

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2141	Date: September 21, 2018
	Change Request 10910

SUBJECT: Implementing the Insertion of a Sheet of Paper Promoting the Electronic Medicare Summary Notices (eMSNs) into Mailed Medicare Summary Notices (MSNs)

I. SUMMARY OF CHANGES: As part of the Electronic Medicare Summary Notices (eMSNs) project, CMS is requiring the Medicare Administrative Contractors (MACs) to insert a printed sheet of paper, printed on the front and back, into Medicare Summary Notice (MSNs) envelopes mailed between January 1, 2019 and March 31, 2019. This insert will promote the eMSN initiative, and some additional eResources, to all beneficiaries receiving a paper MSN during this time period. CMS is trying to get as many beneficiaries as possible to convert from paper MSNs to eMSNs since this will result in significant cost savings to the Agency. Beneficiaries benefit since they will get their eMSNs on a monthly basis instead of a quarterly basis.

EFFECTIVE DATE: January 1, 2019

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

IMPLEMENTATION DATE: January 2, 2019

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	

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: As part of the Electronic Medicare Summary Notices (eMSNs) project, CMS is requiring the Medicare Administrative Contractors (MACs) to insert a printed sheet of paper into Medicare Summary Notices (MSNs) mailed between January 2, 2019 and March 31, 2019. This insert will promote the eMSN initiative in English and Spanish to all beneficiaries receiving a paper MSN during this time period. This will be one 8.5*11" sheet of yellow paper with text (front and back) and formatting provided by CMS in a PDF document. The insert to be used is saved as a PDF with English on the front and Spanish on the back. When inserting the document into the MSN, please have the English side facing up. The insert will be provided to the MACs 60 days prior to the implementation date. The insert will be found under the Transmittals tab, under attachments, for this CR.

B. Policy: This project is required as part of the Medicare Access and CHIP Reauthorization Act of 2015. This effort is being done to promote the eMSN program to beneficiaries. CMS will realize significant costs savings for each beneficiary that decides to receive an eMSN instead of an MSN. Beneficiaries benefit by receiving their eMSNs monthly instead of quarterly.

II. BUSINESS REQUIREMENTS TABLE

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

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	
10910.1	Contractors shall print the insert from a PDF file provided by CMS on both sides (front and back) on 8.5 inch by 11 inch yellow paper.	X	X	X	X						RRB-SMAC
10910.1.1	CMS shall transmit the PDF to contractors no later than 60 days prior to implementation.										CMS
10910.2	Contractors shall insert one 8.5 inches by 11 inches yellow pre-printed sheet of paper into all MSN envelopes (including Large Print and Spanish MSNs) mailed between January 2, 2019 and March 31, 2019.	X	X	X	X						RRB-SMAC

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	S S S F				
10910.2.1	Contractors shall exempt the following types of MSNs from this requirement: Pay MSNs, desk copy MSNs, duplicate MSNs, alternative format MSNs (except for large print and Spanish MSNs) and any internal use MSN copies.	X	X	X	X							RRB-SMAC
10910.3	Contractors shall provide a very brief report within 15 days after the January 2, 2019-March 31, 2019 mailing period indicating the number of MSNs that were mailed which included this insert.	X	X	X	X							RRB-SMAC
10910.3.1	Contractors shall email this brief report to Scott Schiller (scott.schiller@cms.hhs.gov) and Cindy Ardissonne (cynthia.ardissone@cms.hhs.gov).	X	X	X	X							RRB-SMAC

III. PROVIDER EDUCATION TABLE

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

V. CONTACTS

Pre-Implementation Contact(s): Cynthia Ardissonne, 410-786-7410 or cynthia.ardissone@cms.hhs.gov , Scott Schiller, 301-776-1187 or scott.schiller@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