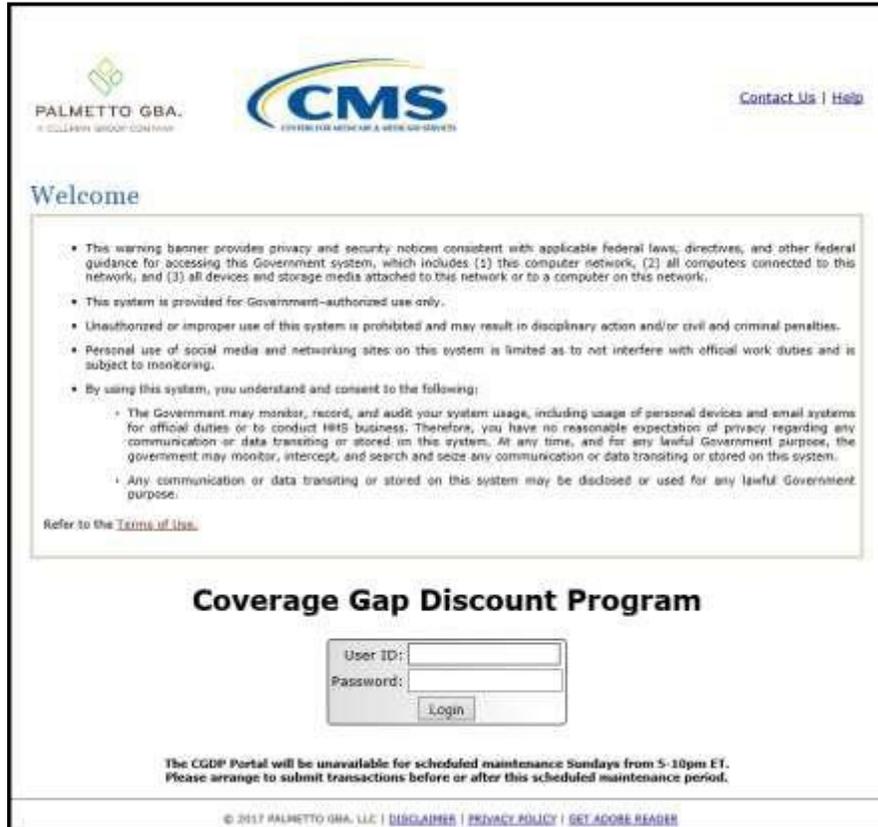


Coverage Gap Discount Program (CGDP) Manufacturer Portal



The screenshot shows the login page for the Coverage Gap Discount Program (CGDP) Manufacturer Portal. At the top left, there is the Palmetto GBA logo with the text "PALMETTO GBA. A CELERIAN GROUP COMPANY". To its right is the CMS logo with the text "CENTERS FOR MEDICARE & MEDICAID SERVICES". In the top right corner, there are links for "Contact Us" and "Help". Below the logos is a "Welcome" section containing a list of terms and conditions. The main heading is "Coverage Gap Discount Program". Below this is a login form with fields for "User ID:" and "Password:", and a "Login" button. At the bottom, there is a maintenance notice: "The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET. Please arrange to submit transactions before or after this scheduled maintenance period." The footer contains the copyright notice "© 2017 PALMETTO GBA, LLC" and links for "DISCLAIMER", "PRIVACY POLICY", and "GET ADOBE READER".

Palmetto GBA
A CELERIAN GROUP COMPANY

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

[Contact Us](#) | [Help](#)

Welcome

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.
- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
 - The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transmitting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transmitting or stored on this system.
 - Any communication or data transmitting or stored on this system may be disclosed or used for any lawful Government purpose.

Refer to the [Terms of Use](#).

Coverage Gap Discount Program

User ID:

Password:

The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET. Please arrange to submit transactions before or after this scheduled maintenance period.

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Disputes Users Guide



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Introduction

Welcome to the Coverage Gap Discount Program (CGDP) Manufacturer Portal Dispute Users Guide. This guide provides you, the Manufacturer, information on accessing Dispute return and resolution reports located in the CGDP Portal's Disputes Dashboard and using the Disputes functionality to build and submit dispute requests.

The Disputes functionality is available for Manufacturers participating in the CGDP (the Program) to submit dispute requests on current quarter prescription drug event (PDE) line items in order to request a CMS review. According to the terms in the Manufacturers' Agreement, Part D Manufacturers will have sixty (60) calendar days from the date of Invoice Receipt to submit a dispute file. The *Invoice Receipt Date* is as stated in the 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).

Disputed PDE line items included in a dispute file *must* be paid by the invoice payment deadline, also known as the "Invoice Paid By 38th Calendar Day After Receipt" as defined in the [Medicare Part D CGDP Calendar](#) (CGDP Calendar) located on the TPAdministrator.com website, even though the Manufacturer is disputing the line item.

Manufacturers can create dispute files for disputed PDE line items by using the information provided in the current quarter's Data report. Manufacturers have two options for creating dispute files: manual text file format or Dispute Builder functionality. Submission of uploaded manual text files or Dispute Builder-created files are performed in the CGDP Portal. When creating dispute files, only PDE's for a single P number should be included in a file. Files containing multiple P numbers for a Corporate ID will error out in the Portal. After submission of the dispute files, Manufacturers can review and download reports detailing the results of submitted disputes editing on the Dispute Return or the final determination for reviewed disputes on the Dispute Resolution files loaded to the Disputes Dashboard. Additional details on the Disputes Dashboard, Dispute Builder, and Dispute Submission functionality is

The CGDP Portal, here forward known as the Portal, will provide Manufacturers the ability to perform the following Dispute functions:

- Invoice dispute filing
- Return and resolution reports retrieval

This **CGDP Manufacturer Portal Disputes Users Guide** will provide the information necessary to process Disputes, including tasked-based instructions for creating, submitting, and reviewing dispute files and dispute reports retrieval.

CGDP Portal Login

The CGDP Portal is a U.S. government information system. To access the Dispute functionality a user must have authorized access to the Portal.

Authorized users of the Portal application must adhere to CMS information security policies, standards and procedures.

Detailed daily login instructions are in the **CGDP Manufacturer Portal Introduction and Login Users Guide** located under [References](#) on the [TPAdministrator.com](#) website.

Instructions contained within the guide include:

- Initial Security Data Set Up
- Daily Login
- Account Maintenance
- Navigation of the Portal and its tabs and links

Note: Users will not have the ability to view other Manufacturers' data.

The CGDP Portal is accessed via a link on the [TPAdministrator.com](#) website.

The screenshot shows the TPA Administrator website home page. At the top, there is a navigation bar with 'Activities', 'Contact Us', and 'Email Updates' links, and a search bar. Below the navigation bar, the main heading reads 'Welcome to the Third Party Administrator (TPA)'. A paragraph explains that the TPA website is the gateway to the Coverage Gap Discount Program (CGDP) and is responsible for facilitating the transfer of CGDP funds. Another paragraph states that visitors can access information about the CGDP, including invoicing and payment procedures. Below the text, there are four main navigation buttons: 'CGDP PORTAL', 'CONTACT US', 'EMAIL UPDATES', and 'FAQ'. On the left side, there is a vertical menu with buttons for 'DISPUTES', 'EFT INFORMATION', 'INVOICES', and 'REFERENCES'. In the center, there is an 'IMPORTANT UPDATE' section with a warning about the Medicare Part D CGDP Q3 2019 payment deadline of 12/9/19. On the right, there is a 'CGDP CUTOFF DATES' section listing reporting and payment deadlines for Q4 2019.

Once the Portal Login page displays, the Welcome and Site Use warning notification is presented to the authorized user and they are provided with the ability to review the Terms of Use of the application.

To access the Portal, Manufacturers will enter their credential information provided by the TPA Operations Team. The User ID is the Corporate ID number, assigned by the CMS Health Plan Management System (HPMS), which categorizes the information loaded to the Portal. Information is limited to only Manufacturer P number(s) associated with the Corporate ID. The TPA provides the initial temporary password to access the Portal to the Manufacturer via email, once the onboarding process is complete.

To exit out of the Portal properly, select the Logout link in the upper right hand corner of the active page. Do not select the “X” to exit the Portal.

Note: Failing to select the Logout link to exit the system will lock a user out of the Portal for a minimum of 30 minutes.

CGDP Portal – Disputes Tab

The disputes functionality provides Manufacturers with the ability to dispute invoiced PDE line item records due for a current reporting period. The **Dispute Dashboard** allows Manufacturers the ability to review statuses and results of submitted dispute files for both the current period and prior period's dispute reports.

The **Disputes** tab, displayed as the **Dispute Dashboard**, allows a user to review dispute submission return and resolution files. Manufacturers can submit disputes for PDE line item records included in the current quarterly invoices that they deem to be incorrect and can request review by the TPA and CMS. TPA receives dispute files and performs multiple validations prior to final submission to CMS.

Note: PDE line item invoiced for the quarter *must* be paid even if a dispute is being submitted for the specific PDE.

The following information provides an overview of the **Dispute Dashboard** located by activating the **Disputes** tab.

Return File

Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total
Dispute_Return_R	<input type="radio"/>	Last downloaded on: 09/21/2015 @ 4:29 PM	201403	P1_6	4574	415	4989
Dispute_Return_R	<input type="radio"/>		201403	P1_7	0	2	2
Dispute_Return_R	<input type="radio"/>		201403	P1_1	69	32	101

Resolution File

Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total
Dispute_Resolution_R2015082	<input type="radio"/>	Last downloaded on: 01/15/2016 @ 10:52 AM	201501	P1_6	1	3236	3237
Dispute_Resolution_R	<input type="radio"/>	Last downloaded on: 01/15/2016 @ 10:42 AM	201501	P1_6	1	3236	3237
Dispute_Resolution_R2015082	<input type="radio"/>		201501	P1_1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201501	P1_1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201402	P1_6	311	4955	5266
Dispute_Resolution_R	<input type="radio"/>		201402	P1_1	13	87	100

The **Disputes** tab contains five (5) regions.

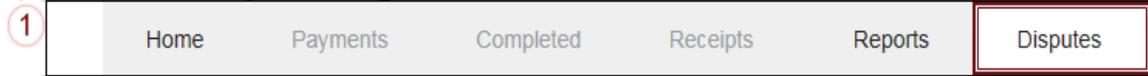
1. **Tabbed region** displays the tab that is currently active and tabs available for selection.
2. **Filter region – Disputes** allows a user to search data listed by the defaulted Corporate ID number.
3. **Current Cutoff Calendar region** displays specific quarter cutoff dates, in a MM/DD/YYYY format, for the most recent quarter. The current quarter date displays in the title bar of the region, in parentheses, displayed in YYYYQQ format.
4. **Return File region** displays reports containing the Number Accepted (validated) and Number Rejected (invalidated) dispute return file for specific reporting periods that have completed all CMS-system edits. Accepted line item will be sent to CMS for evaluation and resolution. Rejected line item records will require correction and resubmission to be eligible for CMS evaluation. Only correct records should be resubmitted, otherwise previously Accepted dispute records will be rejected with a duplicate error.

5. **Resolution File region** displays reports containing the Number Upheld (approved) and Number Denied dispute resolution files for specific reporting periods that have been reviewed and determinations made by CMS. Upheld line items will require adjustment by Sponsors. Denied line items will remain unchanged.

The upcoming pages will describe each region and its associated functions.

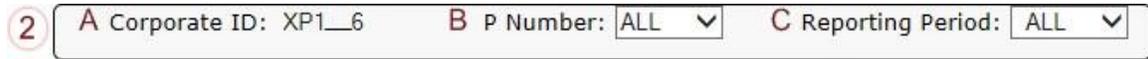
Tabbed Region – Disputes

The **Tabbed region** allows a user to select different activities to perform while accessing the system. In this example, the **Disputes** tab is active.



Filter Region – Disputes

The **Filter region – Disputes** contains three (3) columns to assist a user with narrowing dispute search criteria.



- A. Corporate ID column defaults to the Corporate ID utilized to access the system.
- B. P Number field displays the P number. This field contains a drop down list that will display P numbers associated with the Corporate ID.
Note: This field will only allow updates to P numbers that are associated with the Corporate ID and have had dispute return and resolution reports loaded to the Portal.
- C. Reporting Period field allows a user to view all applicable reporting periods or select specific reporting periods from the drop down list.

Current Cutoff Calendar Region

The **Current Cutoff Calendar region** displays important program cutoff dates for the current quarter.

The calendar region contains five (5) auto-populated fields to keep users aware of specific due dates for the current quarter.



- A. Current Cutoff Calendar (Quarter YYYYQQ) field displays the current quarter in an YYYYQQ format.
- B. Invoice Paid By field displays the due date for Manufacturers to pay amounts invoiced to each contract, known as the “*Invoice Paid By 38th Calendar Day After Receipt*” as listed on the CGDP Calendar. Invoice payments are due to be paid by the Manufacturer within but not over 38 calendar days after the “*Quarterly Invoice Receipt Date*”, which is the next calendar day after the “*Quarterly Invoice Distribution*” date on the CGDP Calendar.
Note: The TPA recommends that invoices are paid prior to the payment due date or the “*Invoice Paid By 38th Calendar Day After Receipt*” date, not on the due date. Initiating payment prior to the due date will allow for error-free processing of Portal-initiated ACH payments. Payments that error out on the due date are not considered as initiated and will require special handling between the Manufacturer and the TPA. Payments that do not meet the “*Invoice Paid By 38th Calendar Day After Receipt*” due date, may be subject to civil money penalties (CMP) assessed by CMS as per the Manufacturer agreement.

- C. Dispute Submission field displays the last date Manufacturers can submit disputes for the quarter. The Dispute Submission date, also known as the “*Dispute Submission Deadline*” on the CGDP Calendar, is sixty (60) calendar days after the “*Quarterly Invoice Receipt Date*”.

The TPA recommends that Manufacturers submit disputes as soon as they are determined, within the 60-calendar day range, to allow for review of files for correct data inclusion.

Note: Dispute records must pass multiple system verification edits, obtain a status of *Passed* (on the Dispute Submission tab), and appear in the Number Accepted (on the Disputes tab), prior to final submission to CMS for review.

- D. Invoice Distribution field displays the date the TPA loads the invoices to the Portal.
- E. Dispute Distribution field displays the last date TPA/CMS will provide response reports for disputes filed for the current quarter. The Dispute Distribution date, also known as the “*Dispute Resolution Deadline*” on the CGDP Calendar, is sixty (60) calendar days after the Dispute Submission date.

Return File Region

The **Return File region** on the **Disputes** tab displays information regarding submitted dispute records submitted via the Portal. Dispute record files process through multiple edits prior to submission to CMS. Submitted dispute records may appear with an *Accepted* status, in the Number Accepted column, where some or all the dispute line item records included in the submitted file pass validation edits. Submitted records may also appear with a *Rejected* status, in the Number Rejected column, where some or all the line item records included in the submitted file do not pass validation.

Note: *Rejected* line item records will require correction and resubmission to be eligible for CMS evaluation, prior to the dispute deadline.

The **Return File region** contains eight (8) columns that assist a user in reviewing dispute file validation processing prior to submission to CMS for review and decision.

A Return File	B Download	C Download Date	D Reporting Period	E P Number	F Number Accepted	G Number Rejected	H Total
		Last downloaded on					
Dispute_Return_R	<input type="radio"/>	09/21/2015 @ 4:29 PM	201403	P1_6	4574	415	4989
Dispute_Return_R	<input type="radio"/>		201403	P1_7	0	2	2
Dispute_Return_R	<input type="radio"/>		201403	P1_1	69	32	101

- A. Return File column displays a unique file name of the dispute file validated.
- B. Download column provides a radio button to allow a user to select, download, and review specific return reports for accepted and rejected line items.
- C. Download Date column displays the most recent download date of a return report.
- D. Reporting Period column displays the reporting period associated with disputed invoices contained in the file.
- E. P Number column displays the P number associated with the dispute return report.
- F. Number Accepted column displays the number of records that passed validation in a submitted dispute file and are eligible for submission to CMS for review.
- G. Number Rejected column displays the number of records that failed CMS’ validation in a submitted dispute file.

