

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 13873	Date: July 16, 2026
	Change Request 14538

SUBJECT: Implementation of VMS Application Programming Interfaces (APIs) to Support the Durable Medical Equipment (DME) Medicare Administrative Contractor (MAC) Migration to the Centers for Medicare & Medicaid Services (CMS) Amazon Web Services (AWS) Contact Center Platform

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to implement Mainframe Representational State Transfer (REST) APIs that allow DME MACs to retrieve data from VMS in support of the migration of MAC Provider Contact Centers to the CMS AWS contact center platform. This deliverable is based on the analysis completed by GDIT.

EFFECTIVE DATE: October 1, 2026; January 1, 2027

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

IMPLEMENTATION DATE: October 5, 2026 - VMS shall provide the software in the October release timeframe and will deliver APIs for MAC testing on a flow basis.; January 4, 2027 - VMS shall provide testing support in the January Release timeframe.

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
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: 13873	Date: July 16, 2026	Change Request: 14538
-------------	--------------------	---------------------	-----------------------

SUBJECT: Implementation of VMS Application Programming Interfaces (APIs) to Support the Durable Medical Equipment (DME) Medicare Administrative Contractor (MAC) Migration to the Centers for Medicare & Medicaid Services (CMS) Amazon Web Services (AWS) Contact Center Platform

EFFECTIVE DATE: October 1, 2026; January 1, 2027

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

IMPLEMENTATION DATE: October 5, 2026 - VMS shall provide the software in the October release timeframe and will deliver APIs for MAC testing on a flow basis.; January 4, 2027 - VMS shall provide testing support in the January Release timeframe.

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to implement Mainframe Representational State Transfer (REST) APIs that allow DME MACs to retrieve data from VMS in support of the migration of MAC Provider Contact Centers to the CMS AWS contact center platform. This deliverable is based on the analysis completed by GDIT.

II. GENERAL INFORMATION

A. Background: CMS is transitioning MAC Provider Contact Center operations from independently managed MAC solutions to a centralized, cloud-based, CMS-owned Amazon Connect platform, as described in CR 14474. As part of this initiative, existing IVR functionality must be migrated to the new platform while maintaining provider access to key self-service capabilities.

GDIT, the VMS System Maintainer, analyzed and implemented an initial set of VMS APIs to reduce reliance on screen scraping and support modern integration methods. These efforts resulted in the implementation of the claims-summary and claims APIs; however, additional APIs identified during the analysis phase were not implemented.

The DME MAC IVR currently relies on VMS data to support several high-volume provider inquiries, including Same and Similar, claims status, financial, and other claim-related functions. To support migration of these capabilities to the CMS AWS contact center environment, additional VMS APIs are required to provide secure, reliable, and scalable access to the underlying data.

This CR builds upon the analysis and approach previously established and implements the next set of APIs required to support DME IVR functionality while continuing CMS' modernization efforts and reducing dependency on screen-scraping solutions.

B. Policy: N/A

III. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility								Other
		A/B MAC			D M E M A C	Shared- System Maintainers				
		A	B	H H H		F I S S	M C S	V M S	C W F	
14538.1	Based on previous analysis, GDIT shall create a Same and Similar Claim History API. Note: Please refer to the Priority 1 attachment for the layout of the data to be returned by the API.							X		
14538.2	Based on previous analysis, GDIT shall create a Same and Similar CMN API. Note: Please refer to the Priority 2 attachment for the layout of the data to be returned by the API.							X		
14538.3	Based on previous analysis, GDIT shall create a DME Prior Auth ADMC Information API. Note: Please refer to the Priority 3 attachment for the layout of the data to be returned by the API.							X		
14538.4	Based on previous analysis, GDIT shall create a DME Payee History API. Note: Please refer to the Priority 4 attachment for the layout of the data to be returned by the API.							X		
14538.5	Noridian shall test the APIs as they become available.									JA DME MAC, JD DME MAC
14538.6	GDIT shall provide the CX Builder Contractor with API access to the Development, Test, and Production environments, including the Swagger documentation. Such access shall be granted and maintained for the duration of the contract and extended to any additional VMS environments established during contract performance as they become available.							X		
14538.7	VMS and DME MACs shall participate in up to 10 hours of meetings to support VMS API analysis and implementation activities. Within five (5) business days of CR issuance, VMS and each DME MAC shall				X			X		

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	
	provide the names and contact information of their designated participants to Gary.Warczak1@cms.hhs.gov .									

