What Is the CMS Online Manual System?

The CMS Online Manual System is used by CMS program components, providers, contractors, and State agencies to administer CMS programs. It offers day-to-day operating instructions, policies, and procedures based on statutes and regulations, guidelines, models, and directives. These instructions are located in the CMS Online Manual System at *http://www.cms.hhs.gov/manuals* and are a replica of the official record copy.

What Are the Benefits of the CMS Online Manual System?

The CMS Online Manual System offers providers and contractors, as well as CMS, several benefits:

- A centralized location for Medicare and Medicaid policies, available 24 hours a day;
- A single source of information for the Medicare and Medicaid programs;
- A significant elimination of redundancy and a streamlining of the update process (due to the functional orientation of the system); and
- A more timely and accessible fashion for accessing CMS program instructions.

How Will I Be Notified of Program Instructions?

CMS will notify Medicare contractors of new and changed program instructions through the *http://cms.hhs.gov/manuals* website. Providers will be notified through their servicing contractor's website and provider bulletins.

The CMS Quarterly Provider Update provides advance notification of all new and changed program instructions.

Providers may subscribe to the CMS Quarterly Provider Update at: *http://www.cms.hhs.gov/quarterlyproviderupdates* on the CMS website.

How Is the CMS Online Manual System Organized?

The CMS Online Manual System is organized by functional areas, such as:

- Eligibility and Entitlement;
- Claims Processing; and
- Benefit Policy.

What Are the Specific Functional Areas?

There are 20 functional areas within the CMS Online Manual System, as shown in the following table:

Internet-Only Manuals Functional Areas

Pub. Number	Functional Area Name
Pub. 100	Introduction
Pub. 100-01	Medicare General Information, Eligibility, and Entitlement
Pub. 100-02	Medicare Benefit Policy
Pub. 100-03	Medicare National Coverage Determinations
Pub. 100-04	Medicare Claims Processing
Pub. 100-05	Medicare Secondary Payer
Pub. 100-06	Medicare Financial Management
Pub. 100-07	Medicare State Operations
Pub. 100-08	Medicare Program Integrity
Pub. 100-09	Medicare Contractor Beneficiary and Provider Communications
Pub. 100-10	Medicare Quality Improvement Organization
Pub. 100-11	Medicaid State Agencies Notification
Pub. 100-12	State Medicaid
Pub. 100-13	Medicaid State Children's Health Insurance Program
Pub. 100-14	Medicare End Stage Renal Disease Network Organization
Pub. 100-15	Medicare State Buy-In
Pub. 100-16	Medicare Managed Care
Pub. 100-17	Medicare Business Partners Systems Security
Pub. 100-18	Reserved*
Pub. 100-19	Demonstration
Pub. 100-20	One-Time Notification

*Pub. 100-18 is reserved for future use.

In What File Format Will the Electronic Files Be Presented?

Electronic manual files will be provided in Adobe's Portable Document Format (PDF). PDF files can be viewed using the Adobe Acrobat Reader, a free program available from Adobe Systems.

How Is the CMS Online Manual System Website Organized?

The CMS Online Manual System website contains six subsections:

- **Internet-Only Manuals (IOMs)** — Manuals that have been transitioned to the Internet-Only format;
- **Future Updates to the IOM** — Future revisions to the IOMs, organized by implementation dates;
- **CMS Transmittals** — Transmittals that are organized by year of publication;
- **Crosswalks —** Information on where material from the Paper-Based Manuals was incorporated in the IOMs;
- **Paper-Based-Manuals—** Used only for reference purposes; and
- **Program Memoranda —** Used only for reference purposes.

As CMS updates manual instructions, revised materials will be updated into the Internet-Only Manuals on the implementation date of the instruction. The current policy and future policy for the Medicare and Medicaid programs are contained in the IOM, future updates to the IOM and the transmittal page on the CMS Online Manual System which is updated weekly.

How Can I Locate Materials in Each of the Six Subsections?

Since each subsection is organized differently, the process for locating the different types of documents is different.

The Six Subsections:

- **Internet-Only Manuals (IOMs) —** After clicking on the Internet-Only Manuals (IOMs) link and clicking on the link for the Publication, click the appropriate link under Downloads to review the Chapter for the functional area.
- **Future Updates to the IOM** — After clicking on the Future Updates to the IOM link and clicking on the Future Updates to the IOM link under Downloads, review the list of updates to find the appropriate document.
- **CMS Transmittals** — After clicking on the CMS Transmittals link under Related Links Inside CMS and clicking on the specific year that the CMS Transmittal was published, review the list of Transmittals to find the appropriate document.
- **Crosswalks** — After clicking on the IOM link and clicking on the link for the Publication, click the appropriate link under Downloads to review the Crosswalk for the Chapter.
- **Paper-Based Manuals** — After clicking on the Paper-Based Manuals link and clicking on the link for the Publication, click the appropriate link under Downloads to review the Chapter for the Paper-Based Manuals.
- **Program Memoranda** — After clicking on the CMS Transmittals link under Related Links Inside CMS and clicking on CMS Program Memoranda, click the specific year to review the list of Memoranda.

What Other Resources Are Available?
Please visit the following CMS websites for more information about Medicare, Medicaid, and CMS policies posted on the Internet:

The Medicare Learning Network
The Medicare Learning Network (MLN) is the brand name for official CMS educational products and information for Medicare fee-for-service providers. For additional information visit the Medicare Learning Network's web page at: *http://www.cms.hhs.gov/MLNGenInfo* on the CMS website.

The Online CMS Manual System Announcement
http://www.cms.hhs.gov/transmittals/downloads/R2OTN.pdf

This One-Time Notification outlines the CMS Online Manual System. It provides a crosswalk between the Paper-Based Manuals and the Internet-Only Manuals.

The Office of Strategic Operations and Regulatory Affairs (OSORA) Issuances and Records Management Group
For more information concerning the CMS Online Manual System, please contact OSORA's Issuances and Records Management Group at **CMS** *Issuances@cms.hhs.gov* e-mail address.

Problems or suggestions may be submitted at *http://www.cms.hhs.gov/ContactCMS* on the CMS website.

This brochure was prepared as a service to the public and is not intended to grant rights or impose obligations. This brochure may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations and other interpretive materials for a full and accurate statement of their contents.

The CMS Online Manual System

http://wwww

A Web-based Manual System for Medicare Contractors, Providers and State Agencies