Note: *Rejected* records require correction and resubmission to be eligible for CMS evaluation. Only the correct records should be resubmitted.

Previously submitted *Accepted* dispute records will reject with a duplicate error code.

H. Total column displays the total number of records included in the Return report.

Resolution File Region

The **Resolution File region** on the **Disputes** tab displays information regarding the disposition of dispute files. Resolution files are loaded to the Portal on the Dispute Distribution date for the applicable quarter, also known as the “*Dispute Resolution Deadline*” on the CGDP Calendar.

The **Resolution File region** contains eight (8) columns that assist a user in reviewing final determinations provided by CMS.

5	A Resolution File	B Download	C Download Date	D Reporting Period	E P Number	F Number Upheld	G Number Denied	H Total
			Last downloaded on					
	Dispute_Resolution_R2015082	<input type="radio"/>	01/15/2016 @ 10:52 AM	201501	P1_6	1	3236	3237
			Last downloaded on					
	Dispute_Resolution_R	<input type="radio"/>	01/15/2016 @ 10:42 AM	201501	P1_6	1	3236	3237
	Dispute_Resolution_R2015082	<input type="radio"/>		201501	P1_1	0	18	18
	Dispute_Resolution_R	<input type="radio"/>		201501	P1_1	0	18	18
	Dispute_Resolution_R	<input type="radio"/>		201402	P1_6	311	4955	5266
	Dispute_Resolution_R	<input type="radio"/>		201402	P1_1	13	87	100

- A. Resolution File column displays the unique file name of the resolved dispute file received.
- B. Download column displays a radio button to allow a user the ability to select, download, and review specific reports for upheld and denied line items.
- C. Download Date column displays the most recent download date of a resolution report.
- D. Reporting Period column displays the reporting period associated with disputed invoices contained in the submitted dispute file.
- E. P Number column displays the P number associated with the resolved dispute report file.
- F. Number Upheld column displays the number of dispute records within a dispute file upheld during CMS review.
- G. Number Denied column displays the number of dispute records within a dispute file denied during CMS review.
- H. Total column displays the total number of records included in the Resolution report.

CGDP Portal Instructions – Disputes

Accessing Disputes Return and Resolution files

Manufacturers can utilize the **Disputes Dashboard** in the Portal to review Dispute Return and Dispute Resolution reports for submitted disputed invoice line item records.

This instruction provides direction on accessing the Dispute Return and Resolution reports functionality.

1. Authorized end users will access the Portal to review disputes on the **Dispute Dashboard**. Instructions for daily login into the Portal are in the **CGDP Manufacturer Portal Introduction and Login Users Guide** under [References](#) on the TPAdministrator.com website.
2. After successful login, the **Home** tab will appear. Select the **Disputes** tab to access the **Dispute Dashboard** and review the report types available for Manufacturers for the reporting period.

Manufacturer Portal Coverage Gap Discount Program Home

Corporate ID: XP1...6 Invoice Type: ALL P Number: ALL Reporting Period: ALL Status: ALL 1 of 6 out of 6

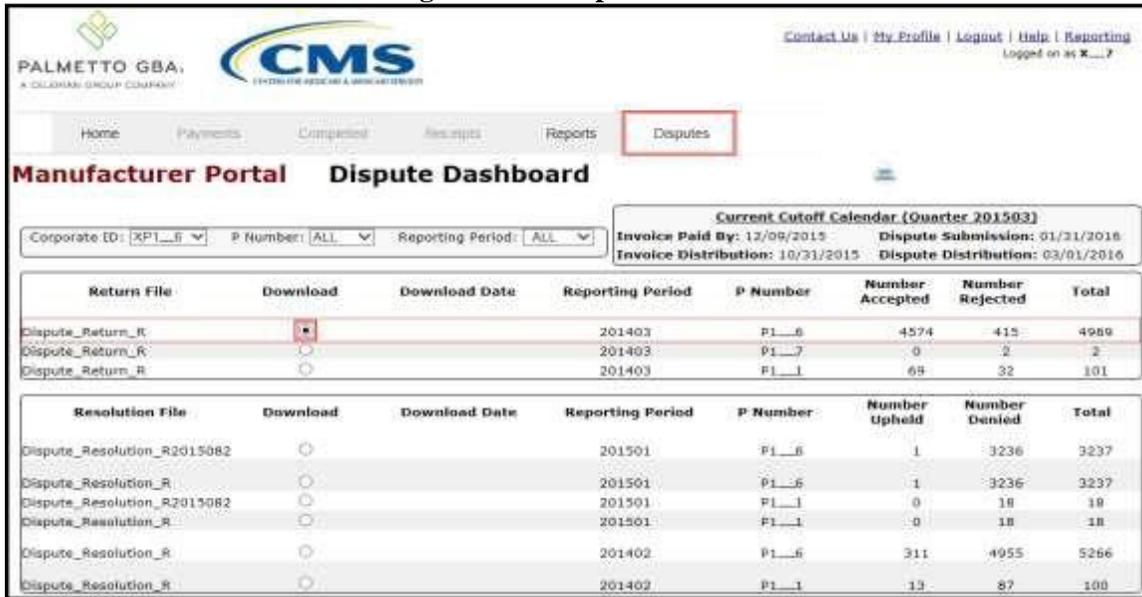
Invoice Type	P Number	Reporting Period	Status	Select
BY Closeout	P1...6	2016	Available	<input type="checkbox"/>
Quarterly	P1...7	201601	Available	<input type="checkbox"/>
Quarterly	P1...6	201503	Available	<input type="checkbox"/>
Quarterly	P1...7	201503	Available	<input type="checkbox"/>
Quarterly	P1...1	201503	Available	<input type="checkbox"/>
Quarterly	P1...6	201502	Available	<input type="checkbox"/>
Quarterly	P1...7	201502	Available	<input type="checkbox"/>
Quarterly	P1...1	201502	Available	<input type="checkbox"/>

Reporting Periods with no invoice line items

Filter by: P Number: P1...6 Reporting Period: ALL

P Number	Reporting Period
P1...6	201602
P1...6	201504

- To view a specific Dispute Return report file in a text file format, populate the radio button in the Download column that corresponds to the appropriate report. The Download radio button is located in the **Return File** region of the **Dispute Dashboard**.



- Select one (1) of the decision buttons in the message that appears at the bottom of the screen.
 - Open to view the data in the text file format
 - Save to save the data in the text file format
 - Cancel to exit the decision message

This example displays the selected Open button.



- After selecting the Open button, review the downloaded text file of the dispute return report.



Note: The Dispute Return File report format is listed under [Manufacturer Dispute Information](#) on the [TPAdministrator.com](#) website.

- Once review of text file is complete, return to the **Disputes** tab.
- The **Return File region** will display the date and time of the last download in the Download Date column for the relevant Dispute Return report.

The screenshot shows the CMS Dispute Dashboard. The 'Disputes' tab is selected. The dashboard displays filters for Corporate ID (XPT_5), P Number (ALL), and Reporting Period (ALL). It also shows current cutoff calendar information for Quarter 201503, including Invoice Paid By (12/09/2015), Invoice Distribution (10/31/2015), Dispute Submission (01/31/2016), and Dispute Distribution (03/01/2016).

Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total
Dispute_Return_R	<input checked="" type="radio"/>	Last downloaded on 01/22/2016 @ 9:07 AM	201403	P1_6	4574	415	4989
Dispute_Return_R	<input type="radio"/>		201403	P1_7	0	2	2
Dispute_Return_R	<input type="radio"/>		201403	P1_1	69	32	101

Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total
Dispute_Resolution_R2015082	<input type="radio"/>		201501	P1_6	1	3236	3237
Dispute_Resolution_R	<input type="radio"/>		201501	P1_6	1	3236	3237
Dispute_Resolution_R2015082	<input type="radio"/>		201501	P1_1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201501	P1_1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201402	P1_6	311	4955	5266
Dispute_Resolution_R	<input type="radio"/>		201402	P1_1	13	87	100

- To view a specific Dispute Resolution report in a text file format, populate the radio button in the Download column that corresponds to the appropriate report. The Download radio button is in the **Resolution File region** of the **Dispute Dashboard**.

This screenshot is similar to the previous one, but the 'Dispute Resolution_R2015082' row in the Resolution File region has its 'Download' radio button selected.

Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total
Dispute_Return_R	<input type="radio"/>		201403	P1_6	4574	415	4989
Dispute_Return_R	<input type="radio"/>		201403	P1_7	0	2	2
Dispute_Return_R	<input type="radio"/>		201403	P1_1	69	32	101

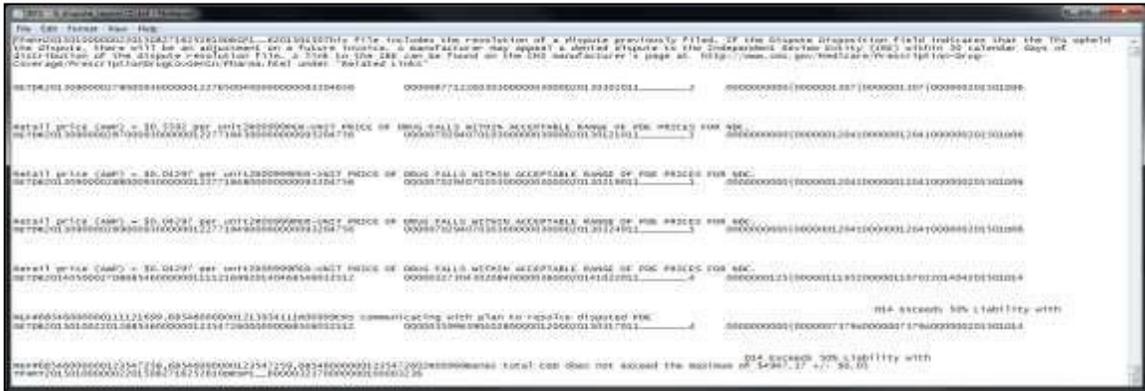
Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total
Dispute_Resolution_R2015082	<input checked="" type="radio"/>		201501	P1_6	1	3236	3237
Dispute_Resolution_R	<input type="radio"/>		201501	P1_6	1	3236	3237
Dispute_Resolution_R2015082	<input type="radio"/>		201501	P1_1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201501	P1_1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201402	P1_6	311	4955	5266
Dispute_Resolution_R	<input type="radio"/>		201402	P1_1	13	87	100

9. Select one (1) of the decision buttons in the message that appears at the bottom of the screen.
 - Open to view the data in the text file format
 - Save to save the data in the text file format
 - Cancel to exit the decision message

This example displays the selected Open button.



10. After selecting the Open button, review the downloaded text file of the dispute resolution report.



Note: The Dispute Resolution Report File Layout is listed under [Manufacturer Dispute Information](#) on the [TPAdministrator.com](#) website.

11. Once review of text file is complete, return to the **Disputes** tab.

12. The **Resolution File** region will display the date and time of the last download of the specific dispute resolution report in the Download Date column.

Return File

Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total
Dispute_Return_R	<input type="radio"/>		201403	P1_6	4574	415	4989
Dispute_Return_R	<input type="radio"/>		201403	P1_7	0	2	2
Dispute_Return_R	<input type="radio"/>		201403	P1_1	89	32	101

Resolution File

Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total
Dispute_Resolution_R2015082	<input checked="" type="radio"/>	Last downloaded on 01/22/2016 @ 10:23 AM	201501	P1_6	1	3236	3237
Dispute_Resolution_R	<input type="radio"/>		201501	P1_6	1	3236	3237
Dispute_Resolution_R2015082	<input type="radio"/>		201501	P1_1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201501	P1_1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201402	P1_6	311	4955	5266
Dispute_Resolution_R	<input type="radio"/>		201402	P1_1	13	87	100

You have now completed accessing Dispute Return and Resolution reports on the **Disputes** tab.

CGDP Portal Dispute Builder Tab

The Portal provides a **Dispute Builder** to assist users in creating dispute files from the data files received for the current quarter. Utilizing the dispute builder will assist Manufacturers in creating dispute files with required information needed to support disputed PDE line item records. Users can select individual or multiple PDE line item records from the data file, select the applicable dispute reason code, and enter the required data for supporting the selected line items.

The **Dispute Builder** tab is made visible by positioning the cursor over the **Disputes** tab. The **Dispute Builder** will assist users in creating dispute files that successfully pass the TPA and CMS pre-review edits in a timely manner.

Note: Obtaining a *Passed* status on the pre-review edits does not mean that the disputed invoice line items have been upheld by CMS. The *Passed* status means that the dispute file contains the required information to allow the dispute file to be subjected to a secondary review edit process. Once the secondary review edits are completed and the file receives an *Accepted* status, CMS will receive and review the dispute request to provide a determination on upholding or denying the dispute.

The screenshot displays the 'Dispute Builder' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user profile section. The main navigation bar includes tabs for Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder (highlighted), and Dispute Submission. Below the navigation, the 'Dispute Builder' section is active, showing a 'Current Cutoff Calendar (Quarter 202204)' with the following dates: Invoice Paid By: 05/15/2023, Invoice Distribution: 03/03/2023, Dispute Submission: 03/31/2023, and Dispute Distribution: 06/21/2023. A table with 10 columns is shown, but it is empty. The columns are: P Number, Reporting Period, Detail Ref #, Product Service ID, Prescription Service #, Fill #, Days Supply, Qty Dispensed, Date of Service, and Gap Discount Amount. A message below the table states: 'No invoiced line items have been added. Click the Selection Criteria Form button above to add data line items to the dispute file.' At the bottom of the table, there are buttons for 'Save', 'Delete All', and 'Complete Dispute File'.

Note: Dispute files can only contain data records for a single P number for the active reporting period only. Files containing multiple P number records for a Corporate ID will error out in the Portal.

The **Dispute Builder** tab contains four (4) regions and three (3) buttons.

1. **Tabbed region** displays the tab that is currently active and tabs available for selection.
2. **Selection Criteria Form button**, displayed as the “*Click here to add data line items.*”, allows a user to open the **Selection Criteria Form** to add PDE line item records to a dispute file.
3. **Current Cutoff Calendar region** displays specific quarter cutoff dates in a MM/DD/YYYY format for the most recent quarter. The current quarter date displays in the title bar of the region, in parentheses, in YYYYQQ format.
4. **PDE Line Item region** displays PDE line item records selected via the **Selection Criteria Search Form**.
5. **Dispute Builder Save button** allows a user to save the invoice line item records that have been loaded to the **PDE Line Item region**.
6. **Dispute Builder Delete All button** allows a user to delete all PDE line item records that have been loaded to the **PDE Line Item region**.
7. **Dispute Builder Complete Dispute File button** completes the dispute file containing all selected PDE line item records for a specific P number and prepare it for submission in the Portal.

The upcoming pages will describe each region and its associated functions.

Tabbed Region – Dispute Builder

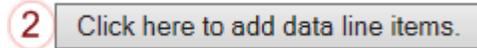
The **Tabbed region** allows a user to select different activities to perform while accessing the system. In this example, the **Dispute Builder** tab is active.



Note: The **Dispute Builder** and **Dispute Submission** tabs are only visible when the cursor is hovering over the **Disputes** tab.

Selection Criteria Form Button

The **Selection Criteria Form button**, displayed as the “[Click here to add data line items](#)” button, allows a user to open the **Selection Criteria Form** and enter criteria to search for and include PDE line item records in a dispute file for submission to CMS evaluation. The **Selection Criteria Form** and description of its five (5) regions are discussed in the upcoming pages.



The description of the Selection Criteria Form button follows the introduction of the four (4) regions and three (3) buttons of the Dispute Builder tab.

