

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 1509	Date: June 8, 2015
	Change Request 9047

Transmittal 1502, dated May 15, 2015, is being rescinded and replaced by Transmittal 1509, dated June 8, 2015 to correct BR 9047.1.4 and BR 9047.12. All other information remains the same.

SUBJECT: Analysis - Procedures for Undeliverable Medicare Summary Notices (MSNs)

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is for contractors to perform an analysis and report to the Centers for Medicare & Medicaid Services (CMS) on the feasibility and implication of better handling undeliverable MSNs. Currently, there is no set procedure and contractors have no guidelines on the subject.

EFFECTIVE DATE: October 1, 2015

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: October 5, 2015

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	N/A

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

One Time Notification

Number	Requirement	Responsibility								Other
		A/B MAC			DME MAC	Shared-System Maintainers				
		A	B	H H H		F I S S	M C S S	V M S S	C W F	
9047.1.3	In their report, contractors should suggest specific wording for the BRs that will be included in the related implementation CR.	X	X	X	X	X	X	X	X	RRB-SMAC
9047.1.4	The ROM and report shall be due 30 days after the final workgroup conference call.	X	X	X	X	X	X	X	X	RRB-SMAC
9047.2	The Common Working File (CWF) shall perform an analysis to determine what it would take to make the HUAD (a CWF transaction that sends Healthcare Unsolicited Address and/or Date of Death updates for beneficiaries to the Durable Medical Equipment Medicare Administrative Contractors DME MACS) report available to all Standard System Maintainers (SSMs).								X	
9047.2.1	All SSMs shall perform an analysis to determine what it would take to make the HUAD report available to all MACs.					X	X	X	X	
9047.3	The contractor shall perform an analysis to determine what it would take to create a process and requisite software tools which will allow the MACs to alert the appropriate SSM whenever a MAC receives an undeliverable MSN.					X	X	X		
9047.4	The contractor shall perform an analysis to determine what it would take for the MAC to, on a weekly basis, compare the beneficiary address listed on each MSN returned that week to the address listed in CWF for that respective beneficiary, and establish if that beneficiary's address has been updated since the undeliverable MSN was originally mailed.	X	X	X	X					RRB-SMAC
9047.4.1	The contractor shall perform an analysis to determine what would be needed, when an MSN is returned due to an undeliverable address, in order for the MAC to alert the appropriate SSM and to flag that beneficiary's file in the appropriate shared system.	X	X	X	X	X	X	X	X	RRB-SMAC
9047.4.2	All MACs shall perform an analysis to determine what would be needed in order for the MAC to mail the returned MSN to a new address, in instances when the address in the CWF has been updated.	X	X	X	X					RRB-SMAC
9047.5	The contractor shall perform an analysis to determine	X	X	X	X					RRB-SMAC

Number	Requirement	Responsibility								Other
		A/B MAC			D M E M A C	Shared- System Maintainers				
		A	B	H H H		F I S S	M C S	V M S	C W F	
	what would be needed in order for the MACs to record the important details of all undeliverable MSNs that are returned to the MACs (i.e., HICN, bene name, etc.), so there will be a record of which MSNs did not reach beneficiaries.									
9047.5.1	The analysis shall take into consideration instances when more than one MSN is returned for beneficiaries whose records have already been flagged, to ensure that contractors have a complete record of all MSNs that did not reach a beneficiary.	X	X	X	X					RRB-SMAC
9047.5.2	MACs shall perform an analysis to determine what would be needed in order for the contractor to mail letters to the forwarding addresses of beneficiaries whose undeliverable MSNs are returned to the contractor by the United States Postal Service (USPS) with a yellow sticker on them (indicating a new/forwarding address), informing the beneficiaries that they shall not receive any MSNs until they contact the Social Security Administration and update their address.	X	X	X	X					RRB-SMAC
9047.5.2.1	The analysis shall take into consideration that CMS will provide the content for the notification letter (in both English and Spanish).	X	X	X	X					RRB-SMAC
9047.5.2.2	The analysis shall take into consideration that the contractor shall not send any undeliverable MSNs to the addresses on the yellow USPS stickers, unless that address matches the address currently in the Electronic Database (EDB). If the forwarding address on the yellow USPS sticker agrees with the address in the EDB, the contractor shall mail the returned MSN to the new (forwarding) address.	X	X	X	X					RRB-SMAC
9047.5.3	The contractor shall perform an analysis to determine what would be needed in order for all undeliverable MSNs, after their important details are recorded, to be securely shredded/destroyed by the contractor(s).	X	X	X	X					RRB-SMAC
9047.6	The contractor shall perform an analysis to determine what is needed in order to suppress the printing and mailing of all of a beneficiary's subsequent MSNs, until/unless a new address is provided.					X	X	X		
9047.7	The contractors shall perform an analysis to determine	X	X	X	X	X	X	X		RRB-SMAC

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E M A C	C E D I
A	B	H H H				
	None					

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Cindy Ardissonne, 410-786-7410 or cynthia.ardissonne@cms.hhs.gov , Scott Schiller, 410-786-4514 or scott.schiller@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

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ATTACHMENTS: 0