



Centers for Medicare & Medicaid Services
CMS eXpedited Life Cycle (XLC)

Communications Relational Assurance Database (COMRAD)

User Manual/Help Guide

Version 1.0

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1. Introduction

CMS oversees the performance of 16 MAC Jurisdiction contracts and a network of 17 Provider Contact Centers (PCCs) that administer provider customer service by responding to provider inquiries in support of the Provider Customer Service Program (PCSP).

This includes:

- Quality monitoring of calls from Medicare providers to Medicare Administrative Contractor (MAC) Customer Service Representatives (CSRs).
- Developing, implementing, and using a Communications Relational Assurance Database (COMRAD) to record and store QAM information and generate user-defined reports.

The COMRAD shall have the capability to produce and aggregate QAM information as defined by users for analysis and review by CMS and the MACs.

2. Overview

The Communications Relational Assurance Database (COMRAD) is a web application that supports the business processes related to the evaluation of Medicare Administrative Contractor (MAC) Customer Service Representatives' (CSRs) responses to provider inquiries. The COMRAD is built to record and store QAM Scorecard results and produce reports for CMS and the MACs. The COMRAD has the functionality of the current QAD and PQM Portal, including the ability to accommodate any future changes to MACs and MAC jurisdictions as directed by the CMS Contracting Officer's Representative (COR).

3. Getting Started

The following sections describe processes and procedures for accessing the COMRAD System.

3.1 Set-up Considerations

CMS screens are designed to be viewed at a minimum screen resolution of 800 x 600. To optimize your access to the COMRAD, the screen resolution should be set to 1024 x 768 or higher.

Access to the Internet is required as the COMRAD is a web-based application. The following Internet browsers are compatible for the COMRAD:

1. Internet Explorer, version 8.0 or higher
2. Chrome

3.2 User Access (Via Front-End Interface)

- **Administrator:** Views and modifies all COMRAD components and data.
- **Quality Manager:** Views and modifies all components and data of the COMRAD as they relate specifically to QAM.
- **CMS User:** Views all components of the COMRAD as they relate specifically to QAM. May also modify data for specific components.
- **MAC Administrator:** View Home, view Scorecard, view My Account, view Resources, view and upload CSR List, Add Rebuttals and Add users in the User Management.
- **Quality Monitor:** Views and modifies Scorecard of the COMRAD as they relate specifically to QAM. Has full modify access for the Scorecard forms.
- **MAC User:** View Home, view Scorecard, view My Account, view Resources, view and upload CSR List, add Rebuttals.

Table 1 - User /Role Accesses

No	User/Role	Accesses
1	Administrator	Home, Scorecard, Reports, CSR, Rebuttals, User Management, My Account, Resources
2	Quality Manager	Home, Scorecard, Reports, Rebuttals, My Account, Resources
3	CMS User	Home, Reports, CSR, Rebuttals, My Account, Resources
4	MAC Administrator	Home, Scorecard, CSR, Rebuttals, User Management, My Account, Resources
5	Quality Monitor	Home, Scorecard, My Account, Resources
6	MAC User	Home, Scorecard, CSR, Rebuttals, My Account, Resources

3.3 Accessing the System

3.3.1 Login

- Users will login with a unique username and password created by the System Administrator.
- The Login page displays information about the system.

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Welcome to COMRAD!

Login

Email Address
SystemAdmin

Password
.....

Log In

If you are having problems logging in email us at gam@cms.hhs.gov.

Disclaimer: This web site is not hosted on a Centers for Medicare & Medicaid Services (CMS) web server.

NOTICE - By logging into this system:

- You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
 - You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
 - Any communication or data transiting or stored in this information system may be disclosed or used for any lawful Government purpose.
- Authorized use of the system is limited to functions described in CMS IOM 100-09. Users must adhere to CMS Information Security Policies, Standards, and Procedures.