Once the Dispute submission deadline has passed, a system message will replace the **Selection Criteria Form** button. The system message states, “*The deadline for dispute submission has passed.*”



Current Cutoff Calendar Region

The **Current Cutoff Calendar region** displays important program cutoff dates for the current quarter.

The calendar region contains five (5) fields to keep users aware of specific due dates for the current quarter.

3	A Current Cutoff Calendar (Quarter 201503)	
	B Invoice Paid By: 12/09/2015	C Dispute Submission: 12/31/2015
	D Invoice Distribution: 10/31/2015	E Dispute Distribution: 03/01/2016

- A. Current Cutoff Calendar (Quarter YYYYQQ) field displays the current quarter in an YYYYQQ format.
- B. Invoice Paid By field displays the due date Manufacturers have to pay amounts invoiced to each contract, known as the “*Invoice Paid By 38th Calendar Day After Receipt*” as listed on the CGDP Calendar. Invoice payments are due to be paid by the Manufacturer within but not over 38 calendar days after the “*Quarterly Invoice Receipt Date*”, which is the next calendar day after the “*Quarterly Invoice Distribution*” date on the CGDP Calendar.
Note: TPA recommends that invoices are paid prior to the payment due date or the “*Invoice Paid By 38th Calendar Day After Receipt*” date, not on the due date. Initiating payment prior to the due date will allow for error-free processing of Portal-initiated ACH payments.
Payments that error out on or after the due date are not considered as initiated and could be subject to civil monetary penalties assessed by CMS as per the Manufacturer agreement.
- C. Dispute Submission field displays the last date Manufacturers can submit disputes for the quarter. The Dispute Submission date is sixty (60) calendar days after the “*Quarterly Invoice Receipt Date*” date on the CGDP Calendar.
The TPA recommends that Manufacturers submit disputes as soon as they are determined, within the sixty (60) calendar day range, to allow for review of files for correct data inclusion.
Note: Dispute records must pass multiple system verification edits, obtain a status of *Passed* (on the Dispute Submission tab), and appear in the *Number Accepted* (on the Disputes tab), prior to final submission to CMS for review.
- D. Invoice Distribution field displays the date the TPA loads the invoices to the Portal.
- E. Dispute Distribution field displays the last date TPA/CMS will respond to disputes filed for the quarter. The Dispute Distribution date, also known as the “*Dispute Resolution Deadline*” on the CGDP Calendar, is sixty (60) calendar days after the Dispute Submission date.

PDE Line Item Region

The **PDE Line Item region** contains ten (10) columns that display the PDE line items selected and added to the dispute file from the **Selection Criteria Form**.

Page #1

4	A P Number	B Reporting Period	C Detail Ref #	D Product Service ID	E Prescription Service Ref #	F Fill #	G Days Supply	H Qty Dispensed	I Date of Service	J Gap Discount Amount
<i>No invoiced line items have been added. Click the Selection Criteria Form button above to add data line items to the dispute file.</i>										

The first five (5) columns, fields labeled A through E, provide a user with the ability to review the PDE line item record information according to these fields.

Page #1

4	A P Number	B Reporting Period	C Detail Ref #	D Product Service ID	E Prescription Service Ref #
<i>No invoiced line items have been added. Click the Selection Criteria</i>					

- A. P Number column displays the P number assigned to the specific PDE line item.
- B. Reporting Period column displays the selected reporting period for completing a dispute file.
Note: Dispute files can only contain data records for a single P number.
- C. Detail Ref # column provides the detail reference number associated with the specific PDE line item. The Detail Ref # is a unique reference number for the current coverage gap discount and used to track changes in the coverage gap discount record from quarter to quarter.
- D. Product Service ID column displays the product service ID assigned to the specific PDE line item.
- E. Prescription Service Ref # column displays the unique reference number for a prescription assigned by a plan. It must be unique for any DOS and Service Provider ID combination.

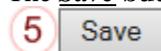
The final five (5) columns, fields labeled F through J, provide a user with the ability to review the PDE line item record information according to these fields.

F Fill #	G Days Supply	H Qty Dispensed	I Date of Service	J Gap Discount Amount
<i>Form button above to add data line items to the dispute file.</i>				

- F. Fill # column displays the total number of retail prescriptions filled at a pharmacy with a two (2)-digit value.
- G. Days' Supply column displays the number of days prescriptions supplied and covered by the Sponsor for the specific PDE line item with a three (3)-digit value.
- H. Qty Dispensed column displays the quantity (Qty) of the prescription dispensed and covered by the Sponsor for the specific PDE line item.
- I. Date of Service column displays the date of service for the specific PDE line item in YYYY-MM-DD format.
- J. Gap Discount Amount column displays the dollar amount of the specific PDE line item.

Dispute Builder Save Button

The **Save button** allows a user to save the current data in the **PDE Line Item region**.



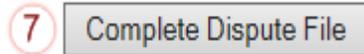
Dispute Builder Delete All Button

The **Delete All** button allows a user to delete all invoice line items added in the **PDE Line Item** region.



Dispute Builder Complete Dispute File Button

The **Complete Dispute File** button allows a user to complete the dispute file and prepare it for submission via the Portal to the TPA for edit checks prior to final submission to CMS for review.



Once a user selects the **Complete Dispute File** button, the system redirects them to the **Dispute Submission** tab, which allows a user to submit the dispute file in the Portal and begin the TPA validation process.

Description of the Selection Criteria Form's search criteria fields are provided on the following pages.

Selection Criteria Form – activated by the “Click here to add data line items.” button

The **Selection Criteria Form** contains three (3) regions and two (2) buttons:

- A. **Selection Criteria Search region** provides search fields for a user to limit the number and type of PDE line item records displayed, based on the criteria entered in each field or selected from the combo box menus. Definitions of each field or combo box will appear in a subsequent section of the **Selection Criteria Form** introduction.
- B. **Dispute Region for Selected Lines (Optional) region** allows a user to select a dispute reason code and supporting reason code information for multiple PDE line item records requiring the same reason code.
- C. **Selection Results region** displays specific PDE line item records based on the criteria used in the **Selection Criteria Search region**. Definitions of each column heading will appear in a subsequent section of the **Selection Criteria Form** introduction.
- D. **Add Selected to Dispute File button** allows a user to add selected PDE line item records to the dispute file.
- E. **Return to Dispute Builder button** allows a user to exit the Selection Criteria Form and return to the Dispute Builder tab.

Description of each of the three (3) **Selection Criteria Form** regions and two (2) buttons appears on the upcoming pages with their associated functions.

Selection Criteria Search Region

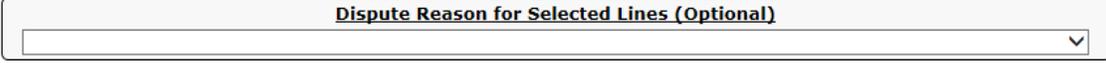
The **Selection Criteria Search region** assists users in limiting the PDE line item records displayed when creating a dispute file. Users can enter specific data into each field to assist with retrieving specific PDE lines containing matching information.

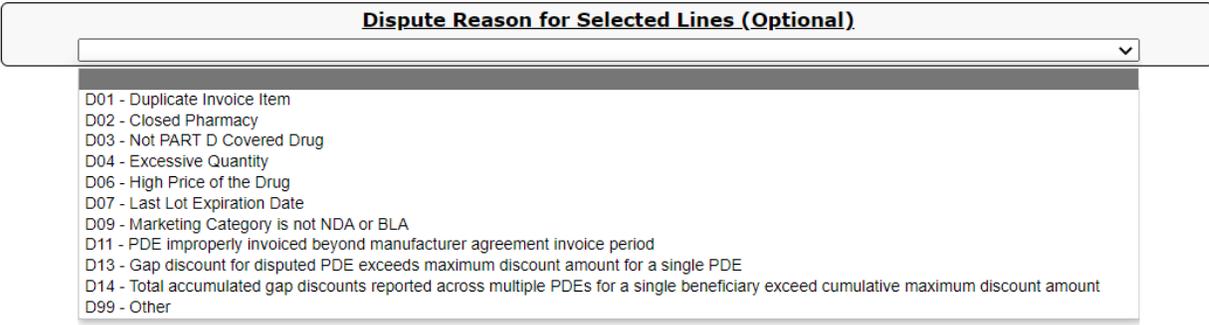
This region contains 13 fields that assist a user in searching line items.

- i. P Number field contains a combo box drop down listing that provides all active P number associated with the Corporate ID.
- ii. Product Service ID field allows a user to enter the National Drug Code (NDC) number.
- iii. Service Provider ID field allows a user to enter the identifier for the Service Provider, such as a National Provider Identifier (NPI), National Council of Prescription Drug Programs (NCPDP), Unique Physician Identification Number (UPIN), Federal Tax Number, or State License Number.
- iv. Prescription Reference Number field allows a user to enter a unique reference number for a prescription assigned by a plan.
Note: The Prescription Reference Number must be unique for and date of service and Service Provider ID combination.
- v. Date of Service (yyyyMMdd) field allows a user to enter a date in YYYYMMDD format. Also provides the required combo box drop down menu field, when a date of service is entered, to select qualifiers such as equal to (=), greater than (>), less than (<), greater than or equal to (>=) or less than or equal to (<=).
- vi. Gap Discount Amount field allows a user to enter the net payment amount for the current quarter. Also provides the required combo box drop down menu field to select qualifiers for dates entered, such as equal to (=), greater than (>), less than (<), greater than or equal to (>=) or less than or equal to (<=). The derived amount calculated as the reported Gap Discount Current Amount minus the reported Gap Discount Previous Amount.
- vii. Quantity Dispensed field allows a user to enter number of units, grams, milliliters for a dispensed prescription. Also provides the required combo box drop down menu field, which allows a user to select qualifiers for quantities dispensed, such as equal to (=), greater than (>), less than (<), greater than or equal to (>=) or less than or equal to (<=).
Note: If compounded item, total of all supplied ingredients calculated as quantity dispensed.
- viii. Previous Discount Amount field allows a user to enter a reported Gap Discount from the preceding data report when the invoiced PDE record represents an adjustment to a previously invoice PDE record. Also provides the required combo box drop down menu field allows a user to select qualifiers for amounts entered, such as equal to (=), greater than (>), less than (<), greater than or equal to (>=) or less than or equal to (<=).
- ix. Days' Supply field allows a user to enter the number of days' supply a Sponsor covered for a prescription.
- x. Current Discount Amount field allows a user to enter the new Gap Discount amount invoiced for the current quarter.
- xi. Reporting Period field provides a user the ability to select a reporting period to create a dispute file. This is a required field for entering search criteria. This field assists users in selecting one reporting period for the dispute files, since dispute files may only contain one reporting period for one P number.
Note: Dispute files can only contain one reporting period in a file.
- xii. Search button allows a user to initiate PDE line item records search based on the criteria entered in the applicable fields.
- xiii. Clear Criteria button allows a user to clear all criteria fields.

Dispute Reason for Selected Lines (Optional) Region

The **Dispute Reason for Selected Lines (Optional) region** allows a user to select a specific dispute reason code from the combo box drop down to be applied to multiple PDE line item records in a dispute file. When used, the reason code will be applied to all selected PDE line item records selected in the **Selection Criteria Search region** and will assist in classification of similarly disputed line item records.

B 

B 

- D01 - Duplicate Invoice Item
- D02 - Closed Pharmacy
- D03 - Not PART D Covered Drug
- D04 - Excessive Quantity
- D06 - High Price of the Drug
- D07 - Last Lot Expiration Date
- D09 - Marketing Category is not NDA or BLA
- D11 - PDE improperly invoiced beyond manufacturer agreement invoice period
- D13 - Gap discount for disputed PDE exceeds maximum discount amount for a single PDE
- D14 - Total accumulated gap discounts reported across multiple PDEs for a single beneficiary exceed cumulative maximum discount amount
- D99 - Other

Selection Results Region

The **Selection Results region** displays the selected PDE line item records based on the search criteria entered in the **Selection Criteria Search region**.

C 

i. <input type="checkbox"/>	ii. P Number	iii. Reporting Period	iv. Prescription Ref #	v. Product Service ID	vi. Service Provider ID	vii. Supply	viii. Qty Dispensed	ix. Date of Service	x. Gap Discount Amount	xi. Previous Discount Amount	xii. Current Discount Amount
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This region contains 12 columns that assist a user in displaying selected line item records.

Selection Results

i. <input type="checkbox"/>	ii. P Number	iii. Reporting Period	iv. Prescription Ref #	v. Product Service ID	vi. Service Provider ID
-----------------------------	--------------	-----------------------	------------------------	-----------------------	-------------------------

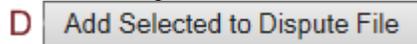
- i. Checkbox column allows a user to populate a checkmark for a specific PDE line item record to be included in the dispute file, based on the search criteria entered in the fields located on the **Selection Criteria Search region**.
- ii. P Number column displays the P number assigned to the specific PDE line item record.
- iii. Reporting Period column displays the selected invoice reporting year of the invoices included in the dispute search results region. **Note:** Dispute files can only contain invoices from one reporting period.
- iv. Prescription Ref # column displays the prescription reference (ref) number (#) assigned to the specific PDE line item record.
- v. Product Service ID column displays the product service ID assigned to the specific PDE line item record.
- vi. Service Provider ID column displays the service provider ID assigned to the specific PDE line item record.

vii. Days Supply	viii. Qty Dispensed	ix. Date of Service	x. Gap Discount Amount	xi. Previous Discount Amount	xii. Current Discount Amount
------------------	---------------------	---------------------	------------------------	------------------------------	------------------------------

- vii. Days' Supply column displays the number of days prescriptions supplied and covered by the Sponsor for the specific PDE line item with a three (3) digit value.
- viii. Qty Dispensed column displays the quantity (Qty) of the prescription dispensed and covered by the Sponsor for the specific PDE line item record.
- ix. Date of Service column displays the date of service for the specific PDE line item record in YYYY-MM-DD format.
- x. Gap Discount Amount column displays the dollar amount of the specific PDE line item record.
- xi. Previous Discount Amount column displays the dollar amount of the specific PDE line item record for the prior reporting period.
- xii. Current Discount Amount column displays the dollar amount of the specific line item record for the current reporting period.

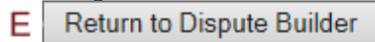
Add Selected to Dispute File Button

The Add Selected to Dispute File button allows a user to add the individual PDE line items containing a checkmark to the **PDE Line Item region** of the **Dispute Builder** tab. These selected PDE line items will become part of the submitted dispute file forwarded to TPA/CMS for review.



Return to Dispute Builder Button

The Return to Dispute Builder button allows a user to exit the **Selection Criteria Form region** to return to the **Dispute Builder** tab.



The discussion of the **Dispute Submission** tab follows in the next section of this manual.

CGDP Portal Instructions – Dispute Builder

Creating Dispute Files via the Dispute Builder Functionality

Manufacturers can utilize the Portal to create and complete disputes of a current quarter’s distributed invoice line items using the **Dispute Builder** tab.

This instruction provides direction for submitting disputes via the **Dispute Builder** functionality.

1. Authorized end users will access the Portal to create disputes on the **Dispute Builder** tab. Instructions for daily login into the Portal are in the **CGDP Manufacturer Portal Introduction and Login Users Guide** under [References](#) on the TPAdministrator.com website.
2. After successful login, the **Home** tab will appear. Position the cursor over the **Disputes** tab to allow the **Dispute Builder** tab to become visible. Select the **Dispute Builder** tab to create a dispute file.

