

MLN Matters Number: MM5062 **Revised**

Related Change Request (CR) #: 5062

Related CR Release Date: May 12, 2006

Effective Date: Carriers-June 12, DMERCs July 1, FIs- September 1

Related CR Transmittal #: R955CP

Implementation Date: Carriers, June 12, DMERCs, July 3, FIs-Sept. 1

## Quarterly Medicare Summary Notice (MSN) Printing Cycle

**Note:** This article was updated on October 31, 2012, to reflect current Web addresses. This article was previously revised on June 30, 2008, 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. CR5722 may be found at <http://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/downloads/R1347CP.pdf> on the CMS website. The related MLN Matters article may be found at <http://www.cms.gov/outreach-and-education/medicare-learning-network-mln/mlnmattersarticles/downloads/mm5722.pdf> on the CMS website. All other information remains the same.

## 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 (RHHs) for services provided to Medicare beneficiaries

## Impact on Providers

This article is based on Change Request (CR) 5062, which instructs Medicare contractors (carriers, DMERCs, FIs, and RHHs) to print and mail No-Pay Medicare Summary Notices (MSNs) on a quarterly schedule (rather than the current monthly schedule).

## Background

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 your intermediary/carrier to change from their current monthly (30 day) No-Pay MSN

### Disclaimer

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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; and
- 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.

## Additional Information

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For complete details, please see the official instruction issued to your carrier/intermediary regarding this change. That instruction may be viewed at <http://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/downloads/R955CP.pdf> on the CMS website.

If you have any questions, please contact your carrier/intermediary at their toll-free number, which may be found at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/provider-compliance-interactive-map/index.html> on the CMS website.

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