

Medicare Beneficiary Notice Delivery Guidance

Background

On Thursday, March 26, 2020 CMS released an MLN Connects bulletin that included guidance for delivery of beneficiary notices to patients who may have COVID-19.¹

In this bulletin CMS encourages providers that are treating a patient with suspected or confirmed COVID-19, to be diligent and safe while issuing the following beneficiary notices to beneficiaries receiving institutional care:

- ✓ Important Message from Medicare (IM)_CMS-10065
- ✓ Detailed Notices of Discharge (DND)_CMS-10066
- ✓ Notice of Medicare Non-Coverage (NOMNC)_CMS-10123
- ✓ Detailed Explanation of Non-Coverage (DENC)_CMS-10124
- ✓ Medicare Outpatient Observation Notice (MOON)_CMS-10611
- ✓ Advance Beneficiary Notice of Non-Coverage (ABN)_CMS-R-131
- ✓ Skilled Nursing Advance Beneficiary Notice of Non-Coverage (SNFABN)_CMS-10055
- ✓ Hospital Issued Notices of Non-Coverage (HINN)

Current notice delivery instructions provide flexibilities for delivering notices to beneficiaries in isolation:

- ✓ Hard copies of notices may be dropped off with a beneficiary by any hospital worker able to enter a room safely.
 - A contact phone number should be provided for a beneficiary to ask questions about the notice, if the individual delivering the notice is unable to do so.

- ✓ If a hard copy of the notice cannot be dropped off, notices to beneficiaries may also be delivered via email, if a beneficiary has access in the isolation room.
 - The notices should be annotated with the circumstances of the delivery, including the person delivering the notice, and when and to where the email was sent.
- ✓ Notice delivery may be made via telephone or secure email to beneficiary representatives who are offsite.
 - The notices should be annotated with the circumstances of the delivery, including the person delivering the notice via telephone, and the time of the call, or when and to where the email was sent.

Guidance

1. Review revised instructions for delivery of beneficiary notices in isolation with all staff responsible for this task.
2. Implement strategies for complying with guidelines to ensure notices are appropriately delivered and that patients can respond appropriately.
3. Guidance allows for modification in delivery of notices only. Providers should reference standing guidelines for content and other issues related to notices that may be found at:
<https://www.cms.gov/media/137111>



Sources

1. CMS MLN Connects, Special Edition, Thursday, March 26, 2020. ■