



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: April 2, 2020

TO: All Medicare Advantage Organizations and Cost-Based Contractors

SUBJECT: Reminder of Flexibilities for Notice Delivery for Beneficiaries Receiving Institutional Care

The purpose of this memorandum is to remind Medicare Advantage Organizations and Cost-Based Contractors of certain flexibilities for notice delivery to beneficiaries receiving institutional care. If a beneficiary is being treated with suspected or confirmed COVID-19, CMS encourages the provider community to be diligent and safe while issuing the following beneficiary notices to beneficiaries receiving institutional care:

- Important Message from Medicare (IM)_CMS-10065
- Detailed Notice of Discharge (DND)_CMS-10066
- Notice of Medicare Non-Coverage (NOMNC)_CMS-10123
- Detailed Explanation of Non-Coverage (DENC)_CMS-10124
- Medicare Outpatient Observation Notice (MOON)_CMS-10611
- Notice of Hospital Requested Review (HRR) or HINN 10

In light of concerns related to COVID-19, we are issuing this reminder of existing notice delivery instructions which provide flexibilities for delivering notices to beneficiaries in isolation. These procedures include:

- Hard copies of notices may be dropped off with a beneficiary by any hospital worker able to enter a room safely. A contact phone number should be provided for a beneficiary to ask questions about the notice, if the individual delivering the notice is unable to answer such questions. If a hard copy of the notice cannot be dropped off, notices to beneficiaries may also be delivered via email, if a beneficiary has access to his or her e-mail in the isolation room. The notices should be annotated with the circumstances of the delivery, including the person delivering the notice, and when and to where the email was sent.
- Notice delivery may be made via telephone or secure email to authorized or appointed beneficiary representatives who are offsite. The notices should be annotated with the circumstances of the delivery, including the person delivering the notice via telephone, and the time of the call, or when and to where the email was sent.

Further information pertaining to these notices is set forth in the Part C and Part D Enrollee Grievances, Organizations, Coverage Determinations and Appeals guidance.

<https://www.cms.gov/Medicare/Appeals-and-Grievances/MMCAG/Downloads/Parts-C-and-D-Enrollee-Grievances-Organization-Coverage-Determinations-and-Appeals-Guidance.pdf>

More specific information and copies of the notices is accessible on our Beneficiary Notices Initiative webpage at <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/index>

Please submit any follow up questions at <https://appeals.lmi.org>