Manufacturer Portal Coverage Gap Discount Program Home

Corporate ID: XP Invoice Type: ALL P Number: ALL Reporting Period: 202204 Status: ALL 1 - 2 out of 2

Invoice Type	P Number	Reporting Period	Status	Select
Quarterly	P	202204	Incomplete	<input type="radio"/>
Quarterly	P	202204	Incomplete	<input type="radio"/>

Available Invoice is ready for payment initiations
Failed One or more items has an unsuccessful payment attempt
Incomplete One or more items have not been paid
N/A No invoice due for payment. Receipt of funds due from Manufacturer or Sponsor.
Pending All line items have been initiated successfully
Successful All line items have been paid successfully

- Once the **Dispute Builder** tab displays, select the **Selection Criteria Form** button to add data line items to a dispute file. The **Selection Criteria Form** button, visible as the [Click here to add data line items](#) button, appears on the **Dispute Builder** tab.

- On the **Selection Criteria Form**, populate the selection criteria fields based on the necessary data needed to locate individual or specific line items to add to a dispute file.

This example displays a search related to a specific P number and reporting period selected to display specific line items corresponding to the search criteria entered in the selection criteria fields.

- To add individual PDE line items to a dispute file, populate the check box associated with the specific line item located in the **Disputes Selection Results** region.

Selection Results Page #1 of 4,694 (Found 469,358 line items) >>>												
<input type="checkbox"/>	P Number	Reporting Period	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount	
<input type="checkbox"/>	P	202204	0000	9 000	1 15	5 19	19.0	2022-12-23	\$241.33	\$241.33	\$0.00	
<input type="checkbox"/>	P	202204	0000	9 000	1 15	5 30	30.0	2022-11-17	\$381.04	\$381.04	\$0.00	
<input type="checkbox"/>	P	202204	0000	7 000	1 15	3 30	30.0	2022-10-26	\$338.67	\$338.67	\$0.00	
<input type="checkbox"/>	P	202204	0000	7 000	1 15	3 30	30.0	2022-11-28	\$346.44	\$346.44	\$0.00	
<input type="checkbox"/>	P	202204	0000	8 000	1 11	9 30	30.0	2022-11-23	\$342.61	\$342.61	\$0.00	
<input type="checkbox"/>	P	202204	0000	6 000	1 16	2 90	90.0	2022-10-07	\$591.27	\$591.27	\$0.00	
<input type="checkbox"/>	P	202204	0000	9 000	1 15	6 30	30.0	2022-12-05	\$372.79	\$372.79	\$0.00	
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-12-05	\$390.53	\$390.53	\$0.00	
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-10-04	\$390.53	\$390.53	\$0.00	
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-11-02	\$390.53	\$390.53	\$0.00	
<input type="checkbox"/>	P	202204	0000	7 000	4 11	5 30	30.0	2022-10-12	\$381.04	\$381.04	\$0.00	
<input checked="" type="checkbox"/>	P	202204	0000	1 000	0 19	7 30	40.0	2022-10-27	\$122.65	\$122.65	\$0.00	
<input type="checkbox"/>	P	202204	0000	6 000	1 15	1 30	30.0	2022-11-07	\$371.84	\$371.84	\$0.00	
<input type="checkbox"/>	P	202204	0000	8 000	1 15	6 30	60.0	2022-11-17	\$2.09	\$2.09	\$0.00	
<input type="checkbox"/>	P	202204	0000	8 000	1 15	6 30	60.0	2022-12-16	\$2.09	\$2.09	\$0.00	
<input type="checkbox"/>	P	202204	0000	4 000	1 15	6 30	30.0	2022-12-16	\$369.00	\$369.00	\$0.00	

Add Selected to Dispute File Return to Dispute Builder >>>

- To add a specific dispute reason code to multiple line items during the search process, click on the combo box drop down menu located in the **Dispute Reason for Selected Lines (Optional)** region and select the applicable dispute reason code for the line items.

Dispute Reason for Selected Lines (Optional)

Additional fields display based on the dispute reason code selected. Refer to [Appendix D: Manufacturer Dispute Reason Codes and Supporting Data Requirements](#) guide in the Reference section for assistance with completing the required and optional fields displayed with each reason code.

This example displays the **Dispute Reason for Selected Lines (Optional)** region with one (1) of the dispute reason codes populated.

Dispute Builder - Invoice Line Item Selection

Gap Discount Amount: Quantity Dispensed:
 Previous Discount Amount: Days Supply:
 Current Discount Amount: Reporting Period: 202204

Dispute Reason for Selected Lines (Optional)

D04 - Excessive Quantity

Additional Information:
Amount to be dispensed more than dosing for number of days

Selection Results Page #1 of 4,694 (Found 469,358 line items) >>>												
<input type="checkbox"/>	P Number	Reporting Period	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount	
<input type="checkbox"/>	P	202204	0000	9 000	1 15	5 19	19.0	2022-12-23	\$241.33	\$241.33	\$0.00	
<input type="checkbox"/>	P	202204	0000	9 000	1 15	5 30	30.0	2022-11-17	\$381.04	\$381.04	\$0.00	
<input type="checkbox"/>	P	202204	0000	7 000	1 15	3 30	30.0	2022-10-26	\$338.67	\$338.67	\$0.00	
<input type="checkbox"/>	P	202204	0000	7 000	1 15	3 30	30.0	2022-11-28	\$346.44	\$346.44	\$0.00	
<input type="checkbox"/>	P	202204	0000	8 000	1 11	9 30	30.0	2022-11-23	\$342.61	\$342.61	\$0.00	
<input type="checkbox"/>	P	202204	0000	6 000	1 16	2 90	90.0	2022-10-07	\$591.27	\$591.27	\$0.00	
<input type="checkbox"/>	P	202204	0000	9 000	1 15	6 30	30.0	2022-12-05	\$372.79	\$372.79	\$0.00	
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-12-05	\$390.53	\$390.53	\$0.00	
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-10-04	\$390.53	\$390.53	\$0.00	
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-11-02	\$390.53	\$390.53	\$0.00	
<input type="checkbox"/>	P	202204	0000	7 000	4 11	5 30	30.0	2022-10-12	\$381.04	\$381.04	\$0.00	
<input checked="" type="checkbox"/>	P	202204	0000	1 000	0 19	7 30	40.0	2022-10-27	\$122.65	\$122.65	\$0.00	
<input type="checkbox"/>	P	202204	0000	6 000	1 15	1 30	30.0	2022-11-07	\$371.84	\$371.84	\$0.00	
<input type="checkbox"/>	P	202204	0000	8 000	1 15	6 30	60.0	2022-11-17	\$2.09	\$2.09	\$0.00	
<input type="checkbox"/>	P	202204	0000	8 000	1 15	6 30	60.0	2022-12-16	\$2.09	\$2.09	\$0.00	
<input type="checkbox"/>	P	202204	0000	4 000	1 15	6 30	30.0	2022-12-16	\$369.00	\$369.00	\$0.00	

Add Selected to Dispute File Return to Dispute Builder >>>

Note: The **Dispute Reason for Selected Lines (Optional) region** is not a required field when completing a search in the **Selection Criteria form**. This field is available to assist Manufacturers with applying the same dispute reason code to multiple line items. However, a Dispute reason code is required for each PDE line item record included in a dispute file.

- Once all line item check boxes are populated and, if applicable, the **Dispute Reason for Selected Lines (Optional) region** displays the applicable reason code for all selected invoices, select the Add Selected to Dispute File button to include all checked line items.

Selection Results <small>Page #1 of 4,694 (Found 469,358 line items)</small>													>>>
<input type="checkbox"/>	P Number	Reporting Period	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount		
<input type="checkbox"/>	P	202204	0000	9 000	1 15	5 19	19.0	2022-12-23	\$241.33	\$241.33	\$0.00		
<input type="checkbox"/>	P	202204	0000	9 000	1 15	5 30	30.0	2022-11-17	\$381.04	\$381.04	\$0.00		
<input type="checkbox"/>	P	202204	0000	7 000	1 15	3 30	30.0	2022-10-26	\$338.67	\$338.67	\$0.00		
<input type="checkbox"/>	P	202204	0000	7 000	1 15	3 30	30.0	2022-11-28	\$346.44	\$346.44	\$0.00		
<input type="checkbox"/>	P	202204	0000	8 000	1 11	9 30	30.0	2022-11-23	\$342.61	\$342.61	\$0.00		
<input type="checkbox"/>	P	202204	0000	6 000	1 16	2 90	90.0	2022-10-07	\$591.27	\$591.27	\$0.00		
<input type="checkbox"/>	P	202204	0000	9 000	1 15	6 30	30.0	2022-12-05	\$372.79	\$372.79	\$0.00		
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-12-05	\$390.53	\$390.53	\$0.00		
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-10-04	\$390.53	\$390.53	\$0.00		
<input type="checkbox"/>	P	202204	0000	4 000	1 19	7 30	30.0	2022-11-02	\$390.53	\$390.53	\$0.00		
<input type="checkbox"/>	P	202204	0000	7 000	4 11	5 30	30.0	2022-10-12	\$381.04	\$381.04	\$0.00		
<input checked="" type="checkbox"/>	P	202204	0000	1 000	0 19	7 30	40.0	2022-10-27	\$122.65	\$122.65	\$0.00		
<input type="checkbox"/>	P	202204	0000	6 000	1 15	1 30	30.0	2022-11-07	\$371.84	\$371.84	\$0.00		
<input type="checkbox"/>	P	202204	0000	8 000	1 15	6 30	60.0	2022-11-17	\$2.09	\$2.09	\$0.00		
<input type="checkbox"/>	P	202204	0000	8 000	1 15	6 30	60.0	2022-12-16	\$2.09	\$2.09	\$0.00		
<input type="checkbox"/>	P	202204	0000	4 000	1 15	6 30	30.0	2022-12-16	\$369.00	\$369.00	\$0.00		

- A system-generated message will appear after line items successfully populate to the dispute file.

Dispute Builder - Invoice Line Item Selection

Coverage Gap Discount Program

Application Message

- The dispute file now includes the specified 1 line item(s)!

Selection Criteria

P Number:
Product Service ID:
Service Provider ID:

Prescription Reference Number:
Date of Service (yyyyMMdd):

Gap Discount Amount:
Quantity Dispensed:

Previous Discount Amount:
Days Supply:

Current Discount Amount:
Reporting Period:

- After the dispute file contains all applicable line items, select the Return to Dispute Builder button.

Coverage Gap Discount Program

Application Message
* The dispute file does not include the specified *** line item(s)!

Selection Criteria

P Number: [PL] Product Service ID: [] Service Provider ID: []
 Prescription Reference Number: [] Date of Service (yyyyMMdd): [20150815]
 Gap Discount Amount: [] Quantity Dispensed: []
 Previous Discount Amount: [] Days Supply: [30]
 Current Discount Amount: []

[Search] [Clear Criteria]

Dispute Reason for Selected Lines (Optional)

Additional Information: []

Selection Results Page #1 of 10 (found 922 line items)

<input type="checkbox"/>	P Number	Prescription Ref #	Product Service ID	Service Provider ID	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	Previous Discount Amount	Current Discount Amount
<input type="checkbox"/>	PL_6	00000031_2	0009320_5	1_6	30	60.0	2015-08-15	\$54.00	\$0.00	\$54.00
<input type="checkbox"/>	PL_6	00000031_7	0009320_5	1_5	30	60.0	2015-08-15	\$153.01	\$0.00	\$153.01
<input type="checkbox"/>	PL_6	00050006_1	0009320_5	1_4	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01

[Add Selected to Dispute File] [Return to Dispute Builder]

10. A system-generated Message from the webpage appears. Select *OK* to proceed to the Dispute Builder page. Select *Cancel* to exit message and save your work, then select the *Add Selected to Dispute File* button to add additional line items.

a70lqpalecom004.a70adexmed.com:7027 says

To avoid losing data, all modifications must be saved before the file is completed.

If there are no unsaved modifications click 'OK' to proceed with completing the file; otherwise, click 'Cancel'.

11. The **Dispute Builder** tab displays the included invoice line items.

This example contains multiple line items entered in the file. The example includes line items selected from the **Disputes Search Results** region without populating the dispute reason codes, noted as Incomplete items, and line items selected using the **Dispute Reason for Selected Items (Optional)** region, noted as Valid items.

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 3/24/2023 1:41 PM Logged on as XP: Test Environment

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Manufacturer Portal Dispute Builder

[Click here to add data line items.](#)

Current Cutoff Calendar (Quarter 202204)
 Invoice Paid By: 05/15/2023 Dispute Submission: 03/31/2023
 Invoice Distribution: 03/03/2023 Dispute Distribution: 06/21/2023

Page #1 of 1 (Found 3 line items)

P Number	Reporting Period	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P	202204	00	28 00	54 00	98	1 90	90.0	2022-11-09	\$1,169.40
Incomplete Dispute Reason: <input type="text"/> Additional Information: <input type="text"/>									
P	202204	00	95 00	00 00	61	0 30	40.0	2022-10-27	\$269.06
Incomplete Dispute Reason: <input type="text"/> Additional Information: <input type="text"/>									
P	202204	00	95 00	00 00	61	0 30	40.0	2022-10-27	\$122.65
Valid Dispute Reason: D04 - Excessive Quantity Additional Information: <input type="text"/> Amount to be dispensed more than dosing for number of days									

[Save](#) | [Delete All](#) | [Complete Dispute File](#)

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12. Incomplete dispute line items require additional information, such as selection of an applicable dispute reason code and the required and or optional reason code supporting information.

Note: All disputed PDE line item records must have a dispute reason code and supporting information, if applicable. Refer to [Appendix C: Manufacturer Dispute Reason Codes and Supporting Data Requirements](#) in the Reference section for assistance with selecting the applicable reason code and the required or optional fields displayed with each.

13. To select the applicable dispute reason code for Incomplete line items, select the drop down menu in the Dispute Reason field and select the appropriate reason code for the line item.

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Manufacturer Portal Dispute Builder

[Click here to add data line items.](#)

Current Cutoff Calendar (Quarter 202204)
 Invoice Paid By: 05/15/2023 Dispute Submission: 03/31/2023
 Invoice Distribution: 03/03/2023 Dispute Distribution: 06/21/2023

Page #1 of 1 (Found 3 line items)

P Number	Reporting Period	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P	202204	00	28 00	54 00	98	1 90	90.0	2022-11-09	\$1,169.40
Incomplete Dispute Reason: <input type="text"/> Additional Information: <input type="text"/>									
P	202204	00	95 00	00 00	61	0 30	40.0	2022-10-27	\$269.06
Incomplete Dispute Reason: D02 - Closed Pharmacy Additional Information: <input type="text"/>									
P	202204	00	95 00	00 00	61	0 30	40.0	2022-10-27	\$122.65
Valid Dispute Reason: D04 - Excessive Quantity Additional Information: <input type="text"/> Amount to be dispensed more than dosing for number of days									

[Delete All](#) | [Complete Dispute File](#)

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- After selecting the applicable dispute reason code, additional fields will appear based on the required and optional supporting fields associated with the selected dispute reason code.
- After entering the required and optional data in the additional supporting data fields, select the Save button to allow the system to verify all required fields contain data as needed. When all fields for a disputed line item contain the required data, the status of the applicable line item updates from Incomplete to Valid.

This example displays a previously Incomplete dispute line item with all required and optional fields completed. The invoice line item now contains a Valid status.

Manufacturer Portal Dispute Builder

Current Cutoff Calendar (Quarter 202204)
 Invoice Paid By: 05/15/2023 Dispute Submission: 03/31/2023
 Invoice Distribution: 03/03/2023 Dispute Distribution: 06/21/2023

P Number	Reporting Period	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P	202204	00	28 00	54 00	98	1	90.0	2022-11-09	\$1,169.40
Valid Dispute Reason: D02 - Closed Pharmacy									
Supporting Date 1 (CCYYMMDD): 20211201									
Additional Information:									
P	202204	00	95 00	00 00	61	0	30	2022-10-27	\$269.06
Valid Dispute Reason: D04 - Excessive Quantity									
Additional Information: Amount to be dispensed more than dosing for number of days									
P	202204	00	95 00	00 00	61	0	30	2022-10-27	\$122.65
Valid Dispute Reason: D04 - Excessive Quantity									
Additional Information: Amount to be dispensed more than dosing for number of days									

Buttons: Save, Delete All, Complete Dispute File

- Review and verify line items populating the dispute builder. To add additional line items to the dispute file, select the *Selection Criteria Form* button and complete the prior steps to add additional line items.

