



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: February 19, 2020

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

FROM: Jerry Mulcahy
Director

SUBJECT: Revised Notice of Denial of Medical Coverage (or Payment) Form CMS-10003

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 1, 2020.**

Significant revisions made to the notice and instructions include:

- Addition of adjudication timeframes for Part B drugs.
- Removal of language regarding State Fair Hearing as first level of appeal.
- Removal of option to add state specific Medicaid appeal filing timeframe.
- New determination option if an item, service, Part B drug, or payment is partially approved.
- New language notifying enrollees they cannot request an expedited appeal for a request for payment.
- New language informing enrollees they may ask for a good cause extension and should include their reason for being late.
- Option to add information for submitting appeal via plan website.
- Instructions for Medicare Advantage Prescription Drug plans (MA-PDs) to include an explanation in the denial rationale for enrollees if a Part B drug may be covered under Part D.

Instructions for 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, submit to the Part C Appeals and Grievances resource portal: <https://appeals.lmi.org>.

Instructions for 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. Demonstration-specific IDNs will also be posted on the webpage: <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources>.

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.