

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 1915	Date: September 8, 2017
	Change Request 10112

SUBJECT: Medicare Administrative Contractor (MAC) and Pricing, Data Analysis and Coding (PDAC) Contractor Implementation of the New Medicare Card Project

I. SUMMARY OF CHANGES: The Centers for Medicare & Medicaid Services (CMS) must implement changes to remove the Social Security Number (SSN) from the Medicare card. A new number, called the Medicare Beneficiary Identifier (MBI) will be assigned to all Medicare beneficiaries. This policy calls for extensive changes to the A/B MAC, DME MAC, SMAC, and PDAC contractor operations and systems. This CR requires contractors to implement the project plans previously approved and submitted to CMS.

EFFECTIVE DATE: April 1, 2018

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

IMPLEMENTATION DATE: April 2, 2018 - for all non-base system changes; April 2, 2018 - for all non-system changes; April 5, 2018 - for final monthly status report; April 1, 2020 - for all other New Medicare Card Project support efforts

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

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EFFECTIVE DATE: April 1, 2018

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IMPLEMENTATION DATE: April 2, 2018 - for all non-system changes; April 2, 2018 - for all non-base system changes; April 5, 2018 - for final monthly status report; April 1, 2020 - for all other New Medicare Card Project support efforts

I. GENERAL INFORMATION

A. Background: The Centers for Medicare & Medicaid Services (CMS) must implement changes to remove the Social Security Number (SSN) from the Medicare card. A new number, called the Medicare Beneficiary Identifier (MBI) will be assigned to all Medicare beneficiaries. This policy calls for extensive changes to the A/B MAC, DME MAC, SMAC, and PDAC contractor operations and systems. This CR requires contractors to implement the project plans previously approved and submitted to CMS.

This CR shall instruct MACs to:

- Implement the project plans submitted under CR 9884
- Provide monthly status reports to CMS
- Attend monthly calls with CMS, and research questions and issues as needed
- Educate providers about the New Medicare Card Project, as directed by CMS

B. Policy: The Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) requires removal of the Social Security Number (SSN)-based Health Insurance Claim Number (HICN) from Medicare cards within 4 years of enactment. The Centers for Medicare & Medicaid Services (CMS) will be establishing a new Medicare Beneficiary Identifier (MBI) that will replace the HICN on the Medicare card. The MBI must be submitted on claims, translated to the HICN for processing, and translated back to the MBI for outgoing communications.

II. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility								
		A/B MAC			DME	Shared-System Maintainers				Other
		A	B	H		F	M	V	C	
10112.1	Contractors shall execute their New Medicare Card Project Plans submitted under CR 9884, and approved by CMS on April 7, 2017.	X	X	X	X					PDAC, RRB-SMAC

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	
10112.2	Contractors shall complete analysis, design, coding, and testing of all non-base system changes outlined in their project plans by April 2, 2018.	X	X	X	X					PDAC, RRB-SMAC
10112.2.1	MACs shall make updates under this Change Request (CR) to their Web Portals to allow MBI for all current portal functionality. NOTE: This does not include the new functionality proposed in CR 10069.	X	X	X	X					
10112.2.2	MACs shall also complete any non-base system updates specific to internal facing non-base applications, reports, jobs, etc. that were not part of the original project plan, but are necessary to ensure efficient MAC operations.	X	X	X	X					
10112.3	Contractors shall complete all non-system changes, such as documentation updates and staff training, by April 2, 2018.	X	X	X	X					PDAC, RRB-SMAC
10112.4	In communications with providers, contractors shall use the beneficiary identifier (HICN and MBI) for which the provider has already demonstrated knowledge to the MAC (through claim submission, correspondence, phone/fax or other means). The contractors shall never give an MBI to a provider who does not have that MBI. The contractor shall never give a HICN to a provider that only has an MBI. NOTE: The only exception to this rule is when the Shared Systems share the MBI on the remittance advice during the transition period.	X	X	X	X					PDAC, RRB-SMAC
10112.5	In communication with all CMS contractors, CMS downstream systems, and all Federal Agencies, MACs shall have the option use either the MBI or the HICN.	X	X	X	X					PDAC, RRB-SMAC
10112.6	Contractors shall update all internal MAC-controlled forms to remove the term "HICN" and replace it with either "Medicare Beneficiary ID", "Medicare ID", or "MBI", external forms (a beneficiary facing form) replace "HICN" with "Medicare number".	X	X	X	X					PDAC, RRB-SMAC
10112.7	Contractors shall follow current protocols to protect the MBI as Personal Health Information (PHI) and	X	X	X	X					PDAC, RRB-SMAC

