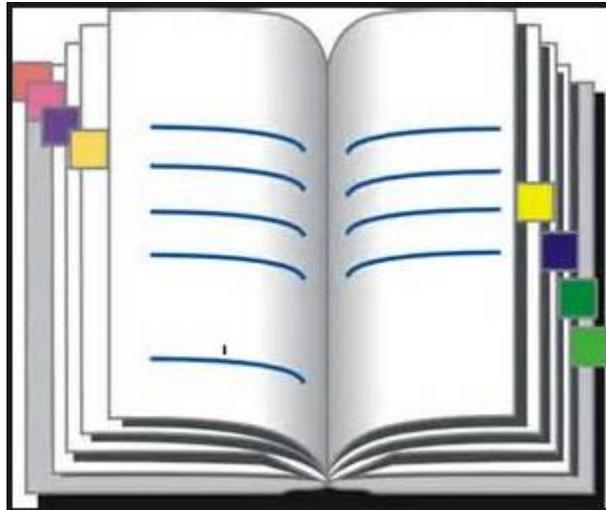


***Coverage Gap Discount Program (CGDP)
New CGDP Portal Direct Payment Process (DPP)***

Manufacturer Portal DPP Users Guide



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CGDP Portal Disputes Tab

1 Home Payments Completed Receipts Reports Disputes

2 Corporate ID: P Number: Reporting Period:

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

4

Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	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

5

Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total
		Last downloaded on					
Dispute_Resolution_R2015082	<input type="radio"/>	01/15/2016 @ 10:52 AM	201501	P1__6	1	3236	3237
Dispute_Resolution_R	<input type="radio"/>	Last downloaded on	201501	P1__6	1	3236	3237
Dispute_Resolution_R2015082	<input type="radio"/>	01/15/2016 @ 10:42 AM	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 allows a user to review submitted dispute files. Manufacturers submit disputes for PDE files included in quarterly invoices that may be incorrect and require review by CMS. TPA receives dispute files and performs multiple validations prior to final submission to CMS.

The **Disputes** tab has the following five regions:

- 1. Tabbed region:** displays the tabbed page that is currently active.
- 2. Disputes Filter region:** allows a user to search data listed by the defaulted Contract Number.
- 3. Disputes 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 YYYYMM format.
- 4. Disputes Return File region:** displays Accepted (validated) and Rejected (invalidated) dispute return files for specific reporting periods.
- 5. Disputes Resolution File region:** displays Upheld (approved) and Denied dispute return files for specific reporting periods.

The following 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.

Disputes Filter Region



The **Disputes Filter region** contains the following three fields to assist a user with narrowing dispute search criteria.

- A. Corporate ID: field defaults to the Corporate ID, formerly the Mailbox ID, utilized to access the system.
- B. P Number: displays the P Number for disputed items. This field contains a drop down list that will display P Numbers with invoices from those assigned to the Corporate ID.
Note: This field will only allow updates to P Numbers that are associated with the Corporate ID and have had disputes submitted for review.
- C. Reporting Period: allows a user to view all applicable reporting periods or select specific reporting periods from the drop down list.

Disputes Current Cutoff Calendar Region

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

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

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

- A. Current Cutoff Calendar (Quarter YYYYQQ): displays the current quarter in an YYYYQQ format.
- B. Invoice Paid By: displays the last date manufacturers have to pay amounts invoiced to each contract. Invoice payments are due to be paid by the manufacturer up to but not over 38 calendar days after the Invoice Receipt date, which is the next calendar day after the Invoice Distribution date.
- C. Dispute Submission: 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: Disputes must pass system verification and data verification prior to final submission to CMS for review.
- D. Invoice Distribution: displays the date the TPA loads the invoices to the CGDP Portal.
- E. Dispute Distribution: 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 web site program dates calendar, is 60 calendar days after the Dispute Submission date.

Disputes Return File Region

4

A Return File	B Download	C Download Date	D Reporting Period	E P Number	F Number Accepted	G Number Rejected	H 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

The **Return File region** displays information regarding submitted dispute files. The dispute files go through multiple edits prior to submission to CMS. Dispute files can have either an Accepted status where some or all of the files included in the dispute pass validation edits or a Rejected status where some or all of the files included in the dispute do not pass validation.

The **Return File region** contains the following eight fields that assist a user in reviewing dispute file validation processing prior to submission to CMS for review and decision:

- A. Return File: displays a unique file name of the dispute file validated.
- B. Download: provides a user the ability to select a radio button to download and review files for accepted and rejected records.
- C. Download Date: displays the most recent download date of a return file.
- D. Reporting Period: displays the reporting period associated with disputed invoices contained in the file.
- E. P Number: displays the Manufacturer P Number associated with the dispute file.
- F. Number Accepted: displays the number of records that passed TPA validation.
- G. Number Rejected: displays the number of records that failed TPA validation. Requires additional attention by a user to update records and resubmit file for revalidation.
- H. Total: displays the total number of records included in the dispute file.

Disputes Resolution File Region

5

A Resolution File	B Download	C Download Date	D Reporting Period	E P Number	F Number Upheld	G Number Denied	H 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 **Resolution File** region displays information regarding the disposition of dispute files. Resolution files are loaded to the CGDP Portal on the Dispute Distribution date for the applicable quarter.

The **Resolution File** region contains the following eight fields that assist a user in reviewing disputed files CMS has provided final determinations:

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

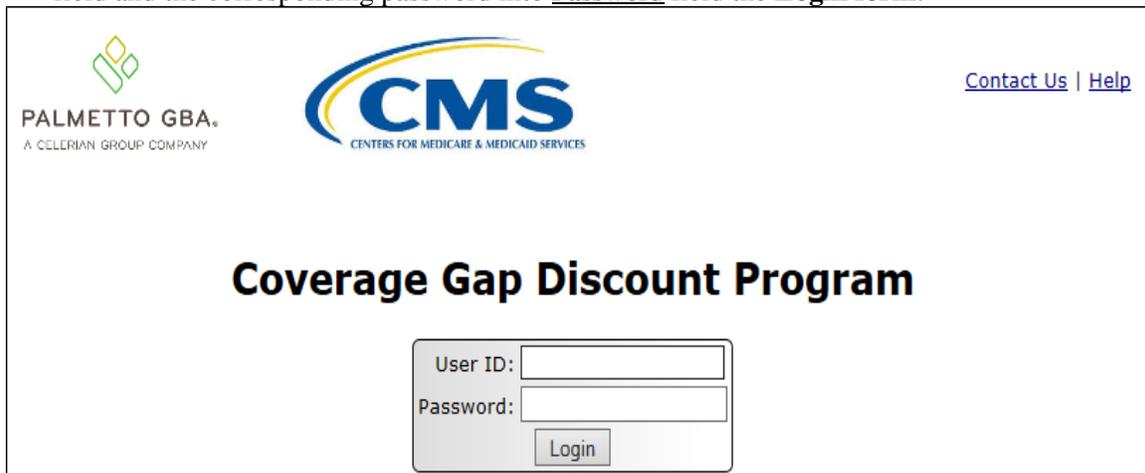
CGDP Portal Instructions – Disputes

Accessing Disputes Return and Resolution files

Manufacturers are able to utilize the CGDP Portal system to review reports of submitted invoice line item disputes. The **Disputes** tab allows Manufacturers to view Return and Resolution dispute reports.

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

- 1) Authorized users of the CGDP Portal will enter the Manufacturer Corporate ID in the User ID field and the corresponding password into Password field the **Login form**.



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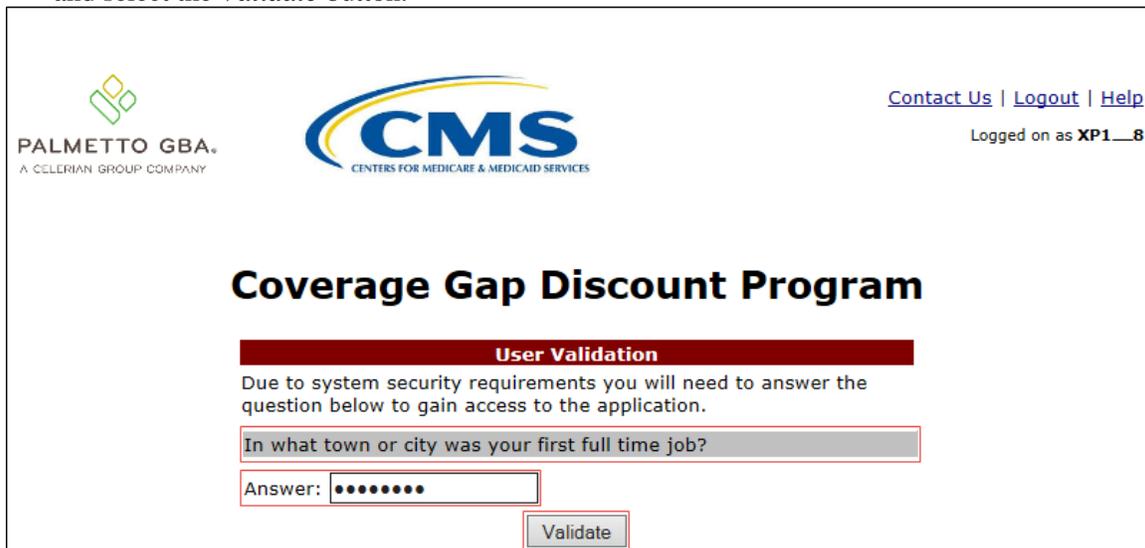
Coverage Gap Discount Program

User ID:

Password:

Login

- 2) After entering the User ID and Password successfully, a random security question appears from the three security questions selected during initial security data setup. Enter the correct answer and select the *Validate* button.



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Logged on as **XP1...8**

Coverage Gap Discount Program

User Validation

Due to system security requirements you will need to answer the question below to gain access to the application.

In what town or city was your first full time job?

Answer:

Validate

3) On the **Home** tab, select the **Disputes** tab view the report types available for the manufacturers for the reporting period.



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Logged on as **XP1__6**

Home | Payments | Completed | Receipts | Reports | Disputes

Manufacturer Portal

Coverage Gap Discount Program

Corporate ID: XP1__6

P Number: ALL

Reporting Period: ALL

Status: ALL

Welcome to Coverage Gap Discount Portal where you can initiate a payment, check the status of payments and receipt of payments as well as view your reports.

For payment functions, start by selecting a line item from the list to the left of this message.

