

Medicare Secondary Payer (MSP): Resources

6/28/2023

Today's Presenters

Provider Outreach and Education Consultants

- Christine Janiszczak
- Jan Wood
- Kathy Mersch





Disclaimer

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Recording

Attendees/providers are never permitted to record (tape record or any other method) our educational events. This applies to webinars, teleconferences, live events and any other type of National Government Services educational events.

Objectives

- Help providers learn more about MSP so you can meet your MSP-related responsibilities
- Show providers where to find MSP information on [our website](#) and the [CMS' website](#)



Agenda

2023 MSP webinar series and additional webinars

Christine Janiszcak

MSP Resources handout

Christine Janiszcak

NGS' Website

Christine Janiszcak

NGS' Website: MSP Instructions

Christine Janiszcak

NGS' Website: MU CBTs

Christine Janiszcak

NGS' Website: Contact Us

Christine Janiszcak

CMS' Website

Jan Wood



Agenda

CMS' Website: IOM Publications

Jan Wood

CMS' Website: MLN Matters® articles

Jan Wood

CMS' Website: MLN® Booklet/Fact Sheet on MSP

Jan Wood

CMS' Website: National Training Program

Jan Wood

CMS' Website: BCRC information

Jan Wood

Medicare.gov Website: Guide for Patients

Jan Wood

Questions and Answers

Kathy Mersch

2023: MSP Webinar Series

MSP Webinars in Series

- MSP: Fundamentals
- MSP: Resources
- MSP: Identifying Primary Payers
- MSP: Setting Up and Correcting CWF Records
- MSP: Rejections on Primary Claims
- MSP: Working Aged with EGHP Provision
- MSP Disabled with LGHP Provision
- MSP: ESRD with EGHP Provision
- MSP: No-Fault, Medical-Payment and Liability Provisions

MSP Webinars in Series

- MSP: Submitting Claims When Primary Payer Makes Payment (MSP Billing)
- MSP: Billing Examples
- MSP: Submitting Claims When Primary Payer Does Not Make Payment (Conditional Billing)
- MSP: Conditional Billing Examples
- MSP: Claims That RTP
- MSP: Conditional Claims That RTP
- MSP: Adjustments Involving MSP
- MSP Payment and Beneficiary Responsibility

Additional MSP Webinars

- Virtual conferences (include MSP as topic)
 - Twice a year
- Let's Chat About MSP Part A
 - Once a month
 - For all Part A providers including HHHs and FQHCs/RHCs
 - Ask MSP-related questions (no PHI)
 - Event posted to our website but no presentation

Polling Question One

- I have the following MSP experience
 - Less than one year
 - One to five years
 - Six to nine years
 - Ten years or more

Polling Question Two

- When you have questions about MSP, where do you go for answers?
 - CMS' website
 - NGS' website
 - NGS' PCC
 - Coworker, supervisor and/or manager
 - A combination of the above

Polling Question Three

- How often do you look for MSP resources?
 - About once or twice a day
 - About once or twice a week
 - About once or twice a month
 - About once or twice every few months
 - Less often than any of the above

Polling Question Four

- When you think about looking for MSP resources, you feel
 - Confident and you don't need any help
 - Somewhat confident but you could use some help
 - Uncertain and you could use a lot of help

Common MSP Questions

MSP Questions

- Common MSP questions include
 - What is MSP and what are the MSP Provisions?
 - What are a provider's MSP responsibilities?
 - How do I identify payers primary to Medicare?
 - What self-service tools are available to check for MSP records?
 - When must MSP records be updated with BCRC?
 - What guidelines do I follow to update MSP records with BCRC?
 - How can I prevent my primary claim from rejecting for MSP? Are there explanatory codes I could use on my claim?

MSP Questions

- Some common MSP questions include
 - How do I prepare an MSP or conditional claim?
 - What is difference between MSP and conditional claims?
 - What codes do I use on MSP and conditional claims?
 - How do I submit an MSP or conditional claim?
 - How do I correct an MSP claim?
 - How do I do an adjustment related to MSP?
 - Will Medicare pay on this MSP claim?
 - Will the patient owe a balance on this MSP claim?



NGS' Website

Entering NGS' Website

- In web browser, type <http://www.NGSMedicare.com>
- Click **Enter** and attestation window appears
- Review attestation
- Click **Accept** and two options appear
 - NGSMedicare.com (your left) and NGSConnex.com (your right)
- Under NGSMedicare.com, select
 - **Provider type** (from drop down box) and **State** (from drop down box)
 - ✓ Provider type options: Part A, Part B, HHH, FQHC/RHC
 - ✓ State options: Depend on provider type selected
- Click **Enter** and our home page appears

Review and Accept Attestation

The screenshot shows the NGS Medicare portal interface. At the top, the 'National Government Services' logo is visible. The main heading is 'Access NGS Medicare', followed by a description: 'NGSMedicare gives you access to Medicare education and a variety of tools.' Below this are two input fields: 'I am a...' and 'Please select', followed by an 'Enter' button. A modal window titled 'Attestation' is overlaid on the page. The modal contains the following text:

NGSConnex

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

- This system is provided for Government authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:

Below the modal, a red arrow points to an 'Accept' button. The background page also features the 'NPPES' logo and text: 'National Plan & Provider Enumeration System. NPPES is responsible for processing new... processing changes of information for pre... enumerated providers.' At the bottom, there are links for 'About Us', 'Privacy Notice', and 'Site Map', along with the 'CMS' logo and the text 'Copyright 2022 - National Government Services'.

Select Provider Type and State and Click on Enter

The screenshot displays the National Government Services website. At the top left is the logo for National Government Services. The main content area is divided into two columns. The left column, titled 'Access NGS Medicare', describes the portal's purpose and includes two dropdown menus: 'I am a...' and 'Please select', both with red arrows pointing to them, and an 'Enter' button below. The right column, titled 'Log into NGSConnex', describes the portal's features and includes 'User ID' and 'Password' input fields with an 'Enter' button below. At the bottom of the main content area are links for 'Create Account', 'Can't Log In', and 'Helpful Links'. Below this is a section with three logos: NPPES (National Plan & Provider Enumeration System), MU (Medicare University), and PECOS (Provider Enrollment, Chain of Ownership, and Certification System). Each logo is followed by a brief description of its function. The footer contains links for 'About Us', 'Privacy Notice', and 'Site Map', along with the CMS (Centers for Medicare & Medicaid Services) logo and a copyright notice for 2022.

National Government Services

Access NGS Medicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

I am a...

Please select

Enter

Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

User ID

Password

Enter

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

NPPES
National Plan & Provider Enumeration System
NPPES is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.

mu
medicare university
MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.

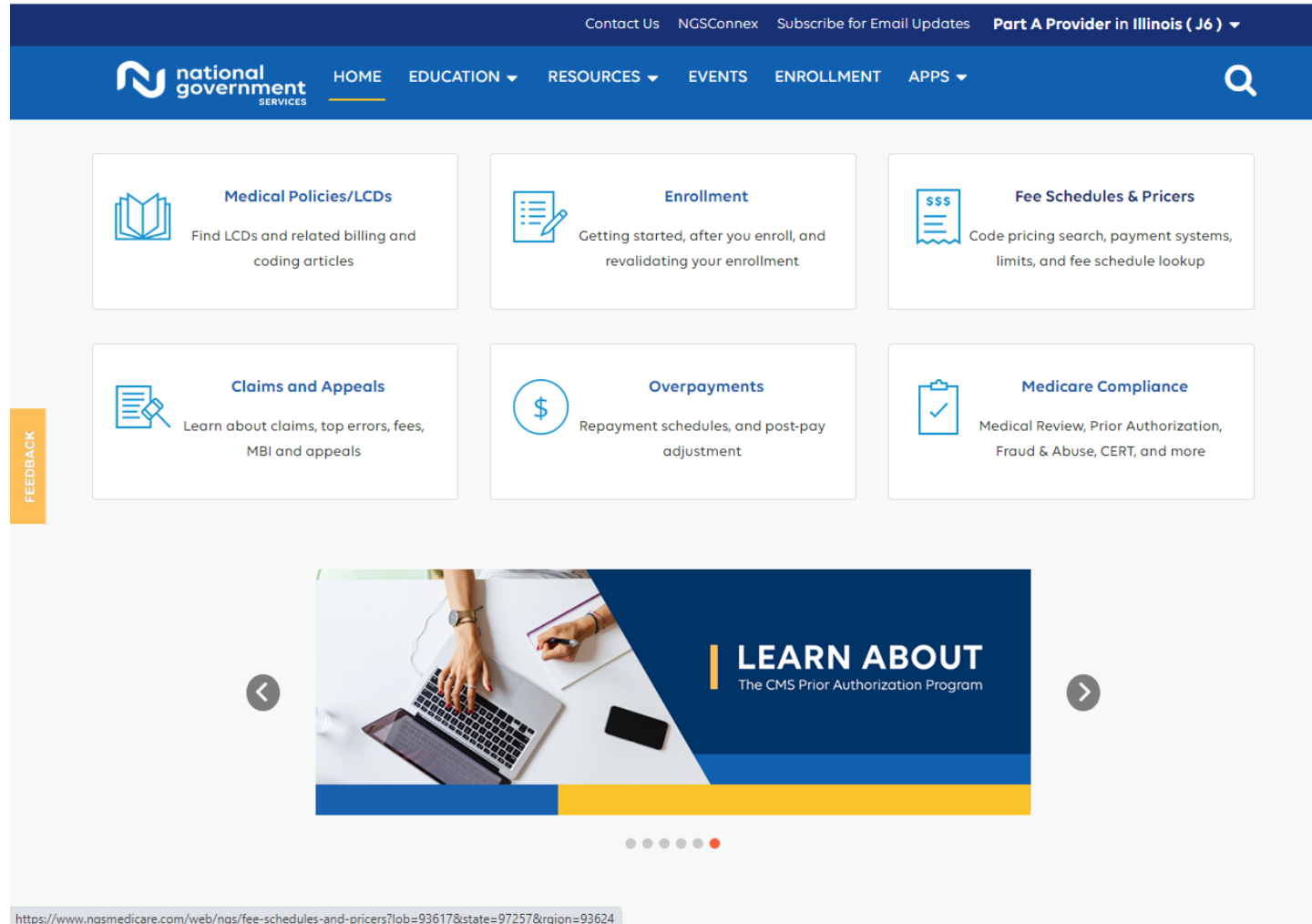
PECOS
PECOS supports the Medicare Provider and Supplier enrollment process by allowing users to securely and electronically submit and manage Medicare enrollment information.