Number	Requirement	Responsibility								Other
		A/B MAC			D M E M A C	Shared- System Maintainers				
		A	B	H H H		F I S S	M C S	V M S	C W F	
	Personally Identifiable Information (PII).									
10112.8	Contractors may begin provider outreach and education efforts around the New Medicare Card Project using information from the CMS' New Medicare Card Project website, www.cms.gov/medicare/ssnri , upon issuance of this CR. NOTE: This CR does not include any increase in customer service costs due to the Medicare Card Project. This increase, if needed, will be addressed in a future CMS CR.	X	X	X	X					RRB-SMAC
10112.9	Contractors shall attend a monthly one-hour touchbase call with CMS to discuss any implementation issues and concerns that may arise. Calls will begin September 2017, and continue through March 2020.	X	X	X	X					PDAC, RRB-SMAC
10112.10	Contractors shall assist CMS in answering implementation questions as they arise, beginning with CR issuance, and continuing through April 1, 2020. Note: This does not include regular reporting of the Medicare Card Project metrics to CMS, which will be issued in a separate Change Request (CR).	X	X	X	X					PDAC, RRB-SMAC
10112.11	Contractors shall provide a monthly status report on their progress toward the Medicare Card Project implementation. The status report shall be submitted to the FFS_SSNRI@cms.hhs.gov mailbox by the 5th of each month, September 2017 through April 2018, using the attached template. (If the 5th calendar day of the month is Saturday or Sunday, the reports are due the following Monday.)	X	X	X	X					PDAC, RRB-SMAC
10112.11.1	The monthly status report shall show the progress of each non-base system to be updated for the Medicare Card Project, with dates to complete each of the milestones in the template.	X	X	X	X					PDAC, RRB-SMAC
10112.11.2	The monthly status report shall show the progress of each non-system change project, (such as training, documentation updates, etc.) with dates to complete each of the milestones in the template.	X	X	X	X					PDAC, RRB-SMAC

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	
10112.11.3	Contractors shall either submit one status report per jurisdiction, or one status report per contractor, as long as the report clearly states which contracts are covered under the submission. The PDAC contractor and SMAC contractor may combine their status with the MAC contract report or provide a separate report.	X	X	X	X					PDAC, RRB-SMAC

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E M A C	C E D 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 , Tracey Smith, 410-786-0462 or Tracey.Smith@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: 1

SSNRI MAC Monthly Project Status - Sept. 2017

REPORT DATE: 09/05/2017

CONTRACTOR: WPS Government Health Administrators

JURISDICTION/S: J?/J?/J??

CONTRACT/S:

CONTACT NAME:

Issues, Risks, or Questions:

Task: Enter the high-level task that was provided on the submitted project plan.

Description: Enter a description of the task . This does not need to be as detailed as the project plan.

Analysis/Planning/Design		Coding/Updating		Testing/QA		Production	
Target Start Date	Completion Date	Target Start Date	Completion Date	Target Start Date	Completion Date	Target Start Date	Completion Date
03/01/2017		04/07/2017		07/14/2017		12/08/2017	

Task: Enter the high-level task that was provided on the submitted project plan.

Description: Enter a description of the task . This does not need to be as detailed as the project plan.

Analysis/Planning/Design		Coding/Updating		Testing/QA		Production	
Target Start Date	Completion Date	Target Start Date	Completion Date	Target Start Date	Completion Date	Target Start Date	Completion Date
05/01/2017		06/07/2017		08/14/2017		01/01/2018	

Task: Enter the high-level task that was provided on the submitted project plan.

Description: Enter a description of the task . This does not need to be as detailed as the project plan.

Analysis/Planning/Design		Coding/Updating		Testing/QA		Production	
Target Start Date	Completion Date	Target Start Date	Completion Date	Target Start Date	Completion Date	Target Start Date	Completion Date
03/01/2017		04/07/2017		07/14/2017		12/08/2017	

Contractor	Contract
Cahaba GBA	A/B
CGS	DME
First Coast Service Options	PDAC
National Government Services (NGS)	SMAC-RRB
Noridian Healthcare Solutions	
Novitas Solutions, Inc	
Palmetto GBA	
WPS Government Health Administrators	