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| CMS Manual System | Department of Health & Human Services (DHHS) |
| Pub 100-08 Medicare Program Integrity | Centers for Medicare & Medicaid Services (CMS) |
| Transmittal 509 | Date: March 27, 2014 |
| | Change Request 8551 |

NOTE: This Transmittal is no longer sensitive and is being re-communicated August 13, 2014. The Transmittal Number, date of Transmittal and all other information remain the same. This instruction may now be posted to the Internet.

NOTE: Transmittal 507, dated February 28, 2014, is being rescinded and replaced by Transmittal 509, dated March 27, 2014, to change the implementation date from May 29, 2014 to June 2, 2014. All other information remains the same.

SUBJECT: Change in Provider Enrollment Timeliness Standards

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to modify the timeliness standards for processing of all initial and change of information CMS-855 Applications.

EFFECTIVE DATE: January 1, 2014

IMPLEMENTATION DATE: June 2, 2014

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 | 15/Table of Contents |
| R | 15/15.6/Timeliness and Accuracy Standards |
| R | 15/15.6.1.1.1/Form CMS-855 Applications That Require A Site Visit |
| R | 15/15.6.1.1.2/ Form CMS-855 Applications That Do Not Require A Site Visit |
| N | 15/15.6.1.3.1/Web-Based Applications That Require A Site Visit |
| N | 15/15.6.1.3.2/Web-Based Applications That Do Not Require A Site Visit |
| R | 15/15.6.2.1/Paper Applications - Timeliness |
| R | 15/15.6.2.3/Web-Based Applications - Timeliness |

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 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.*

Attachment - Business Requirements

| | | | |
|-------------|------------------|----------------------|----------------------|
| Pub. 100-08 | Transmittal: 509 | Date: March 27, 2014 | Change Request: 8551 |
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SUBJECT: Change in Provider Enrollment Timeliness Standards

EFFECTIVE DATE: January 1, 2014

IMPLEMENTATION DATE: June 2, 2014

I. GENERAL INFORMATION

A. Background: The purpose of this Change Request (CR) is to modify the timeliness standards for processing of all initial and change of information CMS-855 Applications.

B. Policy: The CR modifies the timeliness standards for processing of all initial and change of information CMS-855 Applications.

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 | | |
| 8551.1 | Medicare contractors shall process eighty percent of initial Paper CMS-855 Applications that require a site visit within 80 calendar days of receipt. Ninety percent of these applications that require a site visit shall be processed within 150 calendar days of receipt. Ninety-five percent of these applications that require a site visit shall be processed within 210 calendar days of receipt. | X | X | X | | | | | | | NSC |
| 8551.2 | Medicare contractors shall process eighty percent of initial Paper CMS-855 Applications that do not require a site visit within 60 calendar days of receipt. Ninety percent of these applications that do not require a site visit shall be processed within 120 calendar days of receipt. Ninety-five percent of these applications that do not require a site visit shall be processed within 180 calendar days of receipt. | X | X | X | | | | | | | NSC |

| Number | Requirement | Responsibility | | | | | | | | |
|--------|--|----------------|---|-------|-------|---------------------------|-------|-------|-------|-------|
| | | A/B MAC | | | D M E | Shared-System Maintainers | | | | Other |
| | | A | B | H H H | | F I S S | M C S | V M S | C W F | |
| 8551.3 | Medicare contractors shall process eighty percent of initial all Form CMS-855 Web-based Applications that require a site visit within 80 calendar days of receipt. Ninety percent of all Form CMS-855 Web-based Applications that require a site visit shall be processed within 90 calendar days of receipt. Ninety-five percent of all Form CMS-855 Web-based Applications that require a site visit shall be processed within 120 calendar days of receipt. | X | X | X | | | | | NSC | |
| 8551.4 | Medicare contractors shall process eighty percent of initial all Form CMS-855 Web-based Applications that do not require a site visit within 45 calendar days of receipt. Ninety percent of all Form CMS-855 Web-based Applications that do not require a site visit shall be processed within 60 calendar days of receipt. Ninety-five percent of all Form CMS-855 Web-based Applications that do not require a site visit shall be processed within 90 calendar days of receipt. | X | X | X | | | | | NSC | |
| 8551.5 | Medicare contractors shall process ninety percent of all Form CMS-855 Web-based change of information applications within 45 calendar days of receipt. Ninety-five percent of all Form CMS-855 Web-based change of information applications shall be processed within 90 calendar days of receipt. | X | X | X | | | | | NSC | |
| 8551.6 | Medicare contractors shall process 80 percent of paper Form CMS-855 changes of information within 60 calendar days of receipt, and process 95 percent of paper Form CMS-855 changes of information within 120 calendar days of receipt. | X | X | X | | | | | NSC | |

III. PROVIDER EDUCATION TABLE

| Number | Requirement | Responsibility | | | | |
|--------|-------------|----------------|---|-------|-------|------|
| | | A/B MAC | | | D M E | CEDI |
| | | 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: |
|--------------------------|--|
|--------------------------|--|

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

V. CONTACTS

Pre-Implementation Contact(s): Andrew Stouder, andrew.stouder2@cms.hhs.gov

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

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 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 15 - Medicare Enrollment

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(Rev. 509, Issued: 03-27-14)

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- 15.6.1.3.2 – *Web-Based Applications That Do Not Require A Site Visit*

15.6 - Timeliness and Accuracy Standards

(Rev. 509, Issued: 03-27-14, Effective: 01-01-14, Implementation: 06-02-14)

Sections 15.6.1 through 15.6.3 of this chapter address the timeliness and accuracy standards applicable to the processing of Form CMS-855 applications. Even though the provisions of 42 CFR §405.818 contain processing timeframes that *differ* than those in sections 15.6.1 through 15.6.3, the contractor shall adhere to the standards specified in sections 15.6.1 through 15.6.3.