[About Us](#) | [Privacy Notice](#) | [Site Map](#)

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Copyright 2022 - National Government Services

Home Page



The screenshot displays the home page of the National Government Services website. The top navigation bar is dark blue with white text for 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and 'Part A Provider in Illinois (J6)' with a dropdown arrow. Below this is a blue header with the 'national government SERVICES' logo, a 'HOME' link with an underline, and other menu items: 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS', each with a dropdown arrow. A search icon is on the right. The main content area features six white boxes with blue icons and text: 'Medical Policies/LCDs' (book icon), 'Enrollment' (document with pencil icon), 'Fee Schedules & Pricers' (dollar sign icon), 'Claims and Appeals' (document with magnifying glass icon), 'Overpayments' (dollar sign in a circle icon), and 'Medicare Compliance' (clipboard with checkmark icon). A vertical orange 'FEEDBACK' button is on the left. A large banner at the bottom shows hands working on a laptop with the text 'LEARN ABOUT The CMS Prior Authorization Program'. A URL bar at the bottom shows 'https://www.ngsmedicare.com/web/ngs/fee-schedules-and-pricers?lob=93617&state=97257&rgion=93624'.

Contact Us NGSConnex Subscribe for Email Updates Part A Provider in Illinois (J6) ▾

national government SERVICES HOME EDUCATION ▾ RESOURCES ▾ EVENTS ENROLLMENT APPS ▾

Medical Policies/LCDs
Find LCDs and related billing and coding articles

Enrollment
Getting started, after you enroll, and revalidating your enrollment

Fee Schedules & Pricers
Code pricing search, payment systems, limits, and fee schedule lookup

Claims and Appeals
Learn about claims, top errors, fees, MBI and appeals

Overpayments
Repayment schedules, and post-pay adjustment

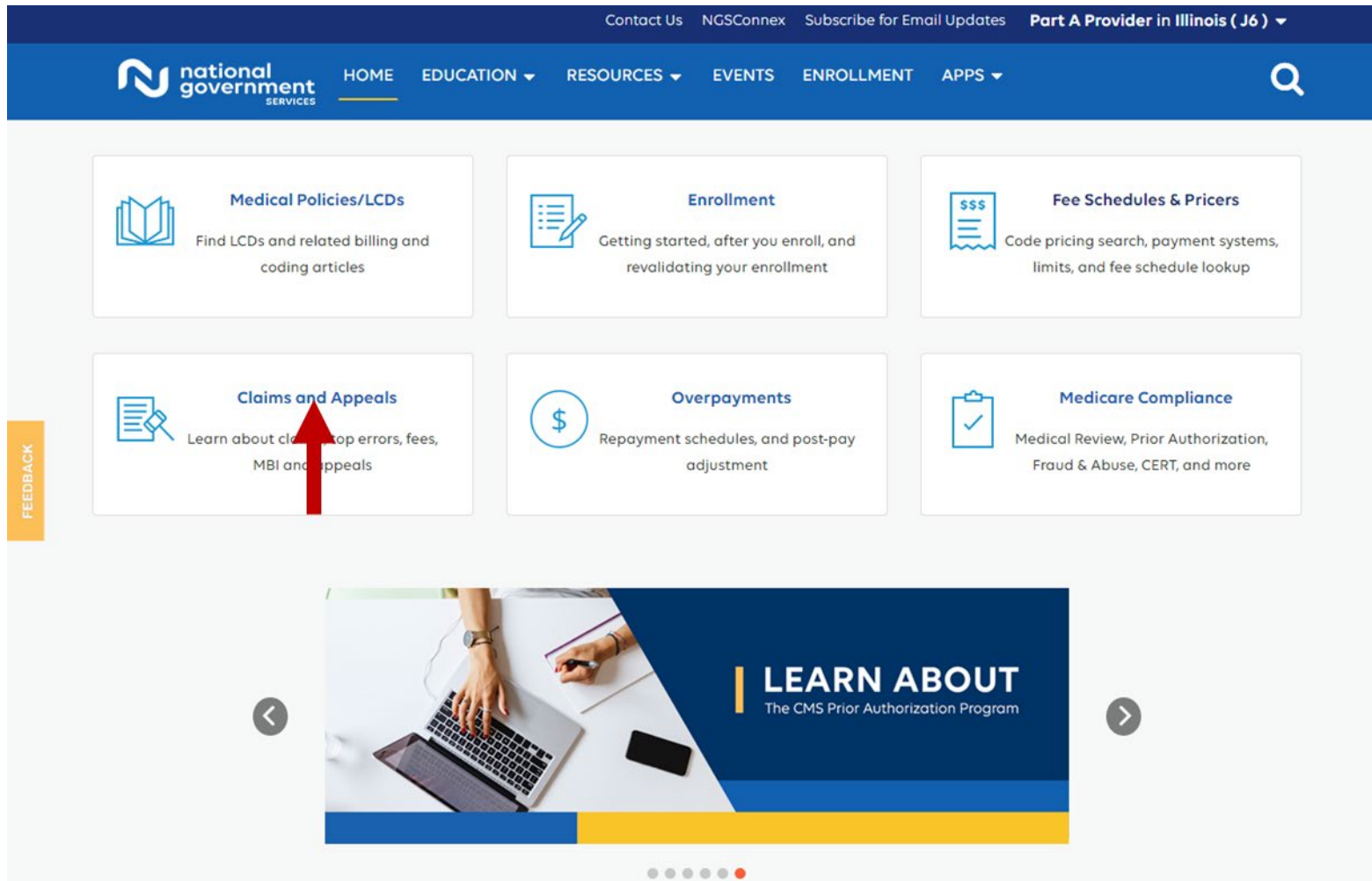
Medicare Compliance
Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more

FEEDBACK

← **LEARN ABOUT**
The CMS Prior Authorization Program →

https://www.ngsmedicare.com/web/ngs/fee-schedules-and-pricers?lob=93617&state=97257&rgion=93624

Click on Claims and Appeals



Click Medicare Secondary Payer Under Claims

The screenshot shows the National Government Services website. The top navigation bar includes links for 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and 'Part A Provider in Illinois (J6)'. Below this is a secondary navigation bar with 'HOME', 'EDUCATION', 'RESOURCES' (highlighted), 'EVENTS', 'ENROLLMENT', and 'APPS'. A search icon is on the right. The main content area is titled 'CLAIMS AND APPEALS' and features a 'Claims' section with five links: 'Medicare Beneficiary Identifier (MBI)', 'Medicare Secondary Payer (MSP)', 'NGSConnex', 'Overlap/Dispute Process', and 'Top Claim Errors'. A red arrow points to the 'Medicare Secondary Payer (MSP)' link. A vertical 'FEEDBACK' button is on the left side of the claims section.

Review List of MSP Articles

[Contact Us](#) [NGSConnex](#) [Subscribe for Email Updates](#) [Part A Provider in Illinois \(J6 \)](#) ▼

 [HOME](#) [EDUCATION](#) ▼ [RESOURCES](#) ▼ [EVENTS](#) [ENROLLMENT](#) [APPS](#) ▼ 

[Resources](#) > [Claims and Appeals](#)

MEDICARE SECONDARY PAYER (MSP)

FEEDBACK

[What is Medicare Secondary Payer?](#)

[Identify the Proper Order of Payers for a Beneficiary's Services](#)

[Set Up a Beneficiary's MSP Record](#)

[Correct a Beneficiary's MSP Record](#)

[Prevent an MSP Rejection on a Medicare Primary Claim](#)

[Collect and Report Retirement Dates on Medicare Claims](#)

[Prepare and Submit an MSP Claim](#)

What is Medicare Secondary Payer?

Medicare Secondary Payer is the term used for when a Medicare beneficiary has other insurance or coverage that is the primary payer, based on a federal MSP provision, for the beneficiary's healthcare services. As a result, Medicare is the secondary payer to that other insurance or coverage for those services.

Each MSP provision has criteria and/or conditions that the beneficiary's situation must meet for the MSP provision to apply.

- If the beneficiary's situation meets all criteria and/or conditions of an MSP provision, then the other insurance or coverage is the primary payer and Medicare is the secondary payer for the beneficiary's healthcare services.

Helpful Resources

[BCRC Contact Information](#)

[MSP Questionnaire Example](#)

BCRC Contact

[1-855-798-2627](#)

[TTY/TDD: 1-855-797-2627](#)

MU CBTs on our Website

- From our [home page](#)
 - Under **Education** tab, click on **Medicare University**, then **Medicare University Course List**
 - These MSP CBTs will be available once updated for 2023
 - ✓ PTA-C-0024 = Fundamentals of MSP
 - ✓ PTA-C-0035 = Working Aged with GHP
 - ✓ PTA-C-0039 = MSP Identifying Primary Payers
 - ✓ PTA-C-0042 = Disabled with LGHP
 - ✓ PTA-C-0043 = No-Fault and Liability
 - ✓ PTA-C-0044 = Non-GHPs
 - To take courses, create an account (unless you have one)

Click on Education Tab

The screenshot displays the National Government Services website. The top navigation bar is dark blue with the following links: Contact Us, NGSConnex, Subscribe for Email Updates, and Part A Provider in Illinois (J6) with a dropdown arrow. Below this is a lighter blue bar containing the National Government Services logo, a search icon, and a main menu with links: HOME, EDUCATION (highlighted with a red arrow and a dropdown arrow), RESOURCES (with a dropdown arrow), EVENTS, ENROLLMENT, and APPS (with a dropdown arrow). The main content area features six white boxes with icons and titles: Medical Policies/LCDs (Find LCDs and related billing and coding articles), Enrollment (Getting started, after you enroll, and revalidating your enrollment), Fee Schedules & Pricers (Code pricing search, payment systems, limits, and fee schedule lookup), Claims and Appeals (Learn about claims, top errors, fees, MBI and appeals), Overpayments (Repayment schedules, and post-pay adjustment), and Medicare Compliance (Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more). A vertical orange 'FEEDBACK' button is on the left. At the bottom is a carousel slide titled 'LEARN ABOUT The CMS Prior Authorization Program' with a background image of hands on a laptop. Navigation arrows and a dot indicator are at the bottom of the slide.

