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# CMS Manual System

## Pub. 100-20 One-Time Notification

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Department of Health & Human  
Services (DHHS)  
Centers for Medicare & Medicaid  
Services (CMS)

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Transmittal 205

Date: FEBRUARY 1, 2006

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CHANGE REQUEST 4224

**SUBJECT: Beneficiary Change of Address**

**I. SUMMARY OF CHANGES:** The purpose of this instruction is to ensure that the shared systems including FISS, VMS and MCS are modified as necessary to accept the complete address from the Common Working File. System maintainers must ensure that FISS, VMS and MCS are able to accept the complete address data from the CWF

**NEW/REVISED MATERIAL - EFFECTIVE DATE\*: July 01, 2006**  
**IMPLEMENTATION DATE: July 03, 2006**

*Disclaimer for manual changes only: The revision date and transmittal number apply to the red italicized material only. 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 not updated.)**  
**(R = REVISED, N = NEW, D = DELETED) – (Only One Per Row.)**

R/N/D	CHAPTER/SECTION/SUBSECTION/TITLE
N/A	

**III. FUNDING:** No additional funding will be provided by CMS; contractor activities are to be carried out within their FY 20xx operating budgets.

**IV. ATTACHMENTS:**

	Business Requirements
	Manual Instruction
	Confidential Requirements
X	One-Time Notification
	Recurring Update Notification

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

# Attachment – One-Time Notification

Pub. 100-20	Transmittal: 205	Date: February 1, 2006	Change Request 4224
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**SUBJECT: Beneficiary Change of Address**

## **I. GENERAL INFORMATION**

**A. Background:** The Beneficiary address is a demographic element maintained by the Social Security Administration (SSA) and transmitted electronically downstream through the various Medicare systems. Each shared system has different configurations with regard to the address field including line length and characters acceptable by the system. As a result, problems have been identified and reported by Medicare claims contractors where the address is not correctly being updated in their shared system to match the address on file in the Common Working File (CWF). Some contractors have had to use the temporary address field and other means of maintaining the accurate address for the beneficiary for the purposes of mailing Medicare Summary Notices (MSNs) and checks to the beneficiary.

The address is included in the SSA Master Beneficiary Record (MBR) and is electronically sent to the CMS Enrollment Database (EDB). Both the MBR and EDB allow for 4 lines of address and 2 lines for the payee per beneficiary record. Each line has a maximum of 22 characters. The address is sent from the EDB to the Common Working File (CWF) and is stored in the REP PAYEE field. CWF does not have an address field with pre-defined line lengths. Commas are inserted by the EDB to delineate the end of each line for the CWF. The CWF address trailer will update the beneficiary file in the various shared systems when a transaction such as a claim is cycled to the CWF and back to the shared system. However, since the CWF and the shared systems have different configurations for the address there are occasions when the address does not properly overlay in the shared systems. The MCS shared system has been identified as only having the capability of accepting 3 lines for the address. This causes a problem when the CWF sends 4 or more lines for the address and payee.

While this is an intermittent problem not affecting every address update, it does create a great deal of effort and expense in the handling of the inquiries, correcting files, implementing a work-around and re-issuing MSNs and checks. In addition, increases in postal expenses for processing of return mail are incurred.

The purpose of this instruction is to ensure that the shared systems including FISS, VMS and MCS are modified as necessary to accept the complete address from the Common Working File. System maintainers must ensure that FISS, VMS and MCS are able to accept the complete address data from the CWF.

MCS shall read the CWF 12 trailer from end to beginning, which is the reverse of the prior process utilized for populating the address fields for beneficiary and legal representative address data. In developing systems processes, the Shared Systems shall differentiate 12 trailers that are received for beneficiaries from those received for legal representatives.

### **How the Change of Address Process Works:**

When the 12 trailer mask indicator is **2** or **4** the address update is for the beneficiary.

If there are 3 or more address components present, the address updates will occur in the following order.

- The first CWF address component read by the system is the end of trailer 12 and updates the city, state and zip.
- The second CWF address component read by the system is the 2<sup>nd</sup> from last component from the 12 trailer and updates the 2<sup>nd</sup> beneficiary address line.
- The third CWF address component read by the system is the 3<sup>rd</sup> from last component from the 12 trailer and updates the 1<sup>st</sup> beneficiary address field.

