

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



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: March 3, 2023

TO: All Medicare Advantage Organizations, Cost-Based Contractors, and Health Care Prepayment Plans

FROM: Jerry Mulcahy
Director

SUBJECT: Updated Notice of Denial of Medical Coverage (or Payment) Form CMS-10003

The purpose of this memorandum is to announce the availability of the updated OMB-approved standardized Notice of Denial of Medical Coverage (or Payment), also known as the Integrated Denial Notice (IDN). Medicare health plans, including Dual Eligible Special Needs plans (DSNPs), 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. Plans should begin using the updated IDN **no later than 60 days from today's date**.

No substantive changes were made to the notice or form instructions. The only change to this notice is the inclusion of updated nondiscriminatory language required on CMS forms and notices. The burden estimates associated with the notice have been updated and the OMB-approved standardized notice reflects the new expiration date of 12-31-2024.

Instructions for Medicare Health Plans:

The IDN and instructions are posted on the CMS Beneficiary Notices Initiative (BNI) webpage (under the "MA Denial Notices" link): <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/MADenialNotices.html>

For questions regarding the IDN or Medicare health plan appeals, submit to the Part C Appeals and Grievances resource portal: <https://appeals.lmi.org>.

Instructions for Medicare-Medicaid Plans:

Medicare Medicaid Plans (MMPs) within the Financial Alignment Initiative (FAI) will continue to use demonstration-specific versions of the IDN. The updated demonstration-specific IDNs will be released to MMPs via a separate HPMS memorandum. Demonstration-specific IDNs will also be posted on the webpage: <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination->

[Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.](#)

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

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

For questions regarding Medicaid benefit appeals, DSNPs should contact the State Medicaid Agency with which they contract.