Corporate ID	P Number	Reporting Period	Status	Select
XP1__6	P1__6	201502	Available	<input type="radio"/>
XP1__6	P1__7	201502	Available	<input type="radio"/>
XP1__6	P1__1	201502	Available	<input type="radio"/>
XP1__6	P1__6	201501	Incomplete	<input type="radio"/>
XP1__6	P1__7	201501	Available	<input type="radio"/>
XP1__6	P1__1	201501	Available	<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

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: ALL Reporting Period: ALL

P Number	Reporting Period
P1__6	201404
P1__7	201404
P1__1	201404

- 4) To view a dispute return file in a text file format, populate the Download radio button in the **Disputes Return File region.**

Manufacturer Portal Dispute Dashboard

Corporate ID: P Number: Reporting Period:

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

- 5) Select one of the following decision buttons in the message that appears at the bottom of the screen:
- *Open*: view the data in text file format
 - *Save*: save the data in text file format
 - *Cancel*: exit the decision message

The following example displays the selected *Open* button. The *Open* button allows a user to view all return data in a text file format.

Do you want to open or save XP1__6_dispute_report.txt from apps.tpadministrator.com?

6) Review the downloaded text file for a dispute return report.



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

8) The **Disputes Return File region** will display the date, in MM/DD/YYYY format, and time, in HH:MM format, of the last download of the specific dispute return file item(s) in the Download Date field.

The screenshot displays the CMS Dispute Dashboard. At the top, there are navigation tabs: Home, Payments, Completed, Receipts, Reports, and Disputes (highlighted with a red box). Below the tabs is the 'Manufacturer Portal Dispute Dashboard' header. The dashboard includes a 'Current Cutoff Calendar (Quarter 201503)' section with filters for Corporate ID (XP1__6), P Number (ALL), and Reporting Period (ALL). It also shows 'Invoice Paid By: 12/09/2015', 'Dispute Submission: 01/31/2016', 'Invoice Distribution: 10/31/2015', and 'Dispute Distribution: 03/01/2016'. The main content area contains two tables:

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

- 9) To view a dispute resolution file in a text file format, populate the Download radio button in the **Disputes Resolution File** region.

The following example displays the populated Download radio button for a dispute resolution file.

The screenshot shows the CMS Dispute Dashboard. At the top, there are logos for Palmetto GBA and CMS, along with navigation links like 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. The user is logged on as 'XP1_6'. The main navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports', and 'Disputes' (which is highlighted with a red box). Below this is the 'Manufacturer Portal Dispute Dashboard' header. There are filters for Corporate ID (XP1_6), P Number (ALL), and Reporting Period (ALL). A 'Current Cutoff Calendar (Quarter 201503)' section shows 'Invoice Paid By: 12/09/2015', 'Dispute Submission: 01/31/2016', 'Invoice Distribution: 10/31/2015', and 'Dispute Distribution: 03/01/2016'. Two tables are displayed. The first table, 'Return File', has columns: Return File, Download, Download Date, Reporting Period, P Number, Number Accepted, Number Rejected, and Total. The second table, 'Resolution File', has columns: Resolution File, Download, Download Date, Reporting Period, P Number, Number Upheld, Number Denied, and Total. In the 'Resolution File' table, the row for 'Dispute_Resolution_R2015082' has its 'Download' radio button selected (indicated by a red box around the selected radio button).

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

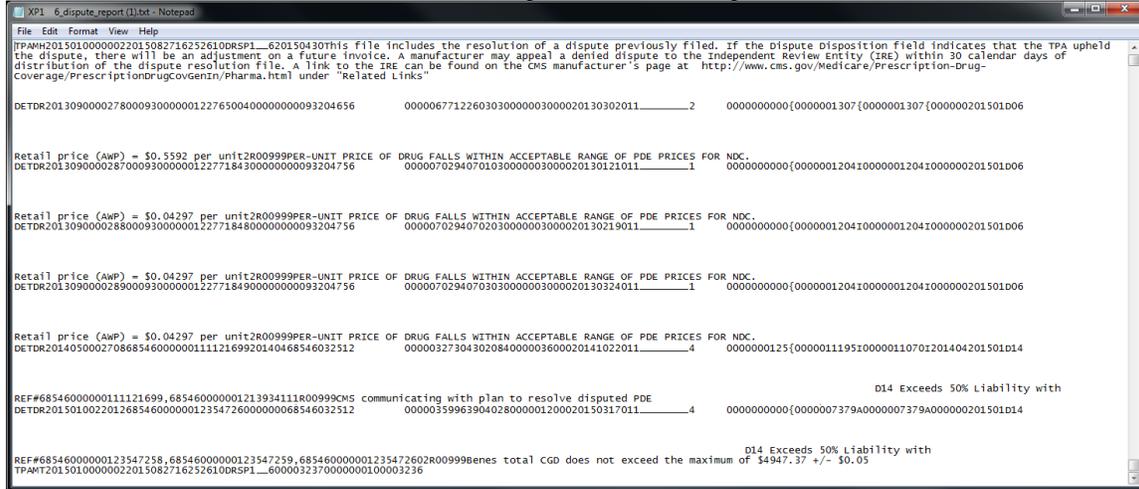
- 10) Select one of the following decision buttons in the message that appears at the bottom of the screen:

- *Open*: view the data in text file format
- *Save*: save the data in text file format
- *Cancel*: exit the decision message

The following example displays the selected *Open* button. The *Open* button allows a user to view all resolution data in a text file format.

The screenshot shows a decision dialog box with the text: "Do you want to open or save XP1_6_dispute_report.txt from apps.tpadadministrator.com?". There are three buttons: "Open" (highlighted with a red box), "Save" (with a dropdown arrow), and "Cancel" (with a close 'x' icon).

11) Review the downloaded text file of a dispute resolution report.



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

13) The **Disputes Resolution File region** will display the date, in MM/DD/YYYY format, and time, in HH:MM format, of the last download of the specific dispute resolution file item(s) in the Download Date field.

The following example displays the date and time of the last download in the Download Date field in the **Resolution File region**.

The screenshot shows the 'Disputes' tab in the CMS portal. The 'Resolution File' table is highlighted, showing the following data:

Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	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
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 Disputes Return and Resolution reports.

CGDP Portal Dispute Builder Tab

The screenshot shows the 'Dispute Builder' tab in the CGDP Portal. At the top, there are logos for Palmetto GBA and CMS. A navigation menu includes Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder (selected), and Dispute Submission. The main content area is titled 'Manufacturer Portal Dispute Builder'. A 'Current Cutoff Calendar (Quarter 201503)' box contains the following information:

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

Below this is a table with the following columns: P Number, Detail Ref #, Product Service ID, Prescription Service Ref #, Fill #, Days Supply, Qty Dispensed, Date of Service, 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 area are three buttons: Save, Delete All, and Complete Dispute File.

The **Dispute Builder** tab allows a user to create dispute files from 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 items. Users are able to select individual or multiple PDE invoice lines from the data file, select the applicable dispute reason code and enter the required data for supporting the selected line items. This new functionality will assist a user in the ability to create dispute files that pass TPA edit programs to allow review of dispute files by CMS.

Note: Dispute files can only contain data for a single P Number. Files containing multiple P Numbers for a Corporate ID will error out in the Portal.

The **Dispute Builder** tab has the following seven regions:

1. **Tabbed region:** displays the tabbed page that is currently active.
2. **Dispute Builder Selection Criteria Form button:** allows a user to open the Selection Criteria form to add PDE line items to dispute files.
3. **Dispute Builder 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 YYYYMM format.
4. **Dispute Builder PDE Line Item region:** displays PDE line items selected via the **Selection Criteria Search form**.
5. **Dispute Builder Save button:** allows a user to save the files that have been loaded to the **PDE Line Item region**.
6. **Dispute Builder Delete All button:** allows a user to delete all invoice line item files that have been loaded to the **PDE Line Item region**.
7. **Dispute Builder Complete Dispute File button:** allows a user to complete adding PDE line items to a dispute file for a specific P number.

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

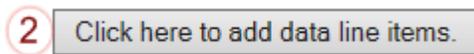
Tabbed Region – Dispute Builder



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.

Dispute Builder Selection Criteria Form Button



The **Selection Criteria Form button**, displayed above 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 lines in a dispute file for submission to CMS for review. The **Selection Criteria Form** and description of its five regions discussed in the following pages.

Dispute Builder Selection Criteria Form

The **Selection Criteria Form** has the following five regions:

- A. **Selection Criteria Search region:** provides search fields for a user to fill to limit the number and type of PDE lines displayed, based on the criteria entered in each field. Definitions of each field 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 lines that require the same reason code.
- C. **Selection Results region:** displays specific PDE lines 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 items 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 five **Selection Criteria Form** regions appears on the following pages with its associated functions.

Selection Criteria Search Region

A

Selection Criteria		
i. P Number:	<input type="text"/>	ii. Product Service ID: <input type="text"/>
iii. Service Provider ID:	<input type="text"/>	
iv. Prescription Reference Number:	<input type="text"/>	v. Date of Service (yyyyMMdd): <input type="text"/>
vi. Gap Discount Amount:	<input type="text"/>	vii. Quantity Dispensed: <input type="text"/>
viii. Previous Discount Amount:	<input type="text"/>	ix. Days Supply: <input type="text"/>
x. Current Discount Amount:	<input type="text"/>	
xi. <input type="button" value="Search"/>		xii. <input type="button" value="Clear Criteria"/>

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

This region contains the following twelve fields that assist a user in searching line items.

- i. **P Number:** drop down listing providing all active P numbers associated with the Corporate ID.
- ii. **Product Service ID:** allows a user to enter the National Drug Code (NDC) number.
- iii. **Service Provider ID:** 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:** 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):** allows a user to enter a date in YYYYMMDD format as well as use of the required 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 (<=).
- vi. **Gap Discount Amount:** allows a user to enter the net payment amount for the current quarter as well as use of the required 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:** allows a user to enter number of units, grams, milliliters for a dispensed prescription. The required drop down menu field 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:** allows a user to enter a reported Gap Discount from the preceding data report when the invoice PDE represents an adjustment to a previously invoiced PDE. The required 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:** allows a user to enter number of days' supply a Sponsor issued a prescription.
- x. **Current Discount Amount:** allows a user to enter a new Gap Discount amount invoiced for the current quarter.
- xi. **Search button:** allows a user to initiate PDE line item search based on the criteria entered into the applicable fields.

- xii. Clear Criteria button: allows a user to clear all criteria fields.

Dispute Reason for Selected Lines (Optional) Region

B

The **Dispute Reason for Selected Lines (Optional) region** allows a user to select a specific dispute reason code from the drop down listing for multiple invoice line items added to a dispute file. This reason code will apply to all selected PDE line items searched for in the **Selection Criteria Search region** and will assist in classification of similarly disputed line items.