If there are 2 address components present, the following will map to the beneficiary eligibility record.

- The first CWF address component read by the system is the end of trailer 12 and updates the city, state and zip.
- The second CWF address component read by the system is the 2<sup>nd</sup> from last component from the 12 trailer and maps the information 1<sup>st</sup> beneficiary address field.
- In this scenario, the 2<sup>nd</sup> beneficiary address line will be blank.

When the 12 trailer mask indicator is **1** or **3** the address update is for the legal representative.

- The system will assume the first two delineated fields as specified by commas indicate the legal representative and beneficiary name.

- The remaining legal representative address information will be read and perform address updates in reverse order in the same manner as the beneficiary address.

**The requirements for this CR will be split over 4 releases for MCS. For this first release, MCS shall make the necessary 12 trailer processing changes. Subsequent releases will be scheduled for the remaining requirements related to the address expansion for MCS. All other standard systems will fully implement this CR for the July 2006 release.**

**B. Policy:** N/A

**II. BUSINESS REQUIREMENTS**

*"Shall" denotes a mandatory requirement*

*"Should" denotes an optional requirement*

Requirement Number	Requirements	Responsibility ("X" indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
						F I S S	M C S	V M S	C W F	
4224.1	The Shared Systems shall accept 6 lines of a beneficiary's address of which the last line is the city and state and zip.					X	X	X		
4224.1.1	These six lines shall also include the rep payee address.					X	X	X		
4224.1.2	The lines of address shall be at least 22 characters per line including any special characters used in the address field in CWF.					X	X	X		
4224.2	Shared Systems shall read the CWF 12 trailer from end to beginning, which is the reverse of the prior process utilized for populating the address fields for beneficiary and legal representative address data.						X			

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
F I S S	M C S					V M S	C W F			
4224.2.1	In developing systems processes, the Shared Systems shall differentiate 12 trailers that are received for beneficiaries from those received for legal representatives.					X	X	X		

**III. PROVIDER EDUCATION: N/A**

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
F I S S	M C S					V M S	C W F			
	None.									

**IV. SUPPORTING INFORMATION AND POSSIBLE DESIGN CONSIDERATIONS**

**A. Other Instructions: N/A**

X-Ref Requirement #	Instructions
	As stated in the MSN manual instructions (AB-03-098) issued in July 2003, the beneficiary name, mailing address, and dollar amounts are printed in all uppercase letters equivalent to 10-point size fixed pitch font (the font may not be script, italic or any other stylized font). The name and address information is placed as shown in exhibits to conform to U. S. Postal Regulations. (The beneficiary name, mailing address, and dollar amounts are the only data elements that may be printed in fixed pitch fonts. The rest of the MSN is printed using proportional fonts.) Contractors are not to change the format of the “Title” section in order to use double window envelopes. Include a separate mailing sheet with both a return and delivery address for double window envelopes.

**B. Design Considerations: N/A**

X-Ref Requirement #	Recommendation for Medicare System Requirements

- C. **Interfaces:** N/A
- D. **Contractor Financial Reporting /Workload Impact:** N/A
- E. **Dependencies:** N/A
- F. **Testing Considerations:** N/A

**V. SCHEDULE, CONTACTS, AND FUNDING**

<p><b>Effective Date*:</b> July 1, 2006</p> <p><b>Implementation Date:</b> July 3, 2006</p> <p><b>Pre-Implementation Contact(s):</b> Julie Day 410-786-6343 or Suzanne Morris 410-786-8641 or <a href="mailto:julie.day@cms.hhs.gov">julie.day@cms.hhs.gov</a> or <a href="mailto:suzanne.morris@cms.hhs.gov">suzanne.morris@cms.hhs.gov</a></p> <p><b>Post-Implementation Contact(s):</b> Julie Day 410-786-6343 or Suzanne Morris 410-786-8641</p>	<p><b>No additional funding will be provided by CMS; contractor activities are to be carried out within their FY 2006 operating budgets.</b></p>
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