Manufacturer Dispute Submission and Attachment Overview

Contents:

1. General information
2. How to Create a Dispute Submission File
3. How to Create a Dispute Attachment

1. General Information

Manufacturers using an SFTP connection will receive the Manufacturer Data Report from the TPA in the "Outbound" directory of the SFTP software chosen. NDM users will receive this report in the dataset specified to receive the data.

The Manufacturer Dispute Submission File is created using information provided in the Manufacturer Data Report.

According to the terms in the Manufacturers' Agreement, Part D Manufacturers will have 60 calendar days from the date of Invoice Receipt to submit a dispute file. Manufacturers Agreement Section II (b)*: Receipt of the invoice shall be considered to be one (1) calendar day after the TPA electronically transmits the invoice to the Manufacturer or otherwise notifies the Manufacturer that it is available (e.g., it is posted on a secure web site for download).*

(Note: Only records being disputed should be included in the dispute file)

Manufacturer Dispute Submission and Attachment Overview

2. How to Create a Dispute Submission File

Manufacturers are required to convert the Manufacturer Data Report into the Dispute Submission File. The following steps outline this conversion:

1. Change File ID from 10MDT to 10DSP in Field 6 of the Manufacturer Header Record (TPAMH).

2. Add the Invoice Received Date (one day after the Invoice Distribution Date) to Manufacturer Header Record (TPAMH), Field 8.

3. Add the TPA Dispute Received Date to Manufacturer Header Record (TPAMH), Field 9.

4. Add the Dispute Reason Code to Field **19** of the Detail Record (DETCG).

5. Add the Support Detail Reference Number to Field **20** of the Detail Record (DETCG).

6. Add the Support Date 1 to Field **21** of the Detail Record (DETCG).

7. Add the Support Date 2 to Field **22** of the Detail Record (DETCG).

8. Add Additional Information (when required) to Field **23** of the Detail Record (DETCG).

9. Change File ID from 10MDT to 10DSP in Field 6 of the Manufacturer Trailer Record (TPAMT).

Rename the file as follows R.#######.RPT.MANUF_DISPUTE
(The ####### is a sequential number the Manufacturer received on their Manufacturers Data Report)

Save the file as either a flat file or a text file. You can use a text editor like Wordpad, Notepad or Textpad to create the text file.

Manufacturer Dispute Submission and Attachment Overview

3. How to Create a Dispute Attachment

Prepare the Dispute Submission file according to the instructions above.

Prepare supporting documents by including your p-number, invoice quarter, dispute reason code and Detail Reference Number of the item(s) you are disputing on the top of each page of your attachment. If one document represents more than one disputed invoice payment, send the document only once but note all applicable Detail Reference Numbers on the top of each page and in the subject line, continued to the body of the email if necessary.

Convert the document(s) to electronic files in *PDF format. Contact the TPA if you have questions about creating PDF files.

Attach the document(s) to an email with the p-number, invoice quarter, dispute reason code and Detail Reference Number of the dispute(s) in the subject line. Do not attach more than 20mb of data, singly or in combination, to one email. Emails exceeding 20mb attachments may be rejected by the TPA's email system and you may not receive notification if this happens.

Send the email to cgdp_disputes@palmettogba.com. You will receive an acknowledgement email if your attachment has been received successfully. If you do not receive an acknowledgement reply within 24 hours, contact the TPA. The TPA and CMS will not be responsible for submission deadlines missed due to rejected or unprocessed email.

* Please note: There are many free and low cost programs available to create PDF files. Microsoft Office has an add-in to create PDF files that is available to download on their web site. Many freeware and shareware programs are available to convert most file types to PDF. Some examples are: PrimoPDF, Solid PDF Creator, Free HTML to PDF Converter, doPDF Free Converter, PDF24 Creator, CutePDF Writer, Go2PDF, FreePDF Creator, and http://www.pdfonline.come/convert-pdf/. These programs are listed as a convenience to the Manufacturers, who are solely responsible for any risk assumed from downloaded software.