The processing of an application generally includes, but is not limited to, the following activities:

- Receipt of the application in the contractor's mailroom and forwarding it to the appropriate office for review.
- Prescreening the application.
- Creating a logging and tracking (L & T) record and an enrollment record in the Provider Enrollment, Chain and Ownership System (PECOS).
- Ensuring that the information on the application is verified.
- Requesting and receiving clarifying information.
- Site visit (if necessary).
- Formal notification to the SA and/or RO of the contractor's approval, denial or recommendation for approval of the application.

15.6.1.1.1 – Form CMS-855 Applications *That Require A Site Visit*

(Rev. 509, Issued: 03-27-14, Effective: 01-01-14, Implementation: 06-02-14)

The contractor shall process 80 percent of all Form CMS-855 initial applications that require a site visit within 80 calendar days of receipt, process 90 percent of all Form CMS-855 initial applications that require a site visit within 150 calendar days of receipt, and process 95 percent of all Form CMS-855 initial applications that require a site visit within 210 calendar days of receipt.

15.6.1.1.2 – Form CMS-855 Applications *That Do Not Require A Site Visit*

(Rev. 509, Issued: 03-27-14, Effective: 01-01-14, Implementation: 06-02-14)

The contractor shall process 80 percent of all Form CMS-855 initial applications that do not require a site visit within 60 calendar days of receipt, process 90 percent of all Form CMS-855 initial applications that do not require a site visit within 120 calendar days of receipt, and process 95 percent of all Form CMS-855 initial applications that do not require a site visit within 180 calendar days of receipt.

15.6.1.3.1 – Web-Based Applications *That Require A Site Visit*

(Rev. 509, Issued: 03-27-14, Effective: 01-01-14, Implementation: 06-02-14)

The contractor shall process 80 percent of all Form CMS-855 Web-based initial applications that require a site visit within 80 calendar days of receipt, process 90 percent of all Form CMS-855 Web-based initial applications that require a site visit within 90 calendar days of receipt, and process 95 percent of all Form CMS-855 Web-based initial applications that require a site visit within 120 calendar days of receipt. This process generally includes, but is not limited to:

- *Receipt of the provider's certification statement in the contractor's mailroom and forwarding it to the appropriate office for review.*

- *Verification of the application in accordance with existing instructions.*
- *Requesting and receiving clarifying information in accordance with existing instructions.*
- *Supplier site visit.*
- *Formal notification of the contractor's decision or recommendation (and providing the appropriate appeal rights, as necessary).*

15.6.1.3.2 – Web-Based Applications That Do Not Require A Site Visit
(Rev. 509, Issued: 03-27-14, Effective: 01-01-14, Implementation: 06-02-14)

The contractor shall process 80 percent of all Form CMS-855 Web-based initial applications that do not require a site visit within 45 calendar days of receipt, process 90 percent of all Form CMS-855 Web-based initial applications that do not require a site visit within 60 calendar days of receipt, and process 95 percent of all Form CMS-855 Web-based initial applications that do not require a site visit within 90 calendar days of receipt. This process generally includes, but is not limited to:

- *Receipt of the provider's certification statement in the contractor's mailroom and forwarding it to the appropriate office for review.*
- *Verification of the application in accordance with existing instructions.*
- *Requesting and receiving clarifying information in accordance with existing instructions.*
- *Formal notification of the contractor's decision or recommendation (and providing the appropriate appeal rights, as necessary).*

15.6.2.1 - Paper Applications - Timeliness

(Rev. 509, Issued: 03-27-14, Effective: 01-01-14, Implementation: 06-02-14)

The contractor shall process 80 percent of paper Form CMS-855 changes of information within 60 calendar days of receipt, and process 95 percent of paper Form CMS-855 changes of information within 120 calendar days of receipt. This process generally includes, but is not limited to, the following activities:

- Receipt of the change request in the contractor's mailroom and forwarding it to the appropriate office for review.
- Prescreening the change request in accordance with existing instructions.
- Creating an L & T record and, if applicable, tying it to an enrollment record in PECOS.
- Verification of the change request in accordance with existing instructions.
- Requesting and receiving clarifying information in accordance with existing instructions.
- Supplier site visit (if necessary).
- Formal notification of the contractor's decision or recommendation (and providing the appropriate appeal rights, as necessary).

15.6.2.3 - Web-Based Applications - Timeliness

(Rev. 509, Issued: 03-27-14, Effective: 01-01-14, Implementation: 06-02-14)

The contractor shall process 90 percent of all Form CMS-855 Web-based change of information applications within 45 calendar days of receipt, and process 95 percent of all such changes of information within 90 calendar days of receipt. This process generally includes, but is not limited to:

- Receipt of the provider's certification statement in the contractor's mailroom and forwarding it to the appropriate office for review. (This obviously does not apply to applications submitted with an electronic signature.)
- Ensuring that the changed information has been verified
- Requesting and receiving clarifying information
- Supplier site visit (if necessary)
- Formal notification to the SA and/or RO of the contractor's approval, denial or recommendation for approval of the application.