Click on Medicare University

The screenshot displays the National Government Services website interface. At the top, a dark blue navigation bar contains links for 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and 'Part A Provider in Illinois (J6)'. Below this, a secondary blue navigation bar features the 'national government SERVICES' logo, a search icon, and menu items for 'HOME', 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS'. The 'EDUCATION' menu is expanded, revealing a list of options: 'VIEW ALL EDUCATION', 'Help And FAQs', 'Medicare Arcade', 'Medicare Topics', 'News', 'Self-Service Pulse', 'Manuals and Guides', 'Medicare Monthly Review', 'Medicare University' (highlighted with a red arrow), 'POE Advisory Group', and 'Specialties'. The main content area is divided into several sections: 'Medical Policies' (with an icon of an open book), 'Claims and Appeals' (with a magnifying glass icon), 'Overpayments' (with a dollar sign icon), and 'Medicare Compliance' (with a clipboard icon). Each section includes a brief description of the services offered.

Click on Medicare University Course List

The screenshot shows the Medicare University website. At the top, there is a dark blue header with the 'national government SERVICES' logo on the left and navigation links: 'HOME', 'EDUCATION' (highlighted with a yellow underline), 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS'. To the right of these links are links for 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and a dropdown menu for 'Part A Provider in Illinois (J6)'. A search icon is on the far right. Below the header, a blue banner reads 'Education' and 'MEDICARE UNIVERSITY'. The main content area is divided into three columns. The left column is a sidebar with a 'FEEDBACK' button and a list of links: 'Medicare University User Guide', 'About Medicare University' (highlighted with a red arrow), 'Medicare University Frequently Asked Questions', 'Creating a New User Account', 'Logging In', 'Course Catalog Tab', 'Medicare University Course List', 'My Courses Tab', 'Enrolled Tab', 'Completed Tab', and 'Transcript Tab'. The middle column is titled 'About Medicare University' and contains two paragraphs of text. The right column is titled 'Helpful Resources' and contains links for 'Log into MU' and 'Sign up for Email Updates'.

Contact Us NGSConnex Subscribe for Email Updates Part A Provider in Illinois (J6) ▼

national government SERVICES

HOME EDUCATION RESOURCES EVENTS ENROLLMENT APPS

Education

MEDICARE UNIVERSITY

Medicare University User Guide ^

About Medicare University

Medicare University Frequently Asked Questions

Creating a New User Account

Logging In

Course Catalog Tab

Medicare University Course List

My Courses Tab

Enrolled Tab

Completed Tab

Transcript Tab

FEEDBACK

About Medicare University

MU is an established educational program which is designed to provide a broad variety of Medicare-related training to meet the needs of Medicare health care providers.

National Government Services offers a variety of teleconferences, webinars, computer based training courses and face-to-face educational sessions on Medicare-related topics including rules and regulations throughout the year.

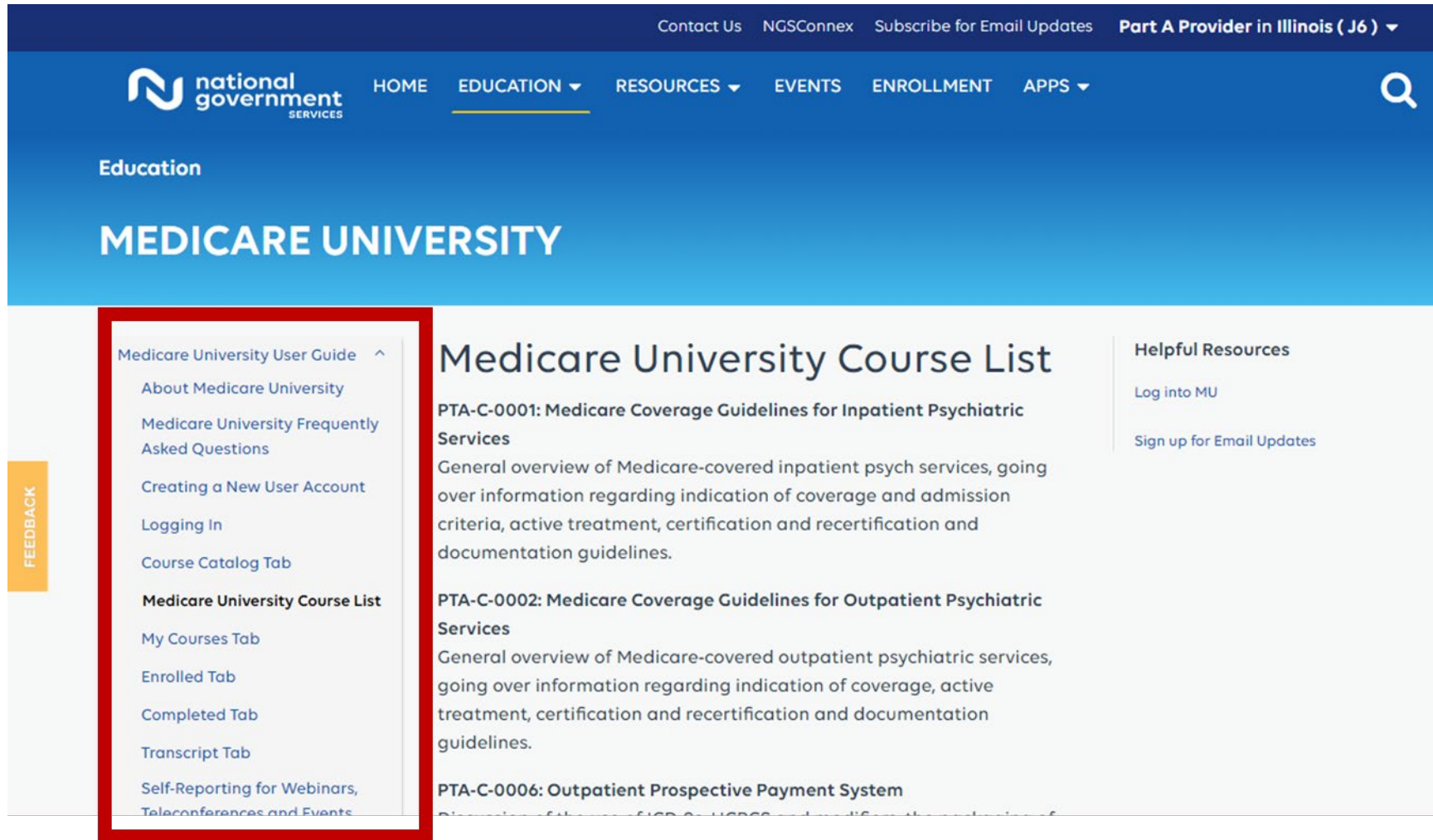
MU offers the opportunity to earn Medicare University Credits for each teleconference, webinar and face-to-face event.

Helpful Resources

Log into MU

Sign up for Email Updates

View MU Course List



The screenshot shows the Medicare University website. The top navigation bar includes links for Contact Us, NGSConnex, Subscribe for Email Updates, and Part A Provider in Illinois (J6). The main header features the National Government Services logo and a navigation menu with HOME, EDUCATION (highlighted), RESOURCES, EVENTS, ENROLLMENT, and APPS. A search icon is located on the right. Below the header, the page is titled "Education" and "MEDICARE UNIVERSITY". The main content area is titled "Medicare University Course List" and displays three course entries: PTA-C-0001: Medicare Coverage Guidelines for Inpatient Psychiatric Services, PTA-C-0002: Medicare Coverage Guidelines for Outpatient Psychiatric Services, and PTA-C-0006: Outpatient Prospective Payment System. A sidebar on the left contains a "Medicare University User Guide" section with links to About Medicare University, Medicare University Frequently Asked Questions, Creating a New User Account, Logging In, Course Catalog Tab, Medicare University Course List (highlighted with a red box), My Courses Tab, Enrolled Tab, Completed Tab, Transcript Tab, and Self-Reporting for Webinars, Teleconferences and Events. A "FEEDBACK" button is also present in the sidebar. On the right, there is a "Helpful Resources" section with links to Log into MU and Sign up for Email Updates.

Contact Us NGSConnex Subscribe for Email Updates Part A Provider in Illinois (J6)

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HOME EDUCATION RESOURCES EVENTS ENROLLMENT APPS

Education

MEDICARE UNIVERSITY

Medicare University User Guide ^

- About Medicare University
- Medicare University Frequently Asked Questions
- Creating a New User Account
- Logging In
- Course Catalog Tab
- Medicare University Course List**
- My Courses Tab
- Enrolled Tab
- Completed Tab
- Transcript Tab
- Self-Reporting for Webinars, Teleconferences and Events

Medicare University Course List

PTA-C-0001: Medicare Coverage Guidelines for Inpatient Psychiatric Services

General overview of Medicare-covered inpatient psych services, going over information regarding indication of coverage and admission criteria, active treatment, certification and recertification and documentation guidelines.

PTA-C-0002: Medicare Coverage Guidelines for Outpatient Psychiatric Services

General overview of Medicare-covered outpatient psychiatric services, going over information regarding indication of coverage, active treatment, certification and recertification and documentation guidelines.

