

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2376	Date: October 23, 2019
	Change Request 10660

Transmittal 2353, dated August 16, 2019, is being rescinded and replaced by Transmittal 2376, dated, October 23, 2019 to clarify BRs 1-4 and 6. All other information remains the same.

SUBJECT: User CR: MCS - Updates to Beneficiary Deliverable Logic for Internal/Clerk Duplicate Medicare Summary Notices (MSNs) and Temporary Addresses

I. SUMMARY OF CHANGES: Currently, when the beneficiary address is undeliverable, duplicate MSNs are suppressed. This includes internal/clerk duplicate requests. The purpose of this change request is to allow internal/clerk duplicate MSN requests when the beneficiary address is undeliverable.

Additionally, this CR will correct an issue when a beneficiary address is undeliverable, but has a valid temporary address or temporary legal address in the system. MCS will be updated to set the DLV flag to Y when a temporary address is received. This will allow the mailing of MSNs to the temporary address.

EFFECTIVE DATE: January 1, 2020

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

IMPLEMENTATION DATE: January 6, 2020

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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SUBJECT: User CR: MCS - Updates to Beneficiary Deliverable Logic for Internal/Clerk Duplicate Medicare Summary Notices (MSNs) and Temporary Addresses

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IMPLEMENTATION DATE: January 6, 2020

I. GENERAL INFORMATION

A. Background: The purpose of this Change Request (CR) is to update the beneficiary deliverable address logic. Currently, when the beneficiary's address is undeliverable, duplicate MSNs are suppressed. This includes internal/clerk duplicate requests. This change will allow creation of internal/clerk duplicate MSN requests when the beneficiary address is undeliverable.

Secondly, this CR will correct an issue discovered when a beneficiary is undeliverable, but has a valid temporary address or temporary legal address in the system. The MCS will be updated to set the DLV flag to Y when a temporary address is received. This will allow the mailing of MSNs to the temporary address.

B. Policy: There is no policy or legislation related to this CR.

II. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility									
		A/B MAC		D M E	Shared- System Maintainers				Other		
		A	B		H H H	M A C	F I S S	M C S		V M S	C W F
10660.1	MCS will allow clerk copy MSNs to be created when the beneficiary address is undeliverable, only for claims that finalized while the beneficiary had a deliverable address.							X			
10660.2	MCS shall set the Beneficiary Deliverable flag (DLV flag) to Y when a new temporary address or temporary legal representative address is received, and generate the previously suppressed MSNs.							X			
10660.3	MCS shall update the DLV flag back to N if the beneficiary's address has not been updated when the temporary address expires, and suppress the mailing of							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	
	MSNs .								
10660.4	MCS shall update the DLV flag back to N if the beneficiary's legal representative address has not been updated when the temporary legal representative address expires, and suppress the mailing of MSNs .						X		
10660.5	MCS shall ensure the DLV flag is set to Y when a new (permanent) legal representative address is added.						X		
10660.6	MCS shall ensure the DLV flag is set to Y when a new (permanent) bene address is added.						X		
10660.7	MCS shall create a one-time file conversion to change the DLV flag to Y for any beneficiary with an active temporary address or temporary legal address on file.						X		
10660.7.1	MCS shall make the conversion job optional for MACs who prefer not to run the conversion, and include this information in the installation instructions.		X				X		

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC		H H H	D M E M A C	C E D I
		A	B			
	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 Ndelle, 410-786-8208 or Stacey.Ndelle@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