

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 10694	Date: March 24, 2021
	Change Request 11746

Transmittal 10278, dated August 7, 2020, is being rescinded and replaced by Transmittal 10694, dated, March 24, 2021 to revise Business Requirements (BRs) 11746.7 and 11746.8 and to add a note to BR 11746.2. All other information remains the same.

SUBJECT: Create a New Media Preference Indicator Custom Format and New eMedicare Correspondence Preference Indicator

I. SUMMARY OF CHANGES: The Centers for Medicare & Medicaid Services (CMS) has an obligation to provide the Medicare communications and notifications in accessible formats for beneficiaries who elect one of the formats as a preference. The purpose of this Change Request (CR) is for impacted shared systems to receive, process and transmit the new correspondence field to support the eMedicare initiative and the new media preference Custom Format.

EFFECTIVE DATE: January 1, 2021 - CWF shall develop and make available all copybooks as described in the BRs. FISS, MCS, VMS and CWF shall perform Analysis/Design; April 1, 2021 - FISS, MCS, VMS and CWF shall develop and implement; July 1, 2021 - BR 11746.1.11.1 only to implement and validate ECPS changes.

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

IMPLEMENTATION DATE: January 4, 2021 - CWF shall develop and make available all copybooks as described in the BRs. FISS, MCS, VMS and CWF shall perform Analysis/Design; April 5, 2021 - FISS, MCS, VMS and CWF shall develop and implement; July 6, 2021 - BR 11746.1.11.1 only to implement and validate ECPS changes.

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	

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: 10694	Date: March 24, 2021	Change Request: 11746
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I. GENERAL INFORMATION

A. Background: To comply with Section 504 of the Rehabilitation Act, CMS has an obligation to provide Medicare communications and notifications in accessible formats for beneficiaries who elect one of the formats as a preference.

The Custom Format preference will also apply to Medicare Redetermination Notices (MRNs) produced for beneficiaries.

CMS is directing the impacted systems to make necessary modifications to allow and process Medicare beneficiary preferences in various accessible formats.

B. Policy: Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 U.S.C. 794 forbids Executive Agencies and recipients of Federal financial assistance from excluding individuals with disabilities or denying them an equal opportunity to receive program benefits and services.

II. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility								Other
		A/B MAC		H H H	D M E M A C	Shared- System Maintainers				
		A	B			F I S S	M C S	V M S	C W F	
	position 1413.									
11746.1.6	<p>The CWF, Fiscal Intermediary Shared System (FISS), Multi-Carrier System (MCS) and ViPS Medicare System (VMS) shall modify the beneficiary master records to utilize existing FILLER, if any, OR expand to:</p> <p>1) Add 1-byte alphanumeric field for the new eMedicare Correspondence Preference Indicator and</p> <p>2) Add 50-bytes alphanumeric field for the new Custom Format Description.</p>					X	X	X	X	
11746.1.7	CWF shall write a one-time program to convert existing Beneficiary Master File(s) (BENE000 through BENE009) records to initialize the new 1 byte alphanumeric eMedicare Correspondence Preference Indicator and the 50-byte alphanumeric Custom Format Description to spaces.									X
11746.1.8	<p>CWF, FISS, MCS and VMS shall write a one-time to convert existing beneficiary master records to:</p> <p>1) Initialize the new eMedicare Correspondence Preference Indicator with SPACES and</p> <p>2) Initialize the new Custom Format Description with SPACES.</p>					X	X	X	X	
11746.1.8.1	<p>CWF, FISS, MCS and VMS shall write a one-time utility to convert the existing beneficiary master records to:</p> <p>1) Populate the new eMedicare Correspondence Preference Indicator with</p> <ul style="list-style-type: none"> • 'Y' ONLY if the corresponding Media Preference Indicator is 'E' • SPACES otherwise <p>2) Overlay/replace the existing value of 'E' in the Media Preference Indicator with 'H'</p>					X	X	X	X	

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			
11746.1.1 4	CWF, FISS, MCS and VMS shall establish the connections, if not present, to the CWF maintainer environments and test the changes for integration testing.					X	X	X	X			
11746.2	The SSMs shall make all necessary modifications to accept and process the modified trailer, Trailer 12, from CWF. The contractors shall overlay the new eMedicare Correspondence Preference Indicator on the beneficiary master record ONLY when the value of the eMedicare Correspondence Preference Indicator on the CWF Trailer 12 value is changed. NOTE: The SSMs shall treat value of SPACE for the new eMedicare Correspondence Preference Indicator in Trailer 12 same as 'N'.					X	X	X				
11746.2.1	MACs shall update the non-base programs, if any, to accommodate the change to the Media Preference Indicator from 'E' to 'H'.	X	X	X	X							
11746.2.2	FISS, MCS and VMS shall not accept 'E' as a valid Media Preference Indicator value.					X	X	X				
11746.2.3	FISS, MCS and VMS shall accept 'X' as a new valid Media Preference Indicator value for Custom Format.					X	X	X				
11746.2.3 .1	FISS shall modify the ACS system to accept the value 'X' in replacement of the 'E' in the Custom Accessible Format Preference. Modify the current electronic files triggered by the media preference 'E' to now be triggered by the eMedicare Preference Indicator on the Beneficiary file.					X						
11746.2.4	MACs shall update their non-base programs, if any, to accommodate the new Media Preference Indicator 'X' for Custom Format.	X	X	X	X							
11746.2.4 .1	MACs shall understand that the value 'X' replaces the Custom Accessible Format Preference List (hereafter referred to as the "Custom Preference List") previously established by CR 10237. Beneficiaries on this list previously labeled with the 'E' preference indicator shall be identified under the new 'X'	X	X	X	X							VDC

