

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2354	Date: August 30, 2019
	Change Request 11364

SUBJECT: Utilizing the Blank Page on Odd-Numbered Medicare Summary Notices to Promote CMS Priorities: All MACs - This CR Rescinds and Fully Replaces CR 11140.

I. SUMMARY OF CHANGES: Approximately half of the Medicare Summary Notices (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, either in English or Spanish, to be consistent with the language used in the rest of the MSN. This was initially done as a pilot with the Medicare Administrative Contractors (MACs) NGS and Noridian. NGS started their pilot on April 1, 2019, and Noridian will begin their pilot on July 1, 2019. **With this CR, CMS is expanding the project to all MACs.**

EFFECTIVE DATE: January 1, 2020

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

IMPLEMENTATION DATE: January 6, 2020

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

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			
	have an odd number of pages, the contractor shall have the option of either inserting the image on one of the two MSNs, or both MSNs.											
11364.2.2	The contractor shall print this page in black ink.	X	X	X	X						RRB-SMAC	
11364.2.3	Contractors shall utilize a Spanish version of the image on Spanish MSNs, and an English version of the image on English MSNs.	X	X	X	X						RRB-SMAC	
11364.2.4	Contractors shall note that the following types of MSNs are not impacted by this CR: Desk copies, large print, and Pay MSNs.	X	X	X	X						RRB-SMAC	
11364.2.4 .1	Contractors have the option to either include, or exclude, beneficiary-requested MSNs in this page insertion process.	X	X	X	X							
11364.3	CMS shall provide contractors, via e-mail, with a new 8.5" x 11" image 30 business days prior to each quarterly release in both MS Word and PDF formats.										CMS	
11364.3.1	CMS has the option to either change the insert from quarter to quarter, or continue to use the same insert.										CMS	
11364.4	Contractors shall upload the new 8.5" x 11" image and implement it into production on the first business day of each quarterly release.	X	X	X	X						RRB-SMAC	
11364.5	Contractors shall perform testing prior to each implementation to ensure that the correct 8.5" x 11" image is utilized. The same validation shall be performed after the first MSN cycle of each quarter.	X	X	X	X						RRB-SMAC	
11364.6	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.	X	X	X	X						RRB-SMAC	
11364.6.1	Contractors shall submit these quarterly reports within 10 business days of the end of each quarter.	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			
11364.6.2	The contractor shall email these reports to scott.schiller@cms.hhs.gov and cynthia.ardissonne@cms.hhs.gov.	X	X	X	X						RRB-SMAC

III. PROVIDER EDUCATION TABLE

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			
	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):

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ATTACHMENTS: 0