- To remove an individual line item that should not be included in the dispute file select the *Delete* symbol, located to the right of the Gap Discount Amount column dollar amount, for the line item.

This example displays the location of the *Delete* symbol.

Note: The *Delete* symbol will only be available prior to selecting the *Complete Dispute File* button.

This example displays multiple line items included in a dispute file. This dispute file contains one (1) line item that requires deletion from the file, due to it being determined that the invoice line item should not need to be included in the dispute file.

Page #1 of 1 (Found 3 line items)

P Number	Reporting Period	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P	202204	00	28 00	:54 00	98	1 90	90.0	2022-11-09	\$1,169.40
Valid Dispute Reason: D02 - Closed Pharmacy									
Supporting Date 1 (CCYYMMDD): 20211201									
Additional Information:									
P	202204	00	95 00	00 00	61	0 30	40.0	2022-10-27	\$269.06
Valid Dispute Reason: D04 - Excessive Quantity									
Additional Information: Amount to be dispensed more than dosing for number of days									
P	202204	00	95 00	00 00	61	0 30	40.0	2022-10-27	\$122.65
Valid Dispute Reason: D04 - Excessive Quantity									
Additional Information: Amount to be dispensed more than dosing for number of days									

Buttons: Save, Delete All, Complete Dispute File

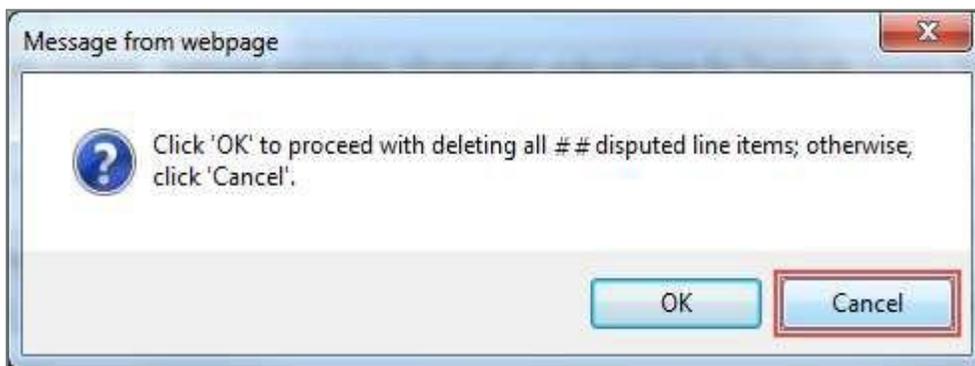
18. Select the Delete symbol to remove an applicable line item from the dispute file.

19. If **ALL** PDE line items displayed in the **PDE Line Item region** require removal, a user can select the Delete All button, located between the Save button and Complete Dispute File button in the lower right hand corner of the form, to remove all invoice line items from the **PDE Line Item region** and start over.



Note: The Delete All button will only be available *prior* to selecting the Complete Dispute File button.

20. After selecting the Delete All button, a system-generated Message from the webpage appears. Select the OK button to proceed with deleting all invoice line items displayed in the **PDE Line Item region**. Select the Cancel button to exit message without deleting any invoice line items.



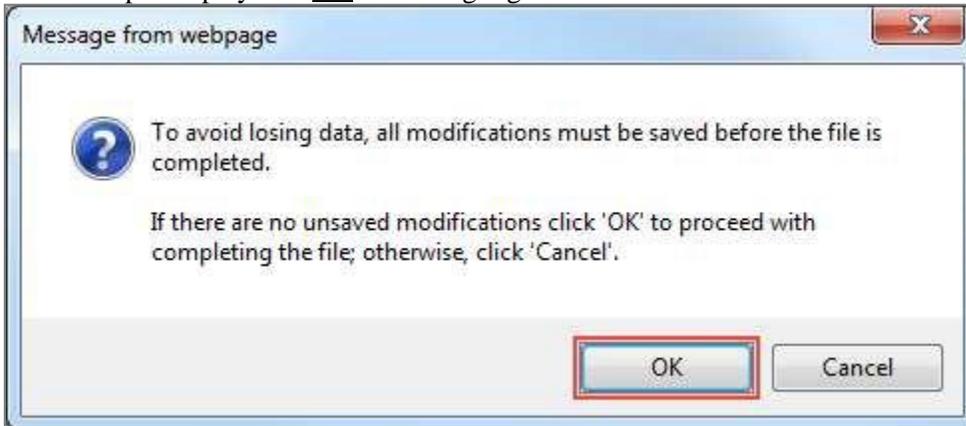
21. If only deleting individual invoice line items, after deleting the incorrect line item from the **PDE Line Item region**, verify the remaining invoice line items are in a Valid status and that they should be included in the dispute file. If correct, select the *Complete Dispute File* button.

The screenshot shows the CMS Dispute Builder interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user profile section. The main content area is titled 'Manufacturer Portal Dispute Builder' and includes a 'Click here to add data line items' button. A 'Current Cutoff Calendar (Quarter 202204)' box displays invoice and dispute dates. Below this is a table of invoice line items with columns for P Number, Reporting Period, Detail Ref #, Product Service ID, Prescription Service Ref #, Fill #, Days Supply, Qty Dispensed, Date of Service, and Gap Discount Amount. Two items are listed, both with a 'Valid' status and a 'Dispute Reason' of 'D04 - Excessive Quantity'. At the bottom right, the 'Complete Dispute File' button is highlighted with a red border.

P Number	Reporting Period	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P	202204	00	65 00 30	22 04	1	30	40.0	2022-10-06	\$269.06
Valid Dispute Reason: D04 - Excessive Quantity									
Additional Information: Amount to be dispensed more than dosing for number of days									
P	202204	00	95 00 00	00 61	0	30	40.0	2022-10-27	\$122.65
Valid Dispute Reason: D04 - Excessive Quantity									
Additional Information: Amount to be dispensed more than dosing for number of days									

22. A system-generated Message from the webpage appears. Select *OK* to proceed completing the dispute file. Select *Cancel* to exit message without completing the dispute file.

This example displays the *OK* button highlighted.



23. The **Dispute Submission** tab displays the newly uploaded dispute file created by the dispute builder. Definition of dispute file submissions appears in the next section, the **Dispute Submission** tab.

CGDP Manufacturer Portal
Disputes Users Guide

Manufacturer Portal Dispute Submission

Upload Dispute File
 No file chosen

Current Cutoff Calendar (Quarter 202204)
 Invoice Paid By: 05/15/2023 Dispute Submission: 03/31/2023
 Invoice Distribution: 03/03/2023 Dispute Distribution: 06/21/2023

	Download	Date Created	Date Submitted	Status	Date Returned	
202204P -1 <small>(Generated by Builder)</small>	<input type="radio"/>	03/24/2023 2:15 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202203P -9 <small>(Generated by Builder)</small>	<input type="radio"/>	03/23/2023 2:22 PM	03/23/2023 2:23 PM	Validation Pending	N/A	
202001P -11 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A	
202001P -7 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -6 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:39 AM	06/24/2020 9:40 AM	Validation Pending	N/A	
202001P -10 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:19 AM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -9 <small>(Generated by Builder)</small>	<input type="radio"/>	06/23/2020 9:08 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -6 <small>(Generated by Builder)</small>	<input type="radio"/>	06/23/2020 1:38 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -3 <small>(Generated by Builder)</small>	<input type="radio"/>	06/22/2020 3:25 PM	06/22/2020 3:25 PM	Validation Pending	N/A	

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You have successfully created and completed a dispute file utilizing the Dispute Builder functionality.

CGDP Portal Dispute Submission Tab

The **Dispute Submission** tab allows Manufacturers to submit dispute files loaded to the Portal by the Dispute Builder functionality, or to upload manually created dispute files from data files received for the current quarter. The **Dispute Submission** tab also allows users to review statuses for both submitted Dispute Builder created files and uploaded dispute files.

This submission functionality will assist a user in the ability to verify and review status updates of loaded dispute files. Dispute files undergo system verification via the TPA edit programs to provide CMS with system file edit approved disputes.

Note: Obtaining a *Passed* status for the system verification edits does not mean that the disputed line item records have been upheld by CMS. The *Passed* status for system verification edits means that the dispute file contains the required information to allow CMS to evaluate the dispute request and provide a determination on upholding or denying the dispute.

The screenshot shows the 'Dispute Submission' tab in the CGDP Portal. The navigation bar at the top includes tabs for Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder, and Dispute Submission. The 'Dispute Submission' tab is highlighted with a red box and labeled '1'. Below the navigation bar, the page title is 'Manufacturer Portal Dispute Submission'. There are three main regions: 2. 'Upload Dispute File' region with a 'Choose File' button and an 'Upload Report' button. 3. 'Current Cutoff Calendar (Quarter 202204)' region showing 'Invoice Paid By: 05/15/2023', 'Dispute Submission: 03/31/2023', 'Invoice Distribution: 03/03/2023', and 'Dispute Distribution: 06/21/2023'. 4. A table of submitted dispute files with columns: Download, Date Created, Date Submitted, Status, and Date Returned. The table contains five rows of data, with the first and third rows having 'Submit' buttons.

	Download	Date Created	Date Submitted	Status	Date Returned	
202203P -9 (Generated by Builder)	<input type="radio"/>	03/23/2023 2:22 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -11 (Generated by Builder)	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A	
202001P -7 (Generated by Builder)	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -6 (Generated by Builder)	<input type="radio"/>	06/22/2020 3:25 PM	06/22/2020 3:25 PM	Validation Pending	N/A	

The **Dispute Submission** tab contains four (4) regions.

1. **Tabbed region** displays the tabbed page that is currently active and displays tabs available for selection.
2. **Upload Dispute File region** allows a user to search for manually created dispute files and load them to the Portal.
3. **Current Cutoff Calendar region** displays specific quarter cutoff dates in a MM/DD/YYYY for the most recent quarter. The current quarter date displays in the title bar of the region, in parentheses, displayed in YYYYQQ format.
4. **Submitted Disputes region** displays dispute files loaded to the Portal and provides status updates to a user.

Note: The **Dispute Submission** tab displays data associated with the current dispute submission period only. Each quarter, all prior submitted dispute data displayed on the **Dispute Submission** tab is removed.

The upcoming pages will describe each region and its associated functions.

Tabbed Region – Dispute Submission

The **Tabbed region** allows a user to select different activities to perform while accessing the system. In this example, the **Dispute Submission** tab is active.



Upload Dispute File Region

The **Upload Dispute File region** on the **Dispute Submission** tab contains two (2) fields to assist a user with locating manual dispute files and uploading them to the Portal.



- A. Choose File... field allows a user to search their local computer to locate manually created dispute files and select the file to be uploaded to the Portal.
- B. Upload Dispute File button allows a user to upload the manual dispute file, selected and entered in the Browse field, to the Portal for TPA validation edits and eventual submission to CMS for evaluation and determination.

Current Cutoff Calendar Region

The **Current Cutoff Calendar region** displays important program cutoff dates for the current quarter.

The calendar region contains five (5) fields to keep users aware of specific due dates for the current quarter.



- A. Current Cutoff Calendar (Quarter YYYYQQ) field displays the current quarter in an YYYYQQ format.
- B. Invoice Paid By field displays the due date Manufacturers have to pay amounts invoiced to each contract, known as the “*Invoice Paid By 38th Calendar Day After Receipt*” as listed on the CGDP Calendar. Invoice payments are due to be paid by the Manufacturer within but not over 38 calendar days after the “*Quarterly Invoice Receipt Date*”, which is the next calendar day after the “*Quarterly Invoice Distribution*” date on the CGDP Calendar.
Note: TPA recommends that invoices are paid prior to the payment due date or the “*Invoice Paid By 38th Calendar Day After Receipt*” date, not on the due date. Initiating payment prior to the due date will allow for error-free processing of Portal-initiated ACH payments.
Payments that error out on the due date are not considered as initiated and could be subject to civil monetary penalties assessed by CMS as per the Manufacturer agreement.
- C. Dispute Submission field displays the last date Manufacturers can submit disputes for the quarter. The Dispute Submission date is 60 calendar days after the Invoice Receipt Date.

TPA recommends that Manufacturers submit disputes as soon as they are determined, within the 60-calendar day range, to allow for review of files for correct data inclusion.

Note: Dispute records must pass multiple system verification edits, obtain a status of *Passed* (on the **Dispute Submission** tab), and appear in the *Number Accepted* (on the **Disputes** tab), prior to final submission to CMS for review.

- D. Invoice Distribution field displays the date the TPA loads the invoices to the Portal.
- E. Dispute Distribution field displays the last date TPA/CMS will respond to disputes filed for the quarter. The Dispute Distribution date, also known as the “*Dispute Resolution Deadline*” on the CGDP Calendar, is sixty (60) calendar days after the Dispute Submission date.

Submitted Disputes Region

The **Submitted Disputes region** on the **Dispute Submission** tab displays loaded dispute files that were loaded to the Portal, either as an Uploaded file or as a Generated by Builder file.

This region contains seven (7) columns that provide a user with the ability to review the loaded dispute files according to these fields.

A	B Download	C Date Created	D Date Submitted	E Status	F Date Returned	G
4 202203P -9 <small>(Generated by Builder)</small>	<input type="radio"/>	03/23/2023 2:22 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -11 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A	
202001P -7 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -6 <small>(Generated by Builder)</small>	<input type="radio"/>	06/22/2020 3:25 PM	06/22/2020 3:25 PM	Validation Pending	N/A	

- A. Dispute File Name column displays the system generated file number for each dispute file loaded to the Portal. System generated numbers contain the current quarter information in YYYYQQ format followed by the P number then a sequential number assigned by the system.
- B. Download column displays a radio button that provides a user with the ability to download and review specific dispute files loaded to the Portal via the **Dispute Builder** functionality.
 - Note:** Manually created and uploaded files are not downloadable from the **Dispute Submission** tab. The Download field displays an N/A.
- C. Date Created column displays the creation date of the dispute file entered in the Portal via the Dispute Submission tab. Displayed in YYYY-MM-DD format.
- D. Date Submitted column displays the submission date of the dispute file to the Portal in an YYYY-MM-DD format.
 - The Date Created and Date Submitted field’s content will be the same for manually created and uploaded files
 - The Date Created and Date Submitted field content may be different for dispute files generated by the **Dispute Builder** functionality, depending on if the files are completed but not submitted on the same day.
- E. Status column provides a user with a valid status of dispute files. Available statuses are:
 - A Delayed status alerts a user that a subsequent Dispute Builder or manually uploaded file for the same P number, submitted in the same 24-hour processing period, will be processed in the subsequent processing period.
 - A Failed status alerts a user that a manually uploaded dispute file has not passed TPA initial edits and requires additional review and correction prior to being eligible for secondary validation and submission to CMS.
 - A Passed status alerts a user that the dispute file passed TPA final validation edits and the file is eligible for submission to CMS for secondary validation edit and review.

- A *Validation Pending* status alerts a user that the file passed initial TPA edits and requires TPA final validation edits prior to update of the status to *Passed* or *Failed*.
- F. Date Returned column displays the date the status of *Passed* or *Failed* assigned to the individual record in YYYY-MM-DD format.
- G. Submit button displays when a dispute file has been loaded to the Portal and allows a user to submit the file for validation by TPA prior to submission to CMS for review and determination.

Note: A file must be in a *Passed* status to be submitted to CMS for review and determination.

