RESOURCE AND PATIENT MANAGEMENT SYSTEM

Contract Health Services Management Information System

(ACHS)

Addendum to User Manual

Version 3.1 Patch 27
March 2018
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1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for Contract Health Services Management Information System (ACHS) v3.1. These changes will be integrated into future versions of the software and user manuals and will no longer be considered an addendum at the time of the next release.

The addendum only provides guidance on changes made in the patch that are relevant to the user. To see a list of all changes made in a patch, please refer to the patch notes for each of the respective patches.

1.1 Background

The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 requires removal of the Social Security Number (SSN)-based HIC number (HICN) from Medicare cards.

Provided are some facts regarding the new Medicare Beneficiary Identifier (MBI) card:

- Fraud preventative initiative to combat identity theft
- Removal of the gender and signature line
- A new MBI will replace the SSN-based HCIN
- The MBI will replace HICN for Medicare transactions such as billing, processing claims and determining eligibility for services across multiple entities (Example include: Social Security Administration (SSA), Railroad Retirement Board (RRB), States, Medicare providers, and health plans).
- Centers for Medicare and Medicaid Services (CMS) to begin mailing out new Medicare cards in April 2018. Medicare beneficiaries may start using their new Medicare cards as soon as they receive them
- MBI will not change Medicare benefits.

1.2 MBI Characteristics

The new MBI will have the following characteristics:

- The same number of characters as the current HICN (11), but will be visibly distinguishable from the HICN
- Contain uppercase alphabetic and numeric characters throughout the 11-digit identifier
- Occupy the same field as the HICN on transactions
• Be unique to each beneficiary (e.g., husband and wife will have their own MBI)
• Be easy to read and limit the possibility of letters being interpreted as numbers (e.g., alphabetic characters are upper case only and will exclude S, L, O, I, B, Z)
• Not contain any embedded intelligence or special characters
• Not contain inappropriate combinations of numbers or strings that may be offensive

**Note:** Remind people with Medicare that the CMS will never contact them and request personal information. They should protect their new MBI like a credit card and only share it with those they trust. CMS anticipates that the MBI will not be changed for an individual unless the MBI is compromised or other limited circumstances still undergoing review.

### 1.3 Summary of Changes

Patch 27 includes modifications for the new MBI to be displayed on the following options and reports:

- Initial Document (ID)
- Supplemental (SUP)
- Enter/Edit Referral Medical Data (REFM)
- Pay Documents (PAY)
- Enter/Edit EOBR Medical Data (MED)
- Edit Missing Authorization Dates (MISS)
- Print Documents (PD)
- Re-Print Documents (REP)
- Display Individual CHS Documents (DID)
- View Document summaries for a specific patient (VP)
- CHS data - prepare for export (CDPE)
- Re-Export CHS Transmission Data (RETD)
- Master Delivery Order Report (MDOL)
- Print a CHEF request (REQ)
- Denial Letters/Fact Sheets (DEN)
- Enter New Denial (ADD)
2.0 Patch 27 Changes

2.1 Initial Document Option (ID)

The Initial Document option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.

<table>
<thead>
<tr>
<th>Select Document Generation Option: ID Initial Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>TREE,OLIVE F 10-19-1940 507101940P TST 999346 12-12-2017</td>
</tr>
<tr>
<td>2321018000005 ABC VENDOR 2</td>
</tr>
<tr>
<td>12/11/17 E - 1 Pain in upper limb</td>
</tr>
<tr>
<td>Select one of the following:</td>
</tr>
<tr>
<td>43 Hospital Service</td>
</tr>
<tr>
<td>57 Dental Service</td>
</tr>
<tr>
<td>64 Outpatient Service</td>
</tr>
<tr>
<td>Type Of Service: Outpatient Service/</td>
</tr>
<tr>
<td>Patient Info: TREE,OLIVE F 10-19-1940507101940P 999346</td>
</tr>
<tr>
<td>Type of Coverage Policy # Cov. type EligDt TermDt</td>
</tr>
<tr>
<td>----------------------------</td>
</tr>
<tr>
<td>1. MEDICARE 1CX3YY6RR99 A 010116</td>
</tr>
<tr>
<td>2. MEDICARE 1CX3YY6RR99 B 010116</td>
</tr>
</tbody>
</table>

