

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2081	Date: May 11, 2018
	Change Request 10634

SUBJECT: Transition Letter Writing from Client Letter Software to the Durable Medical Equipment (DME) Medicare Administrative Contractors (MACs)

I. SUMMARY OF CHANGES: In an effort to provide flexibility to the Durable Medical Equipment (DME) Medicare Administrative Contractors (MACs), the Centers of Medicare & Medicaid Services (CMS), in coordination with the DME MACs and the Viable Information Processing System (ViPS) Medicare System (VMS) maintainer, will transition the responsibilities for letter writing and letter generation from the utilization of the Client Letter tool in the VMS system to the DME MACs who will utilize their own letter writing software. Client Letter is currently used within the VMS system, by the DME MACs, to generate letters to suppliers and beneficiaries. In lieu of Client Letter, the DME MACs will use software within their own operations to generate the needed letters. This is consistent with a part of CMS's modernization strategy which is to enable business operations to open up the data to allow MACs to innovate.

With the successful implementation of the new letter writing software implemented by the DME MACs, CMS will decommission the use of the Client Letter application within the VMS. Subsequent change requests (CRs) will be issued for the decommissioning activities as well as the removal of the obsolete code in the VMS system resulting from this change.

EFFECTIVE DATE: October 1, 2018 - VMS Changes and Deliverable; MAC and VMS Coordination Calls; January 1, 2019 - VMS to provide MAC Support During the Transition

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

IMPLEMENTATION DATE: October 1, 2018 - VMS Changes and Deliverable; MAC and VMS Coordination Calls; November 30, 2018 - MACs to Install New Letter Writing Software; January 7, 2019 - VMS to Provide MAC Support During the Transition

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

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I. GENERAL INFORMATION

A. Background: The Durable Medical Equipment (DME) Medicare Administrative Contractors (MACs) have been utilizing Client Letter, a tool that interfaces with the VMS system, for generating their on-request and batch generated letters. In an effort to provide flexibility to the Durable Medical Equipment (DME) Medicare Administrative Contractors (MACs), this change request (CR) will transition all letter writing and letter generation to the DME MACs. The DME MACs will use software within their operations that will be utilized to generate the needed letters. Upon successful implementation of the new letter writing process by the DME MACs, the Client Letter product will be decommissioned and removed from the VMS system. Decommission activities will be covered in future change requests (CRs).

B. Policy: N/A

II. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility									
		A/B MAC			D M E	Shared- System Maintainers				Other	
		A	B	H H H		F M V C	I C M W	A S S	S S S		F
10634.1	The DME MACs shall install or have available a letter writing application that will generate letters in accordance with CMS standards. Successful implementation shall be completed no later than November 30, 2018.				X						
10634.2	The VMS Maintainer shall provide up to three flat files to the DME MACs for letter requests that are generated during the nightly batch cycle.								X		
10634.2.1	The files generated, specified in 10634.2, shall be transferred to the appropriate DME MAC local data center (LDC) for generation of the specified letter.				X						HP VDC

Number	Requirement	Responsibility								
		A/B MAC			DME MAC	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
	The files shall not be transferred to the LDCs until the DME MACs have fully transitioned to their new letter writing system. NOTE: The DME MACs shall notify the VDCs when the transfer can begin.									
10634.3	The DME MAC shall create or utilize a process to pass the data for batch letters to their respective letter writing application.				X					
10634.4	The DME MACs' Local Data Center (LDC) and the DME MACs shall perform end-to-end system testing to ensure that their letter writing application will generate the required letters, including the letters contained in the flat file. This testing should include but is not limited to: <ul style="list-style-type: none"> • Remote user access and testing • Volume testing • Letter printing with the Print Vendor 				X					
10634.5	CMS shall conduct up to, six one-hour conference calls with the DME MACs, the DME MACs' Local Data Centers and the VMS maintainer to finalize development of the flat files and coordinate transfer of historical letters. Conference calls will begin by May 9, 2018.				X			X		
10634.5.1	The VMS maintainer shall complete minutes for each of the development conference calls held and will post the minutes to eCHIMP within three business days after the call.							X		
10634.6	The VMS Maintainer shall transfer requested historical letters, that are currently contained in the Client Letter tool, to the DME MACs incrementally with the final transfer occurring no later than December 3, 2018.				X			X		
10634.6.1	The DME MACs shall have the capability to store the historical records and be able to recall the letters on demand.				X					
10634.7	CMS shall hold weekly project management meetings				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	
	with the individual DME MACs beginning in May and will continue through the month of November.									
10634.8	CMS shall hold monthly project management meetings with the DME MACs, DME MACs' Local Data Centers and the VMS Maintainer beginning in May and will continue through the month of November.				X			X		
10634.9	VMS maintainer shall provide support during testing and transition to the extent possible.							X		

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E M A C	C E D I
		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: N/A
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Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Bonnie Hockaday, 410-786-1422 or bonnie.hockaday@cms.hhs.gov

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

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 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: 0