
Program Memorandum Intermediaries/Carriers

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

Transmittal AB-02-106

Date: JULY 31, 2002

CHANGE REQUEST 2241

SUBJECT: Medicare Summary Notice (MSN) - Inclusion of Appeals Information, Removal of Fraud References and Office of Inspector General's (OIG) Hotline Number – ACTION

The purpose of this Program Memorandum (PM) is to instruct all Fiscal Intermediaries and Carriers to make the following changes to the Medicare Summary Notice (MSN):

Format Changes:

- In step 2 of the Appeals Information section of the MSN, after “Send this notice, or a copy, to the address in the ‘Customer Service Information’ box on page 1,” print the sentence that follows equivalent to 12-point mixed case type enclosed in parentheses. All other technical specifications remain the same.

(You may also send any additional information you may have about your appeal.)

The Spanish translation for those contractors issuing MSNs in Spanish is:

(Usted también puede enviar cualquier información adicional que tenga sobre su apelación.)

- In the Title section of the MSN, change the **HELP STOP FRAUD** statement to **BE INFORMED**. Print **BE INFORMED** in upper case equivalent to 12-point bold type, exactly as **HELP STOP FRAUD** is currently printed. All other technical specifications for this statement also remain the same. The Spanish translation for those contractors issuing MSNs in Spanish is **Infórmese**.

Message Changes:

- Discontinue printing the following fraud message in the Title section of the MSN:
Be Informed – Read Your MSN. (24.9)
- Discontinue printing the following 4 fraud messages in the General Information section of the MSN.

If you think Medicare was billed for something you did not receive, please call our Fraud Hotline, 1-800-447-8477. (38.1)

If you were offered free items or services but Medicare was billed, please call our Fraud Hotline, 1-800-447-8477. (38.2)

Who Pays? You Pay. Report Medicare fraud by calling 1-800-447-8477. An example of fraud would be claims for Medicare items or services that you did not receive. If you have any other questions about your claim, please contact the Medicare contractor telephone number shown on this notice. (38.10)

Report Medicare fraud by calling the Medicare Fraud Hotline at 1-800-447-8477. (No number assigned to this message.)

- Print the following new fraud message in the General Information section of all MSNs:

Compare the services you receive with those that appear on your Medicare Summary Notice. If you have questions, call your doctor or provider. If you feel further investigation is needed due to possible fraud or abuse, call the phone number in the Customer Service Information Box. (38.10)

The Spanish translation for those contractors issuing MSNs in Spanish is:

Compare los servicios que usted recibe con los que aparecen en su Resumen de Medicare. Si tiene preguntas, llame a su doctor o proveedor. Si usted cree que se necesita investigar más debido a un posible fraude o abuso, llame al teléfono que aparece en la sección Información de Servicios al Cliente.

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.

If you have any questions, please contact Nancy Conn at (410) 786-8374.