

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-20 One-Time Notification</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 1721</b>	<b>Date: September 29, 2016</b>
	<b>Change Request 9617</b>

**Transmittal 1710, dated August 26, 2016, is being rescinded and replaced by Transmittal 1721, dated September 29, 2016, to reissue the CR with the formatted PDF document for the MSN insert as a separate attachment rather than a combined attachment with the OTN. All other information remains the same.**

**SUBJECT: Adding a Foreign Language Tagline Sheet to Medicare Summary Notices (MSNs)**

**I. SUMMARY OF CHANGES:** CMS is requiring the Medicare Administrative Contractors (MACs) add a new last page to the Medicare Summary Notices (MSNs) which will contain foreign language taglines, in 15 different languages. This is required by the Final Rule for Section 1557 of the Nondiscrimination Provision of the Affordable Care Act. Implementation must occur 60 days after issuance.

**EFFECTIVE DATE: This CR is issued in conjunction with modification to the MAC contracts**

*\*Unless otherwise specified, the effective date is the date of service.*

**IMPLEMENTATION DATE: December 5, 2016**

*Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.*

**II. CHANGES IN MANUAL INSTRUCTIONS:** (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

<b>R/N/D</b>	<b>CHAPTER / SECTION / SUBSECTION / TITLE</b>
N/A	N/A

### **III. FUNDING:**

#### **For Medicare Administrative Contractors (MACs):**

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

### **IV. ATTACHMENTS:**

**One Time Notification**

# Attachment - One-Time Notification

Pub. 100-20	Transmittal: 1721	Date: September 29, 2016	Change Request: 9617
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**SUBJECT: Adding a Foreign Language Tagline Sheet to Medicare Summary Notices (MSNs)**

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## I. GENERAL INFORMATION

**A. Background:** CMS is requiring the Medicare Administrative Contractors (MACs) add a new last page to the Medicare Summary Notices (MSNs) which will contain foreign language taglines, in 15 different languages. This is required by the Final Rule for Section 1557 of the Nondiscrimination Provision of the Affordable Care Act. Implementation must occur 60 days after implementation.

**B. Policy:** This is required by the Final Rule for Section 1557 of the Nondiscrimination Provision of the Affordable Care Act.

## II. BUSINESS REQUIREMENTS TABLE

*"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.*

Number	Requirement	Responsibility								
		A/B MAC			D M E  M A C	Shared- System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
9617.1	The Medicare Administrative Contractors (MACs) shall add a new last page to the Medicare Summary Notices (MSNs) which will contain foreign language taglines, in 13 different languages. Although the Final Rule requires 15 different languages, the current MSN form already contains relevant messages in two different languages, Mandarin and Spanish, bringing the total number of messages on the MSN and insert up to 15.	X	X		X					RRB-SMAC
9617.1.1	This shall consist of one sheet of paper printed on the front and back.	X	X		X					RRB-SMAC
9617.1.2	MACs shall use the same white paper that they use for the rest of the MSN.	X	X		X					RRB-SMAC

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared- System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
9617.1.3	MACs shall print the sheet of paper in black ink, to match the black ink used on the rest of the MSN.	X	X		X					RRB-SMAC
9617.1.4	The MACs shall NOT print a page number on this new sheet.	X	X		X					RRB-SMAC
9617.1.5	This CR shall impact all MSNs, including Large Print MSNs, No-Pay MSNs, and duplicate MSNs requested by beneficiaries.	X	X	X	X					RRB-SMAC
9617.1.6	There is just one insert and it shall be used for <b>both</b> English and Spanish MSNs.	X	X	X	X					RRB-SMAC
9617.2	This sheet shall be placed after the last page of the MSN, and shall be folded and placed in the envelope in the same manner as the other MSN pages.	X	X		X					RRB-SMAC
9617.3	If a MAC combines multiple MSN types in a single envelope, such as a Part A MSN and Part B MSN, or a Part A MSN, Part B MSN and DME MSN, they shall attempt to provide just one insert in the envelope.	X	X	X	X					RRB-SMAC
9617.4	CMS shall provide each MAC with electronic versions of the sheet of paper to be placed at the end of the MSNs.	X	X		X					RRB-SMAC
9617.4.1	Both a PDF, and a Microsoft Word, version shall be provided.	X	X		X					RRB-SMAC
9617.4.1.1	The MACs shall work with whichever format that they so choose, but must ensure that the formatting matches the PDF version prior to printing.	X	X		X					RRB-SMAC
9617.5	The MACs shall add this additional page to the end of the MSN in whatever manner is most cost and time efficient for them.	X	X		X					RRB-SMAC
9617.5.1	For instance, MACs have the option to pre-print this additional sheet of paper and insert the sheet during their production process, prior to folding and placing the MSNs in their envelopes.	X	X		X					RRB-SMAC
9617.5.1.1	If a MAC decides to pre-print these additional sheets of paper and insert them, assuming they have adequate storage, they shall print at least a four month supply of inserts so that they capture the economies of scale to ensure they are printing these at the lowest possible	X	X		X					RRB-SMAC

Number	Requirement	Responsibility								
		A/B MAC			D M E  M A C	Shared- System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
	cost.									
9617.6	The MACs have the option to work with their print shop to image and print this additional sheet of paper in line with the MSNs.	X	X		X					RRB-SMAC
9617.6.1	The MACs that choose this option shall have all programming work performed by the MAC, their print shop or a subcontractor.	X	X		X					RRB-SMAC
9617.6.2	The Shared Systems Maintainers (SSMs) shall not be doing any programming work on this project.	X	X		X					RRB-SMAC
9617.7	The MACs shall specify in their POC review response in eChimp how they will print and insert this additional sheet of paper.	X	X		X					RRB-SMAC
9617.8	A final draft version of the insert shall be attached to this CR in two formats: PDF and MS Word. <b><i>Note: completed!</i></b>	X	X	X	X					RRB-SMAC
9617.9	There shall be early involvement calls for this CR.	X	X		X					RRB-SMAC

### III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E	CE DI
		A	B	H H H		
	None					

### IV. SUPPORTING INFORMATION

**Section A: Recommendations and supporting information associated with listed requirements: N/A**

*"Should" denotes a recommendation.*

X-Ref Requirement Number	Recommendations or other supporting information:
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**Section B: All other recommendations and supporting information: N/A**

## **V. CONTACTS**

**Pre-Implementation Contact(s):** James Wilkerson, 410-786-5586 or james.wilkerson@cms.hhs.gov , Scott Schiller, 410-786-4515 or scott.schiller@cms.hhs.gov

**Post-Implementation Contact(s):** Contact your Contracting Officer's Representative (COR).

## **VI. FUNDING**

### **Section A: For Medicare Administrative Contractors (MACs):**

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

**ATTACHMENTS: 1**