payment Floor**

*CMS and the Railroad Retirement Board (RRB) have approved the RRB Specialty MAC waiver request to reduce the payment floor for both paper and EDI claims. Beginning June 10, 2020, the payment floor will be reduced to zero for both EDI and paper claims, and payments will be released for claims that have already been approved for payment.*

This temporary reduction of the payment floor will result in payments being issued early (checks and Electronic Funds Transfers {EFTs}). This may give the appearance that your cash revenues have increased when in fact payments for some of your claims may have simply been made earlier than normal. Providers are encouraged to monitor their payments and make adjustments as necessary to prevent cash flow problems during the transition period.

### **HIGLAS Transition Activities**

On June 10, 2020, the RRB Specialty MAC will run our last MCS payment cycle and begin the HIGLAS transition. (See the RRB Specialty MAC HIGLAS Transition Timeline below.)

- Waiver of the payment floor will result in claim payments (checks and EFTs) being issued earlier than normal.
- Providers are encouraged to continue submitting claims as normal.
- Following our transition to HIGLAS, the RRB Specialty MAC will resume normal scheduled payments.
- Distribution of Remittance Advices (RAs) will resume the week of June 17, 2020.

### **HIGLAS Remittance Advices (RAs)**

The RRB Specialty MAC will not be issuing payments from June 12-June 16, 2020. Electronic Remittance Advices (ERAs) and paper RAs will not be available. The RRB Specialty MAC will resume normal payment cycles and issuance of payments on June 17, 2020, at which time providers will be able to retrieve their ERAs.

### **The RRB Specialty MAC HIGLAS Transition Timeline**

<i>Date</i>	<i>Action</i>
June 10, 2020	Release payments for all claims already approved to pay
June 10, 2020	Last MCS payment cycle (payment floors reduced to zero)
June 11, 2020	HIGLAS transition begins
June 12-June 16, 2020	No payments will be issued - ERAs and paper RAs are not produced
June 15, 2020	HIGLAS transition completed – payment floors reinstated
June 17, 2020	Production & distribution of ERAs and paper RAs resume

June 17, 2020	Begin processing backlogged files and issuing payments
June 17-July 1, 2020	Providers may experience a significant reduction in payments due to the early claim payments issued immediately prior to the transition. Providers need to monitor and manage their cash flows during this time period.

**CHANGES PROVIDERS WILL SEE AS A RESULT OF HIGLAS**

**Remittance Advice (RA) Change**

The RA will display the RRB Specialty MAC’s two-digit plan code (82) in front of the claim Internal Control Number (ICN) as shown below.

8211111111111111

**Claim Payments Less than \$1.00**

Current CMS instructions require carriers to hold claim payments of less than \$1.00 until another payment greater than \$1.00 is generated and then to combine the two payments. Payments less than \$1.00 will now be issued because HIGLAS functionality at this time will not suppress these payments.

**Claims and Refund Payments Subject to a Hold, e.g., Do Not Forward (DNF), Bankruptcy, and Payment Suspension**

Providers may be placed on a hold due to a forwarding address, bankruptcy, and payment suspension. Currently, the holds are applied to the net payment after any eligible overpayment receivables have been offset. In HIGLAS, the holds will be applied at the claim level. As a result, the held money will not be applied to eligible receivables until the hold has been released.

**Claims and Refund Payments Subject to Third Party Payer (TPP) Offset, e.g., IRS Backup Withholding**

A provider payment may be subject to offsetting to a third party, such as the IRS. In the current environment, when a provider is subject to TPP, a provider check is pulled and the payment is remitted to the third party, but no notification is provided on the RA. HIGLAS will communicate a TPP offset of a provider’s payment on the provider’s RA.

**HIGLAS Impact on Claims Processing**

Currently, our online system is available on Federal holidays, and the RRB Specialty MAC processes claims on some Federal holidays. After transitioning to HIGLAS, our online system will continue to be available, but claims will no longer be processed on Federal holidays. There will be no change to provider payments because the RRB Specialty MAC currently does not issue

Page 4

checks or EFTs on Federal holidays.

For further information, please visit our website by selecting the *HIGLAS* banner from our home page at [www.PalmettoGBA.com/RR](http://www.PalmettoGBA.com/RR) or directly at [www.Palmettogba.com/RR/HIGLAS](http://www.Palmettogba.com/RR/HIGLAS). If you have any questions regarding the information contained in this letter, please contact our Provider Customer Service Call Center toll free at 888-355-9165 and select Option 5. Customer Service representatives are available Monday through Friday from 8:30 a.m. to 4:30 p.m. in all time zones, with the exception of Pacific Time, which is available from 8:00 a.m. to 4:00 p.m. PT.

Sincerely,

RRB Specialty MAC  
Provider Outreach & Education

SAMPLE