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

Dispute Selection Results Region

C

Selection Results										
i. <input type="checkbox"/>	ii. P Number	iii. Prescription Ref #	iv. Product Service ID	v. Service Provider ID	vi. Days Supply	vii. Qty Dispensed	viii. Date of Service	ix. Gap Discount Amount	x. Previous Discount Amount	xi. Current Discount Amount
<i>No line items were found using the entered search criteria.</i>										

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

This region contains the following eleven fields that assist a user in displaying selected line items:

Selection Results		
i. <input type="checkbox"/>	ii. P Number	iii. Prescription Ref #
<i>No line items were found using the entered search criteria.</i>		

- i. Checkbox: allows a user to populate a checkmark for a specific PDE line item to be included in the dispute file, based on the search criteria entered into the fields located on the **Selection Criteria Search region**.
- ii. P Number: displays the P Number assigned to the specific PDE line item.
- iii. Prescription Ref #: displays the prescription reference (ref) number (#) assigned to the specific PDE line item.

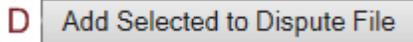
iv. Product Service ID	v. Service Provider ID	vi. Days Supply	vii. Qty Dispensed	viii. Date of Service
<i>No line items were found using the entered search criteria.</i>				

- iv. Product Service ID: displays the product service ID assigned to the specific PDE line item.
- v. Service Provider ID: displays the service provider ID assigned to the specific PDE line item.
- vi. Days Supply: displays the number of days prescriptions supplied by the Sponsor for the specific PDE line item with a three-digit value.
- vii. Qty Dispensed: displays the quantity (Qty) of the prescription dispensed by the Sponsor for the specific PDE line item.
- viii. Date of Service: displays the date of service for the specific PDE line item in YYYY-MM-DD format.

ix. Gap Discount Amount	x. Previous Discount Amount	xi. Current Discount Amount
<i>No line items were found using the entered search criteria.</i>		

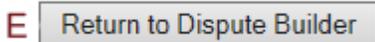
- ix. Gap Discount Amount: displays the dollar amount of the specific PDE line item.
- x. Previous Discount Amount: displays the dollar amount of the specific PDE line item for the prior reporting period.
- xi. Current Discount Amount: displays the dollar amount of the specific PDE line item for the current reporting period.

Add Selected to Dispute File Button



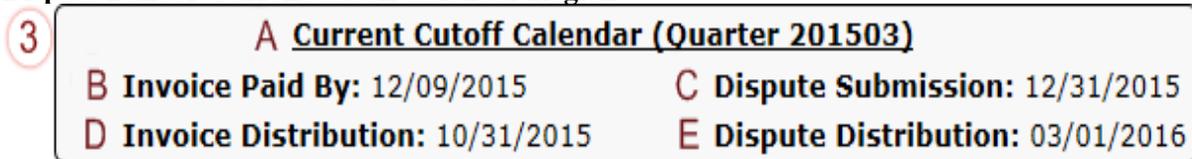
The **Add Selected to Dispute File button** allows a user to add the individual PDE line items containing a checkmark to the **PDE Line Item region** of the **Dispute Builder** tab. These selected PDE line items will become part of the submitted dispute file forwarded to TPA/CMS for review.

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.

Dispute Builder Current Cutoff Calendar Region



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

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

- A. Current Cutoff Calendar (Quarter YYYYMM): displays the current quarter in an YYYYMM format.
- B. Invoice Paid By: last day for manufacturers to pay amounts invoiced to each contract. Invoice payments are due 38 calendar days after the Invoice Receipt date, which is the next calendar day after the Invoice Distribution date.
- C. Dispute Submission: 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: Disputes must pass system verification and data verification prior to be eligible for final submission to CMS for review.
- D. Invoice Distribution: displays the date the TPA loads the invoices to the CGDP Portal.
- E. Dispute Distribution: 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 web site program dates calendar, is 60 calendar days after the Dispute Submission date.

Dispute Builder PDE Line Item Region

Page #1

4 A P Number B Detail Ref # C Product Service ID D Prescription Service Ref # E Fill # F Days Supply G Qty Dispensed H Date of Service I Gap Discount Amount

No invoiced line items have been added. Click the Selection Criteria Form button above to add data line items to the dispute file.

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

The first four fields described, fields A through D, provide a user with the ability to review the PDE line item information according to the following fields:

Page #1

4 A P Number B Detail Ref # C Product Service ID D Prescription Service Ref #

No invoiced line items have been added.

- A. P Number: displays the P Number assigned to the specific PDE line item.
- B. Detail Ref #: 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.
- C. Product Service ID: displays the product service ID assigned to the specific PDE line item.
- D. Prescription Service Ref #: displays the unique reference number for a prescription assigned by a plan. It must be unique for any DOS and Service Provider ID combination.

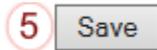
The final five fields described, fields E through I, also provide a user with the ability to review the PDE line item information according to the following fields:

4 E Fill # F Days Supply G Qty Dispensed H Date of Service I Gap Discount Amount

Click the Selection Criteria Form button above to add data line items to the dispute file.

- E. Fill #: displays the total number of retail prescriptions filled at a pharmacy with a two-digit value.
- F. Days Supply: displays the number of days prescriptions supplied by the Sponsor for the specific PDE line item with a three-digit value.
- G. Qty Dispensed: displays the quantity (Qty) of the prescription dispensed by the Sponsor for the specific PDE line item.
- H. Date of Service: displays the date of service for the specific PDE line item in YYYY-MM-DD format.
- I. Gap Discount Amount: 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 to the Portal, and therefore submission to 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.

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 are able to utilize the CGDP Portal system to create and complete disputes of distributed invoice line items. The **Dispute Builder** tab allows Manufacturers to submit disputed invoice line items.

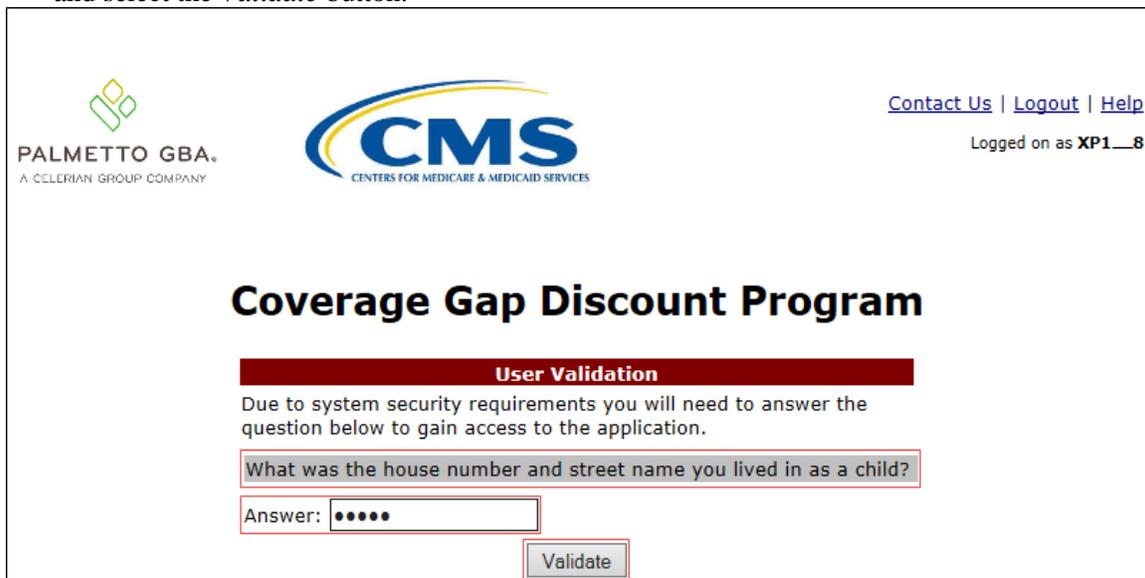
This instruction provides direction for submitting disputes via the **Dispute Builder** functionality.

- 1) Authorized users of the CGDP Portal will enter the Manufacturer Corporate ID in the User ID field and the corresponding password into Password field the **Login form**.



The screenshot shows the login page for the Coverage Gap Discount Program. At the top left is the Palmetto GBA logo (A Cellerian Group Company). In the center is the CMS logo (Centers for Medicare & Medicaid Services). At the top right are links for [Contact Us](#) and [Help](#). The main heading is "Coverage Gap Discount Program". Below this is a login form with two input fields: "User ID:" and "Password:". A "Login" button is positioned below the password field.

- 2) After entering the User ID and Password successfully, a random security question appears from the three security questions selected during initial security data setup. Enter the correct answer and select the *Validate* button.



The screenshot shows the user validation screen. At the top left is the Palmetto GBA logo. In the center is the CMS logo. At the top right are links for [Contact Us](#), [Logout](#), and [Help](#), along with the text "Logged on as XP1...8". The main heading is "Coverage Gap Discount Program". Below this is a red bar with the text "User Validation". Underneath, a message states: "Due to system security requirements you will need to answer the question below to gain access to the application." A question box contains the text: "What was the house number and street name you lived in as a child?". Below the question is an "Answer:" field with five dots representing a masked input. A "Validate" button is located at the bottom right of the form.

- On the **Home** tab, hover 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.

The screenshot shows the CMS Coverage Gap Discount Program portal. The navigation bar includes Home, Payments, Completed, Receipts, Reports, Disputes, **Dispute Builder** (highlighted with a red box), and Dispute Submission. The main header reads "Manufacturer Portal Coverage Gap Discount Program".

At the top left, there are logos for PALMETTO GBA (A CELERIAN GROUP COMPANY) and CMS (CENTERS FOR MEDICARE & MEDICAID SERVICES). On the top right, there are links for Contact Us, My Profile, Logout, Help, and Reporting, along with the text "Logged on as XP1__6".

Below the navigation bar, there are several sections:

- Corporate ID, P Number, Reporting Period, Status:** A form with dropdown menus for Corporate ID (XP1__6), P Number (ALL), Reporting Period (ALL), and Status (ALL).
- Welcome to Coverage Gap Discount Portal:** A message stating that users can initiate payments, check status, and view reports. It also provides instructions to start by selecting a line item from the list to the left.
- Table of Dispute Items:** A table with columns: Corporate ID, P Number, Reporting Period, Status, and Select. It lists several items with their respective IDs and statuses.
- Legend:** A list of status definitions:
 - 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
 - Pending:** All line items have been initiated successfully
 - Successful:** All line items have been paid successfully
- Reporting Periods with no invoice line items:** A section with filter dropdowns for P Number (ALL) and Reporting Period (ALL), followed by a table of P Number and Reporting Period values.

- 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 appears on the **Dispute Builder** tab with the phrase, "Click here to add data line items."

