
Program Memorandum Carriers

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

Transmittal B-02-054

Date: JULY 31, 2002

CHANGE REQUEST 2299

SUBJECT: Sending Copies of Appeal Notices to Appointed Representatives, Including the Amount in Controversy Remaining in Review Determination Letters, and Using Bullets in Appeals Correspondence

This Program Memorandum (PM) provides instructions to the Multi-Carrier System (MCS) and HCFA (CMS) Part B Standard System (HPBSS) standard system maintainers to implement the following systems changes in accordance to Transmittal 1721, dated September 27, 2001.

(1) 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 system 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.

(2) The MCM § 12012.5 instructs carriers to include the amount in controversy remaining in each review determination letter.

This systems change entails creating an "amount in controversy" calculator. This feature will perform an assessment of the amount in controversy so that the amount can be calculated prior to the clerical decision to initiate an adjustment. This calculated amount should be plugged into the amount in controversy field in the correspondence record and into The Automated Correspondence System (TACS) record when the decision is wholly or partially unfavorable.

(3) The MCM § 12010.2 instructs carriers to use bullet points to clarify subject matters that are lengthy or complicated in all appeals correspondence.

This system change requires allowing the use of bullet points rather than a dash. When using bullets, the system should automatically format the information by indenting the bulleted information and wrapping the text appropriately. This change will either require doubling the line limitation from 205 to 410 lines, or result in the removal of the limitation.

If you have any questions please Jennifer Eichhorn at 410-786-9531 or JEichhorn@cms.hhs.gov or Lisa Childress at 410-786-6956 or LChildress@cms.hhs.gov.

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

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

These instructions should be implemented within your current operating budget.

This PM may be discarded after January 1, 2004.