[Home](#) [Privacy, Security and Disclaimer](#) [Contact Us](#)

Figure 1: Welcome Screen

3.3.2 Description of the Homepage After Login

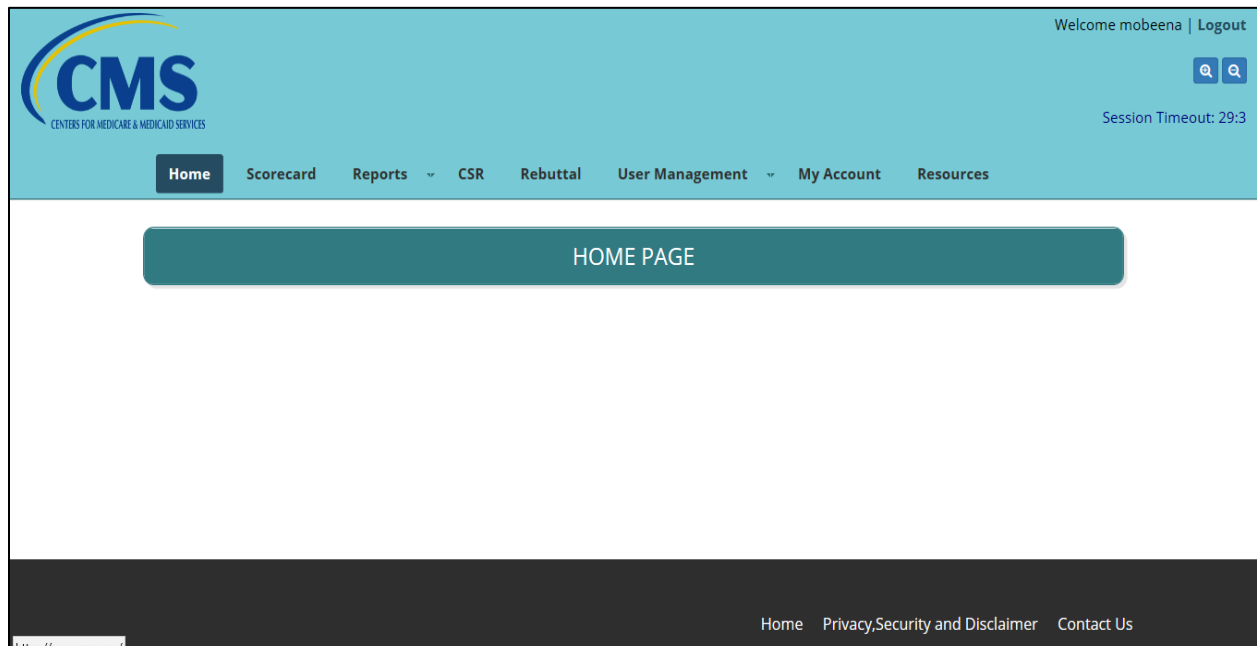


Figure 2: Home Page

The Homepage displays the following:

- Username, Logout button, Screen Magnifier Icon and Session Timeout display at the top right corner.
- Display of Home, Scorecard, Reports, CSR, Rebuttal, User Management, My Account and Resources Menu.
- Hyperlinks to Home, Privacy, Security and Disclaimer at the bottom right corner.

3.3.3 Navigation

Upon successful login, the Homepage displays the following menu items

- Home
- Scorecard: COMRAD stores all completed Scorecards created for the QAM program. It displays a list of all saved Scorecards and give all valid users the ability to view the completed Scorecards. The Scorecard display list contains navigation tools to allow users to access all completed scorecards based on their role.
- Reports: The COMRAD creates Scorecard, rebuttal, compliance and non-compliance reports. Users select and create reports from the backend database.
- CSR: The COMRAD menu option CSR allow users to:
 - Download the CSR List template for use when creating the CSR List for upload
 - Upload a new CSR List
 - Verify no changes to CSR List on file
 - Generate CSR List report

- Rebuttal: The COMRAD allow users to create a rebuttal to a failed Scorecard. The COMRAD will also enable users to edit and view rebuttals created and saved to COMRAD.
- User Management: The COMRAD menu user management allow users to:
 - Create new users
 - Edit users saved to the COMRAD
 - View users saved to the COMRAD
 - Activate and Inactivate users
- My Account: All Users will be able to view the information in their personal my account page
- Resources: All Users will be able to view the helpful resources presented via the resource menu.