Delayed files will receive a Delayed Dispute Submission message and will be processed in the subsequent 24-hour processing cycle. If more than one file receives a *Delayed* status, each file will process 24-hours after its predecessor file completes processing.

For manually uploaded dispute files only:

If some PDE line item records in an uploaded dispute file do not pass validation edits, the whole file will receive a *Failed* status.

- For example, a manually uploaded dispute file contains five (5) PDE line item records. Four line item records pass the validation edits. The fifth line item record does not. The entire uploaded dispute file receives a *Failed* status.

CGDP Portal Instructions – Dispute Submission

Submitting Dispute Builder Dispute Files

Manufacturers can utilize the Portal to submit disputes of distributed invoice line items created using the **Dispute Builder** functionality. The **Dispute Submission** tab allows Manufacturers to submit dispute files loaded by the **Dispute Builder** functionality and review the status of those dispute files as they progress through the dispute validation process.

Note: TPA recommends that submission of dispute files occur as soon as Manufacturers identify dispute-eligible invoice line items and not wait until the “*Dispute Submission Deadline*”, which is sixty (60) days after the “*Quarterly Invoice Receipt Date*” as listed on the CGDP Calendar.

A dispute file must be in a *Passed* status to be submitted to CMS for review and determination.

Delayed files will receive a Delayed Dispute Submission message and will be processed in the subsequent 24-hour processing cycle. If more than one file receives a *Delayed* status, each file will process 24-hours after its predecessor file completes processing.

A dispute file must receive both a *Passed* status on the **Dispute Submission tab** and the dispute records must appear in the *Number Accepted* field on the **Dispute tab Return Reports region** before the files are eligible for CMS evaluation and determination.

This instruction provides direction on submitting **Dispute Builder** dispute files and reviewing file submission error reports in the **Dispute Submission tab**

1. Authorized end users will access the Portal to submit **Dispute Builder** disputes on the **Dispute Submission** tab. Instructions for daily login into the Portal are in the **CGDP Manufacturer Portal Introduction and Login Users Guide** under [References](#) on the TPAdministrator.com website.
2. After successful login, the **Home** tab will appear. Position the cursor over the **Disputes** tab to allow the **Dispute Submission** tab to become visible. Select the **Dispute Submission** tab to review and submit a Builder-created dispute file.

Manufacturer Portal Dispute Submission

Upload Dispute File
 No file chosen

Current Cutoff Calendar (Quarter 202204)
 Invoice Paid By: 05/15/2023 Dispute Submission: 03/31/2023
 Invoice Distribution: 03/03/2023 Dispute Distribution: 06/21/2023

	Download	Date Created	Date Submitted	Status	Date Returned	
202204P -1 <small>(Generated by Builder)</small>	<input type="radio"/>	03/24/2023 2:15 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202203P -9 <small>(Generated by Builder)</small>	<input type="radio"/>	03/23/2023 2:22 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -11 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A	
202001P -7 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -6 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:39 AM	06/24/2020 9:40 AM	Validation Pending	N/A	

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3. Once the **Dispute Submission** tab displays, review the **Submitted Disputes** region for files requiring attention.

Manufacturer Portal Dispute Submission

Upload Dispute File
 No file chosen

Current Cutoff Calendar (Quarter 202204)
 Invoice Paid By: 05/15/2023 Dispute Submission: 03/31/2023
 Invoice Distribution: 03/03/2023 Dispute Distribution: 06/21/2023

	Download	Date Created	Date Submitted	Status	Date Returned	
202204P -1 <small>(Generated by Builder)</small>	<input type="radio"/>	03/24/2023 2:15 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202203P -9 <small>(Generated by Builder)</small>	<input type="radio"/>	03/23/2023 2:22 PM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -11 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A	
202001P -7 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A	<input type="button" value="Submit"/>
202001P -6 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:39 AM	06/24/2020 9:40 AM	Validation Pending	N/A	

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- Select a dispute file created via the **Dispute Builder** functionality that remains available for submission. **Dispute Builder** files contain a system generated naming convention for the Dispute File Name consisting of the current quarter information in YYYYQQ format followed by the P number then a sequential number assigned by the system. The file also displays information regarding how a file loaded to the **Submitted Disputes region**.

For files created using the **Dispute Builder** functionality the designation of (*Generated by Builder*) displays below the dispute file report naming convention. Dispute files that are available for submission display the Submit button.

This example displays a dispute file with the (*Generated by Builder*) designation and Submit button highlighted.

The screenshot shows the 'Dispute Submission' page with a table of dispute files. The 'Submit' button for the first row (202204P-1) is highlighted with a red box.

	Download	Date Created	Date Submitted	Status	Date Returned	
202204P -1 (Generated by Builder)	<input type="radio"/>	03/24/2023 2:15 PM	N/A	N/A	N/A	Submit
202203P -9 (Generated by Builder)	<input type="radio"/>	03/23/2023 2:22 PM	N/A	N/A	N/A	Submit
202001P -11 (Generated by Builder)	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A	
202001P -7 (Generated by Builder)	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A	Submit
202001P -6 (Generated by Builder)	<input type="radio"/>	06/24/2020 9:39 AM	06/24/2020 9:40 AM	Validation Pending	N/A	

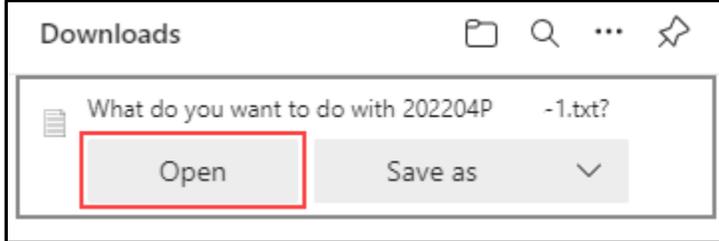
- To review a specific **Dispute Builder** file, populate the corresponding Download radio button for the applicable dispute file.

The screenshot shows the 'Dispute Submission' page with a table of dispute files. The 'Download' radio button for the first row (202204P-1) is selected and highlighted with a red box.

	Download	Date Created	Date Submitted	Status	Date Returned	
202204P -1 (Generated by Builder)	<input checked="" type="radio"/>	03/24/2023 2:15 PM	N/A	N/A	N/A	Submit
202203P -9 (Generated by Builder)	<input type="radio"/>	03/23/2023 2:22 PM	N/A	N/A	N/A	Submit
202001P -11 (Generated by Builder)	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A	
202001P -7 (Generated by Builder)	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A	Submit
202001P -6 (Generated by Builder)	<input type="radio"/>	06/24/2020 9:39 AM	06/24/2020 9:40 AM	Validation Pending	N/A	

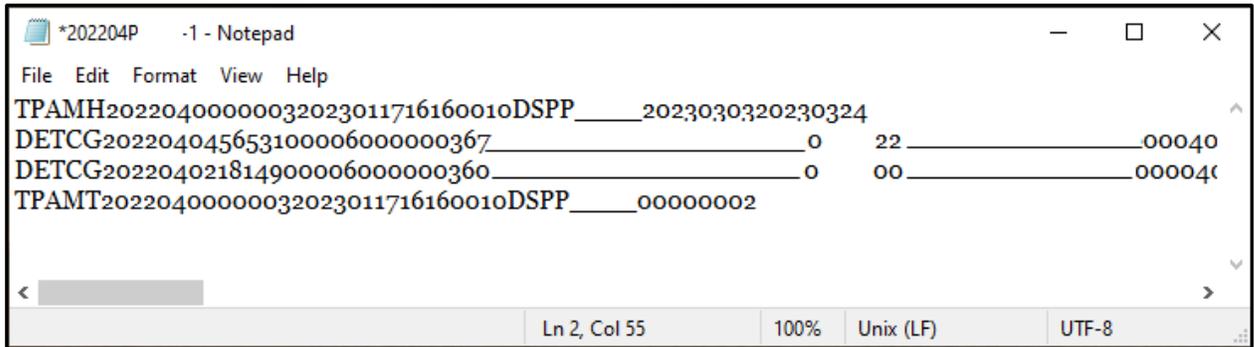
6. Select one (1) of the decision buttons in the message that appears at the bottom of the screen.
 - Open to view the data in the text file format
 - Save to save the data in the text file format to a user's hard drive or system or select Save from the drop down menu
 - X to exit the decision message

This example displays the selected Open button.



7. Review the downloaded text file of a **Dispute Builder** created dispute file to verify all invoice line items.

It is recommended that Manufacturers save **Dispute Builder** created dispute text files to their systems for future access and reference, since removal of prior quarter data occurs once new quarter data is loaded to the Portal.



8. Once a user reviews the **Dispute Builder** dispute file, the file is eligible for submission.

9. To submit a **Dispute Builder** dispute file, select the Submit button for the applicable file.

The screenshot shows the 'Dispute Submission' page in the CMS portal. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and user information. A breadcrumb trail includes 'Dispute Builder' and 'Dispute Submission'. The main heading is 'Manufacturer Portal Dispute Submission'. Below this, there is an 'Upload Dispute File' section with a 'Choose File' button (showing 'No file chosen') and an 'Upload Report' button. To the right, a 'Current Cutoff Calendar (Quarter 202204)' box displays: 'Invoice Paid By: 05/15/2023', 'Dispute Submission: 03/31/2023', 'Invoice Distribution: 03/03/2023', and 'Dispute Distribution: 06/21/2023'. The central table lists several dispute files. The first row, '202204P -1', has a 'Submit' button highlighted with a red box. The second row, '202203P -9', also has a 'Submit' button highlighted. The third row, '202001P -11', has a 'Submit' button highlighted. The fourth row, '202001P -7', has a 'Submit' button highlighted. The fifth row, '202001P -6', has a 'Submit' button highlighted. The table columns are: Download, Date Created, Date Submitted, Status, and Date Returned.

	Download	Date Created	Date Submitted	Status	Date Returned
202204P -1 <small>(Generated by Builder)</small>	<input type="radio"/>	03/24/2023 2:15 PM	N/A	N/A	N/A
202203P -9 <small>(Generated by Builder)</small>	<input type="radio"/>	03/23/2023 2:22 PM	N/A	N/A	N/A
202001P -11 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A
202001P -7 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A
202001P -6 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:39 AM	06/24/2020 9:40 AM	Validation Pending	N/A

10. Upon submission of a created **Dispute Builder** file, the Date Submitted column populates with the file submission date and the Status column updates to Validation Pending.

This screenshot shows the same 'Dispute Submission' page as above, but with the 'Date Submitted' and 'Status' columns updated for the first row. The 'Date Submitted' for '202204P -1' is now '03/24/2023 2:15 PM' and the 'Status' is 'Validation Pending'. The 'Submit' button for this row is no longer highlighted. The 'Status' for the second row is also 'Validation Pending'. The 'Status' for the third row is 'Validation Pending'. The 'Status' for the fourth row is 'N/A'. The 'Status' for the fifth row is 'Validation Pending'. The table columns are: Download, Date Created, Date Submitted, Status, and Date Returned.

	Download	Date Created	Date Submitted	Status	Date Returned
202204P -1 <small>(Generated by Builder)</small>	<input type="radio"/>	03/24/2023 2:15 PM	03/24/2023 2:15 PM	Validation Pending	N/A
202203P -9 <small>(Generated by Builder)</small>	<input type="radio"/>	03/23/2023 2:22 PM	03/23/2023 2:23 PM	Validation Pending	N/A
202001P -11 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A
202001P -7 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A
202001P -6 <small>(Generated by Builder)</small>	<input type="radio"/>	06/24/2020 9:39 AM	06/24/2020 9:40 AM	Validation Pending	N/A

11. TPA performs final validation edits of dispute files with the status of *Validation Pending* to verify that files contain data in required fields and confirm validity to proceed to the secondary validation process.

- Dispute files that are duplicates of submitted files for the same P number in the same 24 hour processing period (4:00 pm – 4:00 PM ET) will receive a *Delayed* status in the *Status* column.
- Dispute files that pass TPA final edits receive a status of *Passed*
 - **Note:** The **Dispute Submission** process will only allow and assign only one (1) *Passed* status to one (1) dispute file for each P number associated with a Corporate ID in a 24 hour processing cycle (4:00 pm – 4:00 pm ET).

Example:

A user creates a dispute file using the **Dispute Builder** functionality and submits the file on the **Dispute Submission** tab; then realizes that additional invoice line items are not included in the dispute file. An additional dispute file is created for same P number and submitted in the same 24-hour processing period as the first dispute file. When TPA validation edits process and the first dispute file receives a *Passed* status, any other files submitted the same 24-hour processing cycle with the same P number will receive a *Delayed* status due to duplicate file submission.

Dispute files that receive the *Delayed* statuses will be processed in the subsequent 24-hour processing cycle. If more than one file receives a *Delayed* status, each file will process 24 hours after its predecessor file completes processing.

12. This example displays a dispute file created and completed by the **Dispute Builder** functionality displaying the *Status* of *Delayed* after TPA final edit process completes.

The screenshot shows the 'Dispute Submission' page in the CMS. At the top, there are logos for Palmetto GBA and CMS, along with user information: '3/28/2023 10:49 AM Logged on as XP Test Environment'. The navigation menu includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports', 'Disputes', 'Dispute Builder', and 'Dispute Submission' (which is highlighted with a red box). Below the menu, the page title is 'Manufacturer Portal Dispute Submission'. There is an 'Upload Dispute File' section with a 'Choose File' button and 'No file chosen' text. To the right, the 'Current Cutoff Calendar (Quarter 202204)' is displayed, showing 'Invoice Paid By: 05/15/2023', 'Dispute Submission: 03/31/2023', 'Invoice Distribution: 03/03/2023', and 'Dispute Distribution: 06/21/2023'. A table below lists several dispute files:

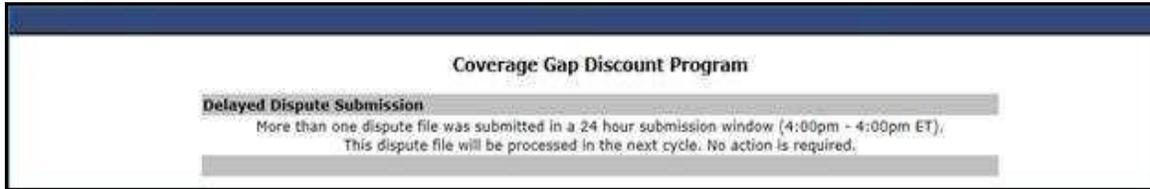
	Download	Date Created	Date Submitted	Status	Date Returned
202204P -1 (Generated by Builder)	<input type="radio"/>	03/24/2023 2:15 PM	03/24/2023 2:15 PM	Passed	03/27/2023 1:03 PM
202203P -9 (Generated by Builder)	<input type="radio"/>	03/23/2023 2:22 PM	03/23/2023 2:23 PM	Delayed	03/27/2023 1:02 PM
202001P -11 (Generated by Builder)	<input type="radio"/>	06/24/2020 3:27 PM	06/24/2020 3:29 PM	Validation Pending	N/A
202001P -7 (Generated by Builder)	<input type="radio"/>	06/24/2020 9:42 AM	N/A	N/A	N/A
202001P -6 (Generated by Builder)	<input type="radio"/>	06/24/2020 9:39 AM	06/24/2020 9:40 AM	Validation Pending	N/A

At the bottom of the page, there is a 'Submit' button next to the last row of the table. The footer contains the text: '© 2023 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER'.

