

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 12965	Date: November 14, 2024
	Change Request 13739

Transmittal 12850 issued September 19, 2024, is being rescinded and replaced by Transmittal 12965, dated November 14, 2024, to revise the date in business requirements 13739.3 and to change from analysis only for the January 2025 release to implementation in the April 2025 release. All other information remains the same.

SUBJECT: User Management in the Medicare Adjudication Portal (MAP) for 837D Dental Claims

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to transition user management functionality from the MAP contractors to the Medicare Administrative Contractors (MACs).

EFFECTIVE DATE: January 1, 2025 - Analysis Only; April 1, 2025 - Testing and Implementation

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

IMPLEMENTATION DATE: October 21, 2024 - For MACs to set up admin users with the new job codes; January 6, 2025 - Analysis Only; April 7, 2025 - Testing and Implementation

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

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I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to transition user management functionality from the MAP contractors to the Medicare Administrative Contractors (MACs).

II. GENERAL INFORMATION

A. Background: The purpose of this Change Request (CR) is to transition user management from the MAP contractor to the MACs.

B. Policy: No updates to policy or regulations.

III. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility								Other
		A/B MAC			DM E MA C	Shared-System Maintainers				
		A	B	HH H		FIS S	MC S	VM S	CW F	
13739.1	Contractors shall use new EUA Job codes for administration of MAC Users in MAP.		X							Dental - MAP
13739.1.1	MACs shall request the new EUA Job Codes for a small group of MAC staff who will be designated as admin users and will be responsible for managing their MAC's MAP Users in the MAP application.		X							
13739.1.2	MACs shall request admin users set up with the following EUA job		X							

Number	Requirement	Responsibility								Other
		A/B MAC			DM E MA C	Shared-System Maintainers				
		A	B	HH H		FIS S	MC S	VM S	CW F	
	<p>codes within 30 days of issuance of this CR:</p> <p>MPS_DNTL_ADJ_MAC_ADM_I MP</p> <p>MPS_DNTL_ADJ_MAC_ADM_ PRD</p> <p>Note: These job codes only grant access to the user screen in MAP, and do not allow user to access claims processing screens or data.</p>									
13739.2	Contractors shall allow MACs to designate which MAC jurisdictions a user can access.									Denta 1 - MAP
13739.2.1	Contractors shall default current users to access all MAC jurisdictions for the user's company/organization.									Denta 1 - MAP
13739.3	MACs shall begin approving and deleting users from MAP independently on or after April 7, 2025.		X							
13739.4	MACs shall participate in the Dental System/MAC Weekly Sync Calls to provide feedback on demonstrations of the system updates.		X							Denta 1 - MAP
13739.5	The MAP team shall provide training to the MACs on the new functionality before the start of testing.		X							Denta 1 - MAP
13739.6	The MACs shall test user management functionality in MAP during the UAT timeframe.		X							

IV. PROVIDER EDUCATION

None

Impacted Contractors: None

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

VI. CONTACTS

Pre-Implementation Contact(s): Stacey Ndelle, 410-786-8208 or Stacey.Ndelle@cms.hhs.gov , Stacey Ndelle, 410-786-8208 or Stacey.Ndelle@cms.hhs.gov

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

VII. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

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ATTACHMENTS: 0