4. Using the System

4.1 Scorecard

1. This page shows different Scorecard search filters. Users can filter their search by selecting one of the following:
 - Select **MAC** gives user the option to choose a range of 1 to all MACs.
 - Select **Jurisdiction** gives user the option to choose a range of 1 to all MAC
 - Select **Status** gives user the option to choose All, Pass, or Fail.
 - Selecting QM ID gives user options to search by Quality Monitor ID. Quality Monitor ID is a randomly generated ID by the COMRAD.
 - Select **Scorecard Type** gives user the option to choose All, Scoreable, Non-Scoreable, or Does Not Count.
 - Select **From Date** to choose the start date of the Scorecard to be viewed.
 - Select **To Date** to choose the end date of the Scorecard to be viewed.
 - Select **Filter** button to filter results.
 - Select **Reset** button to reset field.
 - Select **Add Scorecard** button to add new Scorecard.
 - After the result has been filtered, the list of Scorecards is displayed below the page showing the selected fields. From this, User can:
 - Copy the result displayed in the current page.
 - Open/Save in Excel or PDF format.
 - If a user clicks on view in Excel or PDF accidentally, the system will provide an option to cancel what was clicked.
 - Also, the system will enable user to click on the Next button to go to the next page if the result to be viewed is more than one page.
 - The system will also enable user to click on Previous button to go back to the previous page.
 - User will be able to view results by clicking on any of the fields displayed (MAC, Jurisdiction, MAC Call Reference ID, QAM Name/ID, QM Start Date/Time, Scorecard Type, Status and Actions). User can also search field via the Search box.
 - The system allows user to see the number of entries that was filtered at the bottom left of the page.

LIST OF SCORECARDS

Scorecard Search Filters

MAC:

ALL

Jurisdiction:

All
 JA
 JB
 JC

Status:

ALL

QIM Name/QIM ID:

Scorecard Type:

ALL

From Date:

To Date:

Filter

Reset

Add Scorecard

Show 10 entries

Showing 1 to 10 of 178 entries

Search:

MAC	Jurisdiction	MAC Call Reference ID	QIM Name/ID	QIM Start Date/Time	Scorecard Type	Status	Actions
			Test007	01/17/2018 05:59:10 AM	Scoreable		U D
			Test007	01/17/2018 09:41:49 AM	Scoreable		U D
	J	J_F_MAACK_01/18/2018 12:41:28 AM	Test007	01/17/2018 07:41:28 PM	Scoreable	Fail	U D
			Test007	01/18/2018 08:47:24 AM	Scoreable		U D
			Test007	01/18/2018 08:49:36 AM	Scoreable		U D
	J	J_R_MA_01/18/2018 02:21:08 PM	Test007	01/18/2018 09:21:08 AM	Scoreable	Fail	U D
			Test007	01/19/2018 09:53:25 AM	Scoreable		U D
			Test007	01/19/2018 06:03:35 AM	Scoreable		U D
	J	JFMA08.E20180123_1000000 AM	mobena	01/23/2018 11:28:16 AM	Scoreable	Fail	U D
	J	JFMA4K20180115_010000	mobena	01/24/2018 09:15:54 AM	Scoreable	Pass	U D

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Figure 3: List of Scorecards

4.2 Add Scorecard

To add Scorecards, Users are required to fill the following information

- QAM Information
 - Except the Scorecard Type, rest of the fields are not editable. Information is populated automatically.
 - QM Name/QM ID
 - Select Scorecard Type (Scoreable, Non-Scoreable, Does Not Count)
 - Select QM Start Date/Time
 - Select QM End Date/Time
- QAM Contact Information
 - Call Monitoring Date
 - MAC
 - MAC Jurisdiction
 - Program Selected:
 - LOB Selected
- QAM Call and CSR Information
 - Call Time (The actual time the call was made)
 - Call Duration (Length of call)
 - CSR Full Name (The CSR that received the call)
 - CSR Levels - CSR level 1,2
 - Call Language (English or Spanish)
 - MAC Call Reference ID

- The COMRAD will auto-populate the fields of the MAC Call Reference ID field as users select information needed for this reference number selected
 - The format for the field is:
(JurisdictionCSR1stInitialLastNameYearMonthDay_Time).
- Call Category:
- Call Sub-Category which differs based on the Call Category selected. Select the Call Sub-category according to the Call category.
- Knowledge skills
 - If a User selects “Yes” then the cursor moves to the next question.
 - If a User selects “No” for Provision of Accurate Information, User will be required to provide Accuracy Call Failure Reason and Accuracy Call Failure Time.
 - If a User selects “No” for Provision of Complete Information, User will be required to provide Completeness Call Failure Reason and Completeness Call Failure Time.
- Adherence To Privacy
 - If a User selects “Yes,” then the cursor moves to the next question.
 - If a User selects “No” for Adherence To Privacy procedures, User will be required to provide Privacy Call Failure Reason and Privacy Call Failure Time which is available via a dropdown for users to choose from
- Customer Skills
 - If a User selects “No” for Customer Skills, User will be required to provide Customer Skills Call Failure Reason and Customer Skills Call Failure Time which is available via a dropdown for users to choose.
- Call Result
 - This will be auto generated based on the above selected field
- User will be required to write Call Failure Reason Comments in the first text box and if needed, additional comments can be added in the second text box. After all these fields have been correctly filled and selected, User will select **Save** button to save what has been inputted.
- Select **Close** button to close the Page.