Figure 2-1: Initial Document option for Medicare

<table>
<thead>
<tr>
<th>Select Document Generation Option: ID Initial Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select RCIS REFERRAL by Patient or by Referral Date or #: 1-30-2018</td>
</tr>
<tr>
<td>2321011800019 RAILROAD,PATIENT</td>
</tr>
<tr>
<td>ABC VENDOR 2</td>
</tr>
<tr>
<td>Select one of the following:</td>
</tr>
<tr>
<td>43 Hospital Service</td>
</tr>
<tr>
<td>57 Dental Service</td>
</tr>
<tr>
<td>64 Outpatient Service</td>
</tr>
<tr>
<td>Type Of Service: Outpatient Service/</td>
</tr>
<tr>
<td>Patient Info: RAILROAD,PATIENTB M 04-28-19426042842P 999331</td>
</tr>
<tr>
<td>Type of Coverage Policy # Cov. type EligDt TermDt</td>
</tr>
<tr>
<td>----------------------------</td>
</tr>
<tr>
<td>1. RAILROAD RETIREMENT 3XX4CC5DD33 A 010117</td>
</tr>
<tr>
<td>2. RAILROAD RETIREMENT 3XX4CC5DD33 B 010117</td>
</tr>
</tbody>
</table>

Figure 2-2: Initial Document option for Railroad Retirement

2.2 Supplement Option (SUP)

The Supplemental option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
Select Document Gen Option: **REF** Enter/Edit Referral Medical Data

Select Document:  8-00002       12-14-17       PAID  8
Form #:  64       REF TYPE       Order No.
Dec 14, 2017       Outpatient Service  2       8-H01-00002
HHS Order No:   HHSI2472018H0100002

-----------------------------------------------
<table>
<thead>
<tr>
<th>Patient</th>
<th>Ordering Facility &amp; Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fac: 232101  IHS#: 999348 XXXXX1735</td>
<td>2013 DEMO HOSPITAL</td>
</tr>
<tr>
<td>TREE, PEAR</td>
<td>4700 LINCOLN RD NE</td>
</tr>
<tr>
<td>ALBUQUERQUE, NM 98888</td>
<td>ALBUQUERQUE NM 87110</td>
</tr>
<tr>
<td>02-17-1935  F  114  001 082-01-35</td>
<td>232101</td>
</tr>
</tbody>
</table>

-----------------------------------------------
| Est. date-of-svc.: Dec 13, 2017 | PC GASTROENTEROLOGY ASSOC. |
| Gastroenteritis | 1441 WILKINS CIRCLE |
| MCR=2DD5QQ2XX33 | CASPER, WY 82601 |
| Hosp Ord #: --- | 1830237511 Open Market |

Figure 2-3: Supplemental option for Medicare

Select Document Generation Option: **SUP** Supplemental

Select Document:  8-00007       02-06-18       OPEN  8
Form #:  64       REF TYPE       Order No.
Feb 06, 2018       Outpatient Service  2       8-H01-00007
HHS Order No:   HHSI2472018H0100007

-----------------------------------------------
<table>
<thead>
<tr>
<th>Patient</th>
<th>Ordering Facility &amp; Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fac: 232101  IHS#: 999331 XXXXX2842</td>
<td>2013 DEMO HOSPITAL</td>
</tr>
<tr>
<td>RAILROAD, PATIENTB</td>
<td>4700 LINCOLN RD NE</td>
</tr>
<tr>
<td>SANTA FE, NM 74124</td>
<td>ALBUQUERQUE NM 87110</td>
</tr>
<tr>
<td>04-28-1942  M  113  001 310-26-35</td>
<td>232101</td>
</tr>
</tbody>
</table>

-----------------------------------------------
| Est. date-of-svc.: Jan 30, 2018 | ABC VENDOR 2 |
| Acute low back pain | 100 STREET ST |
| BRR=3XX4CC5DD33 | ALBUQUERQUE, NM 87111 |
| Hosp Ord #: --- | 1669875456-A2 Open Market |

Figure 2-4: Supplemental option for Railroad Retirement

### 2.3 Enter/Edit Referral Medical Data (REFM)

The Enter/Edit Referral Medical Data will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
Select Document Gen Option: REF Enter/Edit Referral Medical Data

Select Document: 8-00002 12-14-17 PAID 8
Form # 64 REF TYPE Order No.
Dec 14, 2017 Outpatient Service 2 8-H01-00002
HHS Order No: HHSI2472018H0100002

