



Related MLN Matters Article #: MM5770

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Handling Personally Identifiable Information (PII) on the Medicare Summary Notice (MSN)

Key Words

MM5770, CR5770, R1399CP, PII, MSN

Provider Types Affected

Physicians, providers, and suppliers who submit claims to Medicare Carriers, Fiscal Intermediaries, (FIs), Part A/B Medicare Administrative Contractors (A/B MACs), and Durable Medical Equipment Medicare Administrative Contractors (DME MACs)

Key Points

- The effective date of the instruction is January 7, 2008.
- The implementation date is January 7, 2008.
- When the Health Insurance Claim Number (HICN) and name of the beneficiary do not match on the submitted claim, Medicare Carriers, intermediaries, and A/B MACs will return the claim to the provider as unprocessable.
- When non-institutional providers submit claims to Medicare Carriers or A/B MACs that do not result in a match on name and HICN, the claim is returned with reason code 140 (Patient/Insured health identification number and name do not match).
- Change Request (CR) 5770 describes new procedures resulting from the Centers for Medicare & Medicaid Services (CMS) implementation of the Privacy Act and the Health Insurance Portability and Accountability Act.
- Effective January 7, 2008, on ALL MSNs, the first 5 digits of the HICN will be replaced with "XXX-XX" to avoid displaying the Medicare beneficiary's PII. This applies to pay, no-pay, and duplicate copies of the MSN.
- CR5770 ensures that:
 - MSNs are not issued when the HICN and name do not match, and
 - The beneficiaries' PII is protected on the MSN.

Important Links

The related MLN Matters article can be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5770.pdf> on the CMS website.

The official instruction (CR5770) issued regarding this change may be viewed at <http://www.cms.hhs.gov/Transmittals/downloads/R1399CP.pdf> on the CMS website.