



Related MLN Matters Article #: MM5062 **Revised**

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Quarterly Medicare Summary Notice (MSN) Printing Cycle

Key Words

MM5062, CR5062, MSN, R955CP, No-Pay

Provider Types Affected

Physicians, providers, and suppliers submitting claims to Medicare Carriers, Durable Medical Equipment Regional Carriers (DMERCs), Fiscal Intermediaries (FIs), and/or Regional Home Health Intermediaries (RHHIs) for services provided to Medicare beneficiaries

Key Points

Note: MLN Matters article MM5062 was revised to add a reference to Change Request (CR) 5722. CR5722 outlines a change to MSN message 38.13 that will advise beneficiaries that they may need to pay their provider before receiving their MSN due to the change to quarterly mailing schedule. Links to CR5722 and related MM5062 may be found in the Important Links section below.

- The effective date of the instruction is as follows:
 - Carriers - June 12
 - DMERCs - July 1
 - FIs - September 1
- The implementation date is as follows:
 - Carriers - June 12
 - DMERCs - July 3
 - FIs - September 1
- Current Centers for Medicare & Medicaid Services (CMS) instructions require all Medicare contractors to issue a MSN to each beneficiary for whom a claim was processed during the last 30 days (possibly for services received more than 30 days ago) to inform the beneficiary of the disposition of all claims (i.e., a record of services received, the status of any deductibles, and appeal rights).

- In an effort to reduce overall operating costs, CR5062 instructs the intermediary/carrier to change from their current monthly (30 day) No-Pay MSN mailing schedule to a quarterly (90 day) No- Pay MSN mailing schedule.
- All MSN information should continue to print; however, summations will occur on a quarterly basis as opposed to a monthly basis.
- No-Pay MSNs are the standard, system-generated MSNs produced for beneficiaries in which Medicare did not issue payment to the beneficiary for the respective claim.
- Beneficiaries often need these MSNs in order to obtain payment from another payer/insurer.
- In those situations where a No-Pay MSN is needed or lost by a beneficiary, they can request a No-Pay MSN by calling 1-800 Medicare.
- On-demand requests will be generated and mailed once the request is made.
- In summary, CR5062 provides the following instructions:
 - Beginning no later than October 1, 2006, Medicare contractors will issue No-Pay MSNs on a quarterly/90-day mailing cycle as opposed to the previous monthly/30-day mailing cycle.
 - MSNs with checks will continue to be mailed out as processed.
 - If a beneficiary requests a monthly No-Pay MSN (as opposed to the quarterly MSN), then Medicare contractors must generate and mail out the MSN at the time of the request.

Important Links

The related MLN Matters article can be found at

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/mm5062.pdf> on the CMS website.

Providers may see the official instruction (CR5062) issued regarding this change at

<http://www.cms.hhs.gov/Transmittals/downloads/R955CP.pdf> on the CMS website.

CR5722 may be found at <http://www.cms.hhs.gov/transmittals/downloads/R1347CP.pdf> on the CMS website. The related MLN Matters article may be found at

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/mm5722.pdf> on the CMS website.