IV. PROVIDER EDUCATION

None

Impacted Contractors: None

V. 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

VI. CONTACTS

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

VII. 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: 4

DME SameSimilar Claim History API Workgroup Screen Mapping - ALL FOUR DME MAC JURISDICTIONS

INPUTS - Required	MAC must provide for API search
Medicare ID	
INPUTS - Optional	MAC can provide to narrow API search but not required
Single HCPCS	return all codes related to HCPCS entered
Partial HCPCS	use prefix to pull a partial value up to a full 5-digit value
HCPCS Range	pull 5-digit value through 5-digit value (prefix may differ)
Date of Service	API will search FROM dates of service and will return outputs on all claims matching the "from date of service" input field.
Limit	Optional value to limit API response. E.g. 10, 100, 150

CATEGORY	DATA Description	ACTION	VMS Screen	SCREEN Name	FIELD Name	Approximate FIELD Location	ADD'L Information/Comments
Note: The DME MACs understand there may be a limit to the amount of data that can be returned in order to maintain optimal performance. We agree to rely on GDIT to inform us of appropriate limits.							
OUTPUTS - Data Retrieval	Note: GDIT may use different screens as long as the data returned is identical to data in below fields.						
Jurisdiction	Jurisdiction	data return	N/A	N/A	N/A	N/A	Pass along with the response - as Jurisdiction will be known prior to querying Claim History Result.
Claim History Result	MBI	data return	BUDS-06	Line Item History	M	2,23	
Claim History Result	HICN	data return	BUDS-06	Line Item History	H	2,5	
Claim History Result	Provider Number	data return	BUDS-06	Line Item History	PROVIDER	5,5 / x,5	
Claim History Result	From Date	data return	BUDS-06	Line Item History	FDTE	5,41 / x,41	
Claim History Result	To Date	data return	BUDS-06	Line Item History	TDTE	5,48 / x,48	
Claim History Result	HCPCS (w/ modifiers)	data return	BUDS-06	Line Item History	PROCEDURE	5,27 / x,27	
Claim History Result	Number of Units	data return	BUDS-06	Line Item History	NUM	5,53 / x,53	
Claim History Result	Allowed Amount	data return	BUDS-06	Line Item History	ALLOWED	5,69 / x,69	
Claim History Result	Diagnosis Codes	data return	BUDS-33	Claim History Full Header	DX	4/7, 4/19, 4/31, 4/43, 4/55, 4/67, 5/7, 5/19, 5/31, 5/43, 5/55, 5/67	

Sort using "From Date", most recent first.

DME SameSimilar CMN API Workgroup Screen Mapping - ALL FOUR DME MAC JURISDICTIONS

INPUTS - Required	MAC must provide for API search
Medicare ID	
INPUTS - Optional	MAC can provide to narrow API search but not required
Single HCPCS	return all codes related to HCPCS entered
Partial HCPCS	use prefix to pull a partial value up to a full value
HCPCS Range	pull 5-digit value through 5-digit value (prefix may differ)
Same & Similar HCPCS List	Request will include a list of HCPCS codes within that category - this will filter all the lines matching HCPCS codes from the list provided.
Limit	Optional value to limit API response. E.g. 10, 100, 150

CATEGORY	DATA Description	ACTION	VMS Screen	SCREEN Name	FIELD Name	Approximate FIELD Location	ADD'L Information/Comments
----------	------------------	--------	------------	-------------	------------	----------------------------	----------------------------

Note: The DME MACs understand there may be a limit to the amount of data that can be returned in order to maintain optimal performance. We agree to rely on GDIT to inform us of appropriate limits.

OUTPUTS - Data Retrieval	Note: GDIT may use different screens as long as the data returned is identical to data in below fields.						
Jurisdiction	Jurisdiction	data return	N/A	N/A	N/A	N/A	Pass along with the response - as Jurisdiction will be known prior to querying Claim History Result.
MBI	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	MEDICARE ID	3,30	
HICN	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	HICN	3,54	
Submitted HCPCS	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	SUBMIT	7,46 / x,46	
Approved HCPCS	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	APPRVD	7,36 / x,36	
Type	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	TP	7,33 / x,33	
Length	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	MTHS	7,66 / x,66	
Initial Date	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	INITIAL DATE	7,56 / x,56	
Revised/Recert Date	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	REC/REV DATE	7,72 / x,72	
Status	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	ST	7,30 / x,30	
CMN QCN	CMN Processing	return data	VDME (DMECM51)	List Selection Menu	QCN	7,5 / x,5	VDME outputs need to include denied CMNs
Supplier Name	CMN Processing	return data	VDME (DMECM52)	Supplier Data Entry	Supplier Name, Address, Phone, NSC	7,41	
Supplier phone number	CMN Processing	return data	VDME (DMECM52)	Supplier Data Entry	Supplier Name, Address, Phone, NSC	11,41	
Total Rental Payments	CMN Processing	return data	VDME (DMECM54)	Other Entry	Batch Totals: Rental	16,47	
CMN Lump Sum Total	CMN Processing	return data	VDME (DMECM54)	Other Entry	Batch Totals: Lump Sum	17,47	
Last Claim CCN, Date	CMN Processing	return data	VDME (DMECM5G)	Audit Trail Display	Last Claim CCN, Date	22,22	