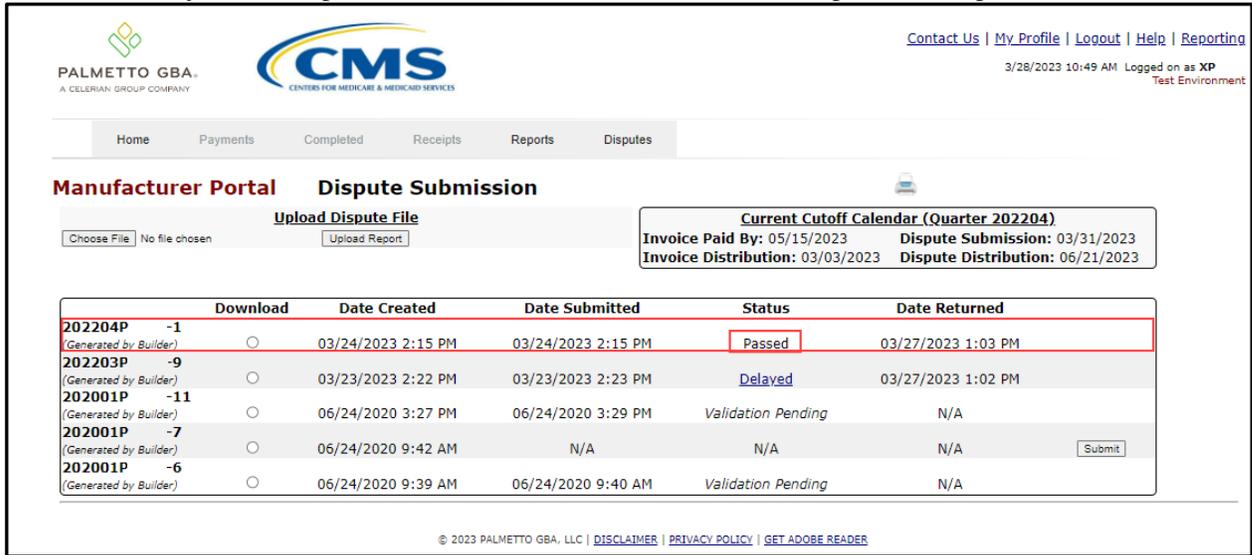
Note: The *Date Returned* column for the displayed files is the same. The second file received for the same business day receives a *Delayed* status because it is a duplicate file for the same P number.

13. The system automatically generates a system message regarding the *Delayed* file.

This example displays the Delayed Dispute Submission message associated with a dispute file with a *Delayed* status.



14. This example displays a dispute file created and completed by the **Dispute Builder** functionality with the updated status of *Passed* after TPA final edit process completes.



15. After a dispute file receives a *Passed* status, the secondary validation edits process runs overnight. Dispute secondary validation edits create Return reports, available the next business day that provide *Accepted* and *Rejected* invoice line items for a specific dispute file.

Refer to the instruction for **Accessing Disputes Return and Resolution files** for instruction on viewing dispute return reports.

You have successfully completed submitting a **Dispute Builder** created dispute file utilizing the **Dispute Submission** tab.

Submitting Manual Dispute Files

Manufacturers can utilize the Portal to submit manually uploaded dispute files containing distributed invoice line items. The **Dispute Submission** tab allows Manufacturers to upload these dispute files and review their status as they progress through the dispute validation process.

Note: TPA recommends that submission of dispute files occur as soon as Manufacturers identify dispute-eligible invoice line items and not wait until the “*Dispute Submission Deadline*”, which is sixty (60) days after the “*Quarterly Invoice Receipt Date*” as listed on the CGDP Calendar.

A dispute file must be in a *Passed* status to be submitted to CMS for review and determination.

Delayed files will receive a Delayed Dispute Submission message and will be processed in the subsequent 24-hour processing cycle. If more than one file receives a *Delayed* status, each file will process 24-hours after its predecessor file completes processing.

If some PDE line item records in a manually uploaded dispute file do not pass validation edits, the whole file will receive a *Failed* status.

For example, a manually uploaded dispute file contains five PDE line item records. Four line item records pass the validation edits. The fifth line item record does not. The entire uploaded dispute file receives a *Failed* status.

Failed records must be corrected or removed from the file and resubmitted. The dispute file must receive both a *Passed* status on the **Dispute Submission tab** and the dispute records must appear in the *Number Accepted* field the **Dispute tab Return Reports region** before they are eligible for CMS review and analysis.

A dispute file must receive both a *Passed* status on the **Dispute Submission tab** and the dispute records must appear in the *Number Accepted* field on the **Dispute tab Return Reports region** before the files are eligible for CMS evaluation and determination.

This instruction provides direction on creating a manually uploaded dispute file and reviewing file submission error reports in the **Dispute Submission** tab.

Instructions for creating a manual dispute file are available using the *Manual Dispute Submission and Attachment Overview* document located under [Manufacturer Dispute Information](#) on the TPAdministrator.com website.

1. Authorized end users will access the Portal to load manual disputes to the **Dispute Submission** tab. Instructions for daily login into the Portal are in the **CGDP Manufacturer Portal Introduction and Login Users Guide** under [References](#) on the TPAdministrator.com website.
2. After successful login, the **Home** tab will appear. Position the cursor over the **Disputes** tab to allow the **Dispute Submission** tab to become visible. Select the **Dispute Submission** tab to submit a manually uploaded dispute file.

Manufacturer Portal Coverage Gap Discount Program Home

Corporate ID: XP1...6 | Invoice Type: ALL | P Number: ALL | Reporting Period: ALL | Status: ALL | 1 - 6 out of 6

Invoice Type	P Number	Reporting Period	Status	Select
BY Closeout	P1...6	2016	Available	<input type="radio"/>
Quarterly	P1...7	201601	Available	<input type="radio"/>
Quarterly	P1...6	201503	Available	<input type="radio"/>
Quarterly	P1...7	201503	Available	<input type="radio"/>
Quarterly	P1...1	201503	Available	<input type="radio"/>
Quarterly	P1...6	201502	Available	<input type="radio"/>
Quarterly	P1...7	201502	Available	<input type="radio"/>
Quarterly	P1...1	201502	Available	<input type="radio"/>

Legend:
Available: Invoice is ready for payment initiations
Failed: One or more items has an unsuccessful payment attempt
Incomplete: One or more items have not been paid
N/A: No invoice due for payment. Receipt of funds due from Manufacturer or Sponsor.
Pending: All line items have been initiated successfully
Successful: All line items have been paid successfully

Reporting Periods with no invoice line items
 Filter by: P Number: P1...6 | Reporting Period: ALL

P Number	Reporting Period
P1...6	201602
P1...6	201504

3. Once the **Dispute Submission** tab displays, select the **Browse...** button in the **Upload Dispute File** region.

Manufacturer Portal Dispute Submission

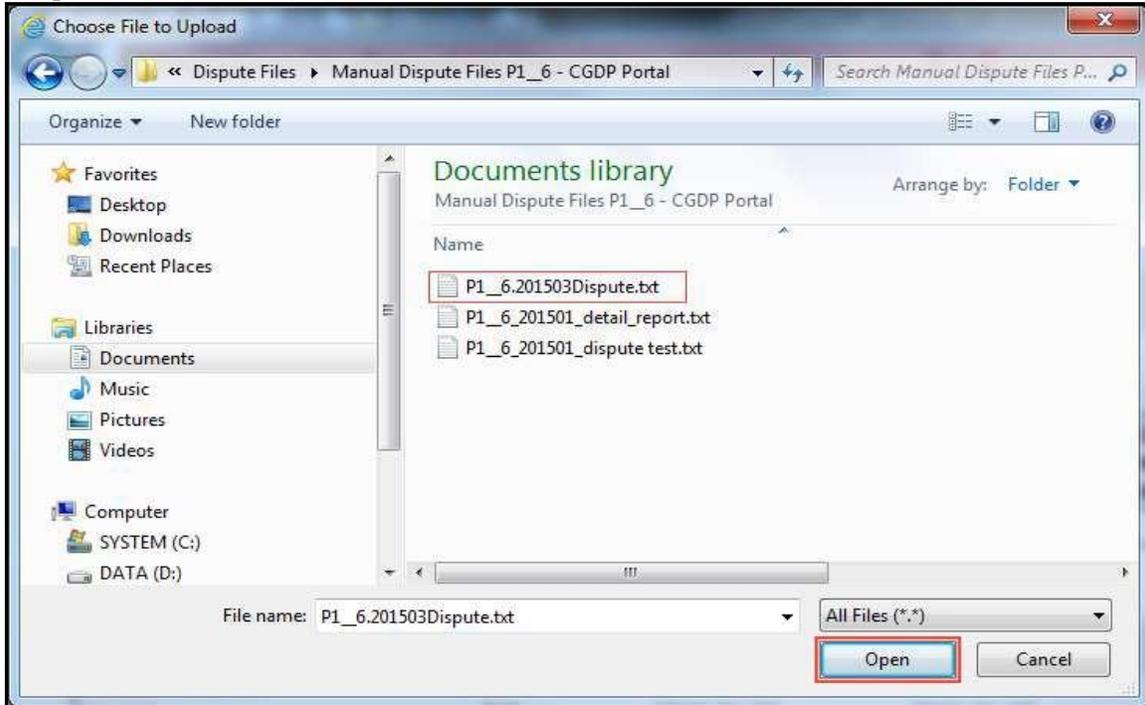
Upload Dispute File
 Browse... | Upload Report

Current Cutoff Calendar (Quarter 201503)
 Invoice Paid By: 12/09/2015 | Dispute Submission: 12/31/2015
 Invoice Distribution: 10/31/2015 | Dispute Distribution: 03/01/2016

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1...6-19 (Generated by Builder)	<input type="radio"/>	2016-01-25	2016-01-26	Passed	2016-01-27
201503P1...6-16 (Generated by Builder)	<input type="radio"/>	2016-01-22	2016-01-26	Failed	2016-01-27

4. Search and select the dispute file to upload to the **Upload Dispute File region** and select the Open button.

This graphic provides an example of a search for a manual dispute text file saved to a user's computer.



Note: Information for creating a manual dispute text files are in the *Manual Dispute Submission and Attachment Overview* located under [Manufacturer Dispute Information](#) on the [TPAdministrator.com](#) website.

5. After the selected dispute file populates in the field to the left of the Browse... button, select the Upload Report button to load the dispute file to the Portal.



- Uploaded dispute files display a system generated naming convention for the Dispute File Name consisting of the current quarter information in YYYYQQ format followed by the P number then a sequential number assigned by the system. The file also displays information regarding how a file loaded to the **Submitted Disputes region**.

For manually uploaded dispute files, the designation of (Uploaded) displays below the dispute file report naming convention.

This example displays a dispute file with the (Uploaded) designation and a Status of Validation Pending.

The screenshot shows the 'Dispute Submission' page in the CMS Manufacturer Portal. At the top, there are navigation links: Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder, and Dispute Submission. Below the navigation is a section for 'Upload Dispute File' with 'Browse' and 'Upload Report' buttons. To the right, there is a 'Current Cutoff Calendar (Quarter 201503)' with dates for Invoice Paid By, Invoice Distribution, Dispute Submission, and Dispute Distribution. Below this is a table of submitted dispute files.

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1_6-21 <u>Uploaded</u>	N/A	2016-01-27	2016-01-27	<u>Validation Pending</u>	N/A

- When the selected dispute file loads to the **Dispute Submission** tab, the file goes through validations that verify:
 - Dispute file formatting, such as the required header and trailer records, line item spacing, etc.
 - Completion of dispute reason code required data such as required supporting information, formatting of dates, etc.

One of four (4) statuses will populate the Status column in the **Submitted Disputes region** for uploaded dispute files immediately after upload into the **Dispute Submission** tab.

- Delayed status alerts a user that a subsequent Dispute Builder or manually uploaded file for the same P number, submitted in the same 24-hour processing period, will be processed in the subsequent processing period.
- Failed status alerts a user that a manually uploaded dispute file has not passed TPA initial edits and requires additional review and correction prior to being eligible for secondary validation and submission to CMS.
- Passed status alerts a user that the dispute file passed TPA final validation edits and the file is eligible for submission to CMS for secondary validation edit and review.
- Validation Pending status posted to uploaded dispute files that passed the initial validation edits.

8. This example displays a dispute file with the (*Uploaded*) designation and a *Status of Failed*.

The screenshot shows the CMS Manufacturer Portal interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links like 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. Below the navigation bar, there are tabs for 'Home', 'Payments', 'Completed', 'Receipts', 'Reports', 'Disputes', 'Dispute Builder', and 'Dispute Submission'. The main heading is 'Manufacturer Portal Dispute Submission'. There is an 'Upload Dispute File' section with a 'Browse...' button and an 'Upload Report' button. To the right, there is a 'Current Cutoff Calendar (Quarter 201503)' section with details for 'Invoice Paid By', 'Dispute Submission', 'Invoice Distribution', and 'Dispute Distribution'. Below this is a table of submitted dispute files:

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1006-22 (Uploaded)	N/A	2016-01-27	2016-01-27	Failed	2016-01-27
201503P1006-21 (Uploaded)	N/A	2016-01-27	2016-01-27	Validation Pending	N/A

9. To review failed dispute file errors, select the *Failed* status hyper link located in the *Status* column in the **Submitted Disputes** region.

This example displays the *Dispute File Validation Errors* form associated with a dispute file with a *Status of Failed*.

The screenshot shows a window titled 'Coverage Gap Discount Program'. Inside, there is a section for 'Dispute File Validation Errors' with a table of error messages:

File Name	Line Number	Company ID	Message
201503P1...6-22	3	P1...6	Supporting Date 2 - Date is After PDE Date of Service
201503P1...6-22	7	P1...6	Supporting Date 1 - Date is After PDE Date of Service

10. Once review and correction of *Failed Dispute File Validation Errors* occurs, upload the corrected dispute file to the **Dispute Submission** tab.

This example displays the dispute file uploaded to the **Dispute Submission** tab after correction of errors and displays a *Status of Validation Pending*.

The screenshot shows the CMS Manufacturer Portal interface, similar to the previous one. The 'Dispute Submission' tab is active. The table of submitted dispute files is updated:

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1...6-23 (Uploaded)	N/A	2016-01-27	2016-01-27	Validation Pending	N/A
201503P1...6-22 (Uploaded)	N/A	2016-01-27	2016-01-27	Failed	2016-01-27
201503P1...6-21 (Uploaded)	N/A	2016-01-27	2016-01-27	Validation Pending	N/A

11. TPA performs validation edits of dispute files with the status of *Validation Pending* to verify that files contain data in required fields and confirm validity to proceed to the secondary validation process.

- Dispute files that are duplicates of submitted files for the same P number in the same 24 hour processing period (4:00 pm – 4:00 PM ET) will receive a *Delayed* status in the *Status* column.
- Dispute files that pass TPA final edits receive a status of *Passed*
 - **Note:** The **Dispute Submission** process will allow and assign only one (1) *Passed* status to one (1) dispute file for each P number associated with a Corporate ID each business day.

Example:

A user creates a manual dispute text file and submits the file on the **Dispute Submission** tab; then realizes that additional invoice line items are not included in the dispute file. An additional dispute file for same P number is created, uploaded, and submitted in the same 24-hour processing period as the first dispute file. When the TPA validation edits process and the first submitted file receives a *Passed* status, any other files submitted the same 24-hour processing cycle with the same P number will receive a *Delayed* status due to duplicate file submission.

Dispute files that receive the *Delayed* statuses will be processed in the subsequent 24-hour processing cycle. If more than one file receives a *Delayed* status, each file will process 24 hours after its predecessor file completes processing.

12. This example displays the previously *Failed* dispute file that has been corrected and uploaded again. The *Status* column displays *Delayed* after TPA edit process completes.