SAVE/UPDATE SCORECARD

Save

Close

Section 1 - QAM Information

QM Name/QM ID:
mobeena

Scorecard Type:
☒ Scoreable ☐ Non-Scoreable ☐ Does Not Count

QM Start Date/Time:
03/16/2018 01:17:38 PM

QM End Date/Time:

Section 2 - QAM Contract Information

Call Monitoring Date:

MAC:
---Select MAC---

Jurisdiction:
---Select Jurisdiction---

Program:
---Select Program---

LOB:
---Select LOB---

Section 3 - QAM Call and CSR Information

Call Time:

Call Duration:

CSR Full Name:

CSR Level:

Call Language:
English

MAC Call Reference ID:

Call Category:
---Select Call Category---

Call Sub Category:
---Select Call Sub Category---

Section 4 - Knowledge Skills

Did the CSR provide accurate information? If 'No' was selected , please enter reason in text box below:
☐ Yes ☐ No

Did the CSR provide complete information? If 'No' was selected , please enter reason in text box below:
☐ Yes ☐ No

Section 5 - Adherence to Privacy

Did CSR follow privacy procedures? If 'No' was selected , please select the reason below:
☐ Yes ☐ No

Section 6 - Customer Skills

Was the CSR courteous, friendly, and professional? If 'No' was selected , please select the reason below: ☐ Yes ☐ No

Section 7 - Call Result

Call Result:*

Additional Comments Box:

Save Close

Figure 4: Save and Update Scorecards

4.3 Reports

- User will be able to generate Scorecard, Compliance or Rebuttal Reports by selecting these fields via dropdowns
 - MAC
 - Jurisdiction
 - Program
 - PCC/Location
 - From Date
 - To Date
 - Scorecard Radio button
 - Compliance Radio button
 - Rebuttal Radio button
 - Scorecard Type
 - Call Result
- After the appropriate fields have been selected, User will select **Generate Report** to view the Report. User can also select the **Reset** button to clear field.
- View contractor Information via the dropdown on the Report Menu, clicking on this dropdown will enable user to either **Open, Save or Cancel** the document to be opened.
- This document will be opened in a separate window on the computer.
- The document can also be saved on the user preferred location on the computer.

SEARCH REPORT SCREEN

MAC:*
--Select MAC--

Jurisdiction:*
--Select All--

Program:*
--Select Program--

PCC/Location:*
--Select PCC/Location--

From Date:*

To Date:*

Report Type: ☒ Scorecard ☐ Compliance ☐ Rebuttal

Scorecard Type:*
ALL

Call Result:*
Both Pass and Fail

Generate Report Reset

Figure 5: Search Report Screen

4.3.1 Report Result Screen

- Click on back button to return to search report screen page.
- Results can be downloaded in Excel and PDF format.
- Results can also be copied from the COMRAD.
- If a user clicks on any of the export options, the system will provide an option to **Open, Save or Cancel**.
- Select any of the three options.

REPORT RESULTS SCREEN

Back

MAC: ALL

Jurisdiction: ALL

Report From Date: 10/09/2017

Report To Date: 03/20/2018

Scorecard Report - Scoreable (Both Pass and Fail Records)

Show 10 entries

Showing 1 to 10 of 15 entries

Search:

