

---

# Program Memorandum Carriers

---

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

Transmittal B-02-074

Date: NOVEMBER 1, 2002

---

**CHANGE REQUEST 2412**

**SUBJECT: Clarification on Systems Changes in CR 2299**

The purpose of this Program Memorandum (PM) is to update Change Request (CR) 2299 (Transmittal B-02-054). CR 2299 provided instructions to the Multi-Carrier System (MCS) and HCFA (CMS) Part B Standard System (HPBSS) for systems changes in accordance with Transmittal 1721. This PM supersedes the instructions in Transmittal B-02-054. The HPBSS waiver of CR 2299 remains in effect for the instructions in this PM.

MCS and HPBSS should implement the following standard system change by January 1, 2003:

The Medicare Carriers Manual (MCM) §12004.6 instructs carriers to send copies of appeal notices to appointed representatives. Carriers must send copies of notices on any action(s) taken as a result of an appeal request to the appointed representative. This includes, but is not limited to, appeal decisions/determinations, Medicare Summary Notices (MSNs), and all requests for evidence/documentation.

This systems change requires creating a field to enter the representative associated with the appeals case. The representative information would include the name and mailing address of the representative. The representative would receive a copy of any information sent to the appellant with regard to the specified appeals case.

**These instructions should be implemented within your current operating budget.**

**If you have any questions please contact Jennifer Eichhorn at 410-786-9531 or Lisa Childress at 410-786-6956.**

**The effective date of the PM is January 1, 2003.**

**The implementation date for this PM is January 1, 2003.**

**This PM should be discarded January 1, 2004.**