
CMS Manual System

Pub. 100-09 Medicare Contractor Beneficiary and Provider Communications

**Department of Health &
Human Services (DHHS)
Centers for Medicare &
Medicaid Services (CMS)**

Transmittal 1

Date: October 1, 2003

I. SUMMARY OF CHANGES:

This is the initial issuance of Pub. 100-09, Medicare Contractor Beneficiary and Provider Communications Manual, an Internet-only manual that replaces instructions in Pub 13, Medicare Intermediary Manual (MIM), Pub 14, Medicare Carriers Manual (MCM), and related program memoranda. Pub. 100-09, Chapter 1, contains general instructions and requirements for Medicare carriers, including DMERCs, and intermediaries for processing correspondence. The manual may be accessed from the CMS Web site: <http://www.cms.hhs.gov/manuals/>.

Related instructions in Pub. 13-2 and 13-3, MIM, and Pub. 14-2 and 14-3, MCM, are being retired in a separate revision. A crosswalk from these publications to their respective sections of this manual is included.

NEW/REVISED MATERIAL - EFFECTIVE DATE: Not Applicable

***IMPLEMENTATION DATE: Not Applicable**

II. CHANGES IN MANUAL INSTRUCTIONS:

(R = REVISED, N = NEW, D = DELETED)

R/N/D	CHAPTER/SECTION/SUBSECTION/TITLE
N	Table of Contents
N	Crosswalk
N	Chapters 1/10, 20
N	Chapters 2/10, 30, 60
N	Chapters 3/10, 40
N	Chapters 4/10, 50
N	Chapters 5/10, 70

III. FUNDING: *Medicare contractors only:

These instructions should be implemented within your current operating budget.

IV. ATTACHMENTS:

	Business Requirements
X	Manual Instruction
	Confidential Requirements
	One-Time Notification

Medicare Contractor Beneficiary and Provider Communications Manual

Table of Contents

(Rev. 1, 10-01-03)

Chapter 1 - Correspondence

Chapter 2 - Beneficiary Customer Services

Chapter 3 – Provider Customer Services

Chapter 4 – Provider Communications

Chapter 5 – Correct Coding Initiative

[Crosswalk](#) to Old Manuals

Business Requirements

Confidential Requirements

One Time Notification