MAC	Jurisdiction	Scoreable Count	Scoreable Pass Count	Scoreable Pass Percent	Scoreable Fail Count	Scoreable Fail Percent	QAM Start Date	QAM End Date
CGS	J15	22	10	45.45	9	40.91	2013-02-20	N/A
CGS	JB	10	6	60	4	40	2013-02-20	N/A
CGS	JC	8	6	75	2	25	2013-02-20	N/A
FCSO	JN	21	7	33.33	12	57.14	2013-03-20	N/A
NGS	J6	3	1	33.33	2	66.67	2013-04-20	N/A
NGS	JK	13	8	61.54	5	38.46	2013-04-20	N/A
Noridian	JA	4	2	50	1	25	2013-05-20	N/A
Noridian	JD	9	5	55.56	3	33.33	2013-05-20	N/A
Noridian	JE	8	6	75	2	25	2013-05-20	N/A
Noridian	JF	6	6	100	0	0	2013-05-20	N/A

CopyExcelPDF

Previous12Next

Figure 6: Reports Result Screen

4.3.2 List of Reports

- Scoreable, Non-Scoreable, Does Not Count Records (Both Pass and Fail)**
Displays Scoreable, Non-Scoreable and Does Not Count records with both pass and fail status. Generated based on selection criteria and dates.
- Scoreable, Non-Scoreable, Does Not Count Records(Pass)**
Displays Scoreable, Non-Scoreable and Does Not Count report with only pass records. Generated based on selection criteria and dates.
- Scoreable, Non-Scoreable, Does Not Count Records(Fail)**
Displays Scoreable, Non-Scoreable, Does Not Count report with only fail records. Generated based on selection criteria and dates.
- Scoreable (Both Pass and Fail Records)**
Scoreable report with both the pass and fail records. Generated based on selection criteria and dates.
- Scoreable (Only Pass Records)**
Scoreable report with only pass records. Generated based on selection criteria and dates.
- Scoreable (Only Fail Records)**
Scoreable report with only fail records. Generated based on selection criteria and dates.
- Non-Scoreable Records**
Non-Scoreable report with only non-scoreable records. Generated based on selection criteria and dates.
- Does Not Count Records**
Does not count type report with only does not count records. Generated based on selection

criteria and dates.

9. **QASP (Both Pass and Fail Records)**

QASP reports are aggregated Scorecard reports generated for pass and failed statuses. User will be able to generate the report based on varied selection criteria's and dates.

10. **Compliance Report (All)**

Compliance report is generated for CSR Lists. Compliance is flagged to all the MAC's CSR Lists based on the date uploaded to the COMRAD.

11. **Non - Compliance Report**

Non-Compliance report is generated for CSR Lists. Non-Compliance is flagged to all the MAC's CSR Lists if the MAC uploads CSR Lists to COMRAD after 5th day of each month.

12. **Rebuttal Report (All)**

Multiple types of rebuttal reports are generated based on different filter criteria and dates. Completed, Pending and all is one of the filter criteria to generate the report.

13. **Rebuttal Category Report**

Multiple rebuttal category reports are generated based on different filter criteria, dates and categories.

4.4 CSR List

CSR Menu allow user to perform the following:

- CSR menu option allows Users to
 - Download the **"Sample CSR Template"** for uploading the CSR List to COMRAD. MAC users should always use the COMRAD **"Sample CSR Template"** for loading the CSR user data.
 - **Upload a new CSR List** – CSR information loaded into the COMRAD provided template can be uploaded from MAC users computer using "Upload CSR List" button in the CSR List screen. MAC user should upload the CSR List by 5th of each month.
 - **Compliance & Non-Compliance:**
 - Compliance: MAC users who uploaded the data by 5th of each month are tagged as **"compliant"** in COMRAD database.
 - Non-Compliance: MAC users who upload the CSR Lists data after 5th or who don't upload the CSR Lists data for that month are tagged as **"non-compliant"** in COMRAD database.
 - **'Keep Current List' checkbox:** If the CSR List doesn't change from last month, MAC users can select "Keep Current List" to notify COMRAD to add the last month CSR Lists data to the current month CSR Lists data
 - Compliance: MAC users who check the "Keep Current List" checkbox by 5th of each month are tagged as **"compliant"** in COMRAD database.
 - Non-Compliance: MAC users who don't check the "Keep Current List" checkbox after 5th are tagged as **"non-compliant"** in COMRAD database.

Note: MAC users should either upload the CSR Lists to the COMRAD or select "Keep Current List" check box to be compliant with QAM policies.