The screenshot shows the CMS Dispute Builder portal. The navigation bar is the same as in the previous screenshot, with **Dispute Builder** highlighted. The main header reads "Manufacturer Portal Dispute Builder".

At the top left, there are logos for PALMETTO GBA (A CELERIAN GROUP COMPANY) and CMS (CENTERS FOR MEDICARE & MEDICAID SERVICES). On the top right, there are links for Contact Us, My Profile, Logout, Help, and Reporting, along with the text "Logged on as XP1__6".

Below the navigation bar, there are several sections:

- Click here to add data line items:** A button highlighted with a red box, containing the text "Click here to add data line items."
- Current Cutoff Calendar (Quarter 201503):** A box containing the following information:
 - Invoice Paid By: 12/09/2015
 - Dispute Submission: 01/31/2016
 - Invoice Distribution: 10/31/2015
 - Dispute Distribution: 03/01/2016
- Page #1:** A section with a table header:

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
No invoiced line items have been added. Click the Selection Criteria Form button above to add data line items to the dispute file.								
- Buttons:** A row of buttons: Save, Delete All, and Complete Dispute File.

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

The following example displays a search related to a specific P Number for specific invoice line items corresponding to the search criteria entered into the selection criteria fields.

Coverage Gap Discount Program

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:

Dispute Reason for Selected Lines (Optional)

Selection Results Page #1 of 10 (Found 972 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"/>	P1_6	00000002_2	0009320_6	1_6	30	60.0	2015-08-15	\$54.60	\$0.00	\$54.60
<input type="checkbox"/>	P1_6	00000005_7	0009330_6	1_5	30	60.0	2015-08-15	\$155.82	\$0.00	\$155.82
<input type="checkbox"/>	P1_6	00000006_1	0009320_5	1_4	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01
<input type="checkbox"/>	P1_6	00000006_5	0009320_6	1_0	30	30.0	2015-08-15	\$3.76	\$0.00	\$3.76
<input type="checkbox"/>	P1_6	00000007_7	0017229_0	1_3	30	15.0	2015-08-15	\$0.14	\$0.00	\$0.14
<input type="checkbox"/>	P1_6	00000008_7	0017229_0	1_1	30	30.0	2015-08-15	\$0.38	\$0.00	\$0.38
<input type="checkbox"/>	P1_6	00000008_0	0009330_6	1_1	30	60.0	2015-08-15	\$73.65	\$0.00	\$73.65
<input type="checkbox"/>	P1_6	00000009_7	6854602_6	1_0	30	30.0	2015-08-15	\$263.59	\$0.00	\$263.59
<input type="checkbox"/>	P1_6	00000010_7	6854602_6	1_1	30	30.0	2015-08-15	\$268.01	\$0.00	\$268.01
<input type="checkbox"/>	P1_6	00000010_9	0017229_0	1_1	30	30.0	2015-08-15	\$0.45	\$0.00	\$0.45

- To add individual invoice 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 10 (Found 972 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"/>	P1_6	00000002_2	0009320_6	1_6	30	60.0	2015-08-15	\$54.60	\$0.00	\$54.60
<input type="checkbox"/>	P1_6	00000005_7	0009330_6	1_5	30	60.0	2015-08-15	\$155.82	\$0.00	\$155.82
<input type="checkbox"/>	P1_6	00000006_1	0009320_5	1_4	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01
<input type="checkbox"/>	P1_6	00000006_5	0009320_6	1_0	30	30.0	2015-08-15	\$3.76	\$0.00	\$3.76
<input type="checkbox"/>	P1_6	00000007_7	0017229_0	1_3	30	15.0	2015-08-15	\$0.14	\$0.00	\$0.14
<input type="checkbox"/>	P1_6	00000008_7	0017229_0	1_1	30	30.0	2015-08-15	\$0.38	\$0.00	\$0.38
<input type="checkbox"/>	P1_6	00000008_0	0009330_6	1_1	30	60.0	2015-08-15	\$73.65	\$0.00	\$73.65
<input type="checkbox"/>	P1_6	00000009_7	6854602_6	1_0	30	30.0	2015-08-15	\$263.59	\$0.00	\$263.59
<input checked="" type="checkbox"/>	P1_6	00000010_7	6854602_6	1_1	30	30.0	2015-08-15	\$268.01	\$0.00	\$268.01
<input type="checkbox"/>	P1_6	00000010_9	0017229_0	1_1	30	30.0	2015-08-15	\$0.45	\$0.00	\$0.45

- After selecting all invoice line items by populating the respective check boxes, select the *Add Selected to Dispute File* button.

Selection Results											
Page #1 of 10 (Found 972 line items)											
	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"/>	P1_6	00000002_2	0009320_6	1_6	30	60.0	2015-08-15	\$54.60	\$0.00	\$54.60	
<input type="checkbox"/>	P1_6	00000005_7	0009330_6	1_5	30	60.0	2015-08-15	\$155.82	\$0.00	\$155.82	
<input type="checkbox"/>	P1_6	00000006_1	0009320_5	1_4	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01	
<input type="checkbox"/>	P1_6	00000006_5	0009320_6	1_0	30	30.0	2015-08-15	\$3.76	\$0.00	\$3.76	
<input type="checkbox"/>	P1_6	00000007_7	0017229_0	1_3	30	15.0	2015-08-15	\$0.14	\$0.00	\$0.14	
<input type="checkbox"/>	P1_6	00000008_7	0017229_0	1_1	30	30.0	2015-08-15	\$0.38	\$0.00	\$0.38	
<input type="checkbox"/>	P1_6	00000008_0	0009330_6	1_1	30	60.0	2015-08-15	\$73.65	\$0.00	\$73.65	
<input type="checkbox"/>	P1_6	00000009_7	6854602_6	1_0	30	30.0	2015-08-15	\$263.59	\$0.00	\$263.59	
<input checked="" type="checkbox"/>	P1_6	00000010_7	6854602_6	1_1	30	30.0	2015-08-15	\$268.01	\$0.00	\$268.01	
<input type="checkbox"/>	P1_6	00000010_9	0017229_0	1_1	30	30.0	2015-08-15	\$0.45	\$0.00	\$0.45	

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

The following system-generated message displays alerting a user to the number of specified line items included in the dispute file.

Coverage Gap Discount Program

Application Message

* The dispute file now includes the specified ### 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:

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

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

Dispute Reason for Selected Lines (Optional)

D01 - Duplicate Invoice Item ▼

Detail Reference Number:

Additional Information:

Selection Results											>>>
Page #1 of 10 (Found 972 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"/>	P1__6	00000002__2	0009320__6	1____6	30	60.0	2015-08-15	\$54.60	\$0.00	\$54.60	
<input type="checkbox"/>	P1__6	00000005__7	0009330__6	1____5	30	60.0	2015-08-15	\$155.82	\$0.00	\$155.82	
<input type="checkbox"/>	P1__6	00000006__1	0009320__5	1____4	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01	
<input type="checkbox"/>	P1__6	00000006__5	0009320__6	1____0	30	30.0	2015-08-15	\$3.76	\$0.00	\$3.76	
<input type="checkbox"/>	P1__6	00000007__7	0017229__0	1____3	30	15.0	2015-08-15	\$0.14	\$0.00	\$0.14	
<input type="checkbox"/>	P1__6	00000008__7	0017229__0	1____1	30	30.0	2015-08-15	\$0.38	\$0.00	\$0.38	
<input type="checkbox"/>	P1__6	00000008__0	0009330__6	1____1	30	60.0	2015-08-15	\$73.65	\$0.00	\$73.65	
<input type="checkbox"/>	P1__6	00000009__7	6854602__6	1____0	30	30.0	2015-08-15	\$263.59	\$0.00	\$263.59	
<input checked="" type="checkbox"/>	P1__6	00000010__7	6854602__6	1____1	30	30.0	2015-08-15	\$268.01	\$0.00	\$268.01	
<input type="checkbox"/>	P1__6	00000010__9	0017229__0	1____1	30	30.0	2015-08-15	\$0.45	\$0.00	\$0.45	

Note: The **Dispute Reason for Selected Lines (Optional)** region is not a required field. This field assists manufacturers with applying the same dispute reason code to multiple line items.

- Once all invoice line item checkboxes 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 check marked invoice line items.

Dispute Reason for Selected Lines (Optional)

D01 - Duplicate Invoice Item ▼

Detail Reference Number:

Additional Information:

Selection Results											>>>
Page #1 of 10 (Found 972 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"/>	P1__6	00000002__2	0009320__6	1____6	30	60.0	2015-08-15	\$54.60	\$0.00	\$54.60	
<input type="checkbox"/>	P1__6	00000005__7	0009330__6	1____5	30	60.0	2015-08-15	\$155.82	\$0.00	\$155.82	
<input type="checkbox"/>	P1__6	00000006__1	0009320__5	1____4	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01	
<input type="checkbox"/>	P1__6	00000006__5	0009320__6	1____0	30	30.0	2015-08-15	\$3.76	\$0.00	\$3.76	
<input type="checkbox"/>	P1__6	00000007__7	0017229__0	1____3	30	15.0	2015-08-15	\$0.14	\$0.00	\$0.14	
<input type="checkbox"/>	P1__6	00000008__7	0017229__0	1____1	30	30.0	2015-08-15	\$0.38	\$0.00	\$0.38	
<input type="checkbox"/>	P1__6	00000008__0	0009330__6	1____1	30	60.0	2015-08-15	\$73.65	\$0.00	\$73.65	
<input type="checkbox"/>	P1__6	00000009__7	6854602__6	1____0	30	30.0	2015-08-15	\$263.59	\$0.00	\$263.59	
<input checked="" type="checkbox"/>	P1__6	00000010__7	6854602__6	1____1	30	30.0	2015-08-15	\$268.01	\$0.00	\$268.01	
<input type="checkbox"/>	P1__6	00000010__9	0017229__0	1____1	30	30.0	2015-08-15	\$0.45	\$0.00	\$0.45	

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

The following system-generated message displays alerting a user to the number of specified line items included in the dispute file.