PTA-C-0006: Outpatient Prospective Payment System

Discharge Planning, Coding, and Billing

Helpful Resources

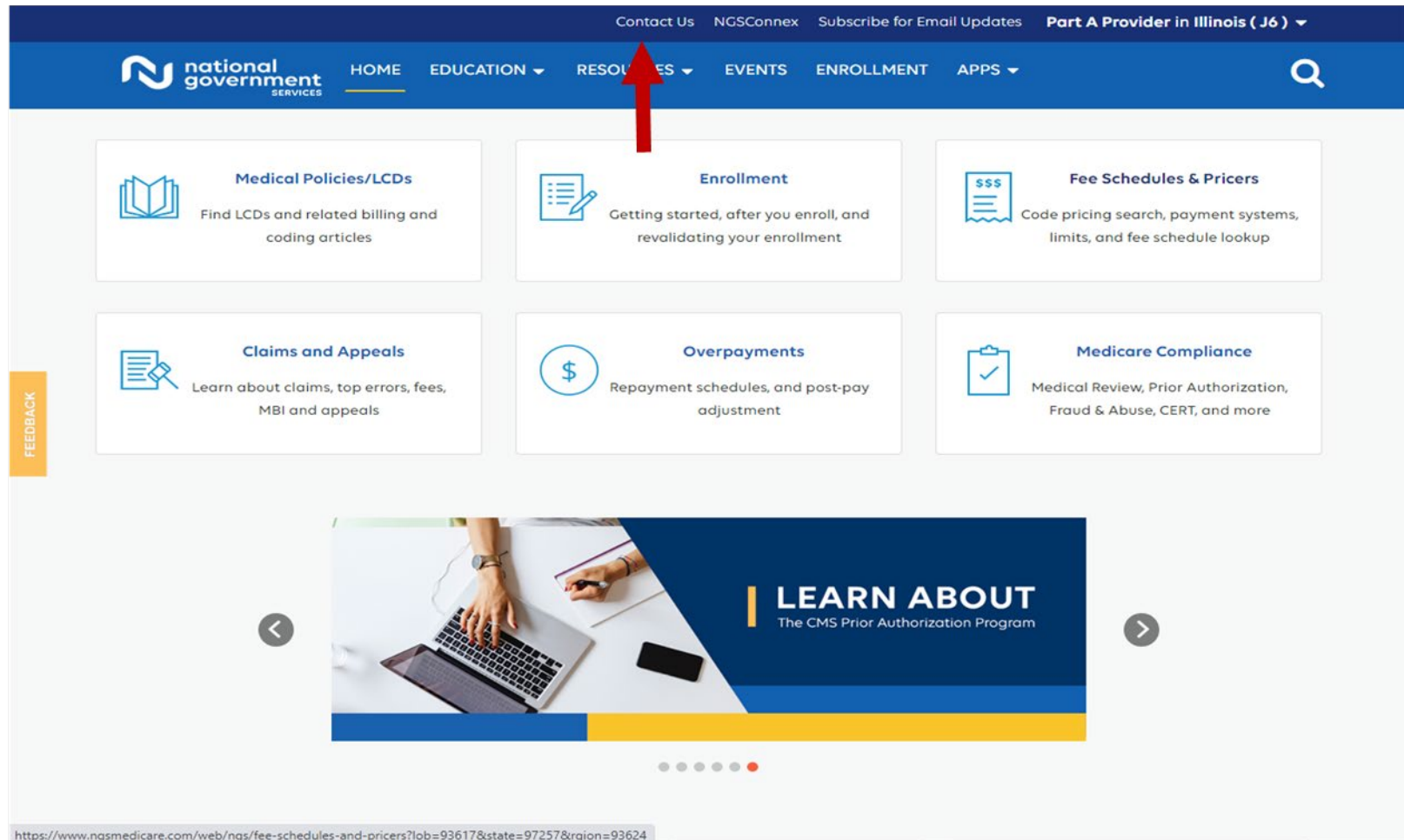
- Log into MU
- Sign up for Email Updates

FEEDBACK

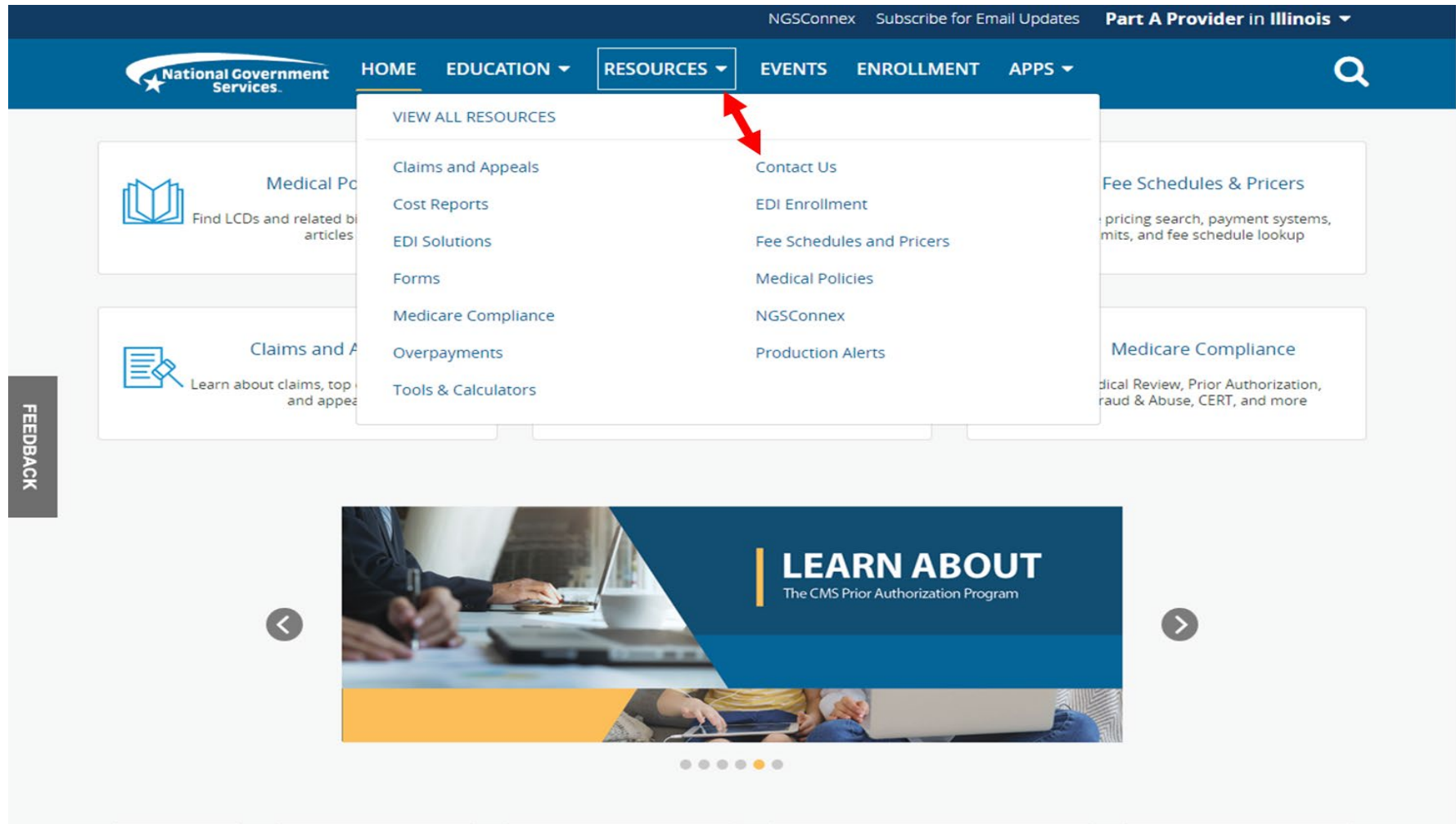
Contact Information on Our Website – MSP Questions

- From our [home page](#)
 - Click on Contact Us (at top of page) or click on Contact Us (Under Resources tab), then click on Provider Contact Center
 - Ask questions regarding specific claims and billing
 - May call – Look for PCC phone number for your provider type and region
 - May submit written question via
 - ✓ NGSConnex
 - ✓ Medicare Correspondence Request Form (enter, print, fax or mail)
 - ✓ Official letterhead with provider's name and address(s); use P.O. Box mailing addresses for your state

Click on Contact Us at Top of Home Page



Click on Resources Tab, Then on Contact Us



Click on Provider Contact Center

The screenshot shows the National Government Services website. The top navigation bar includes links for 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and 'Part A Provider in Illinois (J6)'. Below this is a blue header with the 'national government SERVICES' logo and a menu with 'HOME', 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS'. The 'RESOURCES' link is underlined. A search icon is on the right. Below the header, the word 'Resources' is displayed, followed by a large blue banner with the text 'CONTACT US'. Underneath the banner, the text 'Still can't find what you're looking for?' is centered. Below this text are five white boxes with blue borders. The first box is titled 'Interactive Voice Response (IVR)' and describes a service for patient eligibility. The second box is titled 'NGSConnex' and describes a self-service portal. The third box is titled 'Provider Contact Center' and describes a service for claims processing and general guidance. A red arrow points to this box. The fourth box is titled 'Mailing Addresses' and describes a service for ADRs, claims, and other inquiries. The fifth box is titled 'Additional Help and Topics' and contains three sub-links: 'Appeals', 'Audit and Reimbursement', and 'Centers for Medicare & Medicaid Services'. On the left side of the page, there is a vertical orange button labeled 'FEEDBACK'.

national government SERVICES

HOME EDUCATION RESOURCES EVENTS ENROLLMENT APPS

Resources

CONTACT US

Still can't find what you're looking for?

Interactive Voice Response (IVR)
For Patient eligibility claim status, deductibles, checks and some general info

NGSConnex
NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status and more...saving you time and money

Provider Contact Center
For claims processing, medicare info/billing, general guidance, or other complex issues.



Mailing Addresses
For ADRs, claims, EDI, FOIA, medical policy, enrollment, or other inquiries.

Additional Help and Topics

Appeals Audit and Reimbursement Centers for Medicare & Medicaid Services

View Provider Contact Center Phone Numbers (Differ Per Provider Type and Region)

[Contact Us](#) [NGSConnex](#) [Subscribe for Email Updates](#) [Part A Provider in Illinois \(J6\)](#)

 [HOME](#) [EDUCATION](#) [RESOURCES](#) [EVENTS](#) [ENROLLMENT](#) [APPS](#) 

[Resources](#) > [Contact Us](#)

CONTACT INFORMATION

Provider Contact Center

Want to talk to us?

Note: The PCC will close twice a month for training and staff development. The PCC closures for training will be 12:00 p.m.–4:00 p.m. ET on the 2nd and 4th Friday of each month for all locations. This schedule was determined based on our lowest call volume times to reduce impact to our providers.