- The CSR List Template is as follows:

	A	B	C	D	E	F	G	H
1	First Name	Middle Name	Last Name	PCC	CSR LEVEL	JURISDICTION	PROGRAM	STATUS
2				Birmingham	Level 1	JJ	ABMAC-A	A
3				Birmingham	Level 1	JJ	ABMAC-A	I
4				Birmingham	Level 1	JJ	ABMAC-A	A
5				Birmingham	Level 1	JJ	ABMAC-A	A
6				Birmingham	Level 2	JJ	ABMAC-A	A

Figure 7: CSR List Template

- Select Download Sample CSR Template to download and view CSR List template or to save a copy of the template on your computer
- To upload a new CSR List, click on the Browse button and it will take User to the actual location where documents are saved. User can select the folder that contains the CSR List to be uploaded. See Fig:8 below
- The system will ask if User really wants to keep current list by a pop-up confirmation tab. See Fig:9 below
- Selects the file to be uploaded. See Figure:8 below

The screenshot displays the 'CSR LIST' application interface. On the left, the 'Upload CSR Section' is visible, featuring a 'CSR List Upload:' field with a 'Browse...' button. Below this is a 'MAC:' dropdown menu set to 'Noridian' and an 'Upload File' button. The 'Search CSR Section' area includes a 'From Date:' field set to '2018-02', another 'MAC:' dropdown, and a 'Search CSR' button. A green box highlights the 'Keep Current List' checkbox in the 'Keep Current List Section' above the upload area. Overlaid on the right is a Windows 'Open' file explorer window showing the 'This PC > Documents' path. The file list includes 'CSR List' (File folder, 2/20/2018 3:08 PM), 'Custom Office Templates' (File folder, 2/13/2018 9:53 AM), and 'OneNote Notebooks' (File folder, 2/13/2018 9:06 AM). The 'File name' field is empty, and the 'All files' filter is selected.

Figure 8: CSR List 1

The screenshot displays the 'CSR LIST' interface. At the top, there is a header bar labeled 'CSR LIST'. Below it, the 'Download Sample CSR Template' link is visible. The 'Keep Current List Section' contains a checkbox labeled 'Keep Current List'. The 'Upload CSR Section' includes a 'CSR List Upload:' field, a 'MAC:' dropdown menu with the option '---Select MAC---', and an 'Upload File' button. The 'Search CSR Section' area features 'From Date:' and 'To Date:' input fields, a 'MAC:' dropdown menu with options '---Select MAC---', 'Select ALL', 'CGS', and 'FCSO', and a 'Jurisdiction:' dropdown menu with options '---Select Jurisdiction---' and 'Select ALL'. A 'Search CSR' button is located below these filters. At the bottom left, there is a 'Show 10 entries' dropdown, and at the bottom right, there are 'Previous' and 'Next' navigation links. A confirmation dialog box titled 'Current CSR List Confirmation?' is overlaid on the interface, asking 'Are you sure you want to keep the current CSR list?' with 'Yes' and 'Cancel' buttons.

Figure 9: CSR List 2

- Select **Value** for the MAC.
- Select **Value** for the Jurisdiction.
- Select **Upload File** button.
- User can search CSR via these filters:
 - From Date
 - To Date
 - MAC
 - Jurisdiction
- User can click **Search CSR** button after entering all the values.
- User can click **Previous** and **Next** to go to the next page or return to the previous page
- Select **Copy** button to copy the CSR List already uploaded
- Select **CSV** button to view and save in CSV format
- Select **Excel** button to view and save in Excel format
- Select **PDF** button to view and save in PDF format
- Select **Print** to print the list

The screenshot displays the 'CSR LIST' interface. At the top, there is a link to 'Download Sample CSR Template'. Below this, the 'Keep Current List Section' contains a checkbox labeled 'Keep Current List'. The 'Upload CSR Section' includes a 'CSR List Upload:' field with a text input showing a file path and a 'Browse...' button. Below the upload field are two dropdown menus for 'MAC:' and 'Jurisdiction:'. A green box highlights the 'Upload File' button. The 'Search CSR Section' features 'From Date:' and 'To Date:' input fields, and two dropdown menus for 'MAC:' and 'Jurisdiction:'. The 'MAC:' dropdown is open, showing options: '---Select MAC---', 'Select ALL', 'CGS', and 'PCSO'. A green box highlights the 'Search CSR' button. At the bottom left, there is a 'Show 10 entries' dropdown. At the bottom right, there are 'Previous' and 'Next' buttons.