Sort using the "Initial Date", most recent first.

DME Prior Auth & ADMC API Workgroup Screen Mapping (VMS BITS)

INPUTS - Required	MAC must provide for API search
Medicare ID	
Jurisdiction ID	
PTAN	
INPUTS - Optional	MAC can provide to narrow API search but not required
HCPCS	
UTN/DCN	
Limit	Optional value to limit API response. E.g. 10, 100, 150

CATEGORY	DATA Description	ACTION	VMS Screen	SCREEN Name	Approximate FIELD Name	Approximate FIELD Location	ADD'L Information/Comments
Note: The DME MACs understand there may be a limit to the amount of data that can be returned in order to maintain optimal performance. We agree to rely on GDIT to inform us of appropriate limits.							
OUTPUTS - Data Retrieval	Note: GDIT may use different screens as long as the data returned is identical to data in below fields.						
Medicare ID		return data	BITS (VMSBT02)	ADMC List	Medicare ID	3,23	
HCPCS		return data	BITS	ADMC List	HCPCS	7,25 / 9,25 / x,25	
HCPCS Modifiers		return data	BITS	ADMC List	HCPCS	7,30 / 9,30 / x,30	
Status		return data	BITS	ADMC List	ST	7,8 / 9,8 / x,8	
UTN/DCN		return data	BITS	ADMC List	UTN/DCN	7,66 / 9,66 / 11,66 / x,66	
Date of Receipt		return data	BITS (VMSBT03)	ADMC Detail	EFF/TO DOS	11,2	
Action Taken		return data	BITS	ADMC Detail	ACTION	12,27	
UTN		return data	BITS	ADMC Detail	UTN	6,11	Removed from scope of this API
DCN		return data	BITS	ADMC Detail	DCN	6,15	Removed from scope of this API
PTAN		return data	BITS	ADMC Detail	SUPPLIER#	7,13	
Date of Decision		return data	BITS (VMSBT04)	ADMC Tracking Screen	RESPONSE DATE	8,17	
Informational Modifier		return data	BITS	ADMC DETAIL SCREEN	INFO MOD	9, 73	Added

Sort using "Date of Receipt", most recent first.

DME Payee History API Workgroup Screen Mapping

INPUTS - Required	MAC must provide for API search	
PTAN	or PAYEE	
Jurisdiction		

INPUTS - Optional	MAC can provide to narrow API search but not required
Check Start Date	Check Date Range
Check End Date	
Limit	Optional value to limit API response. E.g. 10, 100, 150

CATEGORY	DATA Description	ACTION	VMS Screen	SCREEN Name	Approximate FIELD Name	Approximate FIELD Location	ADD'L Information/Comments
Note: The DME MACs understand there may be a limit to the amount of data that can be returned in order to maintain optimal performance. We agree to rely on GDIT to inform us of appropriate limits.							
OUTPUTS - Data Retrieval	Note: GDIT may use different screens as long as the data returned is identical to data in below fields.						
PTAN		return data	MONI/B/1 (VMSFR02)	Check Reconciliation Payee History	PAYEE#	6,14	
CHK/EFT DATE		return data	MONI/B/1	Check Reconciliation Payee History	CHK/EFT DATE	15,48 x,48	
CHK/EFT AMOUNT		return data	MONI/B/1	Check Reconciliation Payee History	CHK/EFT AMOUNT	15,39 x,39	
CHECKNUMBER		return data	MONI/B/1 (VMSFR02)	Check Reconciliation Payee History	CHK/EFT#	15, 4	
STATUS DESCRIP		return data	MONI/B/1	Check Reconciliation Payee History	STATUS DESCRIP	15,63 x,63	Includes Outstanding

*order output by newest CHK/EFT Date.
Limit the response to most recent 100 checks.