State	Live Representative (Toll-Free Number)	IVR	Hours Available
Connecticut, Maine, Massachusetts, New Hampshire, New York, Vermont, Rhode Island	888-855-4356 TTY Contact Information	877-567-7205	Monday–Friday* 8:00 a.m.–4:00 p.m. <u>ET</u> *Closed for training on the 2 nd and 4 th Friday of the month. 12:00–4:00 p.m. ET
Illinois, Minnesota, Wisconsin	877-702-0990 TTY Contact Information	877-309-4290	Monday–Friday* 8:00 a.m.–4:00 p.m. <u>CT</u> *Closed for training on the 2 nd and 4 th Friday of the month. 11:00 a.m.–3:00 p.m. CT

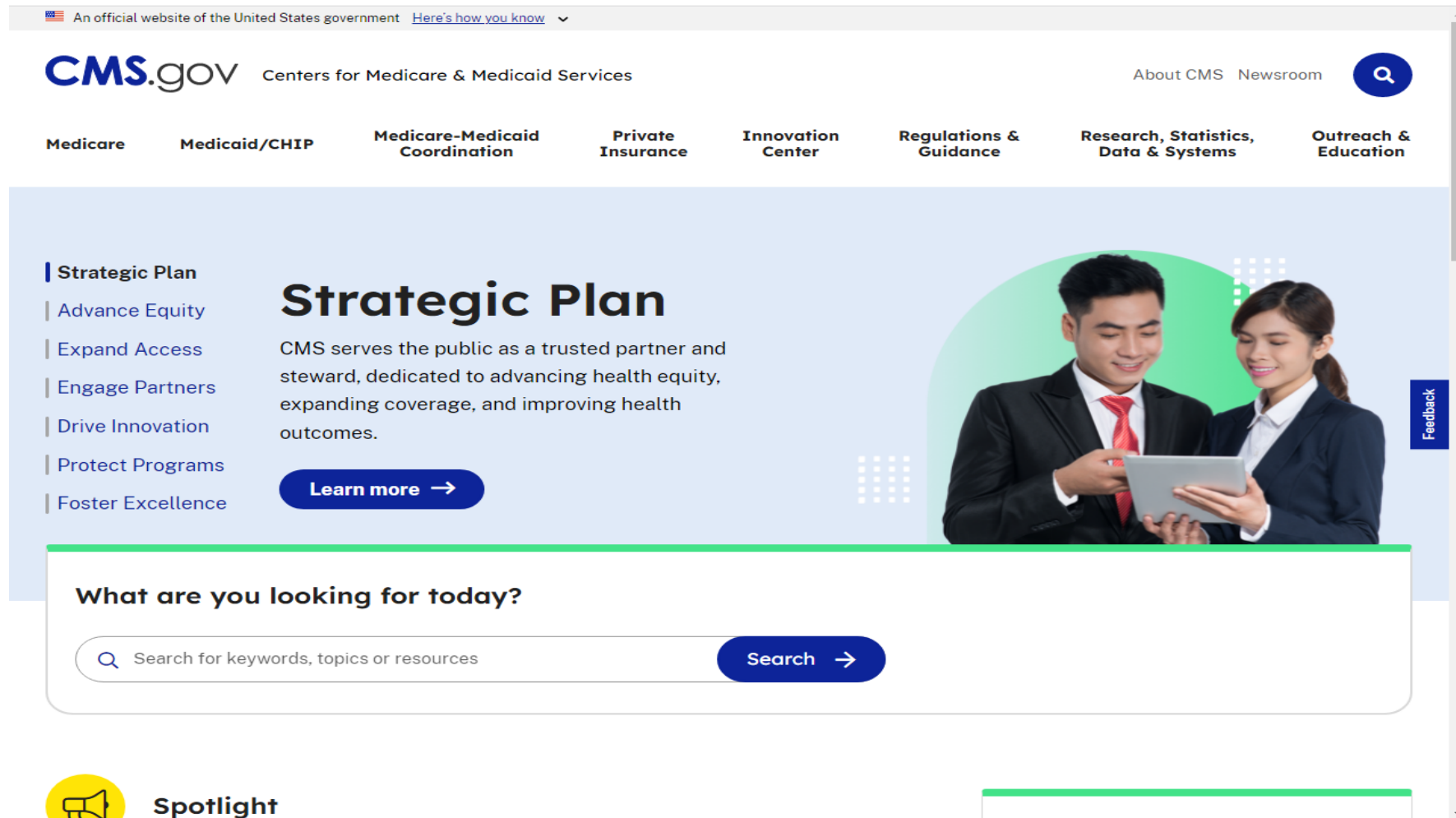
The background is a solid dark blue. On the right side, there are large, overlapping, semi-transparent blue geometric shapes, including a large 'S' or 'R' curve and a diagonal band. In the bottom-left corner, there is a pattern of small, light blue dots arranged in a grid-like fashion.

CMS' Website

Entering CMS' Website

- In web browser, type <http://www.CMS.gov>

CMS' Home Page – Top view



CMS' Home Page – Middle View



Spotlight

- CMS Framework for Health Equity
- CMS careers: See how you can join our team
- Addressing & Improving Behavioral Health: Learn more about our new strategy
- Nursing Home Resource Center: See our nursing home information in one place
- January 2023 Medicare Privacy Incident: Learn more
- The Inflation Reduction Act & Medicare



CMS program websites for beneficiaries

Medicare.gov

For people with Medicare, open enrollment, and benefits.

[Visit Medicare.gov](#) →

HealthCare.gov

For people who need health insurance and want to apply or enroll in the marketplace.

[Visit HealthCare.gov](#) →

Top 5 resources

- | [Manuals](#)
- | [Medicare coverage database](#)
- | [CMS forms](#)
- | [Transmittals](#)
- | [MLN Homepage](#)

Feedback

CMS news

Press Release Jun 09, 2023

[Inflation Reduction Act Continues to Lower Out-of-Pocket Prescription Drug Costs for Drugs with Price Increases Above Inflation](#) →

Press Release Jun 08, 2023

[CMS Announces Multi-State Initiative to Strengthen Primary Care](#) →

CMS Home Page – Bottom View

[InsureKidsNow.gov](#) health care coverage.
[Visit InsureKidsNow.gov](#) →

News AlertJun 02, 2023

CMS Announces Resources and Flexibilities to Assist with the Public Health Emergency in the Territory of Guam Due to Recent Typhoon →

Press ReleaseJun 01, 2023

CMS announces plan to ensure availability of new Alzheimer's drugs →

View more news and links →

Feedback

Get email updates

Sign up to get the latest information about your choice of CMS topics. You can decide how often to receive updates.

Email

you@example.com

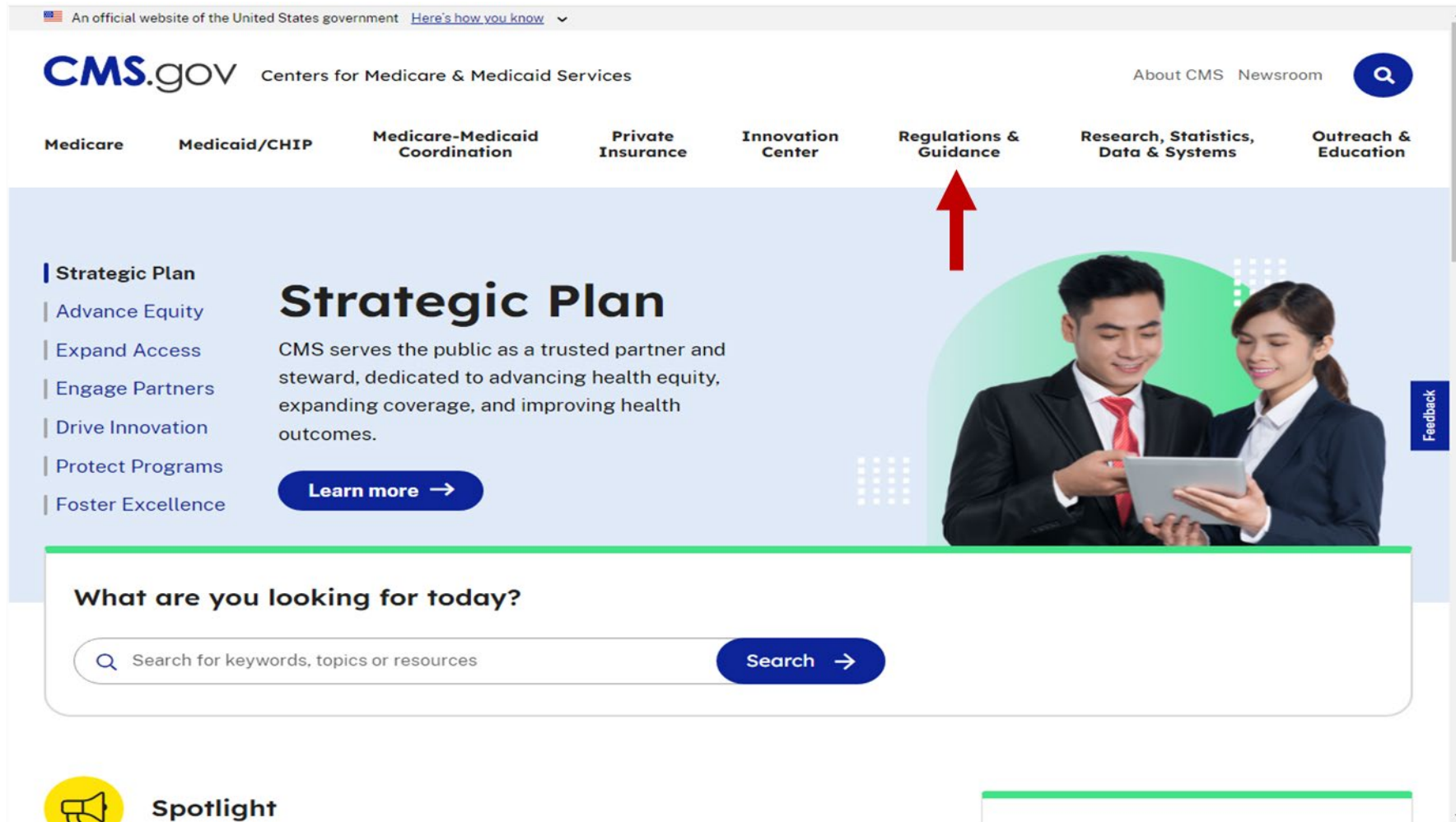
Sign up ↗

CMS & HHS Websites	About CMS	Tools	Helpful Links	USA Government Sites
Medicare.gov	About Us	Acronyms	Web Policies	Freedom of Information Act
Medicaid.gov	Careers	Archive	Privacy Policy	No Fear Act
InsureKidsNow.gov	Newsroom	Contacts	Plain Language	Inspector General
HealthCare.gov	Blog	Glossary	Privacy Settings	USA.gov

IOMs on CMS' Website

- From CMS' [home page](#)
 - Click on **Regulations & Guidance** tab, then **Manuals**, then **Internet-Only Manuals (IOMs)**
 - ✓ Note: Could also choose Manuals under Top Five Resources
 - From list that appears, choose applicable IOM
 - ✓ [Publication 100-02, Medicare Benefit Policy Manual, Chapter 16 “Exclusions” \(contains some MSP information\)](#)
 - ✓ [Publication 100-05, Medicare Secondary Payer Manual, Chapters 1-8](#)

Click on Regulations & Guidance Tab



Click on Manuals

🇺🇸 An official website of the United States government [Here's how you know](#) ▼

