

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-04 Medicare Claims Processing	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2228	Date: May 20, 2011
	Change Request 7295

NOTE: Transmittal 2208, issued on May 6, 2011, is being re-issued and replaced by Transmittal 2228 to restore Letter E of section 80.5.1.1, that was erroneously omitted from the manual revision. All other information remains the same.

SUBJECT: Manual Update for Quarterly Reporting Requirements for Do Not Forward Reports

I. SUMMARY OF CHANGES: This change request revises the Internet Only Manual (IOM) to reflect language that is consistent with the JSM/TDL-10337 regarding Do Not Forward requirements, issued on June 30, 2010.

EFFECTIVE DATE: June 6, 2011

IMPLEMENTATION DATE: June 6, 2011

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
R	1/80.5.1.1/Reporting Requirements - Carriers

III. FUNDING:

For Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs) and/or Carriers:

No additional funding will be provided by CMS; Contractor activities are to be carried out within their operating budgets.

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:

Business Requirements

Manual Instruction

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

Attachment - Business Requirements

Pub. 100-04	Transmittal: 2228	Date: May 20, 2011	Change Request: 7295
--------------------	--------------------------	---------------------------	-----------------------------

NOTE: Transmittal 2208, issued on May 6, 2011, is being re-issued and replaced by Transmittal 2228 to restore Letter E of section 80.5.1.1, that was erroneously omitted from the manual revision. All other information remains the same.

SUBJECT: Manual Update for Quarterly Reporting Requirements for Do Not Forward Reports

Effective Date: June 6, 2011

Implementation Date: June 6, 2011

I. GENERAL INFORMATION

A. Background: The Do Not Forward (DNF) initiative reporting requirements were updated for A/B Medicare Administrative Contractors (MACs) and Durable Medical Equipment Medicare Administrative Contractors (DME MACs) with the issuance of the Joint Signature Memorandum (JSM)/Technical Direction Letter (TDL)-10337 issued on June 30, 2010. This JSM/TDL advised A/B MACs and DME MACs to submit their Do Not Forward Quarterly Reports into the CMS Automated Reporting and Tracking System (CMS ARTS) as of August 1, 2010.

B. Policy: The purpose of this instruction is to update Pub.100-04, Chapter 1, section 80.5.1.1, C, entitled “Quarterly Reporting Requirements” of the Internet Only Manual (IOM) so that it is consistent with the direction given to contractors within the JSM/TDL-10337 issued on June 30, 2010 as it relates to the DNF Reports. This CR also instructs the legacy contractors to continue to submit their DNF Reports to the appropriate CMS Central Office Contact.

II. BUSINESS REQUIREMENTS TABLE

Use “Shall” to denote a mandatory requirement

Number	Requirement	Responsibility (place an “X” in each applicable column)										
		A / B M A C	D M M A C	F I I E R	C A I E R	R H I	Shared-System Maintainers				OTH ER	
		F	M	V	C							
		S	S	S	W							
		S	S	S	F							
7295.1	Contractors shall submit their Do Not Forward Quarterly Reports into CMS ARTS and shall no longer send them to individuals in Central Office.	X	X									
7295.2	Legacy contractors shall continue to submit Do Not Forward Reports to their appropriate CMS Central Office contact.				X							

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility (place an "X" in each applicable column)									
		A / B M A C	D M E M A C	F I I E R	C A R E R	R H I I E R	Shared-System Maintainers				OTH ER
						F I S S	M C S	V M S	C W F		
	None.										

IV. SUPPORTING INFORMATION

Section A: For any recommendations and supporting information associated with listed requirements, use the box below: N/A

Use "Should" to denote a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: For all other recommendations and supporting information, use this space: N/A

V. CONTACTS

Pre-Implementation Contact(s): For DME MACs: Bobbett Plummer at (410) 786-3321 or Bobbett.Plummer@cms.hhs.gov ; For Part B MACs: Cynthia Glover at (410) 786-2589 or Cynthia.Glover@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Technical Representative (COTR) or Contractor Manager, as applicable.

VI. FUNDING

Section A: For Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), and/or Carriers:

No additional funding will be provided by CMS; contractor activities are to be carried out within their operating budgets.

Section B: 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.

80.5.1.1 - Reporting Requirements - Carriers

(Rev. 2228, Issued:05-20-11, Effective:06-06-11, Implementation:06-06-11)

A. Field Definitions for DNF Spreadsheet

To be certain that all parties understand what information CMS needs to get from these reports, the following definitions have been created for each field. No rolling or annual totals should be included.

Suppliers/Providers Flagged/Corrected Counts Field #	Definition
1	New Flags: the number of all suppliers or providers the contractor flagged for DNF during the reporting quarter (regardless of whether or not they still have a flag, and regardless of whether the contractor flagged them due to a returned check or returned remittance advice), that were not flagged at the end of the previous reporting quarter.
2	Removed Flags: the number of all suppliers or providers who supplied a verified, correct address, causing the contractor to remove the DNF flag, during the reporting quarter.
3	Total Flags: the total number of all suppliers or providers who still have a DNF flag on the last day of the reporting quarter, regardless of whether the contractor flagged them due to a returned check or returned remittance advice), including those the contractor flagged in a previous quarter who did not supply a verified, corrected address.

