

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-08 Medicare Program Integrity	Centers for Medicare & Medicaid Services (CMS)
Transmittal 472	Date: June 21, 2013
	Change Request 8312

SUBJECT: Elimination of SMART FACTS for PSCs/ZPICs (SMP Program)

I. SUMMARY OF CHANGES: As a result of the new centralized calling system at the Beneficiary Call Center (BCC), the purpose of this CR is to eliminate the Seniors Medicare Assistance and Reporting Tool for Fraud and Complaint Tracking System (SMART FACTS) for the PSCs/ZPICs. Therefore, the PSCs/ZPICs shall no longer access SMART FACTS.

EFFECTIVE DATE: July 23, 2013

IMPLEMENTATION DATE: July 23, 2013

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.*

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
R	Table of Contents
R	4/4.12/SMP
R	4/4.12.1/Reserved for Future Use
R	4/4.12.2/Reserved for Future Use

III. FUNDING:

For Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs) and/or Carriers:
Not Applicable.

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 obliged 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:

Business Requirements

Manual Instruction

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

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility						
		A/B MAC	D M E	F I	C A R R I E R	R H H I	Other	
		P a r t A	P a r t B	M A C				
	None							

IV. SUPPORTING INFORMATION

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

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Valeria Allen, valeria.allen@cms.hhs.gov , Kimberly Downin, kimberly.downin@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR) or Contractor Manager, as applicable.

VI. FUNDING

Section A: For Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), and/or Carriers:

Not Applicable.

Section B: For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS do 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.

Medicare Program Integrity Manual

Chapter 4 - Benefit Integrity

Table of Contents
(Rev.472, Issued: 06-21-13)

Transmittals for Chapter 4

4.12 - *SMP*

4.12.1 – *Reserved for Future Use*

4.12.2 – *Reserved for Future Use*

4.12 - SMP

(Rev.472, Issued: 06-21-13, Effective: 07-23-13, Implementation: 07-23-13)

As a result of the new centralized calling system at the BCC, SMART FACTS will be eliminated. Therefore, the PSCs and ZPICs shall no longer access SMART FACTS.

4.12.1 – Reserved for Future Use

(Rev.472, Issued: 06-21-13, Effective: 07-23-13, Implementation: 07-23-13)

4.12.2 – Reserved for Future Use

(Rev.472, Issued: 06-21-13, Effective: 07-23-13, Implementation: 07-23-13)