

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-20 One-Time Notification</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 2208</b>	<b>Date: November 30, 2018</b>
	<b>Change Request 10910</b>

**Transmittal 2141, dated September 21, 2018, is being rescinded and replaced by Transmittal 2208, dated, November 30, 2018 to change the implementation date and the dates in business requirements 10910.2 and 10910.3 to January 7, 2019 as well as to remove Large Print MSNs from business requirements 10910.2 and 10910.2.1 and to attach two new MSN envelope inserts (one in English and one in Spanish). All other information remains the same.**

**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 7, 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/revise 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.

<b>R/N/D</b>	<b>CHAPTER / SECTION / SUBSECTION / TITLE</b>
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**



Number	Requirement	Responsibility										
		A/B MAC			D M E	Shared-System Maintainers				Other		
		A	B	H H H		F I S S	M C S	V M S	C W F			
	yellow pre-printed sheet of paper into <b>all</b> MSN envelopes (including Spanish MSNs) mailed between January 7, 2019 and March 31, 2019.											
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 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 7, 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 E D I	
		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:

**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](mailto:cynthia.ardissone@cms.hhs.gov) ,  
Scott Schiller, 301-776-1187 or [scott.schiller@cms.hhs.gov](mailto: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: 2**

# Hay una Manera Más Fácil de Controlar su Medicare

## Cómo Comezar

Inscríbase hoy para una cuenta **gratuita** en [MyMedicare.gov](https://www.MyMedicare.gov)

## Obtenga Estos Beneficios:

- Reciba Resúmenes Electrónicos de Medicare (eMSN, en inglés) cada mes para ver sus reclamaciones más pronto.
- Vea un calendario de sus servicios preventivos actuales y próximos, como pruebas de detección de cáncer.
- Cree y controle su lista de medicamentos recetados.
- Vea la información de su deducible de la Parte B.
- Cree un “reporte actualizado” para imprimir su información de salud y compartirla con su médico y otros proveedores de atención médica.
- Imprima y vea su nueva Tarjeta de Medicare.
- Conéctese con terceros para controlar sus datos médicos de cualquier lugar.

Si se inscribe para recibir los eMSN, recibirá un correo electrónico cada mes con un enlace seguro a sus datos — ya no tendrá que esperar 3 meses para la copia impresa por correo. Los eMSN se almacenen en su cuenta de MiMedicare, pero podrá imprimirlos o guardarlos cuando usted quiera. También puede buscar cualquier error de facturación o servicios. Esto puede ayudar a evitar equivocaciones y fraude, que son costosos tanto para usted como para Medicare.

## Para Inscribirse para Recibir los eMSN:

1. Visite es.[MyMedicare.gov](https://www.MyMedicare.gov)
2. Inicie sesión o cree una cuenta
3. Seleccione “Mi Cuenta” en el menú
4. En la pestaña de “Información del usuario,” seleccione “Configuraciones de correo electrónico y correspondencia”
5. En el área de “Resúmenes Electrónicos de Medicare (eMSN),” seleccione “Editar”
6. Seleccione “Sí” y luego “Enviar”

**Tenga en Cuenta:** Debido a la seguridad del procesamiento de la página web, solamente podrá inscribirse para recibir los eMSN entre 6 a.m. y 10 p.m. hora del Este.

## ¿Necesita ayuda?

Si necesita ayuda o tiene preguntas, llame al 1-800-MEDICARE (1-800-633-4227). Los usuarios de TTY pueden llamar al 1-877-486-2048.

# There's an Easier Way to Manage your Medicare

## How to Get Started

Sign up today for a **free** account at [MyMedicare.gov](https://www.mymedicare.gov)

### Access These Benefits:

- Get electronic Medicare Summary Notices (eMSNs) monthly to view your claims more timely.
- See a calendar of your current and upcoming preventive services, like cancer screenings.
- Create and manage your prescription drug list.
- View your Part B deductible information.
- Create an “On the Go Report” so you can print your health information to share with your doctor and other healthcare providers.
- Print and view your new Medicare Card.
- Connect with trusted third parties to manage your personal health information on the go.

If you sign up to get eMSNs, you'll get an email every month with a secure link to your information — no more waiting three months for a paper copy in the mail. eMSNs are stored in your MyMedicare account, but you can still print or save them anytime you want. You can also look for any errors in billing and services. This can help reduce mistakes and fraud, which are costly to you and Medicare.

### To Sign Up for eMSNs:

1. Go to [MyMedicare.gov](https://www.mymedicare.gov)
2. Log in or create an account
3. Select “My Account” from the menu
4. On the “User information” tab, select “Email and Correspondence Settings”
5. In the “Electronic Medicare Summary Notices (eMSNs)” area, select “Edit”
6. Select “Yes” and then “Submit”

**Please note:** Due to the secure nature of our website processing you can only sign up for eMSNs between 6 a.m. and 10 p.m. Eastern Time.

### Need Help?

If you need help or have questions, call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.