Figure 10: CSR List 3

4.5 Rebuttal List

- List of Rebuttals -
 - Select Values from the MAC field.
 - Jurisdiction which is based on the MAC already selected.
 - Select **From Date** and **To Date**.
 - Click **Filter** to search the list of Rebuttals.
 - Click **Reset** to clear all fields.
 - Click Add **Rebuttals** to add new Rebuttal.
- The Rebuttal page shows the list of Rebuttals that has been generated. Rebuttal List columns displays:
 - MAC
 - MAC Call Reference ID
 - QM Name/ID
 - PCC / Location: The RAD shall display the PCC Name identified when Rebuttal created
 - Date Posted: The RAD shall display the Timestamp for when the Rebuttal was saved to the RAD
 - Response Time: Business days elapsed between Date Posted and most current update to Rebuttal.
 - Reporting Month (Monitoring Period for Failed Scorecard)
 - Status: The RAD shall display the status of the Rebuttal as follows:
 - Pending
 - Completed
 - Result: The RAD shall display the current result of the Rebuttal as follows:
 - Pending

- Scoring Modified
- Scoring Unchanged
- CMS Elevated
- Actions
 - View
 - Edit
- Select **Copy** button to copy and paste the current displayed page.
- Select **Excel** button to view and save in Excel format.
- Select **PDF** button to view and save in PDF format.

MAC	MAC Call Reference ID	QM Name/ID	PCC/Location	Date Posted	Reporting Month	Status	Result	Actions
CGS	J15VIANENSON20180125_01919	mobeena	Des Moines		01/25/2018	Completed	CMS Elevated	View Edit
CGS	J15KICABLE20180123_081500 AM	mobeena	Nashville	1517231638000	01/23/2018	Completed	Scoring Modified	View Edit
CGS	J15BDALYORIO20180123_092019 PM	mobeena	Columbia	151732638000	01/23/2018	Pending		View Edit
CGS	J15AARESTAD20180101_010000	mobeena	Nashville	1517343739000	01/01/2018	Pending		View Edit
CGS	J15TDALRY20180105_110749	mobeena	Columbia	1517344887000	01/05/2018	Pending		View Edit
CGS	J15ADALSA20180102_131013	mobeena		1517374450000	01/02/2018	Pending		View Edit
CGS	J15ADALSA20180102_131013	mobeena	Des Moines		01/02/2018	Completed	Scoring Modified	View Edit
CGS	J15ADALSA20180102_131013	mobeena	Nashville	1518566090000	01/02/2018	Pending		View Edit
CGS	J15ICABAT20180108_081516	mobeena	Nashville	1518568186000	01/08/2018	Pending		View Edit
CGS	J15TDALRY20180105_110749	mobeena		1518570657000	01/05/2018	Pending		View Edit

Figure 11: List of Rebuttals

- Select **Add Rebuttal** to add new Rebuttal
 - Select MAC Call Reference ID and the following fields will be populated
 - CSR Full Name
 - Call Time
 - Call Monitoring Date
 - Call Category
 - LOB
 - QM Name/ID
 - Select PCC/Location
 - Select PCC Contact Person
- Select the **Attachments** checkbox to verify that PHI/PII information is not included in the attachment before uploading.
- To upload a document to the Rebuttal form, click on the Browse button and it will take User to the actual location where documents are saved. From here, select the folder that contains the attachment to be uploaded.

SAVE/UPDATE REBUTTAL

Save Close

MAC Call Reference ID:* JNHAARSV20180305_130000

CSR Full Name: HEATHER JANE AARSVOLD

Call Time: 01:00:00 PM

Call Monitoring Date: 03/05/2018

Call Category: Provider Enrollment

LOB: Appeals/Reopenings

QM Name/ID: QUALITYMONITOR1

PCC/Location:* Jacksonville

PCC Contact Person:* user0309 mac

Failure Reason/s

Customer Skills Call Failure Reason: Inappropriately interrupting the caller

Reason for Rebuttals/QM Comments:* Testing 001

Attachments: ☒ I Agree that PHI/PII information is not included in the attachment.

C:\Users\Olanrewaju.Olafisoye\Documents\CSR List\NORIDIAN.xlsx Browse

Note: Please don't include PHI/PII information in the attachment

Save Close

Figure 12: Save/Update Rebuttal

- Select **Save** button to save what has been inputted and select **Close** button to close the Page.
- When the Rebuttal is created and saved, the system takes user to List of Rebuttals page. See fig:11.