Coverage Gap Discount Program

Application Message

• The dispute file now includes the specified ### 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:

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

Coverage Gap Discount Program

Application Message

• The dispute file now includes the specified ### 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:

Dispute Reason for Selected Lines (Optional)

Additional Information:

Selection Results >>>

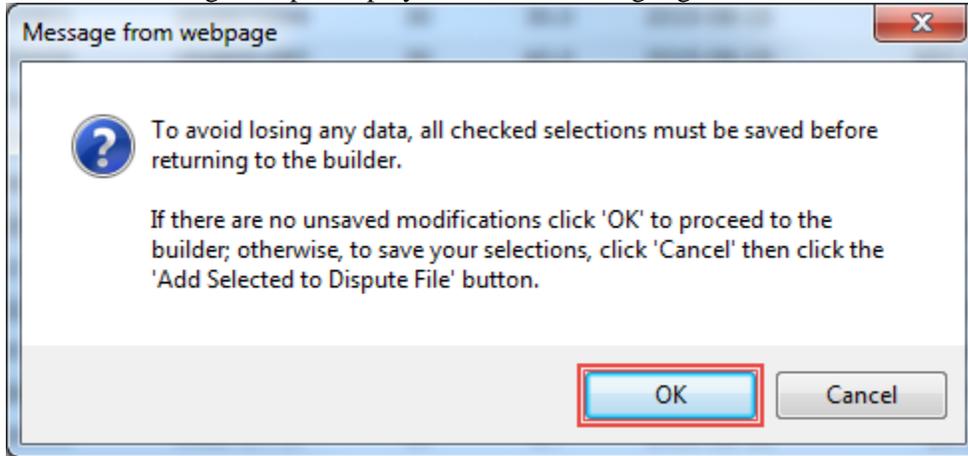
Page #1 of 10 (Found 972 line items)

<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"/>	P1_6	00000002_2	0009320_6	1_6	30	60.0	2015-08-15	\$54.60	\$0.00	\$54.60
<input type="checkbox"/>	P1_6	00000005_7	0009330_6	1_5	30	60.0	2015-08-15	\$155.82	\$0.00	\$155.82
<input type="checkbox"/>	P1_6	00000006_1	0009320_5	1_4	30	30.0	2015-08-15	\$20.01	\$0.00	\$20.01

>>>

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

The following example displays the *OK* button highlighted.



- The **Dispute Builder** tab displays the included invoice line items. The following example contains multiple invoice line items entered into the file. The example includes line items selected from the **Disputes Search Results region** without populating the dispute reason codes, denoted as Incomplete items, and line items selected using the **Dispute Reason for Selected Items (Optional) region**, denoted as Valid items.




[Contact Us](#) | [My Profile](#) | [Logout](#) | [Help](#) | [Reporting](#)
 Logged on as XP1...6

Home Payments Completed Receipts Reports Disputes

Manufacturer Portal Dispute Builder

Click here to add data line items.

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

Page #1 of 1 (Found 2 line items)

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P1__6	68546000001413__9	6854602__6	0000005__9	5	30	30.0	2015-08-15	\$268.01
Incomplete Dispute Reason: <input type="text"/>								
P1__6	68546000001418__9	6854602__6	0000001__7	4	30	30.0	2015-08-15	\$268.01
Valid Dispute Reason: <input type="text" value="D01 - Duplicate Invoice Item"/>								
Detail Reference Number: <input type="text" value="0000028__9"/>								
Additional Information: <input type="text" value="CGDP Portal Dispute process - optional supporting information entered here for Duplicate Invoice Item reason code."/>								

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

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.

Page #1 of 1 (Found 2 line items)

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P1_6	68546000001413_9	6854602_6	0000005_9	5	30	30.0	2015-08-15	\$268.01
Incomplete Dispute Reason: <input type="text"/>								
Additional Information: <input type="text"/>								

Save Delete All Complete Dispute File

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

Page #1 of 1 (Found 2 line items)

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P1_6	68546000001413_9	6854602_6	0000005_9	5	30	30.0	2015-08-15	\$268.01
Incomplete Dispute Reason: <input type="text"/>								
Additional Information: <input type="text"/>								

- 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

Save Delete All Complete Dispute File

17. 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.

The following example displays the additional fields added to the form based on the dispute reason code selected.

Page #1 of 1 (Found 2 line items)

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P1_6	68546000001413_9	6854602_6	0000005_9	5	30	30.0	2015-08-15	\$268.01
Incomplete Dispute Reason: D07 - Last Lot Expiration Date								
Supporting Date 1 (CCYYMMDD): <input type="text"/> Supporting Date 2 (CCYYMMDD): <input type="text"/>								
Additional Information: <input type="text"/>								

Save Delete All Complete Dispute File

18. After entering the required and optional data into the additional supporting data fields, select the Save button to allow the system to verify all required fields contain data as needed.

Page #1 of 1 (Found 2 line items)

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P1_6	68546000001413_9	6854602_6	0000005_9	5	30	30.0	2015-08-15	\$268.01
Incomplete Dispute Reason: D07 - Last Lot Expiration Date								
Supporting Date 1 (CCYYMMDD): 20150801 Supporting Date 2 (CCYYMMDD): 20150731								
Additional Information: additional information for reason code D07 is not required (optional)								

Save Delete All Complete Dispute File

19. When all fields for a disputed line item contain the required data, the status of the applicable line item updates from Incomplete to Valid.

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

The screenshot shows the 'Manufacturer Portal Dispute Builder' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a login status 'Logged on as XP1__6'. Below the navigation bar, there is a 'Current Cutoff Calendar (Quarter 201503)' box with dates for Invoice Paid By, Invoice Distribution, Dispute Submission, and Dispute Distribution. The main area contains a table of invoice line items. The first item is highlighted with a red border and has a 'Valid' status. The second item is also highlighted and has a 'Valid' status. At the bottom right, there are buttons for 'Save', 'Delete All', and 'Complete Dispute File'.

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P1__6	68546000001413__9	6854602__6	0000005__9	5	30	30.0	2015-08-15	\$268.01
Valid Dispute Reason: D07 - Last Lot Expiration Date Supporting Date 1 (CCYYMMDD): 20150801 Supporting Date 2 (CCYYMMDD): 20150731 Additional Information: additional information for reason code D07 is not required (optional)								
P1__6	68546000001418__9	6854602__6	0000001__7	4	30	30.0	2015-08-15	\$268.01
Valid Dispute Reason: D01 - Duplicate Invoice Item Detail Reference Number: 0000028__9 Additional Information: CGDP Portal Dispute process - optional supporting information entered here for Duplicate Invoice Item reason code.								

20. Review and verify invoice line items populating the dispute builder. To add additional invoice line items to the dispute file select the *Selection Criteria Form* button and complete the prior steps to add additional invoice line items.
21. To remove an individual invoice line item that should not be included in the dispute file select the *Delete* symbol, located to the right of the Gap Discount Amount dollar amount, for the invoice line item.

The following example displays the location of the *Delete* symbol.

Date of Service	Gap Discount Amount
2015-08-15	\$0.00 

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

The following example displays multiple invoice line items included in a dispute file. This dispute file contains one invoice line item that requires deletion from the file, due to it being included in error.

The screenshot shows the 'Dispute Builder' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user login status. Below the navigation bar, the page title is 'Manufacturer Portal Dispute Builder'. A button 'Click here to add data line items.' is present. A 'Current Cutoff Calendar (Quarter 201503)' box displays dates for Invoice Paid By, Dispute Submission, Invoice Distribution, and Dispute Distribution. Below this is a table of invoice line items. The first row is highlighted, and a red box highlights the 'Delete' icon (a trash can) in the rightmost column. The table has columns for P Number, Detail Ref #, Product Service ID, Prescription Service Ref #, Fill #, Days Supply, Qty Dispensed, Date of Service, and Gap Discount Amount. Below the table, there are 'Save', 'Delete All', and 'Complete Dispute File' buttons.

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P1_6	001720000001380_7	0017229_0	0000000_7	6	30	15.0	2015-08-15	\$0.14
Valid Dispute Reason: D01 - Duplicate Invoice Item Detail Reference Number: 00000289849 Additional Information: CGDP Portal Dispute process - optional supporting information entered here for Duplicate Invoice Item reason code.								
P1_6	685460000001413_9	6854602_6	0000005_9	5	30	30.0	2015-08-15	\$268.01
Valid Dispute Reason: D07 - Last Lot Expiration Date Supporting Date 1 (CCYYMMDD): 20150801 Supporting Date 2 (CCYYMMDD): 20150731 Additional Information: additional information for reason code D07 is not required (optional)								
P1_6	685460000001418_9	6854602_6	0000001_7	4	30	30.0	2015-08-15	\$268.01
Valid Dispute Reason: D01 - Duplicate Invoice Item Detail Reference Number: 00000289849 Additional Information: CGDP Portal Dispute process - optional supporting information entered here for Duplicate Invoice Item reason code.								

22. Select the *Delete* symbol to remove an applicable invoice line item from the dispute file.

23. If all invoice 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, to remove all invoice line items from the **PDE Line Item region** and start over.

The following example displays multiple invoice line items requiring deletion from the **PDE Line Item region**. To remove all invoice line items, select the *Delete All* button.

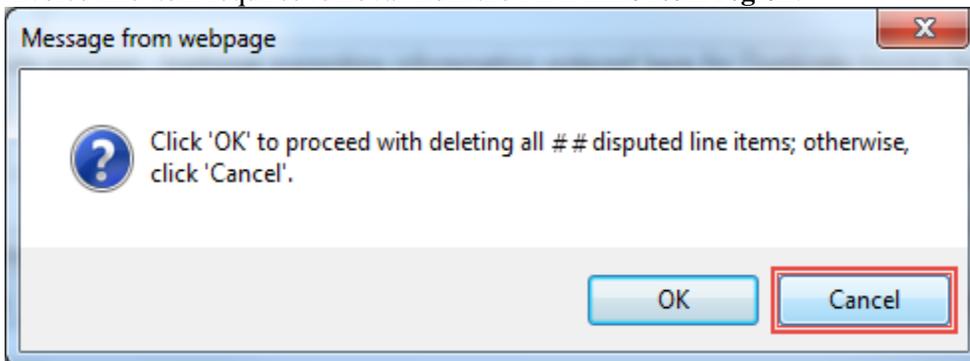
The screenshot shows the CMS Dispute Builder interface. At the top, there are logos for PALMETTO GBA and CMS. A navigation bar includes Home, Payments, Completed, Receipts, Reports, and Disputes. The main heading is 'Manufacturer Portal Dispute Builder'. A 'Click here to add data line items.' button is present. A 'Current Cutoff Calendar (Quarter 201503)' box shows 'Invoice Paid By: 12/09/2015', 'Dispute Submission: 02/19/2016', 'Invoice Distribution: 10/31/2015', and 'Dispute Distribution: 03/01/2016'. Below this is a table of invoice line items:

P Number	Detail Ref #	Product Service ID	Prescription Service #	Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount
P1__6	68546000001413__9	6854602__6	0000005__9		5	30	30.0	2015-08-15	\$268.01
Valid Dispute Reason: D07 - Last Lot Expiration Date									
Supporting Date 1 (CCYYMMDD): [20150801]					Supporting Date 2 (CCYYMMDD): [20150731]				
Additional Information: additional information for reason code D07 is not required (optional)									
P1__6	68546000001418__9	6854602__6	0000001__7		4	30	30.0	2015-08-15	\$268.01
Valid Dispute Reason: D01 - Duplicate Invoice Item									
Detail Reference Number: [000000287325]									
Additional Information: CGDP Portal Dispute process - optional supporting information entered here for Duplicate Invoice Item reason code									

At the bottom right of the table area, there are three buttons: 'Save', 'Delete All' (highlighted with a red box), and 'Complete Dispute File'.

