



Related MLN Matters Article #: MM5722

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*Medicare Summary Notice (MSN) Message: Revised 38.13*

### Key Words

MM5722, CR5722, R1347CP, MSN, Message, 38.13

### Provider Types Affected

Physicians, providers, and suppliers who submit claims to Medicare carriers, Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), Part A/B Medicare Administrative Contractors (A/B MACs), and Durable Medical Equipment Medicare Administrative Contractors (DME MACs) for services provided to Medicare beneficiaries

### Key Points

- The effective date of the instruction is October 29, 2007.
- The implementation date is October 29, 2007.
- In an effort to reduce overall operating costs, Change Request (CR) 5062 changed the No-Pay MSN mailing schedule from a monthly schedule to a quarterly schedule.
- As a result, it is possible that a beneficiary may receive a bill from a provider before receiving the MSN and may not be able to wait for the MSN before provider payment is due.
- The change to MSN Message 38.13 clarifies this potential timing conflict to beneficiaries.
- The revised MSN message is as follows:

“If you aren’t due a payment check from Medicare, your Medicare Summary Notices (MSN) will now be mailed to you on a quarterly basis. You will no longer get a monthly statement in the mail for these types of MSNs. You will now get a statement every 90 days summarizing all of your Medicare claims. Your provider may send you a bill that you may need to pay before you get your MSN. When you get your MSN, look to see if you paid more than the MSN says is due. If you paid more, call your provider about a refund. If you have any questions about the bill from your provider, you should call your provider. ”

## Important Links

The related MLN Matters article can be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5722.pdf> on the CMS website.

The official instruction (CR5722) regarding this change may be viewed at <http://www.cms.hhs.gov/transmittals/downloads/R1347CP.pdf> on the CMS website.

Providers can review CR5062 at <http://www.cms.hhs.gov/transmittals/downloads/R955CP.pdf> on the CMS website. The related MLN Matters article (MM5062: Quarterly Medicare Summary Notice (MSN) Printing Cycle) is at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5062.pdf> on the CMS website.

If providers have any questions, they may contact their Medicare contractor at their toll-free number, which may be found at <http://www.cms.hhs.gov/MLNProducts/downloads/CallCenterTollNumDirectory.zip> on the CMS website.