

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2251	Date: February 8, 2019
	Change Request 11140

SUBJECT: Utilizing the Blank Page on Odd-Numbered Medicare Summary Notices to Promote CMS Priorities

I. SUMMARY OF CHANGES: This project makes use of the blank page that occurs in approximately half of all MSNs (when an MSN is an odd number of pages). Instead of leaving these pages blank, we will utilize them for messaging which promotes CMS priorities. No additional paper or postage is necessary to add this additional messaging. This will be implemented as a pilot with NGS and Noridian: NGS will start their pilot on April 1, 2019, and Noridian will begin their pilot on July 1, 2019. CMS plans to expand this project to all MACs.

EFFECTIVE DATE: April 1, 2019

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

IMPLEMENTATION DATE: April 1, 2019 - NGS Implementation; July 1, 2019 - Noridian Implementation

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: 2251	Date: February 8, 2019	Change Request: 11140
-------------	-------------------	------------------------	-----------------------

SUBJECT: Utilizing the Blank Page on Odd-Numbered Medicare Summary Notices to Promote CMS Priorities

EFFECTIVE DATE: April 1, 2019

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

IMPLEMENTATION DATE: April 1, 2019 - NGS Implementation; July 1, 2019 - Noridian Implementation

I. GENERAL INFORMATION

A. Background: Approximately half of the MSNs that are created contain an odd number of pages. When this occurs, the last page is blank. The purpose of this CR is to make use of this blank page on the MSNs to promote CMS priorities with a single page document, in English on the top half of the page and Spanish on the bottom half, printed in black ink only. No additional paper or postage will be necessary. This will initially be done as a pilot with NGS and Noridian. NGS will start their pilot on April 1, 2019, and Noridian will begin their pilot on July 1, 2019. Assuming these pilots are effective and run smoothly, CMS will expand this project to all MACs.

B. Policy: This project is a pilot for two MACs: NGS and Noridian. If effective, this will be expanded to all MACs.

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 I C M V	M S S	V S S	C M W	
11140.1	Contractors shall establish a process to determine when a quarterly non-payment Medicare Summary Notice (MSN) has an odd number of pages.								J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC	
11140.2	Contractors shall establish a process for printing a single 8.5"x11" image on the blank page at the end of quarterly non-payment MSNs with an odd number of pages.								J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC	
11140.2.1	Contractors shall insert this image into the print stream in place of any blank image that is generated, due to								J6 A/B MAC, JA DME	

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		
	an MSN being produced with an odd number of pages.										MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC
11140.2.2	The contractor shall print this page with black ink, in English on the top half of the page and Spanish on the bottom half of the page.										J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC
11140.2.3	Contractors shall note that the following types of MSNs are not impacted by this CR: Desk copies, beneficiary requests, large print, and pay MSNs.										J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC
11140.3	CMS shall provide contractors, via e-mail, with revised text/a new 8.5" x 11" image 21 business days prior to each quarterly release.										CMS
11140.4	Contractors shall upload the revised text/a new 8.5" x 11" image and implement it into production on the first business day of each quarterly release.										J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC
11140.5	Contractors shall perform testing prior to each implementation to ensure that the correct text/8.5" x 11" image is utilized. The same validation shall be performed after the first MSN cycle of each quarter.										J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC
11140.6	Contractors shall send a quarterly report to CMS, via email, indicating the number of MSNs containing the additional image printed on what would have been a blank page.										J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC
11140.6.1	Contractors shall submit these quarterly reports within ten business days of the end of each quarter.										J6 A/B MAC, JA DME MAC, JD

Number	Requirement	Responsibility								
		A/B MAC			DME MAC	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S S	V M S S	C W F	
									DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC	
11140.6.2	The contractor shall email these reports to scott.schiller@cms.hhs.gov and cynthia.ardissone@cms.hhs.gov.								J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC	
11140.7	NGS shall begin this project on April 1, 2019, and Noridian shall begin this project on July 1, 2019.								J6 A/B MAC, JA DME MAC, JD DME MAC, JE A/B MAC, JF A/B MAC, JK A/B MAC	

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			DME MAC	CEDI
		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:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): 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