

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2130	Date: August 14, 2018
	Change Request 10439

Transmittal 2066, dated April 27, 2018, is being rescinded and replaced by Transmittal 2130, dated, August 14, 2018 to add a business requirement 10439.25, instructing the MACs to update the Beneficiary Undeliverable switch when a Beneficiary Pay MSN is returned as undeliverable. All other information remains the same.

SUBJECT: Enhancement for Undeliverable Pay Medicare Summary Notices (MSNs) for Multi-Carrier System (MCS) Users

I. SUMMARY OF CHANGES: This change request (CR) will develop an automated process in HIGLAS and MCS to withhold payment to beneficiaries when the beneficiary address is undeliverable, similar to the current provider process. This CR will also ensure the beneficiary payments are sent when the beneficiary address is updated to no longer be undeliverable.

EFFECTIVE DATE: January 1, 2019

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

IMPLEMENTATION DATE: October 1, 2018 - Analysis Only for MCS and HIGLAS; January 7, 2019 - Implementation for MCS and HIGLAS

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: 2130	Date: August 14, 2018	Change Request: 10439
--------------------	--------------------------	------------------------------	------------------------------

Transmittal 2066, dated April 27, 2018, is being rescinded and replaced by Transmittal 2130, dated, August 14, 2018 to add a business requirement 10439.25, instructing the MACs to update the Beneficiary Undeliverable switch when a Beneficiary Pay MSN is returned as undeliverable. All other information remains the same.

SUBJECT: Enhancement for Undeliverable Pay Medicare Summary Notices (MSNs) for Multi-Carrier System (MCS) Users

EFFECTIVE DATE: January 1, 2019

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

IMPLEMENTATION DATE: October 1, 2018 - Analysis Only for MCS and HIGLAS; January 7, 2019 - Implementation for MCS and HIGLAS

I. GENERAL INFORMATION

A. Background: Currently, if the address on file for a beneficiary is undeliverable, there is no way to hold a beneficiary payment until the address is updated. This CR updates Healthcare Integrated General Ledger Accounting System (HIGLAS) and MCS to automate an undeliverable process for beneficiaries, modeling the current Do Not Forward process for providers.

B. Policy: N/A

II. BUSINESS REQUIREMENTS TABLE

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

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		
10439.1	HIGLAS shall define a new Beneficiary Undeliverable (UNDEL) Hold/Release. "UNDEL" shall be used to name the process for beneficiaries, where "DNF" is used for providers.										HIGLAS
10439.2	HIGLAS shall enhance the MCS 271 Interface to place the hold or release on the beneficiary from the UNDEL Hold. HIGLAS 271 shall cascade the Hold/Release to the HIC changes.										HIGLAS
10439.3	HIGLAS/MCS shall use PLB Code "UH" to report the UNDEL Hold on the HIGLAS 835 Interface.						X				HIGLAS

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		
10439.4	HIGLAS/MCS shall use PLB Code "DR" to report the UNDEL Release on the HIGLAS 835 Interface.						X			HIGLAS	
10439.5	MCS shall accept/process the UNDEL Hold/Release from HIGLAS (similar to provider DNF process) and transmit the 811 check register interface to HIGLAS.						X			HIGLAS	
10439.6	HIGLAS shall develop a form to store and cascade the UNDEL Hold/Release to the open payable invoice.									HIGLAS	
10439.7	HIGLAS shall modify the stale dating process for the UNDEL Hold.									HIGLAS	
10439.8	HIGLAS shall modify the holds report to display the UNDEL Hold/Release.									HIGLAS	
10439.9	MCS shall compile a list of active UNDEL hold invoices, and provide to HIGLAS. HIGLAS shall perform a one-time update to place the beneficiary open invoices on UNDEL Hold.						X			HIGLAS	
10439.10	MCS shall suppress claim payments processed for beneficiaries that have an undeliverable address until the beneficiary has a deliverable address.						X				
10439.10.1	MCS shall not create payments and MSNs until the beneficiary has a deliverable address.						X				
10439.10.2	MCS shall process claims to completion and shall move to a final MCS location.						X				
10439.10.2.1	Claims Processing Timeliness (CPT) interest shall be applicable until a claim is in a final location.						X				
10439.10.2.2	MCS shall no longer accrue CPT interest after a claim is in a final location.						X				
10439.10.2.3	If the beneficiary is UNDEL, the mailroom factor shall not be included in the CPT age sent on the 837 QTY segment Number of Interest Days from MCS to HIGLAS.						X				
10439.10.2.4	Contractors shall use the CPT interest received from HIGLAS to apply to the claim payment for HIGLAS MACs.						X			HIGLAS	

