

Summary of CMS Administrative Changes for QMB Improper Billing

SYSTEM OR DOCUMENT	DESCRIPTION OF CHANGE	BENEFICIARY OR PROVIDER-FACING	CMS GUIDANCE
1-800-MEDICARE	<ul style="list-style-type: none"> • CSRs can identify QMBs • CSRs can escalate problem providers and send a warning letter through MAC 	Both	CMS Manual System Pub 100-20 Transmittal 1747
HIPPA Eligibility Transaction System (HETS)	<ul style="list-style-type: none"> • Includes QMB eligibility for when beneficiary is enrolled 	Provider	CMS HETS 270/271 R2017Q400 Release Summary Document
Medicare Summary Notice (MSN)	<ul style="list-style-type: none"> • Added language about billing protection for QMBs • Displays zero liability for co-pays and deductibles 	Beneficiary	CMS Manual System Pub 100-04 Medicare Claims Processing Change Request 10433
Remittance Advice	<ul style="list-style-type: none"> • Added language about billing protection for QMBs • Displays zero liability for co-pays and deductibles 	Provider	CMS Manual System Pub 100-04 Medicare Claims Processing Change Request 10433