

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: March 30, 2020

TO: All Medicare Advantage Organizations, Cost-Based Contractors, and Health Care Prepayment Plans

FROM: Jerry Mulcahy
Director, Medicare Enrollment and Appeals Group

SUBJECT: Extended Implementation Date for Revised Integrated Denial Notice (Form CMS 10003-NDMCP)

Outlined below are minor changes CMS made to the Notice of Denial of Medical Coverage (or Payment) Form CMS-10003 (also known as the Integrated Denial Notice or IDN). As a result of these minor changes, CMS will be extending the implementation date for both the English and Spanish versions of the form. CMS strongly encourages plans to begin using the revised IDN **as soon as possible, but no later than May 15, 2020.**

The following changes have been made to the notice:

- Addition of brackets, [], to the Medicaid only section “How to keep your services while we review your case”.
- Addition of option to add appropriate timeframes under the “Fast Appeal” and “We’ll automatically give you a fast appeal...” sections.
- Updated website address for Elder Care Locator in the “Get help & more information” section.

The form and instructions can be found at <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/MADenialNotices>.

For questions regarding the IDN or Medicare health plan appeals, please submit to the Part C Appeals and Grievances resource portal: <https://appeals.lmi.org>.