The screenshot shows the 'Manufacturer Portal Dispute Submission' interface. At the top, there are navigation links: Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder, and Dispute Submission. Below the navigation is a section for 'Upload Dispute File' with a 'Browse...' button and an 'Upload Report' button. To the right, there is a 'Current Cutoff Calendar (Quarter 2015Q3)' with the following information:

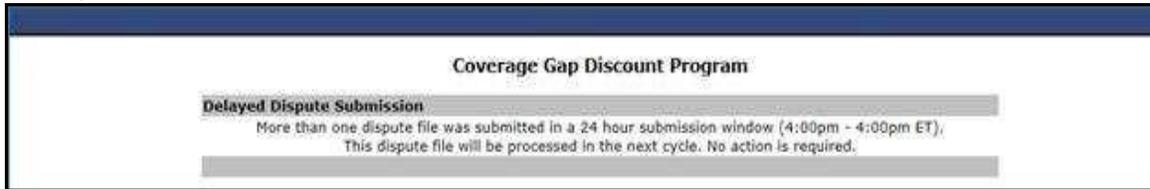
- Invoice Paid By: 12/09/2015
- Dispute Submission: 12/31/2015
- Invoice Distribution: 10/31/2015
- Dispute Distribution: 03/01/2016

Below this is a table with the following columns: Download, Date Created, Date Submitted, Status, and Date Returned. The table contains three rows of data:

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1___6-22 (Uploaded)	N/A	2016-01-27	2016-01-27	Delayed	2016-01-27
201503P1___6-22 (Uploaded)	N/A	2016-01-27	2016-01-27	Failed	2016-01-27
201503P1___6-21 (Uploaded)	N/A	2016-01-27	2016-01-27	Passed	2016-01-27

13. The system automatically generates a system message regarding the *Delayed* file.

This example displays the Delayed Dispute Submission message associated with a dispute file with a *Delayed* status.



14. This example displays the previously *Delayed* dispute file. The Status column displays *Passed* after TPA edit process completes.



Note: The *Delayed* uploaded dispute file processed during the subsequent 24-hour processing cycle (4:00 pm – 4:00 pm ET). The Date Returned column displays the next cycle date.

15. After a dispute file receives a *Passed* status, the secondary validation edits process runs overnight. Dispute secondary validation edits create Return reports, available the next business day that provide the *Accepted* and *Rejected* invoice line items for a specific dispute file.

Refer to the instruction for **Accessing Disputes Return and Resolution files** for instruction on viewing dispute return reports.

You have successfully completed submitting a manual dispute text file utilizing the **Dispute Submission** tab.

Summary

This **CGDP Manufacturer Portal Disputes Users Guide** provided an overview of the CGDP Portal's **Disputes** functionality.

Disputed PDE line item records included in a dispute record file *must* be paid by the invoice payment deadline, also known as the “*Invoice Paid By 38th Calendar Day After Receipt*” as defined in the [Medicare Part D CGDP Calendar](#) on the [TPAdministrator.com](#) website, even if the invoiced item is being disputed.

This guide introduced how the **Dispute Dashboard** lists return and resolution reports received by the TPA. Return reports are loaded to the Portal in response to dispute files submitted by Manufacturers. Resolution reports are determinations on accepted dispute files provided by CMS.

You have been introduced to how Manufacturers can create dispute record files for disputed PDE line item records by using the information provided in the current quarter's Data report. Manufacturers have two (2) options for to creating dispute record files: manually in a text file format or utilizing the Portal's Dispute Builder functionality.

Finally, both manual dispute text files and Dispute Builder-created files are submitted via the CGDP Portal.

Note: Report formats are located under [Manufacturer Dispute Information](#) on the [TPAdministrator.com](#) website to assist with reading the text file formats of the Manufacturer Dispute file.

References

Appendix A: Acronym List

Acronym	Description
ACH	Automated Clearing House
BY Closeout	Benefit Year Closeout
CGDP	Coverage Gap Discount Program
CMP	Civil Money Penalty
CMS	Centers for Medicare & Medicaid Services
CY	Calendar Year
DPP	Direct Payment Process
EFT	Electronic Funds Transfer
EIN	Employer Identification Number
GBA	Government Benefits Administrators
HPMS	Health Plan Management System
ID	Identifier or Identification
IRS	Internal Revenue Service
NCPDP	National Council of Prescription Drug Programs
NDC	National Drug Coder
NPI	National Provider Identifier
NSF	Non-sufficient Funds
PIN	Personal Identification Number
PDE	Prescription Drug Event
SFTP	Secure File Transfer Protocol
SSA	Social Security Act
TPA	Third Party Administrators
TIN	Tax Identification Number
UPIN	Unique Physician Identification Number
USD	United States Dollar

Appendix B: Error Message Descriptions

Payment Batch Report Error Messages

Batch Report Errors
File rejected: The report is empty
File rejected. File must start with a header record
File rejected: Improperly Formatted – Missing header and footer
File rejected: Invalid Header record
File rejected: Each header record must contain 'HDR', Primary ID and Reporting period
Primary Id and logon do not match
File rejected: Invalid Reporting Period
Header row without details
Invalid Record Type
Unable to process due to invalid header type
Dtl. record must contain 'DET', ID, EFT, Scheduled Date, Defer (optional). Ensure that semicolons are separating each item on the line
Invalid Detail record
Duplicate line item
P Number is not associated with this Corporate ID
Contract Number is not associated with this Parent Org. ID
Payer account invalid
Payee data account missing – Contact the TPA
Payee account invalid
Invoice line item not found
The payment for this line item is already initiated
The payment for this line item is already deferred
Invalid EFT ID
Payment date contains non-numeric characters
The payment date is in the incorrect format
Payment date cannot be before the current date
The defer indicator is invalid

Payment Reporting Error Codes – Payments Tab

Payment Reporting Error Codes	Code Description
R01	Insufficient Funds
R02	Account Closed
R03	Unable to Locate Account
R04	Invalid Account Number
R05	Unauthorized Corporate Debit
R06	Returned per ODFI's Request
R07	Authorization Revoked by Customer
R08	Payment Stopped
R09	Uncollected Funds
R10	Customer Advises Not Authorized
R11	Check Truncation Entry Return
R12	Branch Sold to Another DFI
R13	RDFI Not Qualified for ACH
R14	Payee Deceased
R15	Beneficiary Deceased
R16	Account Frozen
R17	File Record Field Errors RDFI
R20	Non-Transaction Account
R23	Credit Entry Refused by Receiver
R24	Duplicate Entry
R29	Debit Block
R31	Permissible Return Entry
R33	Return of XCK Entry
R37	Source Document Previously Paid
R38	Source Document Stop Paid
R39	Improper Source Document
R50	State Law Affecting RCK Acceptance
R51	Ineligible Item
R52	Stop Payment ADJ
R53	Check and ACH Presented

Payment Reporting Error Codes	Code Description
R61	Misrouted Return
R67	Duplicate Return
R68	Untimely Return
R69	Transaction Field Error
R70	Permissible Return Entry Declined

Appendix C: Manufacturer Dispute Reason Codes and Supporting Data Requirements

Dispute Reason Code	Dispute Reason Description	Supporting Detail Reference Number	Supporting Date 1	Supporting Date 2	Additional Information (Optional/Required)
D01	Duplicate Invoice Item	Reference Number			Provide additional supporting evidence (Optional)
D02	Closed Pharmacy		NCPDP closed date		Provide additional supporting evidence (Optional)
D03	Not PART D Covered Drug				Explain statutory exclusion that applies to this drug (Required)
D04	Excessive Quantity				Excessive quantity on individual invoice item. Provide proprietary benchmark used to identify excessive quantity (Required)
D05	Invalid Days Supply <i>REASON CODE DISABLED 2/8/2015</i>				Provide additional supporting information (Required)
D06	High Price of the Drug				Provide additional supporting information (Required)
D07	Last Lot Expiration Date		NDC directory drop date	Last lot expiration date	Provide additional supporting information (Optional)
D08	Early Fill <i>REASON CODE DISABLED 2/8/2015</i>	Reference Number for early fill disputed			Provide additional supporting information (Required)
D09	Marketing Category is not NDA or BI A		FDA update date		Provide additional supporting information (Optional)

Dispute Reason Code	Dispute Reason Description	Supporting Detail Reference Number	Supporting Date 1	Supporting Date 2	Additional Information (Optional/Required)
D10	Date of Service prior to 01/01/2011 <i>REASON CODE DISABLED 2/8/2015</i>				Provide additional supporting information (Optional)
D11	PDE improperly invoiced beyond Manufacturer agreement invoice period				Provide additional supporting information (Optional)
D12	Invalid Prescription Service Reference Number <i>REASON CODE DISABLED 2/8/2015</i>				Provide additional supporting information (Optional)
D13	Gap discount for disputed PDE exceeds maximum discount amount for a single PDE				Provide additional supporting information (Required)
D14	Total accumulated gap discounts reported across multiple PDEs for a single beneficiary exceed cumulative maximum discount amount				Provide additional supporting information (Required)
D99	Other				Provide additional supporting information (Required)

Glossary

Term	Definition
Authorization Amount	Displays the amount authorized for payment processing, including amounts located in the <u>Invoice Amount</u> and <u>Previous Deferred Amount</u> fields.
Available	Status designation of an invoice that denotes that an item is ready for payment initiation.
Batch	Report type that displays batch files uploaded to the system with status and ability to download files for review.
Batch ID	Displays the batch numbering convention, system generated, based on the order the batch file received by the system.
Contact Us	Provides contact information for requesting assistance from the TPA Operations team.
Contract Number	Pending contract number assigned by CMS which allows participation in the Coverage Gap Discount Program
Corporate ID	Numerical designation assigned by CMS to Manufacturers. For Manufacturers, the current Mailbox ID will be the Corporate ID.
Data	Report type that displays the detail information of distributed invoices and invoice line items and provides the ability to download files for review.
Date Loaded	Displays the invoice distribution date. This date corresponds to the end of month after the reporting period closing. Date format is DD/MM/YYYY.
Date Submitted	Displays the calendar date, in MM/DD/YYYY format, the invoice line item was processed for payment initiation.
Date Time	Displays the batch file date and time for files loaded to the system. Date format is MM/DD/YYYY. Time format is HH:MM AM/PM.
Defer	Provides a check box available for selection when the Invoiced Amount or the combination of the <u>Invoiced Amount</u> and the <u>Previous Deferred Amount</u> total less than the system-defaulted allowable amount. Invoice line items can only be deferred if the Manufacturer or Sponsors banking ACH process prevents payment of invoice line items that fall below the minimum ACH processing amount.
Deferred	Status designation of an invoice that denotes that invoice amount falls below minimum. Invoice line items can only be deferred if the Manufacturer or Sponsors banking ACH process prevents payment of invoice line items that fall below the minimum ACH processing amount.
Description (Batch)	Displays the batch file name loaded to the system.
Dispute	Report type that provides the ability to enter dispute requests and review the status of entered requests.
Dispute Distribution	Current Cutoff Calendar field that displays the current reporting period data. Displays the date Dispute distributions are due to be loaded to the Portal.
Dispute Submission	Current Cutoff Calendar field that displays the current reporting period data. Displays the date Dispute submissions are due to be entered in the Portal.
Download	Displays a radio button to allow downloading of distributed invoice summary information loaded to the system.
EFTID	Displays EFT identifying information in the specified format of CG for Coverage Gap; YYQQ for the reporting period; 9999 for the P number and Z9999 for the contract number. Example: CG14039999Z9999.

Term	Definition
Failed (Status)	Status designation of an invoice that denotes that one (1) or more items have an unsuccessful payment attempt.
Failed (Code)	Provides an informational message when an invoice line item does not successfully process payments to Manufacturers or Sponsors.
Help	Provides link to reference guides and system code messages and descriptions.
Incomplete	Status designation of an invoice that denotes that one (1) or more items have not been paid.
Initiate Payment	Provides a check box to allow the payment process to begin for an individual invoice line item.
Invoice	Report type that displays the summary information of distributed invoices and provides the ability to download files for review.
Invoice Distribution	Current Cutoff Calendar field that displays the current reporting period data. Displays the date distributed invoices were posted to the Portal.
Invoice Paid by	Current Cutoff Calendar field that displays the current reporting period data. Displays the final due date all invoice line items are to be processed for payment.
Invoiced Amount	Displays the invoice line item amounts due to either the Manufacturer or Sponsor.
Invoiced Reporting Period	Region of the active tab that provides the reporting period of the invoice line items displayed.
Last Download	Displays the last date and time distributed invoice summary data retrieved from the Web Portal. Date format is MM/DD/YYYY. Time format is HH:MM. AM/PM
Logout	Provides one (1)-click access for logging out of the system.
Manufacturer	Any entity which is engaged in the production, preparation, propagation, compounding, conversion or processing of prescription drug products, either directly or indirectly, by extraction from substances of natural origin or independently by means of chemical synthesis or by a combination of extraction and chemical synthesis. Such term does not include wholesale distributors or retail pharmacies licensed under State law. <i>From Medicare Coverage Gap Discount Program Agreement, item I.j.</i>
My Profile	Provides ability to enter and review business contact information for Manufacturers and Sponsors.
Outstanding	Status designation of an invoice that denotes no payment activity has taken place
P Number	Pending contract number assigned by CMS which allows participation in the Coverage Gap Discount Program
Parent Org. ID	Numerical designation assigned by CMS to Sponsor.
Payment Date	Displays current date of a generated invoice line item payment in MM/DD/YYYY format.
Payments Due	Region of the active tab that provides the final date invoice line item payment initiations due to complete initiation.
Payment/Failed Date	Displays the date a specific invoice line item payment initiation successfully processed or where payment initiation failed the payment initiation process.
Pending	Status designation of an invoice that denotes that all line items have been initiated successfully.

Term	Definition
Previous Deferred Amount	Displays amounts that qualified for deferment from the prior reporting period(s).
Received	Status designation of an invoice that denotes payment is in the applicable bank account.
Reporting Period	Quarter and Calendar year, in YYYYQQ format, prescription drug event data distributed to Manufacturers and Sponsors. CY Closeout reimbursement period, in YYYY format, for quarter 17 upheld disputes not offset in prior quarter invoice distributions.
Sponsor	A Part D Plan (PDP) Sponsor, Medicare Advantage (MA) organization offering a MA-prescription drug (PD) plan, a Program of All-Inclusive Care for the Elderly (PACE) organization offering a PACE plan including qualified prescription drug coverage and a cost plan offering qualified prescription drug coverage. <i>From Pub. 100-18: Medicare Prescription Drug Benefit Manual, section 20.</i>
Status	The current designation of an invoice line item within the system.
Status (Batch)	Displays the condition of the batch file loaded to the system. Batches can be successful, partially successful (containing line failures) or failed.
Stop Payment	Provides a check box with the ability to stop payment processing prior to actual payment for future dated payments.
Successful	Status designation of an invoice that denotes that all line items have been paid successfully.
Total Available	Displays the total dollar amount of remaining invoice line items requiring payment.
Total Deferred	Displays the total dollar amount of deferred invoice line items with amounts less than the allowable amount to the subsequent reporting period.
Total Failed	Displays the total dollar amount of invoice line items selected for payment that contained errors and did not complete the payment process for the reporting period.
Total Invoiced	Displays the total dollar amount of invoice line items that require payment for the reporting period.
Total Outstanding	Displays the total dollar amount of remaining invoice line items requiring processing.
Total Owed	For Manufacturers: Displays the total dollar amount of negative invoice line items due from Sponsors. For Sponsors: Displays the total dollar amount of invoice line items due from Manufacturers.
Total Pending	Displays the total dollar amount of invoice line items selected for payment for the reporting period.
Total Received	For Manufacturers: Displays the total dollar amount of negative invoice line items received from Sponsors. For Sponsor: Displays the total dollar amount of invoice line items received from Manufacturers.
Total Successful	Displays the total dollar amount of invoice line items that have successfully paid and are no longer visible in the Payment Initiation or Pending Transaction regions of the Payments tab.

Term	Definition
User ID	Credential information provided by TPA to Manufacturer or Sponsor for access to system. User ID is the Corporate ID, formerly the Mailbox ID for Manufacturer. User ID is the Parent Organization ID (Parent Org. ID) for Sponsor.