

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: August 13, 2013

TO: All Medicare Advantage Organizations, Cost-Based Contractors, Health Care Prepayment Plans, and Medicare-Medicaid Fully Integrated Dual Eligible Plans

FROM: Arrah Tabe-Bedward
Director, Medicare Enrollment & Appeals Group

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

As part of our continuing efforts to streamline appeal notice requirements, CMS is issuing a new OMB-approved standardized notice of denial and appeal rights. The new notice, referred to as the Integrated Denial Notice (IDN), consolidates Medicare Advantage coverage and payment denial notices and integrates, where applicable, Medicaid appeal rights information.

The IDN combines and replaces the standardized Medicare Part C denial notices entitled “Notice of Denial of Payment” and “Notice of Denial of Medical Coverage” (Form CMS-10003-NDP and Form CMS-10003-NDMC, respectively). In addition to combining the NDP and NDMC, the IDN integrates Medicaid appeal rights information for Medicare health plan enrollees receiving full benefits under a State Medical Assistance (Medicaid) program. Plans administering Medicaid benefits in addition to Medicare benefits are responsible for including applicable Medicaid information in the notice.

Medicare health plans and Fully Integrated Dual Eligible (FIDE) plans will 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. Medicare-Medicaid Plans (MMPs) within the Financial Alignment Demonstrations also will use the IDN. **All plans should begin using the IDN as soon as possible, but no later than November 1, 2013.**

Medicare Health Plans:

The IDN and instructions are posted on the CMS website’s Beneficiary Notices Initiative (BNI) webpages (under the “MA Denial Notices” link): <http://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:

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

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

For questions regarding Medicaid benefit appeals, contact your State Medicaid Agency. State-specific program and contact information can be found at:

<http://www.medicaid.gov/medicaid-chip-program-information/by-state/by-state.html>