



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: February 9, 2017

TO: All Medicare Advantage Organizations, Cost-Based Contractors, and Health Care Prepayment Plans

FROM: Jerry Mulcahy
Director

SUBJECT: Issuance of Revised Integrated Denial Notice (Form CMS 10003-NDMCP)

As part of our continuing efforts to streamline appeal notice requirements, CMS is issuing a revised OMB-approved standardized Notice of Denial of Medical Coverage (or Payment), also known as the Integrated Denial Notice (IDN). Medicare health plans, including Dual Eligible Special Needs plans (DSNPs), issue the IDN to inform enrollees of their appeal rights, as applicable, for payment or service denials and for discontinuation or reduction of a previously authorized course of treatment. These plans should begin using the revised IDN **as soon as possible, but no later than April 10, 2017**. Note: See below for instructions applicable to Medicare-Medicaid Plans.

Significant revisions to the notice and instructions include:

- A suggestion that the enrollee share a copy of the decision with his or her doctor so that next steps can be discussed. The notice also explains that a copy of the decision was sent to the doctor if the doctor made the request on the enrollee's behalf;
- Clarification regarding what to include in the denial rationale;
- As applicable to DSNPs that integrate Medicare and Medicaid benefits, instructions on determining if services are covered under Medicare and/or Medicaid, the criteria plans are to take into consideration when making this determination, and clarification on the circumstances under which the notice should be issued; and
- Language providing information on how enrollees can request the notice in an alternative format.

Medicare Health Plans:

The IDN and instructions are posted on the CMS Beneficiary Notices Initiative (BNI) webpage (under the "MA Denial Notices" link): <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/MADenialNotices.html>

For questions regarding the IDN or Medicare health plan appeals, send an email to the following address and copy your CMS Account Manager:

Part_C_Appeals@cms.hhs.gov

Medicare-Medicaid Plans:

Medicare Medicaid Plans (MMPs) within the Financial Alignment Initiative (FAI) will continue to use demonstration-specific versions of the IDN. The updated demonstration-specific IDNs will be released to MMPs via a separate HPMS memorandum.

More information about the FAI can be found on the CMS website under “Medicare Medicaid Coordination” at:

<https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-MedicaidCoordination.html>

For questions regarding Medicaid benefit appeals, DSNPs should contact the State Medicaid Agency with which they contract.