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		
10439.10.3	MCS shall create a flag on claim history to identify the beneficiary payment is UNDEL.							X			
10439.11	For split pay processing, the provider can be DNF or the beneficiary can be UNDEL or both the beneficiary and the provider can be DNF/UNDEL. For any of these scenarios, the UNDEL/DNF payment processes shall apply to the correct entity(s).							X			
10439.12	MCS shall establish a beneficiary UNDEL pseudo check number range for suppressed beneficiary payments.							X			
10439.12.1	MCS shall update claim history with the pseudo check number assigned to the suppressed beneficiary payment.							X			
10439.12.2	MCS shall add the pseudo check number to the MCS bank file.							X			
10439.13	MCS shall use the provider DNF pseudo check status for beneficiary UNDEL suppressed payments.							X			
10439.14	Beneficiary MSNs shall not be issued for suppressed UNDEL payments.							X			
10439.15	MSNs shall not be sent to the NGD for suppressed beneficiary UNDEL payments.							X			
10439.16	MCS shall update the MCS RRB cash/financial/correspondence functions to process/reject transactions while a beneficiary is UNDEL.							X			
10439.17	MCS shall suppress Railroad Retirement Board (RRB) Beneficiary payments totaling under \$1 whether the beneficiary address is deliverable or undeliverable.							X			
10439.18	Once a beneficiary's address flag is updated to deliverable, MCS shall systematically release suppressed payments and MSNs.							X			
10439.18.1	If an RRB beneficiary has payments totalling less than \$1, MCS shall continue to hold those payments until claim payments are processed that would make the payments total \$1 or greater.							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		
10439.18.2	Once previously suppressed payments are released and the MSNs and checks are created, the MSNs shall be sent on the NGD file.						X				
10439.19	MCS shall staledate held RRB UNDEL beneficiary payments based on the carrier plan settings.						X				
10439.20	MCS shall create beneficiary MCS UNDEL reports modeling the existing provider MCS DNF reports.						X				
10439.21	MCS shall send the value of 'Y' in the Undeliverable Flag segment in the 2110C loop on the MCS HIGLAS 271 interface file for beneficiaries marked as undeliverable in MCS. MCS shall not send the Undeliverable Flag segment on the 271 interface when the MCS beneficiary record flag is changed to deliverable.						X				
10439.22	MCS shall recognize the use of new PLB Code 'UH' to process beneficiary undeliverable holds payment sets on the HIGLAS 835 interface file.						X				
10439.22.1	MCS shall update or create new 835 edits for processing of undeliverable holds.						X				
10439.22.2	MCS shall update edits for processing of undeliverable holds. MCS shall return existing or new error code on the HIGLAS 824SN to the HIGLAS Maintainer for rejected beneficiary undeliverable hold payment sets.						X				
10439.23	MCS shall recognize the use of new PLB code 'DR' to process report the beneficiary undeliverable release payment sets on the HIGLAS 835 interface file.						X				
10439.23.1	MCS shall update or create new 835 edits for processing of undeliverable releases.						X				
10439.23.2	MCS shall return existing or new error code on the HIGLAS 824SN to the HIGLAS Maintainer for rejected beneficiary undeliverable released payment sets.						X				
10439.24	MCS shall send all 9's as MCS check number on the HIGLAS 811 Check Register interface for accepted						X				

Number	Requirement	Responsibility							
		A/B MAC		D M E	Shared-System Maintainers				Other
		A	B		H H H	F I S S	M C S	V M S	
	holds for beneficiary undeliverable sets.								
10439.25	MACs shall set the Beneficiary Deliverable flag to "N" on the MCS "NU" screen when a Beneficiary Pay MSN is returned as undeliverable.		X						

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E	C 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): Stacey Shagena, 410-786-8208 or Stacey.Shagena@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