After selecting the *Delete All* button, a system-generated Message from 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.

The following example displays the *Cancel* button highlighted due to the fact that only one invoice line item requires removal from the **PDE Line Item region**.



24. After deleting the incorrect invoice line item from the **PDE Line Item** region, verify the remaining invoice line items. If correct, select the *Complete Dispute File* button.

The following example displays multiple invoice line items with the status of Valid ready for submission in this dispute file.

The screenshot shows the CMS Dispute Builder interface. At the top, there are logos for PALMETTO GBA and CMS. A navigation bar includes Home, Payments, Completed, Receipts, Reports, and Disputes. The main heading is "Manufacturer Portal Dispute Builder". A box on the right shows the "Current Cutoff Calendar (Quarter 201503)" with dates for Invoice Paid By, Invoice Distribution, Dispute Submission, and Dispute Distribution. Below this is a table of invoice line items. Two items are listed, both with a status of "Valid". The first item has a Dispute Reason of "D07 - Last Lot Expiration Date" and a Supporting Date of 20150801. The second item has a Dispute Reason of "D01 - Duplicate Invoice Item" and a Detail Reference Number of 0000028. At the bottom right, there are buttons for "Save", "Delete All", and "Complete Dispute File", with the latter being highlighted with a red box.

P Number	Detail Ref #	Product Service ID	Prescription Service Ref #	Fill #	Days Supply	Qty Dispensed	Date of Service	Gap Discount Amount	
P1__6	68546000001413__9	6854602__6	0000005__9	5	30	30.0	2015-08-15	\$268.01	
Valid Dispute Reason: D07 - Last Lot Expiration Date									
Supporting Date 1 (CCYYMMDD): 20150801 Supporting Date 2 (CCYYMMDD): 20150731									
Additional Information: additional information for reason code D07 is not required (optional)									
P1__6	68546000001418__9	6854602__6	0000001__7	4	30	30.0	2015-08-15	\$268.01	
Valid Dispute Reason: D01 - Duplicate Invoice Item									
Detail Reference Number: 0000028__9									
Additional Information: CGDP Portal Dispute process - optional supporting information entered here for Duplicate Invoice Item reason code.									

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

The following example displays the *OK* button highlighted.

The screenshot shows a "Message from webpage" dialog box. The message text reads: "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'." At the bottom of the dialog, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red box.

26. 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.

Manufacturer Portal **Dispute Submission**

Upload Dispute File

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

	Download	Date Created	Date Submitted	Status	Date Returned	
201503P1__6-19 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-25	N/A	N/A	N/A	<input type="button" value="Submit"/>
201503P1__6-16 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	<input type="button" value="Submit"/>

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

CGDP Portal Dispute Submission Tab

1

2

3

4

	Download	Date Created	Date Submitted	Status	Date Returned	
201503P1__6-19 (Generated by Builder)	<input type="radio"/>	2016-01-25	N/A	N/A	N/A	Submit
201503P1__6-16 (Generated by Builder)	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	Submit

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

This new 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.

The **Dispute Submission** tab has the following four regions:

1. **Tabbed region:** displays the tabbed page that is currently active.
2. **Dispute Submission Upload Dispute File region:** allows a user to search for manually created dispute files and load them to the Portal.
3. **Dispute Submission 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 YYYYMM format.
4. **Dispute Submission Submitted Disputes region:** displays dispute files loaded to the portal and provides status updates to a user.

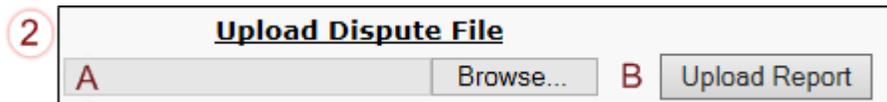
The following pages will describe each region and its associated functions.

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.

Dispute Submission Upload Dispute File Region



The **Upload Dispute File region** contains the following two fields to assist a user with locating manual dispute files and uploading them to the portal.

- A. Browse button: allows a user to browse their local computer files to locate manually created dispute files.
- B. Upload Report: allows a user to upload the manual dispute file, listed in the Browse field, to the portal for TPA validation edits and eventual submission to CMS for review and decision.

Dispute Submission Current Cutoff Calendar Region

3	A <u>Current Cutoff Calendar (Quarter 201503)</u>	
	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

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

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

- A. Current Cutoff Calendar (Quarter YYYYMM): displays the current quarter in an YYYYMM format.
- B. Invoice Paid By: last day for manufacturers to pay amounts invoiced to each contract. Invoice payments are due 38 calendar days after the Invoice Receipt date, which is the next calendar day after the Invoice Distribution date.
- C. Dispute Submission: 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: Disputes must pass system verification and data verification prior to final submission to CMS for review.
- D. Invoice Distribution: displays the date the TPA loads the invoices to the CGDP Portal.
- E. Dispute Distribution: 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 web site program dates calendar, is 60 calendar days after the Dispute Submission date.

Dispute Submission Submitted Disputes Region

4	A	B Download	C Date Created	D Date Submitted	E Status	F Date Returned	G
	201503P1__6-19 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-25	N/A	N/A	N/A	Submit
	201503P1__6-16 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	Submit

The **Submitted Disputes region** 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 fields that provide a user with the ability to review the loaded dispute files according to the following fields:

- A. Dispute File Name: 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: provides a user with the ability to download and review dispute files loaded to the portal via the **Dispute Builder** functionality. Manually created and uploaded files are not downloadable from the **Dispute Submission** tab and the Download field displays an N/A.
- C. Date Created: displays the creation date of the dispute file and entered into the portal via the Dispute Submission tab. Displayed in YYYY-MM-DD format.
- D. Date Submitted: displays the submission date of the dispute file to the portal. For manually created and uploaded files, the Date Created and Date Submitted fields will be the same. For dispute files generated by the **Dispute Builder** functionality, the Date Created and the Date Submitted could be different, depending on if the files are completed but not submitted on the same day. Displayed in YYYY-MM-DD format.
- E. Status: provides a user with a valid status of dispute files. Available statuses are as follows:
 - *Validation Pending*: alerts a user that the file passed initial TPA edits and requires TPA final validation edits prior to status update.
 - *Passed*: 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.
 - *Failed*: alerts a user that the dispute file has not passed TPA initial or final edits and requires additional review and correction prior to being eligible for secondary validation and submission to CMS.
- F. Date Returned: displays the date the status of *Passed* or *Failed* assigned to the individual record in YYYY-MM-DD format.
- G. Submit: 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.

CGDP Portal Instructions – Dispute Submission

Submitting Dispute Builder Dispute Files

Manufacturers are able to utilize the CGDP Portal system 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. Final and secondary validation edit processing must complete and dispute files must receive both *Passed* and *Accepted* statuses before they are eligible for CMS review and analysis.

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

- 1) Authorized users of the CGDP Portal will enter the Manufacturer Corporate ID in the User ID field and the corresponding password into Password field the **Login form**.



The screenshot shows the login interface for the Coverage Gap Discount Program. At the top left is the Palmetto GBA logo (A Cellerian Group Company). In the center is the CMS logo (Centers for Medicare & Medicaid Services). At the top right are links for [Contact Us](#) and [Help](#). The main heading is "Coverage Gap Discount Program". Below this is a login form with two input fields: "User ID:" and "Password:". A "Login" button is positioned below the password field.

- 2) After entering the User ID and Password successfully, a random security question appears from the three security questions selected during initial security data setup. Enter the correct answer and select the *Validate* button.

The screenshot shows the user validation interface for the Coverage Gap Discount Program. At the top left is the Palmetto GBA logo (A Celerian Group Company). In the center is the CMS logo (Centers for Medicare & Medicaid Services). At the top right are links for [Contact Us](#), [Logout](#), and [Help](#), along with the text "Logged on as XP1...8". The main heading is "Coverage Gap Discount Program". Below this is a red bar with the text "User Validation". The instructions state: "Due to system security requirements you will need to answer the question below to gain access to the application." The question is "In what town or city was your first full time job?". Below the question is an input field containing seven dots. To the right of the input field is a "Validate" button.

- 3) On the **Home** tab, hover the cursor over the **Disputes** tab to allow both the **Dispute Builder** and **Dispute Submission** tabs to become visible. Select the **Dispute Submission** tab to review and submit a Builder-created dispute file.

Manufacturer Portal Coverage Gap Discount Program

Corporate ID: XP1__6 | P Number: ALL | Reporting Period: ALL | Status: ALL

Corporate ID	P Number	Reporting Period	Status	Select
XP1__6	P1__6	201502	Available	<input type="radio"/>
XP1__6	P1__7	201502	Available	<input type="radio"/>
XP1__6	P1__1	201502	Available	<input type="radio"/>
XP1__6	P1__6	201501	Incomplete	<input type="radio"/>
XP1__6	P1__7	201501	Available	<input type="radio"/>
XP1__6	P1__1	201501	Available	<input type="radio"/>

Reporting Periods with no invoice line items

Filter by: P Number: ALL | Reporting Period: ALL

P Number	Reporting Period
P1__6	201404
P1__7	201404
P1__1	201404

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

Manufacturer Portal Dispute Submission

Upload Dispute File

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 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-25	N/A	N/A	N/A	Submit
201503P1__6-16 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	Submit

5) 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 **Dispute Submission 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.

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

The screenshot shows the CMS Dispute Submission interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user login status. A navigation menu includes 'Dispute Submission', which is highlighted with a red box. Below the menu, there are sections for 'Upload Dispute File' and 'Current Cutoff Calendar (Quarter 201503)'. The main content area features a table with columns for 'Download', 'Date Created', 'Date Submitted', 'Status', and 'Date Returned'. Two rows of data are shown, both with '(Generated by Builder)' in parentheses below the file ID. The 'Submit' button for the first row is highlighted with a red box.

Download	Date Created	Date Submitted	Status	Date Returned
201503P1__6-19 <i>(Generated by Builder)</i>	2016-01-25	N/A	N/A	N/A
201503P1__6-16 <i>(Generated by Builder)</i>	2016-01-22	N/A	N/A	N/A

- 6) To review the **Dispute Builder** file, populate the Download radio button for the applicable dispute file.

