

Electronic Medicare Summary Notice (eMSN)



*Creative Service
Group, OC, CMS*

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Background

- 2012: Launched electronic MSN pilot (proof of concept) with beneficiaries in CT and NY
- 6/2013: Implemented extensive redesign of paper MSNs
- 2013: Started process to create eMSNs
- 2013-2015: Design process, technical solutions, coordination with MACs/systems maintainers/MyMedicare
- 4/2015: MACRA mandated that eMSNs be available by 2017

Current State

- Paper MSNs mailed *quarterly*
- Part A, Part B, and DME services are on separate MSNs (might be combined in same mailing)
- Beneficiaries who register on MyMedicare.gov can:
 - Search claims data
 - View a “claims table” with limited information about their claims

Going Paperless

Starting October 1, 2015: Beneficiaries can sign up
for monthly eMSNs

online at MyMedicare.gov (after registering)
over the phone at 1-800-MEDICARE

Beneficiaries in the pilot program will be transitioned
automatically to eMSNs (no action needed)

Beneficiaries can opt back to paper MSNs at anytime

Accessing eMSNs

After enrolling:

- Medicare sends beneficiary a welcome email confirming they will get eMSNs in the future
- Beneficiary should see first eMSN in approximately one month
- Medicare sends beneficiary an email alert each time a new eMSN is available
- Beneficiary logs into MyMedicare.gov to view/print/save PDF versions of eMSNs

Benefits to Call Center

- Starting January 2016, Customer Service Reps (CSR) at 1-800-MEDICARE can access all MSNs (eMSNs and PDFs of printed MSNs)
- To date, CSRs can access claims systems/claims data but can't view the same document as a caller

eMSN Promotional Strategies

Now

- Information and sign-up instructions for eMSNs included with paper MSNs between 10/1 – 12/31, 2015
- A “Go Paperless eMSN” link on the Medicare.gov home page began 10/1/15
- Info messages on paper MSNs starting 10/15/15
- Info included in “Medicare & You” 2016 Handbook

Later (post-Medicare Open Enrollment)

- Promotional email blast to all beneficiaries who have provided CMS with an email address
- Coordinating/planning other outreach on broader paperless options