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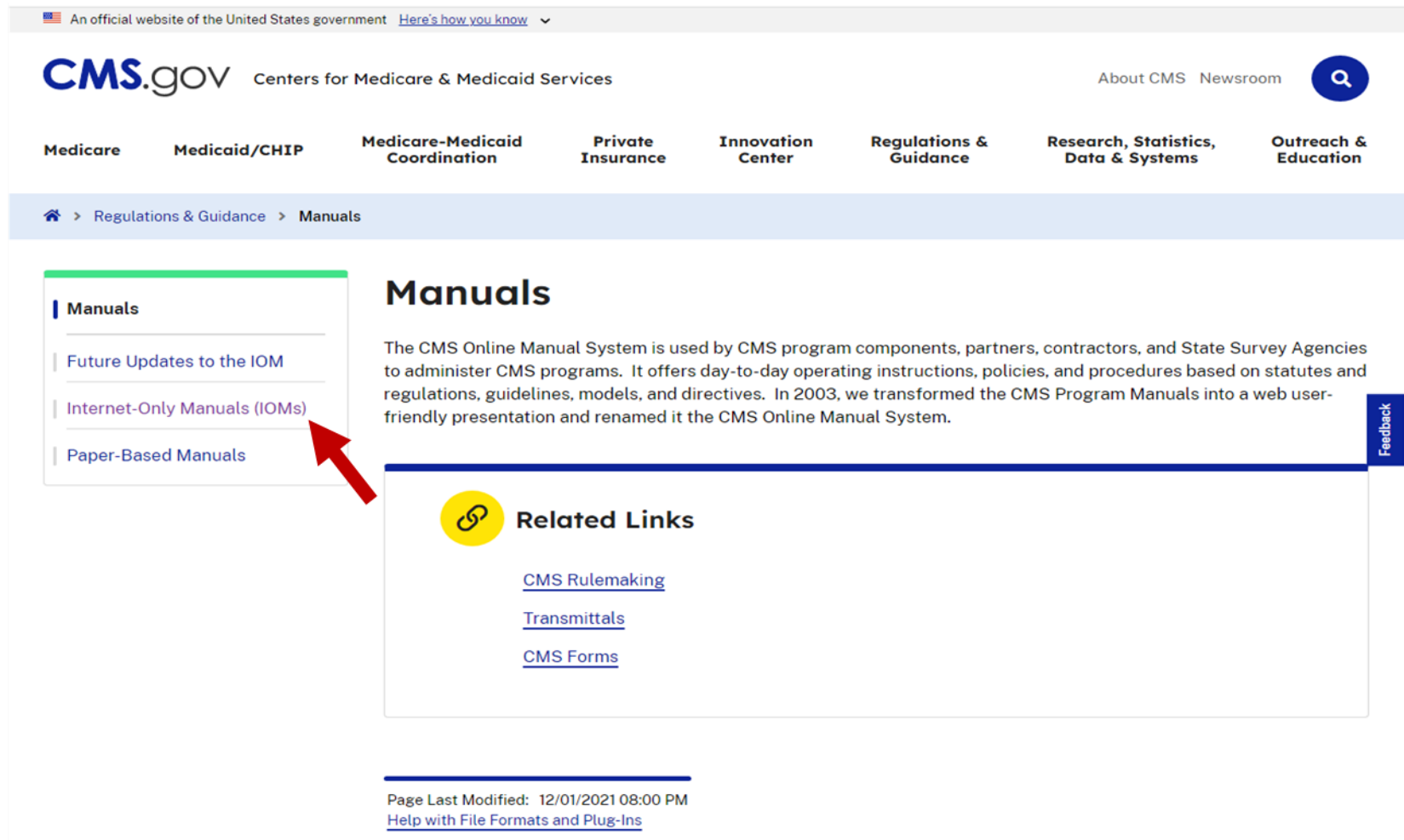
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Feedback

Click on Internet-Only Manuals (IOMs)



The screenshot shows the CMS.gov website. At the top, there is a header with the CMS.gov logo and navigation links. Below the header, there is a breadcrumb trail: Home > Regulations & Guidance > Manuals. The main content area is titled 'Manuals' and contains a paragraph describing the CMS Online Manual System. To the left of the main content, there is a sidebar with a list of links: 'Manuals', 'Future Updates to the IOM', 'Internet-Only Manuals (IOMs)', and 'Paper-Based Manuals'. A red arrow points to the 'Internet-Only Manuals (IOMs)' link. Below the main content, there is a 'Related Links' section with links to 'CMS Rulemaking', 'Transmittals', and 'CMS Forms'. At the bottom, there is a footer with the text 'Page Last Modified: 12/01/2021 08:00 PM' and a link to 'Help with File Formats and Plug-Ins'.

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Home > Regulations & Guidance > Manuals

Manuals

The CMS Online Manual System is used by CMS program components, partners, contractors, and State Survey Agencies to administer CMS programs. It offers day-to-day operating instructions, policies, and procedures based on statutes and regulations, guidelines, models, and directives. In 2003, we transformed the CMS Program Manuals into a web user-friendly presentation and renamed it the CMS Online Manual System.

Manuals

- Future Updates to the IOM
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Click on Publication 100-02, Medicare Benefit Policy Manual

Home > Regulations & Guidance > Manuals > Internet-Only Manuals (IOMs)

Manuals

Future Updates to the IOM

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Paper-Based Manuals

Internet-Only Manuals (IOMs)

The Internet-only Manuals (IOMs) are a replica of the Agency's official record copy. They are CMS' program issuances, day-to-day operating instructions, policies, and procedures that are based on statutes, regulations, guidelines, models, and directives. The CMS program components, providers, contractors, Medicare Advantage organizations and state survey agencies use the IOMs to administer CMS programs. They are also a good source of Medicare and Medicaid information for the general public.

Showing 1 – 10 of 25 entries

Show Entries 10 per page Filter On

Publication #	Title
100	Introduction
100-01	Medicare General Information, Eligibility and Entitlement Manual
100-02	Medicare Benefit Policy Manual
100-03	Medicare National Coverage Determinations (NCD) Manual
100-04	Medicare Claims Processing Manual
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Publication 100-02 Chapters

[Back to Internet-Only Manuals \(IOMs\)](#)

100-02

Publication # 100-02

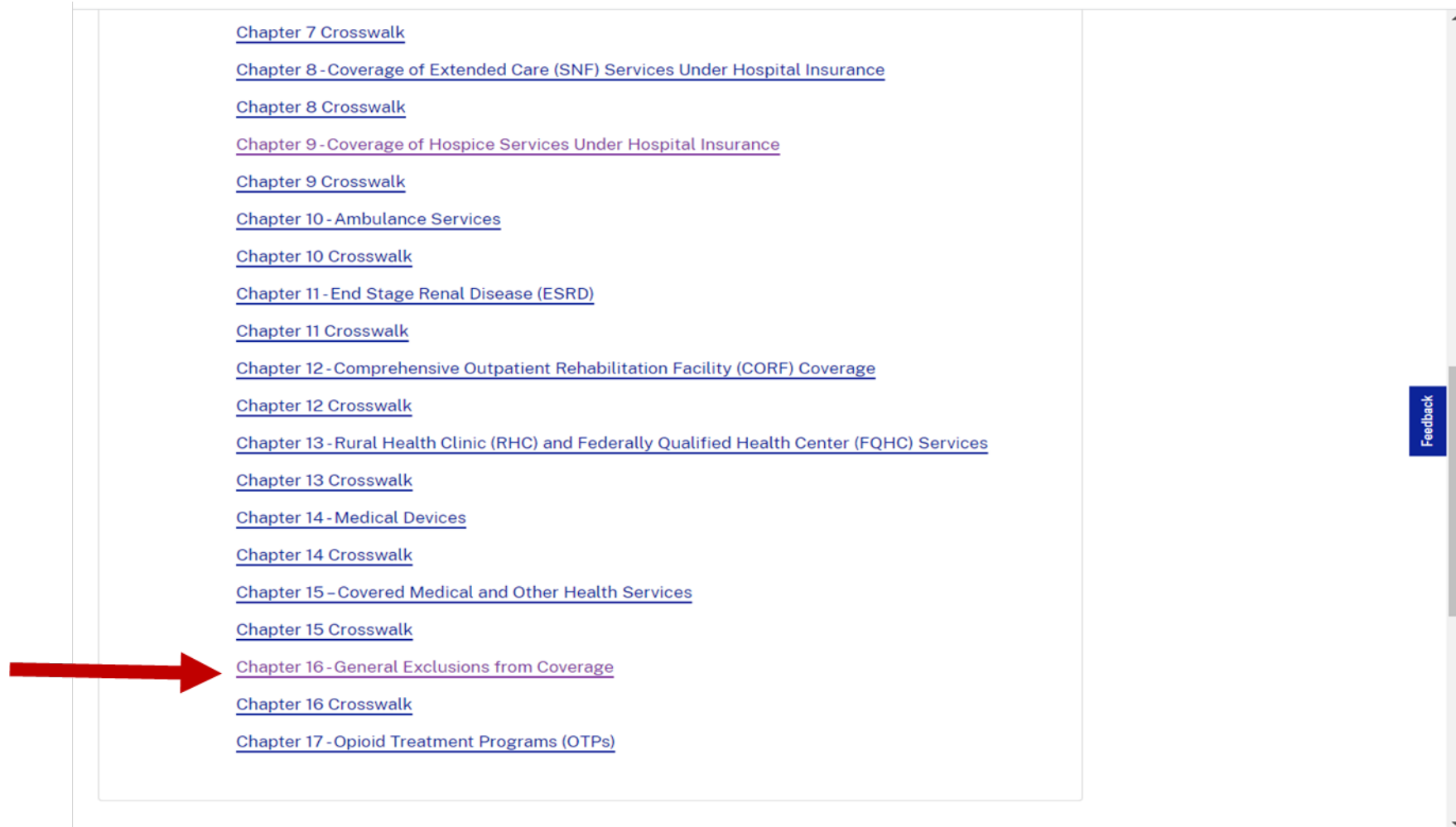
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 **Downloads**

[Chapter 1-Inpatient Hospital Services Covered Under Part A](#)
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Click on Publication 100-02 Chapter 16



A screenshot of a web page displaying a list of chapters. A red arrow points to the link for Chapter 16. The list includes:

- [Chapter 7 Crosswalk](#)
- [Chapter 8 - Coverage of Extended Care \(SNF\) Services Under Hospital Insurance](#)
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- [Chapter 16 - General Exclusions from Coverage](#)
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A vertical scrollbar is visible on the right side of the list, and a blue "Feedback" button is located next to it.

