

<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 2317</b>	<b>Date: June 28, 2019</b>
	<b>Change Request 11308</b>

**SUBJECT: Possible Use of Session Initiation Protocol (SIP) at Medicare Administrative Contractors (MACs)**

**I. SUMMARY OF CHANGES:** This Change Request (CR) instructs the MACs interested in transitioning from the traditional telephony technology to SIP to deliver telephone calls over internet protocol networks to submit a proposal.

**EFFECTIVE DATE: July 30, 2019**

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

**IMPLEMENTATION DATE: July 30, 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.

<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**

# Attachment - One-Time Notification

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**I. GENERAL INFORMATION**

**A. Background:** The Provider Communications Group (PCG) is committed to improving the customer experience by encouraging innovation at the Medicare Administrative Contractors (MACs). SIP is an emerging technology used to deliver telephone calls over Internet Protocol networks. SIP allows greater flexibility such as giving MACs the ability to dynamically change bandwidth and configurations without requiring provisioning changes or manual intervention typical with more traditional telecommunication delivery methods such as Primary Rate Interface (PRI).

PCG encourages MACs interested in transitioning from traditional telephony to SIP to submit a proposal detailing costs and requirements. PCG has funding available to support telephony transitions but cannot guarantee that all MACs requesting to transition will be funded. PCG and its technical support contractor, Flashpoint Internet Solutions, are available if MACs have questions about the preparation of their proposals and the potential impact of using SIP on contact center operations. MACs shall submit their proposals no later than five (5) business days after the implementation date of this CR, to Paul Zawicki at [paul.zawicki@cms.hhs.gov](mailto:paul.zawicki@cms.hhs.gov).

**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	M I C S	V M S	C W F			
11308.1	MACs submitting proposals shall include a contact person's name, phone number, and email address, so PCG can follow-up with that person after reviewing the proposal.	X	X	X	X							
11308.2	MACs shall send proposals to Paul Zawicki at <a href="mailto:paul.zawicki@cms.hhs.gov">paul.zawicki@cms.hhs.gov</a> no later than five (5) business days after the implementation date of this CR. Emails shall be titled SIP Proposal.	X	X	X	X							
11308.3	MACs shall ensure that Proposals for SIP Transition contain the following information:  1. Will the MAC provide Session Border Controller (SBC) equipment?	X	X	X	X							

Number	Requirement	Responsibility							
		A/B MAC		H H H	D M E M A C	Shared- System Maintainers			Other
		A	B			F I S S	M C S	V M S	
	<p>2. If the MAC provides SBC equipment, will the MAC manage the equipment or require assistance from Verizon?</p> <p>3. Will new or upgraded premise-based equipment be required to accommodate SIP and, if so, what are the associated costs?</p> <p>4. What are the one-time costs associated with the installation of SIP?</p> <p>5. What are the recurring monthly costs to maintain SIP connectivity?</p> <p>6. How many concurrent calls or sessions will be required?</p> <p>7. What is the required port speed, access handoff speed and class of service speed?</p> <p>8. What is the address where the SIP bandwidth will terminate?</p> <p>9. Does the MAC need Verizon to extend the demarcation point or update the wiring inside their facility?</p> <p>10. What is the MAC's desired go-live date, with the understanding that Verizon has a standard 60-day order interval?</p>								

### III. PROVIDER EDUCATION TABLE

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

#### V. CONTACTS

**Pre-Implementation Contact(s):** David Shellem, 410-786-1837 or david.shellem@cms.hhs.gov.

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

#### VI. FUNDING

**Section A: For Medicare Administrative Contractors (MACs):**

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**ATTACHMENTS: 0**