

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-04 Medicare Claims Processing</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 13220</b>	<b>Date: May 8, 2025</b>
	<b>Change Request 14012</b>

**SUBJECT: Update to Publication 100-04 Medicare Claims Processing Manual Chapter 21 Medicare Summary Notices (MSN) English Exhibits for Envelope Changes Described in Previously Issued Change Request**

**I. SUMMARY OF CHANGES:** The purpose of this Change Request (CR) is to officially update the examples of the Medicare Summary Notice (MSN) envelopes in the Medicare Claims Processing Manual, Publication 100-04, Chapter 21 - Medicare Summary Notices - English Exhibits, as outlined in a previously issued Change Request.

**EFFECTIVE DATE: October 1, 2025**

*\*Unless otherwise specified, the effective date is the date of service.*

**IMPLEMENTATION DATE: October 6, 2025**

*Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.*

**II. CHANGES IN MANUAL INSTRUCTIONS:** (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

<b>R/N/D</b>	<b>CHAPTER / SECTION / SUBSECTION / TITLE</b>
R	21/Medicare Summary Notices/English Exhibits

**III. FUNDING:**

**For Medicare Administrative Contractors (MACs):**

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

**IV. ATTACHMENTS:**

**Business Requirements  
Manual Instruction**

# Attachment - Business Requirements

Pub. 100-04	Transmittal: 13220	Date: May 8, 2025	Change Request: 14012
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## II. GENERAL INFORMATION

**A. Background:** A previously issued CR outlined all the work and changes needed to be made by the MACs to implement penalty mail postages, but did not include a manual update. This CR covers the necessary manual update to the Medicare Claims Processing Manual, publication 100-04, Chapter 21 – Medicare Summary Notices – English Exhibits.

**B. Policy:** There are no policy or legislative implications.

## III. BUSINESS REQUIREMENTS TABLE

*"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.*

Number	Requirement	Responsibility								
		A/B MAC			DME MAC	Shared-System Maintainers				Other
		A	B	HH		FIS	MC	VM	CW	
14012.1	Contractors shall begin using an updated envelope design for both Pay and No-Pay Medicare Summary Notices (MSNs), which has a postage permit number on the front and updated messaging on the back flap, as described and displayed in a previously issued CR.	X	X	X	X					
14012.2	Contractors shall expend all existing MSN envelopes prior to utilizing the updated penalty mail	X	X	X	X					

Number	Requirement	Responsibility								
		A/B MAC			DM E MA C	Shared-System Maintainers				Other
		A	B	HH H		FIS S	MC S	VM S	CW F	
	envelope format, as described in a previously issued CR.									
14012.3	CMS shall update the envelope examples displayed in Publication 100-04, the Medicare Claims Processing Manual, at <a href="https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS018912">https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS018912</a> , under the Chapter 21 – Medicare Summary Notices – English Exhibits PDF.									CMS

#### IV. PROVIDER EDUCATION

None

**Impacted Contractors:** None

#### V. SUPPORTING INFORMATION

**Section A: Recommendations and supporting information associated with listed requirements:** N/A

*"Should" denotes a recommendation.*

X-Ref Requirement Number	Recommendations or other supporting information:
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**Section B: All other recommendations and supporting information:** N/A

#### VI. CONTACTS

**Post-Implementation Contact(s):** Contact your Contracting Officer's Representative (COR).

#### VII. FUNDING

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not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

**ATTACHMENTS: 0**