Publication 100-02, Chapter 16

Medicare Benefit Policy Manual

1 / 37 | 100%

Medicare Benefit Policy Manual Chapter 16 - General Exclusions From Coverage

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(Rev. 198, 11-06-14)

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Publication 100-05 Chapters

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100-05

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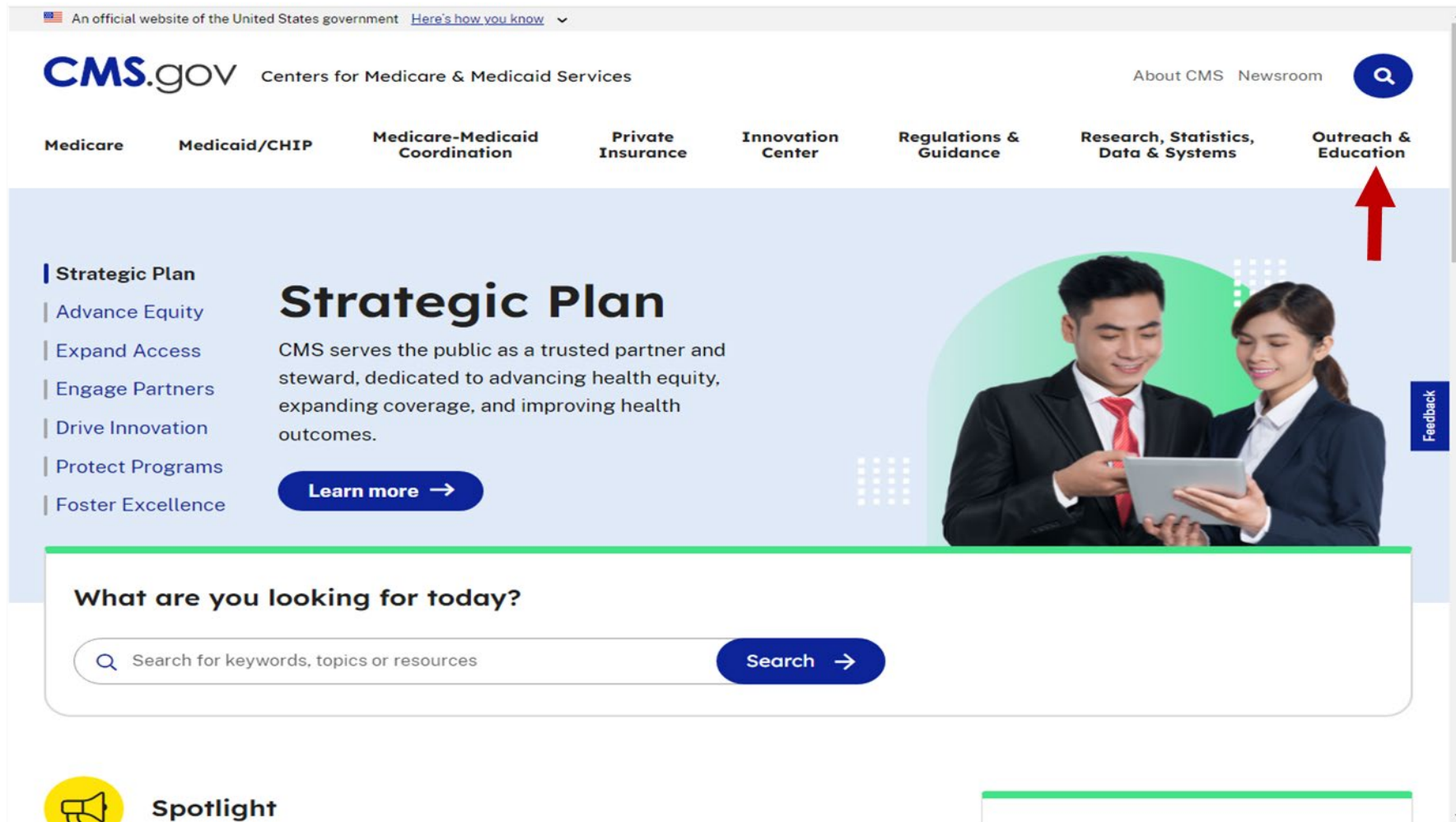
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Click on Outreach & Education Tab



Click on Medicare Program

The screenshot shows the CMS Outreach & Education page. At the top, there is a navigation bar with links: Medicare, Medicaid/CHIP, Medicare-Medicaid Coordination, Private Insurance, Innovation Center, Regulations & Guidance, Research, Statistics, Data & Systems, and Outreach & Education (which is underlined). Below the navigation bar is the 'Outreach & Education' section header. Under this header is a search bar with the placeholder text 'Start typing to filter links' and a magnifying glass icon. To the left of the search bar are three columns of links: 'Learn' (Get training, Attend events, Find resources), 'Partner with us' (Become a partner, Partner Resources), and 'Reach out' (Find tools to help you help others, Get digital media). To the right of the search bar is a 'Look up topics' section with a list of links: Health Equity resources, Health Insurance Marketplace program, Medicare program (highlighted with a red arrow), Medicaid program, CHIP, American Indian/Alaska Native resources, Special populations, Quality of care resources, Fraud & abuse resources, States, Privacy resources, Health conditions & campaigns, and Coverage to Care resources. Below this is a 'Find your provider type' section with links: Physicians & other health professionals, Facilities, and Health & drug plans. On the right side of the page is a 'CMS news' section with three news items, each with a 'Press Release' or 'News Alert' label, a date, and a title with a right arrow. A vertical 'Feedback' button is located on the right side of the page.

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- [Medicare Open Enrollment Period information](#)

[New Medicare benefits \(PDF\)](#)

- Medicare Diabetes Prevention Program (MDPP)**
 - [MDPP expanded model](#)

[Medicare Beneficiary Identifiers \(MBIs\)](#)

Part D/Low Income Subsidy (LIS)

- [LIS outreach toolkit percentage maps](#)
- [LIS numeric maps](#)
- Medicare Part D information for partners

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Monthly Highlight

Help Address Disparities in the LGBTQI+ Community

While members of the Lesbian, Gay, Bisexual, Transgender, Queer and Questioning, Intersex, Asexual, and Two Spirit (LGBTQI+) community share the burden of stigma surrounding their sexual orientation or gender identity and expression, their individual experiences related to health care outcomes vary by race, ethnicity, income, and other characteristics. During Pride Month, find out how you can help address the [unique health care challenges and barriers](#) facing this community.

More Information:

The Medicare Learning Network®

Free educational materials for health care providers on CMS programs, policies, and initiatives.

Resources & Training

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MLN Homepage Resources & Training ▼ News Compliance

MLN Matters® Articles

These Articles explain national Medicare policies on coverage, billing, and payment rules for specific provider types. Sometimes we explain information in an MLN Connects® newsletter message instead of an MLN Matters® Article. If there's an Article or a newsletter message, you'll find it in the "Provider Education" column.

The COVID-19 public health emergency (PHE) ended on May 11, 2023. View [Infectious diseases](#) for a list of waivers and flexibilities that were in place during the PHE.

You can filter by subject or Article number. To search all years, leave the Transmittal Year as "Any."

Show entries: 10 per page Filter On Transmittal Year - Any - **Apply**

Showing 1-10 of 8494 entries

Transmittal # ▼	Issue Date ▼	Subject ▼	Implementation Date ▼	CR # ▼	Provider Education ▼	Provider Education Release Date ▼	Provider Education Revised Date ▼
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CMS' MLN[®] Booklet – MSP

- MLN[®] Booklet – [Medicare Secondary Payer](#)
 - Referred to as MSP Fact Sheet
 - Table of Contents
 - ✓ What's Changed?
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 - ✓ When Medicare Pays First
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CMS' MLN[®] Booklet – MSP

- Table of Contents (continued)
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 - ✓ Collecting Patient Health Insurance Information
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 - ✓ Resources

CMS' MLN[®] Booklet – MSP



Medicare Secondary Payer



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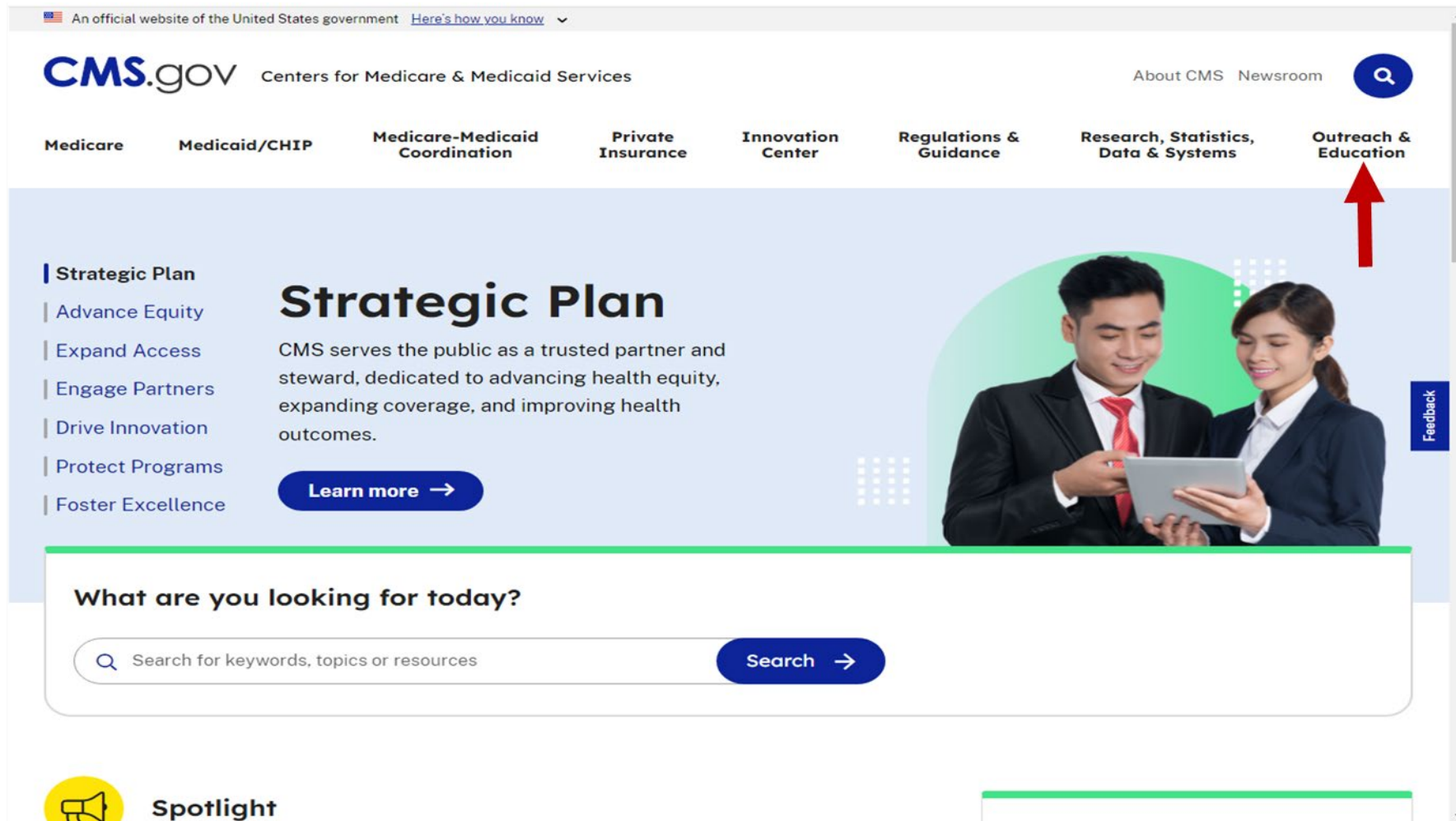
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 - Click on Outreach & Education tab, then on Get Training, then on [CMS National Training Program](#)
 - ✓ Various training formats are available
 - ✓ Search for MSP-related training


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National Training Program (NTP)

We develop materials and lead training opportunities to help people make informed health care decisions. We also provide resources, PowerPoints, and Job aids that can be used to educate others.

