



CMS WCMSA Backlog Issues Update

On March 17th UWC, AIA and PCI sent a joint letter to CMS seeking a conference call and responses to a series of questions about WCMSA processing backlogs that had increased in recent months (see attached). On April 5th we participated in a conference call to discuss the issues and possible solutions. Highlights of the meeting included:

1. CMS asked that we send the message to our members that submitters not make WCMSA submissions if the settlements are of a total settlement value of \$25,000 or less (i.e. under the CMS threshold). Approximately one-third of the submissions they are currently receiving through the contractor are below threshold and they indicate that this is contributing to the processing backlog. CMS claims that they follow a FIFO process and have to take the time to review these below threshold submissions.
2. The current contract under which submissions are received ends April 30th and there is not yet a decision on whether the contractor will continue or a new contractor will be selected. A six week extension of the current contract is possible. Plans for transition are somewhat unclear.
3. The new contract calls for a capacity to process more than 2000 submissions per month (the current volume is 1700 per month)
4. CMS plans to use an internet web portal for submissions as part of its longer term plans and is planning to begin testing the portal application later this Spring
5. The goal for bringing down the current 120 day backlog is to bring it back down to 60 days, but there is no specific plan or timeline to reach that goal.
6. CMS is hiring a contractor to do a WCMSA Study to meet with customers to find out what they are doing and what is needed to make improvements. The review contract is scheduled to start on May 2, 2011.
7. CMS is open to process improvement ideas to be sent to Frank Johnson, who oversees the contractor.

We expect follow-up meetings with the contractor from CMS reviewing processing issues, and UWC will develop processing suggestions for submission to CMS.

If you have particular issues that should be highlighted to CMS and/or processing improvement suggestions, you may send them to us for transmission as a group to CMS. Please send any information/suggestions to me by April 30 to be included in the overall letter to CMS.