



Related MLN Matters Article #: SE0540

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CMS Releases New Educational Guide on Remittance Advice (RA) Notices

Key Words

SE0540, Remittance, Advice, Notice, RA, Educational, Guide

Provider Types Affected

All Medicare physicians, providers, suppliers, and their billing staff who submit claims to Medicare Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), Carriers, and Durable Medical Equipment Regional Carriers (DMERCs)

Key Points

- CMS released a national educational guide about the RA for Medicare-Fee-For-Service (FFS) providers, physicians, suppliers and their billing staff.
- Medicare contractors (FIs, RHHIs, Carriers, and DMERCs) use the standard RA to communicate claim processing decisions about payments, adjustments and denials as well as information about missing and/or incorrect data from incoming claims that needs to be submitted or corrected before a payment decision can be made on that claim.
- CMS wants to be certain that providers understand how to read and interpret the RA given that it may impact the provider's Medicare business. CMS developed *Understanding the Remittance Advice: A Guide for Medicare Providers, Physicians, Suppliers and Billers* as a self-help tool.
- The Guide is composed of four chapters, each highlighting a specific aspect of the RA:
 - An acronym list;
 - A glossary;
 - Important websites and phone numbers; and
 - Three indices (key terms and concepts, institutional ERA and SPR field descriptions, and professional SPR field descriptions).
- The Guide's benefits include:
 - Easy access to general information about RAs without direct personal assistance from Medicare contractor customer staff (time-saving);
 - Increased ability to understand and interpret the reasons for claim denials and claim adjustments;

- Reduction in the resubmission of claims due to errors;
- Rapid follow-up action, resulting in quicker payment;
- A useful tool for training new staff or a refresher for experienced staff; and
- The ability to print only the chapter or section needed.

Important Links

The related MLN Matters article can be found at

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0540.pdf> on the CMS website.

Understanding the Remittance Advice: A Guide for Medicare Providers, Physician, Suppliers and Billers can be accessed electronically at

http://www.cms.hhs.gov/MLNProducts/downloads/RA_Guide_Full_03-22-06.pdf on the CMS website.

Providers may contact their carrier or FI for information by using the toll-free provider lines. To obtain the toll-free number, visit <http://www.cms.hhs.gov/MLNProducts/downloads/CallCenterTollNumDirectory.zip> on the CMS website.