Check Counts Field #

4

Definition

Returned Checks: the total number of checks the post office returned to the contractor due to an incorrect address during the reporting quarter, regardless of whether or not the supplier provided a corrected address and may have been reissued the check during the quarter.

5

Held Checks: the total number of all checks that contractors did not issue due to DNF flags in the system during the reporting quarter, regardless of whether or not the supplier provided a corrected address and was later paid.

6

Reissued and Released Checks: the total number of all checks (both those the post office returned, and those the contractor had been holding due to a DNF flag in the system) the contractors reissued or released during the reporting quarter, to suppliers or providers who submitted a verified, correct address.

Dollar Counts Field #

7

Definition

Amount Returned: the total dollar amount of all checks the post office returned due to an incorrect address during the reporting quarter, that you are still holding at the end of the reporting quarter.

8

Amount Held: the total dollar amount of all checks the contractors did not issue due

to DNF flags in the system during the reporting quarter, that you are still holding at the end of the reporting quarter.

9 **Amount Reissued/Released:** the total dollar amount of all payments (both those the post office returned, and those the contractor had been holding due to a DNF flag in the system) the contractors reissued during the reporting quarter, to suppliers or providers who submitted a verified, correct address.

10 **Net Amount:** the value in field 7 plus the value in field 8, minus the value in field 9 - it is possible that this number will be a negative figure.

NOTE A

If a contractor flags a provider or supplier for DNF more than one time within a quarter, only count that supplier or provider once for fields 1, 2, and 3.

NOTE B

Multi-Carrier Systems contractors may use a claim count for items 4-6, 8, and 9, rather than a check count.

B. Systems Requirements

Carriers and DMERCs generate reports out of the shared systems and must be able to generate figures for each field in accordance with the above descriptions.

Furthermore, shared systems must be certain that when the system calculates the totals, it includes the first returned check that prompted the DNF flag. The shared systems should program the reports so that the contractors may request monthly detail reports to verify the quarterly totals. However, carriers only send the quarterly reports to CMS central office (CO) and regional office (RO), not the monthly reports.

C. Quarterly Reporting Requirements

All contractors must submit their DNF reports by the fifteenth day of each month that follows the end of a quarter (i.e., January 15, April 15, July 15, and October 15). The instructions for the current process are defined in Section F, Deliverable Schedule, of each individual contract. Contractors (A/B MACs and DME MACs) must submit their DNF reports to CMS Automated Reporting Tracking System (CMS ARTs). Legacy Contractors (Carriers) must submit their DNF reports to their appropriate CMS Central Office contact.

D. Other Requirements

Contractors must continue to follow all other aspects of the DNF reporting initiative (e.g., use of “Return Service Requested” envelopes, assignment of a DNF flag to appropriate providers/suppliers) as instructed in the §80.5.

E. Examples - Blank Report

DO NOT FORWARD PROJECT			
Activity for the ____ Quarter of FY ____	\$\$	Region	Medicare Contractor
Suppliers/Providers Flagged/Correct Counts			
1. # new supplier/providers flagged during the reporting quarter			
2. # suppliers/providers whose flags were removed, end of the reporting quarter			
3. # suppliers/providers flagged, end of the reporting quarter			
Check Counts			
4. # new checks returned during the reporting quarter			
5. # of checks held during the reporting quarter			
6. # checks reissued during the reporting quarter			
Dollar Counts			
7. \$ amount of new checks returned during the reporting quarter			
8. \$ amount of checks held during the reporting quarter			

DO NOT FORWARD PROJECT

Activity for the ____ Quarter of FY ____	\$\$	Region	Medicare Contractor
9. \$ amount reissued during the reporting quarter			
10. \$ amount returned to trust fund during the reporting quarter			
Report By: _____			
Report Date: _____			

Sample Completed Report

SAMPLE - DO NOT FORWARD PROJECT			
Activity for the <u>3RD</u> Quarter of FY <u>2003</u>	\$\$	Region	Medicare Contractor
		Q	XYZ Contractor
Suppliers/Providers Flagged/Correct Counts			
1. # new supplier/providers flagged during the reporting quarter	125		
2. # suppliers/providers whose flags were removed, end of the reporting quarter	30		
3. # suppliers/providers flagged, end of the reporting quarter	117		
Check Counts			
4. # new checks returned during the reporting quarter	40		
5. # of checks held during the reporting quarter	100		
6. # checks reissued during the reporting quarter	60		

SAMPLE - DO NOT FORWARD PROJECT

Activity for the <u>3RD</u> Quarter of FY <u>2003</u>	\$\$	Region	Medicare Contractor
		Q	XYZ Contractor
Dollar Counts			
7. \$ amount of new checks returned during the reporting quarter	100,000		
8. \$ amount of checks held during the reporting quarter	600,000		
9. \$ amount reissued during the reporting quarter	500,000		
10. \$ amount returned to trust fund during the reporting quarter	200,000		
Report By: <u>Jane Doe</u>			
Report Date: <u>April 02, 2003</u>			