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Transmittal 1502, dated May 15, 2015, is being rescinded and replaced by Transmittal 1509, dated June 8, 2015 to correct BR 9047.1.4 and BR 9047.12.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

Attachment - One-Time Notification

Pub. 100-20	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Transmittal 1502, dated May 15, 2015, is being rescinded and replaced by Transmittal 1509, dated June 8, 2015 to correct BR 9047.1.4 and BR 9047.12.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)

EFFECTIVE DATE: October 1, 2015

*Unless otherwise specified, the effective date is the date of service. IMPLEMENTATION DATE: October 5, 2015

I. GENERAL INFORMATION

A. Background: There are no guidelines for contractors regarding the disposition of "undeliverable" (returned) MSNs. Contractors currently spend funds to destroy, store, and/or repeatedly send MSNs to the incorrect addresses. This does not help the MSN reach the beneficiary, nor does it help to locate the correct address for the beneficiary. Medicare Administrative Contractors (MACs) have requested guidance. The Centers for Medicare & Medicaid Services (CMS) needs to determine how to best correct this problem, and what the associated costs would be.

B. Policy: The Office of the Inspector General (OIG), by way of an OIG audit, has instructed CMS to prepare guidelines regarding the disposition of undeliverable MSNs, in order to cease (or decrease) the wasting of funds and to meet CMS' obligation of providing an MSN to every beneficiary who receives services.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility																		
		A/B MAC			A/B MAC										D M			red- tem		Other
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		Α	В	Η		F	Μ		С											
				H	M A	-	C	M												
				Η	A C	S S	S	S	F											
9047.1	Contractors shall perform an analysis and report to CMS on the feasibility and implication of better handling undeliverable MSNs.	X	X	Х	X	Х	X	Х	Х	RRB-SMAC										
9047.1.1	Contractors shall provide a Rough Order of Magnitude (ROM) for all of the Business Requirements (BRs) in this Change Request (CR).	X	X	Х	X	Х	X	Х	Х	RRB-SMAC										
9047.1.2	Contractors shall provide their brief report to the below-proposed steps by composing a 1- or 2- paragraph response to each of the BRs that have an analysis step. Focused comments/answers, and not a lengthy response, will provide CMS with the most useful feedback.	X	X	X	X	X	X	X	X	RRB-SMAC										

Number	Number Requirement Responsibility									
			A/B MA(3	D M E		Sha Sys aint	tem	L	Other
		A	B	H H H	-	F I	M C S	V	C	
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	Х	Χ	Χ	Х					RRB-SMAC

9047.5.1 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., LICN, been anne, etc.), so there will be a record of which MSNs that are returned to the MACs (i.e., LICN, been anne, etc.), so there will be a record of which MSNs did not reach beneficiaries. X <	Number	Requirement	Re	espo	nsi	bilit	v																														
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Number	Requirement	Responsibility								
			A/B MA(5	D M E		Sys	red- tem aine	L	Other
		A	B	H H H	M A C	F	M C S	V	C	
	what is needed in order to trigger the actions listed below in BRs 9047.7.1 through 9047.7.4.									
9047.7.1	Action: The contractor shall remove the suppression flag from a beneficiary's file, when the CWF supplies an updated address for that beneficiary.	X	X	X	Х	X	X	X		RRB-SMAC
9047.7.2	Action: The contractor shall resume printing and mailing MSNs to a beneficiary, after the suppression flag has been removed from the beneficiary's file.	X	X	X	X	X	X	X		RRB-SMAC
9047.7.3	Action: The contractor shall print and mail all of a beneficiary's previously suppressed MSNs, after the suppression flag has been removed from the beneficiary's file.	X	X	X	X	X	X	X		RRB-SMAC
9047.7.4	Action: The printing and mailing of the (previously recorded) original undeliverable MSNs shall be incorporated in BR 9047.7.2 or BR 9047.7.3.	X	X	X	X	X	X	X		RRB-SMAC
9047.8	The analysis shall take into consideration that all of the above instructions shall also apply to alternate format MSNs.	X	X	X	X	X	X	X		RRB-SMAC
9047.9	Contractors shall perform an analysis to determine what needs to happen in order for all undeliverable MSNs that were returned, and are being stored, to be securely shredded/destroyed.	X	X	X	Х					RRB-SMAC
9047.9.1	The analysis shall take into consideration that the shredding/destroying shall be completed within 90 days of the implementation of this CR.	X	X	X	Х					RRB-SMAC
9047.10	All contractors shall attend up to 4 one-hour conference calls to give contractors an overview of CMS' vision for this project, and to address questions that originate from any of the contractors.	X	X	X	Х	X	X	X	X	RRB-SMAC
9047.11	Each SSM shall take minutes from their own system's perspective and each shall submit minutes into ECHIMP within 3 days of the conference call.					X	X	X	X	
9047.12	Each contractor shall provide an analysis documentation to Scott Schiller (scott.schiller@cms.hhs.gov) and Cindy Ardissone (cynthia.ardissone@cms.hhs.gov) 30 days after the final workgroup call.	X	X	X	X	X	X	X	X	RRB-SMAC

Number	Requirement	Responsibility												
			A/B		D		Sha	red-		Other				
		MAC			Μ		System							
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		Α	В	Η		F	Μ	V	С					
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III. PROVIDER EDUCATION TABLE

Number	Requirement	Re	spor	nsib	ility	
			A/B MAC		D M	C E
					E	D
		A	В	H H H	M A C	Ι
	None					

IV. SUPPORTING INFORMATION

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

"Should" denotes a recommendation.

X-Ref	Recommendations or other supporting information:
Requirement	
Number	

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

V. CONTACTS

Pre-Implementation Contact(s): Cindy Ardissone, 410-786-7410 or cynthia.ardissone@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):

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.

ATTACHMENTS: 0