	Download	Date Created	Date Submitted	Status	Date Returned	
201503P1006-19 <small>(Generated by Builder)</small>	<input checked="" type="radio"/>	2016-01-25	N/A	N/A	N/A	Submit
201503P1006-16 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	Submit

- 7) Select one of the following decision buttons in the message that appears at the bottom of the screen:

- *Open*: view the data in text file format
- *Save*: save the dispute file in text file format to a users' hard drive or system
- *Cancel*: exit the decision message

The following example displays the selected *Open* button. The *Open* button allows a user to view all resolution data in a text file format.

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

It is recommend 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.

```

TPAMH2015030000042015102114572310DSPP1__62015103120160025

                                DETCG20150300411506854600000014184531900000068546022956
00000010571704030000003000020150815011_____1 000000000{0000002680A0000002680A000000201503D0100000289849
CGDP Portal Dispute process - optional supporting information entered here for Duplicate Invoice Item reason code.

                                DETCG20150300384606854600000014130788900000068546022956
00000057038905030000003000020150815011_____1 000000000{0000002680A0000002680A000000201503D07
2015080120150731additional information for reason code D07 is not required (optional)

TPAMT2015030000042015102114572310DSPP1__600000002
    
```

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

10) 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 navigation links: Contact Us, My Profile, Logout, Help, and Reporting. The user is logged in as XP1...6. The main navigation bar includes Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder, and Dispute Submission (highlighted with a red box). Below the navigation bar, there is an 'Upload Dispute File' section with a 'Browse...' button and an 'Upload Report' button. To the right, a 'Current Cutoff Calendar (Quarter 201503)' box displays: Invoice Paid By: 12/09/2015, Dispute Submission: 12/31/2015, Invoice Distribution: 10/31/2015, and Dispute Distribution: 03/01/2016. The main content area features a table with the following data:

	Download	Date Created	Date Submitted	Status	Date Returned	
201503P1___6-19 (Generated by Builder)	<input type="radio"/>	2016-01-25	N/A	N/A	N/A	<input type="button" value="Submit"/>
201503P1___6-16 (Generated by Builder)	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	<input type="button" value="Submit"/>

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

This screenshot shows the 'Dispute Submission' page after a file has been submitted. The layout is identical to the previous screenshot, but the table data has been updated:

	Download	Date Created	Date Submitted	Status	Date Returned	
201503P1006-19 (Generated by Builder)	<input type="radio"/>	2016-01-25	2016-01-26	Validation Pending	N/A	
201503P1___6-16 (Generated by Builder)	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	<input type="button" value="Submit"/>

12) 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 do not pass TPA final edits receive a *Failed* status in the Status field and require additional review and update prior to resubmitting the file.
- Dispute files that pass TPA final edits receive a *Passed* status in the Status field.

Note: The **Dispute Submission** process will only allow and assign a *Passed* status to one dispute file for each P Number associated with a Corporate ID each business day. 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. A user creates an additional dispute file for same P Number and submits the additional file on the same business day. When the TPA final validation edits process and one file receives a

Passed status, any other files submitted the same business day with the same P Number would automatically receive a *Failed* status due to duplicate file submission for the same P Number.

13) The following example displays a dispute file created and completed by the **Dispute Builder** functionality displaying the Status of *Failed* after TPA final edit process completes.

The screenshot shows the CMS Dispute Submission interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a login status. Below the navigation bar, the page title is "Manufacturer Portal Dispute Submission". There is an "Upload Dispute File" section with a "Browse..." button and an "Upload Report" button. To the right, a "Current Cutoff Calendar (Quarter 201503)" box displays: Invoice Paid By: 12/09/2015, Dispute Submission: 12/31/2015, Invoice Distribution: 10/31/2015, and Dispute Distribution: 03/01/2016. Below this is a table of submitted disputes:

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1___6-19 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-25	2016-01-26	Passed	2016-01-27
201503P1___6-16 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-22	2016-01-26	Failed	2016-01-27

14) To review failed dispute file errors, select the *Failed* status hyper link located in the **Dispute Submission Submitted Disputes** region.

The following example displays the Dispute File Validation Errors form associated with a dispute file with a *Failed* status.

The screenshot shows a "Coverage Gap Discount Program" window with a "Dispute File Validation Errors" table:

File Name	Line Number	Company ID	Message
201503P1___6-16	1	P1___6	Duplicate Dispute File. Dispute file for this P Number passed validation on 2016-01-26.

15) The following 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.

The screenshot shows the CMS Dispute Submission interface, similar to the previous one, but with the status of the dispute file updated. The "Current Cutoff Calendar" and "Upload Dispute File" section are the same. The table of submitted disputes now shows:

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1___6-19 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-25	2016-01-26	Passed	2016-01-27
201503P1___6-16 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-22	2016-01-26	Failed	2016-01-27

- 16) 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.

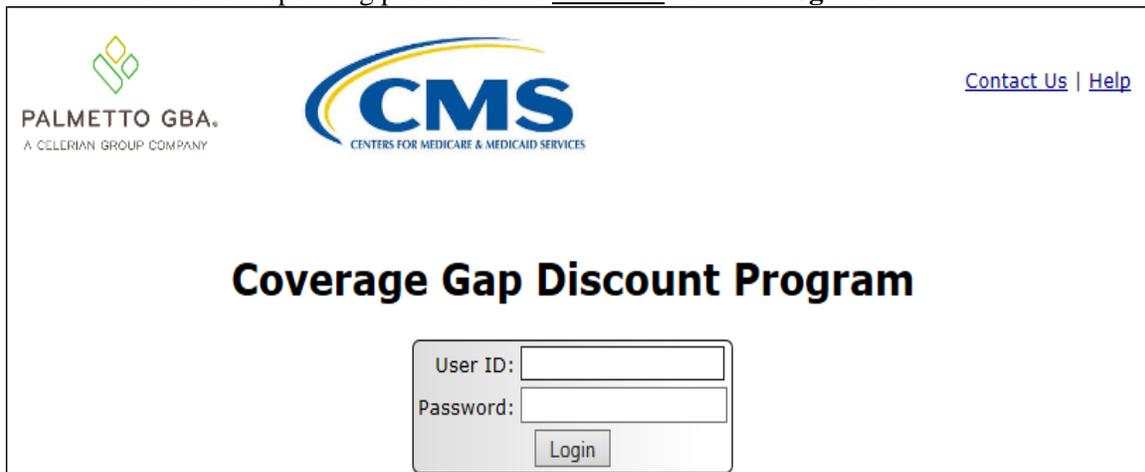
Submitting Manual Dispute Files

Manufacturers are able to utilize the CGDP Portal system to submit manually created dispute files containing distributed invoice line items. The **Dispute Submission** tab allows Manufacturers to upload manually created dispute files 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. Final and secondary validation edit processing must complete and dispute files must receive both *Passed* and *Accepted* statuses before they are eligible for CMS review and analysis.

This instruction provides direction on uploading manually created dispute files and reviewing file submission error reports in the **Dispute Submission** tab.

- 1) Authorized users of the CGDP Portal will enter the Manufacturer Corporate ID in the User ID field and the corresponding password into Password field the **Login form**.



The screenshot shows the login interface for the Coverage Gap Discount Program. At the top left is the Palmetto GBA logo (A Celerian Group Company). In the center is the CMS logo (Centers for Medicare & Medicaid Services). At the top right are links for [Contact Us](#) and [Help](#). The main heading is "Coverage Gap Discount Program". Below this is a login form with two input fields: "User ID:" and "Password:". A "Login" button is positioned below the password field.

- After entering the User ID and Password successfully, a random security question appears from the three security questions selected during initial security data setup. Enter the correct answer and select the *Validate* button.

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[Contact Us](#) | [Logout](#) | [Help](#)
Logged on as **XP1__8**

Coverage Gap Discount Program

User Validation

Due to system security requirements you will need to answer the question below to gain access to the application.

What are the last five digits of your driver's license number?

Answer: ●●●●●

Validate

- On the **Home** tab, hover the cursor over the **Disputes** tab to allow both the **Dispute Builder** and **Dispute Submission** tabs to become visible. Select the **Dispute Submission** tab to submit a manually created dispute file.

Palmetto GBA
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CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

[Contact Us](#) | [My Profile](#) | [Logout](#) | [Help](#) | [Reporting](#)
Logged on as **XP1__6**

Home | Payments | Completed | Receipts | Reports | Disputes | Dispute Builder | **Dispute Submission**

Manufacturer Portal Coverage Gap Discount Program

Corporate ID: XP1__6 | P Number: ALL | Reporting Period: ALL | Status: ALL

Corporate ID	P Number	Reporting Period	Status	Select
XP1__6	P1__6	201502	Available	<input type="radio"/>
XP1__6	P1__7	201502	Available	<input type="radio"/>
XP1__6	P1__1	201502	Available	<input type="radio"/>
XP1__6	P1__6	201501	Incomplete	<input type="radio"/>
XP1__6	P1__7	201501	Available	<input type="radio"/>
XP1__6	P1__1	201501	Available	<input type="radio"/>

Welcome to Coverage Gap Discount Portal where you can initiate a payment, check the status of payments and receipt of payments as well as view your reports.

For payment functions, start by selecting a line item from the list to the left of this message.

