CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 1727	Date: December 1, 2016
	Change Request 9730

Transmittal 1717, dated September 15, 2016, is being rescinded and replaced by Transmittal 1727, dated, December 1, 2016 to remove the last sentence in Business Requirement 9730.2 and to move the FISS Implementation to July 2017. All other information remains the same.

### SUBJECT: Section 504: Adding a Qualified Reader Preference in Alternate Formats

**I. SUMMARY OF CHANGES:** The Centers for Medicare & Medicaid Services (CMS) has an obligation to provide the MSN in alternate formats for beneficiaries who elect one of the formats as a preference. The purpose of this Change Request (CR) is to have the Shared System Maintainers (SSMs) be responsible for transmitting any beneficiary with a Qualified Reader preference for their MSNs print files to be sent to the Next Generation Desktop (NGD).

**EFFECTIVE DATE: January 1, 2017 - For MCS, VMS and CWF; July 1, 2017 - For FISS Only** *\*Unless otherwise specified, the effective date is the date of service.* **IMPLEMENTATION DATE: January 3, 2017 - For MCS, VMS and CWF; July 3, 2017 - For FISS Only** 

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: 1727	Date: December 1, 2016	Change Request: 9730

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**EFFECTIVE DATE:** January 1, 2017 - For MCS, VMS and CWF; July 1, 2017 - For FISS Only \*Unless otherwise specified, the effective date is the date of service. IMPLEMENTATION DATE: January 3, 2017 - For MCS, VMS and CWF; July 3, 2017 - For FISS Only

### I. GENERAL INFORMATION

**A. Background:** The Centers for Medicare & Medicaid Services (CMS) has an obligation to provide the MSN in alternate formats for beneficiaries who elect one of the formats as a preference. The purpose of this Change Request (CR) is to have the Shared System Maintainers (SSMs) be responsible for transmitting any beneficiary with a Qualified Reader preference for their MSNs print files to be sent to the Next Generation Desktop (NGD).

**B. Policy:** Section 504 of the Rehabilitation Act of 1973 (Section 504), 29 U.S.C. 794 forbids Executive Agencies and recipients of Federal financial assistance from excluding individuals with disabilities or denying them an equal opportunity to receive program benefits and services.

## II. BUSINESS REQUIREMENTS TABLE

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

Number	Number Requirement Responsibility			Responsibility																																																							
		A/B MAC																		-																			-																	Sys	red- tem aine		Other
		A	В	H H H	M A C	F I S S	M C S	V M S	-																																																		
9730.1	Contractor shall continue to create English and Spanish MSN files for those beneficiaries with a Qualified Reader request (based on the beneficiary's alternate format preference.) These beneficiaries shall continue to receive their printed MSNs.					X	X	X		NGD, VDC																																																	
9730.1.1	These beneficiaries shall receive Qualified Reader assistance at a later date, where someone from CMS will call the beneficiary and read their MSN to them and answer any questions. NGD shall transmit a copy of the MSN for those receiving Qualified Reader assistance to the appropriate CMS program office.									NGD																																																	

Number	Requirement	Re	Responsibility																	
			A/B		D			red-		Other										
		MAC			MAC			MAC			MAC		MAC		M E		•	tem aine		
		A	В	Н	E	F	M		$\frac{c}{C}$											
		11	Ľ	Н	Μ		C		W											
				Н	A	S	S	S	F											
0720.0	A metadata file far Qualified Deadar file shall ha				C	S V	v	v		NCD VDC										
9730.2	A metadata file for Qualified Reader file shall be included with all files being sent to the Next Generation Desktop (NGD).					Х	Х	Х		NGD, VDC										
9730.3	The Qualified Reader alternate format preference applies to both non-Pay MSNs <b>and</b> Pay-MSNs.					X	Х	X		NGD, VDC										
9730.3.1	Beneficiaries shall receive their Pay MSNs and non-Pay MSNs from the MACs in the normal manner.	X	X	X	X															
9730.3.1.1	The Qualified Reader assistance shall be provided to both Pay MSN-Recipients <b>and</b> non-Pay Recipients.									NGD										
9730.4	The CWF shall accept the following MSN media preference indicator from the CMS Enrollment Database (EDB). This field shall be alphanumeric.								X	EDB										
I	Valid Values:																			
I	• Q = Qualified Reader																			
9730.4.1	The Shared System Managers shall include Qualified Reader (Q) MSN data stream in with the other alternative format data streams, such as:					X	X	X												
I	• A = Audio (CD)																			
	• B = Braille																			
	• $C = CD-ROM$ (data CD)																			
	• E = Electronic (email)																			
	• $H = MSN$																			
	• L = Large Print																			

Number	Requirement	Responsibility								
		A/B MAC		A/B D			Sha	red-		Other
				Μ		Sys	tem			
					Ε	Maintainers			ers	
		Α	A B H H			F	Μ	V	С	
					H M	Ι	С	Μ	W	
				Η	A	S	S	S	F	
					С	S				
	• M = Certified Mail									
9730.4.1.1	The SSMs shall update the values that will be coming back from CWF.					X	X	X		

## **III. PROVIDER EDUCATION TABLE**

Number	Requirement	Responsibility				
			A/B		D	C
		1	MAG	2	Μ	E
					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, 410-786-4514 or scott.schiller@cms.hhs.gov, James Wilkerson, 410-786-5586 or james.wilkerson@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**