CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 1539	Date: August 28, 2015
	Change Request 9275

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 into Medicare Summary Notices (MSNs) mailed between October 1, 2015 and December 31, 2015. This insert will promote the eMSN initiative to all beneficiaries receiving a paper MSN during this time period.

EFFECTIVE DATE: August 17, 2015

*Unless otherwise specified, the effective date is the date of service. IMPLEMENTATION DATE: September 29, 2015 - Mailings start October 1, 2015.

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

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EFFECTIVE DATE: August 17, 2015

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I. GENERAL INFORMATION

A. Background: 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 into Medicare Summary Notices (MSNs) mailed between October 1, 2015 and December 31, 2015. This insert will promote the eMSN initiative in English and Spanish to all beneficiaries receiving a paper MSN during this time period. This will be a one paper, 8.5*11" sheet of yellow paper with text (front and back) and formatting provided by CMS in a PDF document. The insert to be used is saved as a PDF with English on the front and Spanish on the back. When inserting the document into the MSN, please have the English side facing up. The insert can be found under the Transmittals tab, under attachments, for this CR. The project numbers to be used for budget purposes for CR9275 are 1806, 1837, 1840.

B. Policy: This project is required as part of the Medicare Access and CHIP Reauthorization Act of 2015. This effort is being done to promote this new eMSN program to beneficiaries. CMS will realize significant costs savings for each beneficiary that decides to receive an eMSN instead of an MSN.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility																											
		A/B MAC																					MAC N		D Shared- M System E Maintainers				Other
		A	A B H		с М	F	M C		С																				
				H H	A C	I S S	S	S	w F																				
9275.1	The contractors shall insert one 8.5 inches by 11 inches pre-printed sheet of paper into MSNs mailed between October 1, 2015 and December 31, 2015.	X	X	X	X					RRB-SMAC																			
9275.1.1	Contractors shall use 8.5 inch by 11 inch yellow paper.	X	X	X	Х					RRB-SMAC																			
9275.1.2	Contractors shall print a PDF file provided by CMS on both sides (front and back) of the 8.5 inch by 11 inch yellow paper. The PDF shall be transmitted to contractors no later than August 28, 2015. The PDF insert to be used for the mailing is attached to this CR in eChimp under the Transmittals tab, Attachments sub-tab.	X	X	X	X					RRB-SMAC																			
9275.1.3	Contractors shall exempt the following types of MSNs from this requirement: Pay MSNs, large print MSNs, desk copy MSNs, and any internal use MSN copies.	X	X	X	X					RRB-SMAC																			
9275.1.4	Beneficiary copies are included if applicable and are	Χ	Χ	Х	Х					RRB-SMAC																			

Number	Requirement	Responsibility																				
		A/B		-															Sha	red-		Other
		Ν	MA(Μ	I System																
					E	Maintainers																
		Α	В	Η		F		С														
				Η	M	-		Μ														
				Η	A	S	S	S	F													
					C	S																
	part of the normal monthly processing cycle.																					
9275.2	Contractors shall provide a very brief report within 15	Х	Х	Х	Х					RRB-SMAC												
	days after the October 1, 2015-December 31, 2015																					
	mailing period indicating the number of MSNs that																					
	were mailed which included this insert. The																					
	contractors shall email this brief report to Scott																					
	Schiller (scott.schiller@cms.hhs.gov) and James																					
	Wilkerson (james.wilkerson@cms.hhs.gov).																					
9275.3	Contractors shall participate in a required meeting that	Х	Х	Х	Х					RRB-SMAC												
	will be scheduled during week of July 6, 2015. An																					
	appointment will be sent out by CMS prior to the end																					
	of POC review. A description of the project will be																					
	discussed during the meeting, and contractors can ask																					
	any remaining questions they might have.																					

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
			A/B		D	С
		1	MAG	2	Μ	Е
					Е	D
		Α	В	Η		Ι
				Н	Μ	
				Н	Α	
					С	
	None					

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A *"Should" denotes a recommendation.*

X-Ref	Recommendations or other supporting information:
Requirement	
Number	

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

V. CONTACTS

Pre-Implementation Contact(s): Scott Schiller, 410-786-4515 or scott.schiller@cms.hhs.gov (James Wilkerson (james.wilkerson@cms.hhs.gov) and (410) 786-5586).

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: 1

Go paperless and get your Medicare Summary Notices electronically!

You can now get your Medicare Summary Notices (MSNs) in a new and exciting way — **electronic delivery**! These are called electronic MSNs (eMSNs).

By signing up to get eMSNs, you'll:

- Access new eMSNs faster at MyMedicare.gov [Note: eMSNs are monthly and paper MSNs are quarterly]
- Reduce your mail no more paper copies to file
- Help Medicare save money

How to Sign-up

If you don't have a MyMedicare.gov account, signing up is easy. Visit MyMedicare.gov, and select "Create an Account" to register.

Once you've signed up for your MyMedicare.gov account, complete the following steps:

- **1.** Login to MyMedicare.gov
- **2.** Select "My Account" from the menu
- **3.** In the "User information" tab, choose "Email and Correspondence Settings"
- **4.** In the "Electronic Medicare Summary Notices (eMSNs)" area, select edit
- 5. Select "Yes" and then "Submit" and you're done!

Need Help?

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

Sign up now for faster, easier MSNs!

¡Deje de utilizar papel y reciba sus Resúmenes de Medicare vía electrónica!

Ahora puede recibir sus Resúmenes de Medicare (MSNs) de una manera novedosa y emocionante: **¡entrega electrónica!** Estos son los resúmenes electrónicos (eMSNs).

Al inscribirse para recibir eMSNs, usted podrá:

- Acceder a sus eMSNs más rápido en MyMedicare.gov [Nota: los eMSNs son mensuales y los MSNs son trimestrales]
- Reducir su correspondencia: ya no archive más copias en papel
- Ayudar a Medicare a ahorrar dinero

Cómo inscribirse

Si no tiene una cuenta en MyMedicare.gov, abrir una es sencillo. Visite MyMedicare.gov y seleccione "¡Cree una cuenta!" para registrarse.

Cuando haya registrado su cuenta MyMedicare.gov, complete los pasos siguientes:

- 1. Inicie sesión en MyMedicare.gov
- 2. Seleccione "Mi cuenta" del menú
- **3.** En la pestaña "Información del usuario", elija "Correo electrónico y configuración de la correspondencia"
- **4.** En el área "Resumen de Medicare electrónico (eMSNs)", seleccione Modificar
- 5. Seleccione "Sí" y luego "Enviar" y ¡ya está!

¿Necesita ayuda?

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

¡Inscríbase en este servicio para recibir MSNs de la manera más rápida y sencilla!