4.6 User Management

- When a User clicks on User Management button, it shows a dropdown that displays
 - Create Users
 - List of Users

4.6.1 Create Users

- To create new User, click on **Create Users** and fill the following fields
 - Username / Email Address
 - Password
 - Confirm your password
 - First Name
 - Middle Name
 - Last Name
 - Organization
 - Role
- If MAC is selected as an Organization, additional fields will be required
 - MAC
 - Jurisdiction
 - PCC/ Location

- Select **Create** to create user
- Select **Close** to close the page

CREATE USER

Username / Email Address:*
Testoo1

Password:*
.....

Confirm your password:*
.....

First Name:*
Test

Middle Name:
Tester

Last Name:*
Testing

Organization:*
Arch Systems LLC

Role:*
Quality Manager

Create Close

Figure 13: Create User

4.6.2 List of users

- The COMRAD updates the List of Users when new Users are entered/created.
- View Users by clicking on List of Users button.
- Search for a specific User by the Last Name or Role or Organization.
- Click **Search** to get the list of users.
- Click **Add User**, to create User.
- Double click on **Active or Inactive** under User Access to make a user 'Inactive' or 'Active'.

List of Users						
<div> <div>Last Name:</div> <div> <input type="text"/> </div> </div> <div> <div>Role:</div> <div> <div>--- Select Role---</div> <div>▼</div> </div> </div> <div> <div>Organization:</div> <div> <div>--- Select Org---</div> <div>▼</div> </div> </div> <div> <div>Submit</div> </div>						
<div> <div>Show <div>10</div> entries</div> <div>Search: <input type="text"/></div> </div>						
User Id	FirstName	MiddleName	LastName	Organization	Role	User Access
1	CMSron		Administrator	Arch Systems LLC	Quality Manager	Inactive
2	Arch	Diane	Qaulity Manager	Arch Systems LLC	CMS User	Active
21	John	mc	Doe1	Arch Systems LLC	Administrator	Inactive
23	Test	Middle	User	CMS	MAC Admin	Active
24	Mobeena		Mohammed	Arch Systems LLC	Administrator	Active
26	Liam	Mario	Zanoni	Arch Systems LLC	Administrator	Active
27	firstname			MAC	MAC User	Active
28	CMSADMIN		ADMINISTRATOR	CMS	Quality Monitor	Active
29	CMSUSE		USER	CMS	CMS User	Active
30	ARCHADMIN		ADMINISTRATOR	Arch Systems LLC	Administrator	Active
<div>Showing 1 to 10 of 23 entries</div> <div> <div>Previous</div> <div>1</div> <div>2</div> <div>3</div> <div>Next</div> </div>						

Figure 14: List of Users

4.7 My Account

This page shows the user's account information in the following order

- User name / Email Address
- Change Password
- First Name
- Middle Name
- Last Name
- Organization
- Role
- MAC
- Jurisdiction
- PCC/Location

MY ACCOUNT

Username/Email Address:
mobeena [Change Password](#)

First Name:
Mobeena

Middle Name:

Last Name:
Mohammed

Organization:
Arch Systems LLC

Role:
Administrator

MAC:
CGS

Jurisdiction:
—Select Jurisdiction—

PCC Location:
—Select PCC Location—

Figure 15: My Account

4.8 Support

All inquiries should be forwarded to gamadmin@archsystemsinc.com. We will get back to you in a timely manner.

Appendix A: Acronyms

Table 2: Acronyms

Acronym	Literal Translation	Definition
CMS	Centers for Medicare and Medicaid Services	CMS is a Federal agency within the United States Department of Health and Human Services that administers the Medicare program and works in partnership with state governments to administer Medicaid, the State Children's Health Insurance Program, and health insurance portability standards.
PDF	Portable Document Format	A file format used to represent documents in a manner independent of application software, hardware, and operating system.
MAC	Medicare Administrative Contractor	A Medicare Administrative Contractor (MAC) is a private health care insurer that has been awarded a geographic jurisdiction to process Medicare Part A and Part B (A/B) medical claims or Durable Medical Equipment (DME) claims for Medicare Fee-For-Service (FFS) beneficiaries. CMS relies on a network of MACs to serve as the primary operational contact between the Medicare FFS program and the health care providers enrolled in the program. MACs are multi-state, regional contractors responsible for administering both Medicare Part A and Medicare Part B claims.