

<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 2356</b>	<b>Date: August 30, 2019</b>
	<b>Change Request 11363</b>

**SUBJECT: Utilizing Data from the USPS Secure Destruction Program to Suppress Mailing Medicare Summary Notices (MSNs) to Undeliverable Addresses: Implementation by All MACs - This CR Rescinds and Fully Replaces CR 11075.**

**I. SUMMARY OF CHANGES:** Originally, CMS piloted these instructions in CR 11075 with one MAC, National Government Services (NGS), utilizing the data provided by the USPS when using the Secure Destruction process to significantly reduce the number of uMSNs being mailed. CMS is now expanding these instructions to multiple MACs. NGS has agreed to provide training to the other MACs on how to implement the Secure Destruction process.

The purpose of this CR is to expand the use of the USPS Secure Destruction program 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.

<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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**SUBJECT: Utilizing Data from the USPS Secure Destruction Program to Suppress Mailing Medicare Summary Notices (MSNs) to Undeliverable Addresses: Implementation by All MACs - This CR Rescinds and Fully Replaces CR 11075.**

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## I. GENERAL INFORMATION

**A. Background:** In an effort to reduce cost, the United States Postal Service (USPS) is offering Secure Destruction, which is a free service to high volume print facilities. Secure Destruction allows the USPS to securely destroy mail deemed undeliverable, reducing the cost of handling for both the USPS and the customer.

In chapter 21 of the Internet Only Manual (IOM), the Centers for Medicare & Medicaid Services (CMS) requires Medicare Administrative Contractors (MACs) to mail Non-Payment Medicare Summary Notices (MSNs) to the beneficiary community on a quarterly basis. Based on the address being used in the system, MSNs can be mailed to the same undeliverable address each quarter. Over the last several years, CMS has implemented multiple initiatives to reduce beneficiary returned mail; however, the MACs continue to receive significant volumes of undeliverable MSNs (uMSNs). In 2017, almost 4.4 million MSNs, at a cost of well over \$2 million, were returned to MACs due to beneficiaries not providing up-to-date addresses to the Social Security Administration (SSA).

CMS piloted the instructions in Change Request (CR) 11075 with one MAC, National Government Services (NGS), utilizing the data provided by the USPS when using the Secure Destruction process to significantly reduce the number of uMSNs being mailed. NGS has agreed to provide training to the other MACs on how to implement the Secure Destruction process.

The purpose of this CR is to expand the use of the USPS Secure Destruction program to **all MACs**.

In July 2016, CMS implemented CR 9372, which provides the capability for contractors to suppress MSNs using the Beneficiary Indicator. CR 9372 included the creation of shared system jobs that update the Beneficiary Indicator. MACs will leverage this process using a non-base process that would run daily at the Virtual Data Centers (VDCs). MACs will develop a non-base process that will read a USPS-produced file identifying specific MSN addresses deemed undeliverable, including a bar code with a unique identifying number. This unique identifying number will allow MACs to reference the specific MSN mailed and the corresponding beneficiary's Health Insurance Claim Number (HICN). (**Please Note:** The unique identifying number in the barcode does **not** include the HICN.)

The non-base process matches the HICN from the mailed document to the appropriate beneficiary file and compares the mailed document date to the beneficiary record. This will allow MACs to verify that a more recent address was not received from the Common Working File (CWF). The process then compares the address on the beneficiary file to the address on the mailed document. If the addresses are the same, or a recent address change was **not** received, this non-base process creates a file that can be fed into the Part A and Part B shared systems process that changes the Undeliverable Mail Flag. By setting the Undeliverable Flag, this will ensure that Non-Payment MSNs deemed undeliverable by the USPS are suppressed from being printed and mailed until an updated address is supplied in CWF. An updated address is transmitted by

the CWF whenever a beneficiary supplies a new address to SSA.

**B. Policy:** There are no policy changes associated with this CR.

**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		
11363.1	Contractors shall participate in up to three (3) telephone-based training sessions, which will last no longer than two (2) hours per session, taught by NGS, in October 2019, on how to properly implement and utilize the United States Postal Service (USPS) Secure Destruction program.	X	X	X	X						
11363.2	Contractors shall establish and implement Secure Destruction Service with their local USPS branch.	X	X	X	X						RRB-SMAC
11363.2.1	Contractors shall utilize the Secure Destruction Service only for non-payment Medicare Summary Notices (MSNs), excluding Large Print and office copies.	X	X	X	X						RRB-SMAC
11363.3	Contractors shall insert specified code into the Intelligent Mail Barcode (IMB) to enable the USPS to identify mail as part of the Secure Destruction Service.	X	X	X	X						RRB-SMAC
11363.3.1	Contractors shall utilize standard size envelopes and first class flats with the Secure Destruction Service.	X	X	X	X						RRB-SMAC
11363.4	The contractor shall receive and review a daily report from the USPS, identifying each mail piece that is deemed undeliverable.	X	X	X	X						RRB-SMAC
11363.4.1	Contractors shall implement a process to identify each impacted mail piece listed on the USPS report, extract the beneficiary name, HICN, date of document, and populate that data into a Comma-Separated Values (CSV) formatted file.	X	X	X	X						RRB-SMAC
11363.4.2	Contractors shall extract the full or unmasked HICN from the non-printable section of the MSN.	X	X	X	X						RRB-SMAC
11363.5	As part of the USPS Secure Destruction process, the USPS will destroy undeliverable MSNs (uMSNs). Contractors shall continue to receive a small portion of returned MSNs as the USPS has tolerance levels (error	X	X	X	X						RRB-SMAC



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	C W F		
11363.9	The VDCs shall execute, on a daily basis, the Part B shared system job (MSM0DB03), using the undeliverable mail file from BR 7, and update the MSN suppression flag.										VDC
11363.10	The VDCs shall execute, on a daily basis, the Durable Medical Equipment (DME) shared system job (VIPSRMSU) using the undeliverable mail file from BR 7, and update the MSN suppression flag.										VDC
11363.11	Contractors shall not mail MSNs to any beneficiaries whose suppression flag is on.	X	X	X	X						RRB-SMAC
11363.12	Contractors shall not print and mail a suppressed MSN unless the MSN suppression flag is manually changed, or updated address information is received from the Common Working File (CWF).	X	X	X	X						RRB-SMAC
11363.13	Contractors shall test the job with the VDC before the implementation date.	X	X	X	X						RRB-SMAC, VDC

### III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility					
		A/B MAC		H H H	D M E M A C	D M E D I	C I
		A	B				
	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**