Use this site to access all of our materials and educational opportunities that will help you better understand and educate others about Medicare, Medicaid, the Children's Health Insurance Program (CHIP), and the Federally-facilitated Health Insurance Marketplace.

How to Use this Site



This short video walks you through how to access our resources and enroll in courses.

Who is the BCRC?

- BCRC

- Contracted by CMS effective 2/1/2014
- Consolidates activities that support the collection, management, and reporting of other insurance coverage for Medicare beneficiaries
- Takes actions to identify health benefits available to a Medicare beneficiary and coordinates payment process to prevent Medicare mistaken payments
- Maintains MSP records (in CWF) and handles most updates to such records
 - ✓ BCRC does not process claims or handle claim-specific inquiries

When to Contact the BCRC

- Contact BCRC to
 - Report employment or insurance changes, or any other insurance coverage information
 - Report liability, no-fault (including medical-payment), or workers' compensation case
 - Set up an MSP record in CWF
 - Update an MSP record in CWF (when applicable)
 - Ask a general MSP question
 - Ask a question regarding letters sent by BCRC (i.e., initial enrollment and secondary claim development questionnaires)

BCRC Contact Information

- [BCRC Contacts page](#)
- Customer Service Representatives are available
 - Monday–Friday, 8:00 a.m.–8:00 p.m. ET, except holidays
 - 855-798-2627
 - TTY/TDD: 855-797-2627 (hearing and speech impaired)
 - Fax for general correspondence: 405-869-3307
- MSP general correspondence
 - Medicare – Data Collections
P.O. Box 138897
Oklahoma City, OK 73113-8897

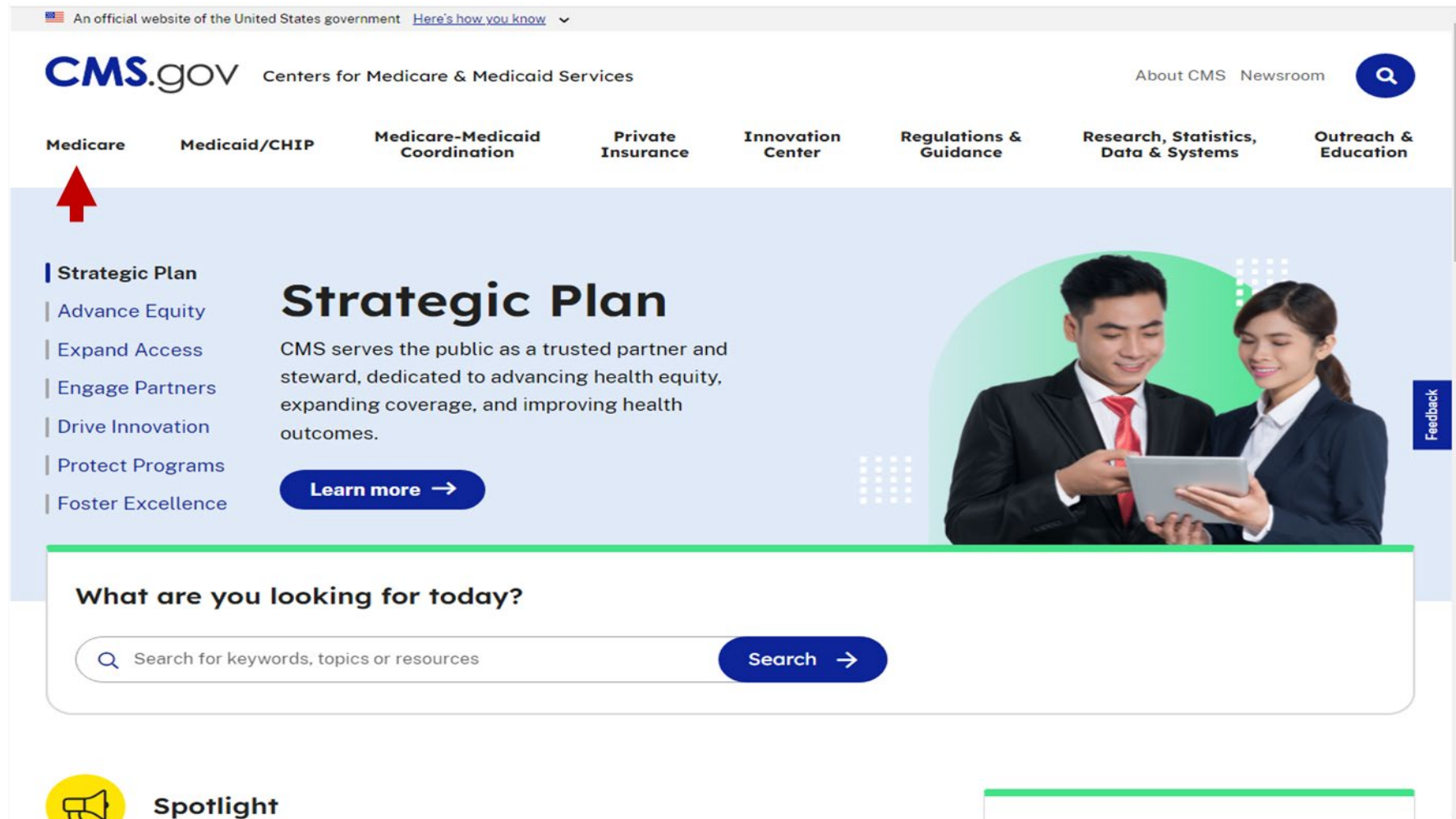
Did You Know...

- Although providers may contact the BCRC for certain situations, there are times when you may need to provide them with documentation from the insurer or employer (on their letterhead) and send it via fax

BCRC Information on CMS' Website

- From CMS' [home page](#)
 - Click on Medicare tab
 - Click on Coordination of Benefits & Recovery Overview under Coordination of Benefits & Recovery
 - On your left, you will see many options from which to choose including Contacts page

Click on Medicare Tab



Scroll Down to Coordination of Benefits & Recovery, Click on Coordination of Benefits & Recovery Overview under Coordination of Benefits & Recovery – Middle of Page

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Medicare

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People with Medicare, family members, and caregivers should visit [Medicare.gov](#), the Official U.S. Government Site for People with Medicare, for the latest information on Medicare enrollment, benefits, and other helpful tools.

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Coordination of Benefits & Recovery Overview

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Coordination of Benefits & Recovery Overview



Additional Web pages available under the Coordination of Benefits & Recovery section of CMS.gov can be found in the Related Links section below.

The Medicare Secondary Payer (MSP) program is in place to ensure that Medicare is aware of situations where it should not be the primary, or first, payer of claims. If a beneficiary has Medicare and other health insurance, Coordination of Benefits (COB) rules decide which entity pays first. There are a variety of methods and programs used to identify situations in which Medicare beneficiaries have other insurance that is primary to Medicare. Activities related to the collection, management, and reporting of other insurance coverage for beneficiaries is performed by the Benefits Coordination & Recovery Center (BCRC).

- Coordination of Benefits & Recovery Overview
- What's New
- Medicare Secondary Payer
- End-Stage Renal Disease (ESRD)
- Coordination of Benefits
- Group Health Plan Recovery
- Non-Group Health Plan Recovery
- Reimbursing Medicare
- Commercial Repayment Center Portal
- Medicare Secondary Payer Recovery Portal

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Coordination of Benefits & Recovery Overview

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In certain situations, after a Medicare claim is paid, CMS receives new information indicating Medicare has made a primary payment by mistake. Based on this new information, CMS takes action to recover the mistaken Medicare payment. The BCRC is responsible for the recovery of mistaken liability, no-fault, and workers' compensation (collectively referred to as Non-Group Health Plan or NGHP) claims where the beneficiary must repay Medicare. If it has been determined that a Group Health Plan (GHP) is the proper primary payer, the Commercial Repayment Center (CRC) will seek recovery from the Employer and GHP. The CRC is also responsible for recovery of mistaken NGHP claims where a liability insurer (including a

MSP Guide for Patients on Medicare.gov

- Tip: Keep MSP information in your waiting areas to
 - Assist beneficiaries in learning what MSP is and
 - Help them understand why you are asking MSP questions
- [Medicare & Other Health Benefits: Your Guide to Who Pays First](#)
 - Table of contents
 - ✓ Introduction
 - ✓ When you have other health coverage
 - ✓ Medicare & other types of health coverage
 - ✓ Definitions
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Medicare & Other Health Benefits: Your Guide to Who Pays First



Polling Question Five

- Now, when you think about looking for MSP resources, you feel
 - Confident and you don't need any help
 - Somewhat confident but you could still use some help
 - Uncertain and you could still use a lot of help

What You Should Do Now

- Share information with coworkers and other staff
- Continue to learn more about MSP
 - Be familiar with MSP resources
 - Attend our MSP webinar series and other events
- Develop and implement policies that ensure your MSP responsibilities are met

Questions?

Thank you! A follow-up email will be sent to attendees with the Medicare University Course Code.

To Ask a Question Using the Question Box

The screenshot shows the GoToWebinar interface. The 'Questions' section is expanded, showing a 'Questions Log' with a question and answer. Below the log is a text input field containing 'Yes' and a 'Send' button. Two red arrows are overlaid on the interface: one pointing to the text input field with the text 'Type questions here', and another pointing to the 'Send' button with the text 'Then click Send'.

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