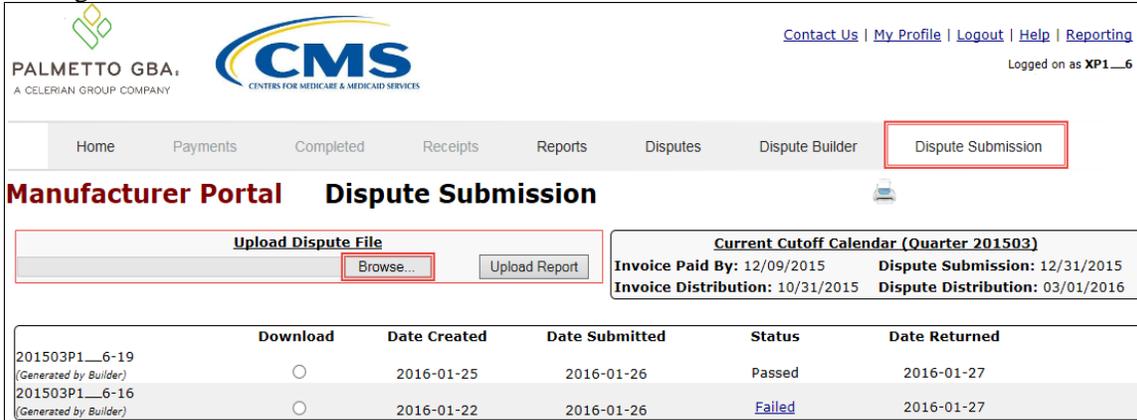
Available Invoice is ready for payment initiations
Failed One or more items has an unsuccessful payment attempt
Incomplete One or more items have not been paid
Pending All line items have been initiated successfully
Successful All line items have been paid successfully

Reporting Periods with no invoice line items

Filter by: P Number: ALL | Reporting Period: ALL

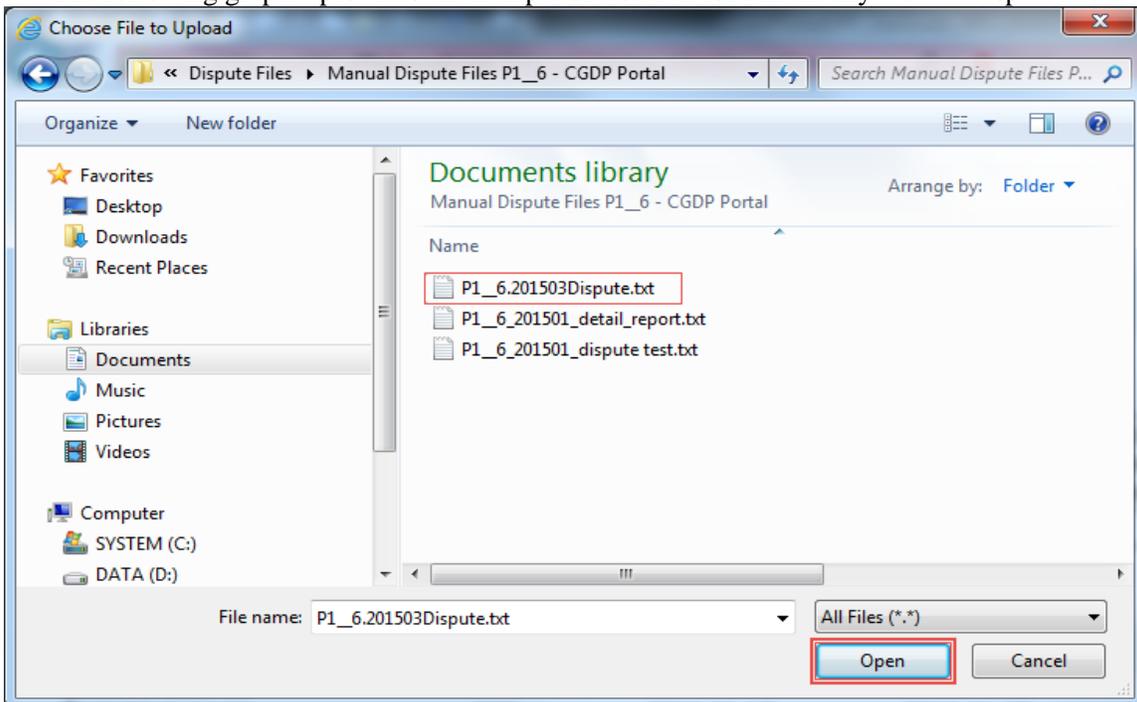
P Number	Reporting Period
P1__6	201404
P1__7	201404
P1__1	201404

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



- 5) Search and select the dispute file to upload to the **Dispute Submission Upload Dispute File** region and select the *Open* button.

The following graphic provides an example of a search for a manually created dispute file.



Note: Information for creating a manual dispute text file can be located on the TPA site at <http://tpadministrator.com> under the heading **Manufacturer Disputes**. Refer to the document titled Dispute Submission File.

- 6) 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.

Manufacturer Portal Dispute Submission

Upload Dispute File
 D:\Users\...7\Documents\CGDP Document files\Disp...

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 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-25	2016-01-26	Passed	2016-01-27
201503P1___6-16 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-22	2016-01-26	Failed	2016-01-27

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

One of two statuses will populate the Status field in the **Dispute Submission Submitted Disputes** region for uploaded dispute files immediately after upload into the **Dispute Submission** tab.

- *Failed*: uploaded dispute files that did not pass the initial or final validation edits and require review and update.
- *Validation Pending*: uploaded dispute files that passed the initial validation edits.

- 8) Manually created 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 **Dispute Submission Submitted Disputes region**. For files manually created by the manufacturer, the designation of (*Uploaded*) displays below the dispute file report naming convention.

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

The screenshot shows the CMS Dispute Submission interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a login status. A breadcrumb trail includes 'Dispute Submission'. The main heading is 'Manufacturer Portal Dispute Submission'. Below this, there are buttons for 'Upload Dispute File' and 'Upload Report', and a summary box for the current cutoff calendar (Quarter 201503) with invoice and dispute submission/distribution dates. A table lists dispute files with columns for Download, Date Created, Date Submitted, Status, and Date Returned. The first row, 201503P1__6-21 (Uploaded), has a status of 'Validation Pending'. The second row, 201503P1__6-19 (Generated by Builder), has a status of 'Passed'. The third row, 201503P1__6-16 (Generated by Builder), has a status of 'Failed'.

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1__6-21 (Uploaded)	N/A	2016-01-27	2016-01-27	Validation Pending	N/A
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

- 9) The following example displays a dispute file with the (*Uploaded*) designation and a Status of *Failed*.

The screenshot shows the CMS Dispute Submission interface, similar to the previous one. The main heading is 'Manufacturer Portal Dispute Submission'. The summary box for the current cutoff calendar (Quarter 201503) shows the same dates. The table lists dispute files with columns for Download, Date Created, Date Submitted, Status, and Date Returned. The first row, 201503P1006-22 (Uploaded), has a status of 'Failed'. The second row, 201503P1006-21 (Uploaded), has a status of 'Validation Pending'. The third row, 201503P1__6-19 (Generated by Builder), has a status of 'Passed'. The fourth row, 201503P1__6-16 (Generated by Builder), has a status of 'Failed'.

	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
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

- 10) To review failed dispute file errors, select the *Failed* status hyper link located in the Status field in the **Dispute Submission Submitted Disputes** region.

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

Coverage Gap Discount Program			
Dispute File Validation Errors			
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

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

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




[Contact Us](#) | [My Profile](#) | [Logout](#) | [Help](#) | [Reporting](#)
 Logged on as **XP1__6**

Home Payments Completed Receipts Reports Disputes Dispute Builder Dispute Submission

Manufacturer Portal Dispute Submission

Upload Dispute File

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__6-23 <small>(Uploaded)</small>	N/A	2016-01-27	2016-01-27	Validation Pending	N/A
201503P1__6-22 <small>(Uploaded)</small>	N/A	2016-01-27	2016-01-27	Failed	2016-01-27
201503P1__6-21 <small>(Uploaded)</small>	N/A	2016-01-27	2016-01-27	Validation Pending	N/A
201503P1__6-19 <small>(Generated by Builder)</small>	○	2016-01-25	2016-01-26	Passed	2016-01-27
201503P1__6-16 <small>(Generated by Builder)</small>	○	2016-01-22	2016-01-26	Failed	2016-01-27

12) 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 do not pass TPA final edits receive a *Failed* status in the Status field and require additional review and update prior to resubmitting the file.
- Dispute files that pass TPA final edits receive a *Passed* status in the Status field.

Note: The **Dispute Submission** process will only allow and assign a *Passed* status to one dispute file for each P Number associated with a Corporate ID each business day. Example: A user creates a manual dispute file and submits the file on the **Dispute Submission** tab; then realizes that additional invoice line items are not included in the dispute file. A user creates an additional dispute file for same P Number and submits the additional file on the same business day. When the TPA final validation edits process and one file receives a *Passed* status, any other files submitted the same business day with the same P Number would automatically receive a *Failed* status due to duplicate file submission for the same P Number.

13) The following example displays a manually created dispute file displaying the Status of *Failed* after TPA final edit process completes.

The screenshot shows the CMS Dispute Submission interface. At the top, there are navigation links: Contact Us, My Profile, Logout, Help, Reporting. The user is logged in as XP1__6. The main navigation bar includes Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder, and Dispute Submission (highlighted with a red box). Below the navigation is the 'Manufacturer Portal Dispute Submission' header. There are two main sections: 'Upload Dispute File' with 'Browse...' and 'Upload Report' buttons, and 'Current Cutoff Calendar (Quarter 201503)' with 'Invoice Paid By: 12/09/2015', 'Dispute Submission: 12/31/2015', 'Invoice Distribution: 10/31/2015', and 'Dispute Distribution: 03/01/2016'. Below this is a table of dispute files:

	Download	Date Created	Date Submitted	Status	Date Returned
201503P1__6-23 (Uploaded)	N/A	2016-01-27	2016-01-27	Passed	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	Failed	2016-01-27
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

14) To review failed dispute file errors, select the *Failed* status hyper link located in the **Dispute Submission Submitted Disputes** region.

The following example displays the Dispute File Validation Errors form associated with a dispute file with a *Failed* status.

The screenshot shows a 'Coverage Gap Discount Program' window with a 'Dispute File Validation Errors' table. The table has columns for File Name, Line Number, Company ID, and Message. One error is listed:

File Name	Line Number	Company ID	Message
201503P1__6-21	1	P1__6	Duplicate Dispute File. Dispute file for this P Number passed validation on 2016-01-27.

15) The following example displays a manually created dispute file displaying the Status of *Passed* after TPA final edit process completes.

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__6-23 <small>(Uploaded)</small>	N/A	2016-01-27	2016-01-27	Passed	2016-01-27
201503P1__6-22 <small>(Uploaded)</small>	N/A	2016-01-27	2016-01-27	Failed	2016-01-27
201503P1__6-21 <small>(Uploaded)</small>	N/A	2016-01-27	2016-01-27	Failed	2016-01-27
201503P1__6-19 <small>(Generated by Builder)</small>	○	2016-01-25	2016-01-26	Passed	2016-01-27
201503P1__6-16 <small>(Generated by Builder)</small>	○	2016-01-22	2016-01-26	Failed	2016-01-27

16) 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 **Dispute Builder** created dispute file utilizing the **Dispute Submission** tab.

Appendix D: 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 REASON CODE DISABLED 2/8/2015				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 REASON CODE DISABLED 2/8/2015	Reference Number for early fill disputed			Provide additional supporting information (Required)
D09	Marketing Category is not NDA or BLA		FDA update date		Provide additional supporting information (Optional)
D10	Date of Service prior to 01/01/2011 REASON CODE DISABLED 2/8/2015				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)
D11	PDE improperly invoiced beyond manufacturer agreement invoice period				Provide additional supporting information (Optional)
D12	Invalid Prescription Service Reference Number REASON CODE DISABLED 2/8/2015				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)