Number	Requirement	Responsibility							
		A/B MAC		H H H	D M E M A C	Shared- System Maintainers			Other
		A	B			F I S S	M C S	V M S	
	preference indicator.								
11746.2.5	FISS and MCS shall make changes to create separate files for those beneficiaries with a Custom Format request (based on the beneficiary's alternate format preference).					X	X		
11746.2.6	VMS shall make changes to create separate files of no-pay, duplicate and previously undeliverable Medicare Summary Notices (MSNs) for those beneficiaries with a Custom Format request (based on the beneficiary's alternate format preference). For non pay MSNs, there shall be one file of Custom format MSNs generated for expatriate beneficiaries and one file of Custom format MSNs for non-expatriate beneficiaries, regardless of the beneficiaries' language preference. For duplicate and previously undeliverable MSNs respectively, there shall be one file of Custom format MSNs generated for expatriate beneficiaries and one file of Custom format MSNs for non-expatriate beneficiaries regardless of the beneficiaries' language preference.							X	
11746.2.7	FISS, MCS and VMS shall make changes to allow the MACs to determine whether or not standard print MSNs should be suppressed for those beneficiaries with an alternate format type of Custom.					X	X	X	
11746.2.7.1	MACs shall suppress Standard Print production and mailing of MRN print files for beneficiaries identified with the 'X' preference indicator. The MACs shall transmit these files to the Virtual Data Center (VDC) on a daily basis, following the process established for alternate format media preference MRNs under CR 10237. The contractors shall not include in the file transmissions MRNs that are internal use copies.	X	X	X	X				VDC
11746.2.8	MACs shall suppress standard print for MSN and MRN when the beneficiary has selected Custom Format (Media Preference Indicator = X).	X	X	X	X				
11746.3	FISS, MCS and VMS shall make changes to include information for the Custom format MSNs in the metadata files that are sent to the Next Generation					X	X	X	

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		
	Desktop (NGD).										
11746.3.1	NGD shall accept the metadata file sent from the SSMs (FISS, MCS and VMS), where applicable.										NGD
11746.4	FISS, MCS and VMS shall make changes so that beneficiaries with a MSN media preference indicator value of 'X' are subject to the undeliverable address requirements implemented under CR9372.					X	X	X			
11746.4.1	The VDC shall transmit Medicare Redetermination Notice (MRN) print files for beneficiaries identified with an 'X' preference indicator to the Baltimore Data Center's OEA1 Gentrans Mailbox.										VDC
11746.5	MCS and VMS shall make changes so that copies of the MSNs to be generated in Custom Format are included in the customer service copies of the MSNs that are transmitted to Next Generation Desktop (NGD).						X	X			
11746.6	EDB shall coordinate with CWF Hosts and send a test file with Custom Description for Media Preference Indicator 'X' Custom Format at least 75-days prior to the implementation of the CR to assist CWF, FISS, MCS and VMS with the test.					X	X	X	X		CWF Host, EDB
11746.6.1	EDB shall coordinate with FISS, MCS and VMS to receive a file of Custom Format beneficiaries.					X	X	X	X		EDB
11746.7	FISS, MCS and VMS shall ensure the eMedicare Correspondence Preference Indicator field is not updateable by the MACs.					X	X	X			
11746.7.1	The Baltimore Data Center and the VDC shall coordinate with the MACs and CMS to establish naming conventions for the transmission of X Custom Files for MRNs, using the process established during the CR 10237 effort.	X	X	X	X						VDC
11746.8	FISS, MCS and VMS shall ensure the Custom Format Description field is not updatable by the MACs.					X	X	X			
11746.9	FISS, MCS and VMS shall first look at the eMedicare Correspondence Preference Indicator. Media Preference Indicator 'E' is no longer a valid value.					X	X	X			

Number	Requirement	Responsibility									
		A/B MAC		H H H	D M E M A C	Shared- System Maintainers				Other	
		A	B			F I S S	M C S	V M S	C W F		
11746.9.1	FISS, MCS and VMS shall ensure if the eMedicare Correspondence Preference Indicator is 'Y' and the document/correspondence CAN be produced in electronic format, the document follows the current processes for electronic documents.					X	X	X			
11746.9.2	FISS and MCS shall ensure if the eMedicare Correspondence Preference Indicator is 'Y' and the document/correspondence CANNOT be produced in electronic format, the contractors shall check the Media Preference Indicator and follow the current process for the applicable indicator.					X	X				
11746.10	CWF shall modify disposition code '67' for the HIID transaction to include the new MSN Media Preference Indicator (Data Indicator #21) value 'X' (Custom Format) and remove 'E' (electronic email) in the validation process for the EDB reject report.								X		
11746.11	CWF shall modify HIAB (CWF Accrete BENE) to accept the new value of 'X' (Custom Format) in the Data Indicator '21' field and not accept 'E' for electronic mail.								X		
11746.12	Contractors shall make this change effective upon the CR implementation and NOT based on the date of service or date of receipt.					X	X	X	X		

III. PROVIDER EDUCATION TABLE

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

IV. SUPPORTING INFORMATION

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

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:
	<p>The first phase of this Change Request is to have CWF development and draft copybooks in the January 2021 Release.</p> <p>The second phase of the Change Request is the Implementation of all Shared Systems and MACs changes in the April 2021 Release.</p> <p>The third phase of the Change Request is for FISS only to validate ECPS changes in the July 2021 Release.</p> <p>Note: EDB and NGD has a role in the Change Request.</p>

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

V. CONTACTS

Pre-Implementation Contact(s): Mary Valenti, 410-786-9019 or Mary.Valenti@cms.hhs.gov (CR submitter) , Debra Warfield, 410-786-9320 or Debra.Warfield@cms.hhs.gov (Change Request Submitter Back up.)

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