Patient | Ordering Facility & Provider
Fac: 232101 IHS#: 999348 XXXXX1735 | 2013 DEMO HOSPITAL
TREE, PEAR | 4700 LINCOLN RD NE
ALBUQUERQUE, NM 98888 | ALBUQUERQUE NM 87110
02-17-1935 F 114 001 082-01-35 | 232101

Est. date-of-svc.: Dec 13, 2017 | PC GASTROENTEROLOGY ASSOC.
Gastroenteritis | 1441 WILKINS CIRCLE
MCR=2DD5QQ2XX33 | CASPER, WY 82601
Hosp Ord #: --- | 1830237511 Open Market

Figure 2-5: Enter/Edit Referral Medical Data for Medicare

Select Document Generation Option: REFM Enter/Edit Referral Medical Data

Select Document: 8-00007 02-06-18 OPEN 8
Form # 64 REF TYPE Order No.
Feb 06, 2018 Outpatient Service 2 8-H01-00007
HHS Order No: HHSI2472018H0100007

Patient | Ordering Facility & Provider
Fac: 232101 IHS#: 999331 XXXXX2842 | 2013 DEMO HOSPITAL
RAILROAD, PATIENTB | 4700 LINCOLN RD NE
SANTA FE, NM 74124 | ALBUQUERQUE NM 87110
04-28-1942 M 113 001 310-26-35 | 232101

Est. date-of-svc.: Jan 30, 2018 | ABC VENDOR 2
Acute low back pain | 100 STREET ST
RRR=3XX4CC5DD33 | ALBUQUERQUE, NM 87111
Hosp Ord #: --- | 1669875456-A2 Open Market

Figure 2-6: Enter/Edit Referral Medical Data for Railroad Retirement

2.4 Pay Documents (PAY)

The Pay Documents option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
Select Pay/Edit Documents Option: **PAY** Pay Documents

Select Document: 8-00005 12-20-17 OPEN 8
Form # 64 REF TYPE Order No.
Dec 20, 2017 Outpatient Service 2 8-H01-00005
HHS Order No: HHSI2472018H0100005

---
Patient | Ordering Facility & Provider
Fac: 232101 IHS#: 999352 XXXXX1145 | 2013 DEMO HOSPITAL
TREE, REDWOOD | 4700 LINCOLN RD NE
SANTA FE, NM 88711 | ALBUQUERQUE NM 87110
08-11-1945 M 117 001 310-26-35 | 232101

---
Est. date-of-svc.: Dec 11, 2017 | NEPHROLOGY & ENDOCRINE ASSOC
Chronic kidney disease due to | PO BOX 98813
MCR=2KK2KK2KK11 | LAS VEGAS, NV 89193-8813
Hosp Ord #: --- | 1880136773-01 Open Market

**Figure 2-7: Pay Document option for Medicare**

Select Pay/Edit Documents Option: **PAY** Pay Documents

Select Document: 8-00007 02-06-18 OPEN 8
Form # 64 REF TYPE Order No.
Feb 06, 2018 Outpatient Service 2 8-H01-00007
HHS Order No: HHSI2472018H0100007

---
Patient | Ordering Facility & Provider
Fac: 232101 IHS#: 999331 XXXXX2842 | 2013 DEMO HOSPITAL
RAILROAD, PATIENTB | 4700 LINCOLN RD NE
SANTA FE, NM 88711 | ALBUQUERQUE NM 87110
04-28-1942 M 113 001 310-26-35 | 232101

---
Est. date-of-svc.: Jan 30, 2018 | ABC VENDOR 2
Acute low back pain | 100 STREET ST
RRB=3XX4CC5DD33 | ALBUQUERQUE, NM 87111
Hosp Ord #: --- | 1669875456-A2 Open Market

**Figure 2-8: Pay Document option for Railroad Retirement**

### 2.5 Enter/Edit EOBR Medical Data (MED)

The Enter/Edit EOBR Medical Data option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
Select Pay/Edit Documents Option: **MED** Enter/Edit EOBR Medical Data

Select Document: 8-00005  12-20-17  OPEN  8
Form # 64  REF TYPE  Order No.
Dec 20, 2017  Outpatient Service  2  8-H01-00005
HHS Order No:  HHSI2472018H0100005

-------------------------------------------------------------------
Patient | Ordering Facility & Provider
Fac: 232101  IHS#: 999352  XXXXX1145  | 2013 DEMO HOSPITAL
TREE, REDWOOD | 4700 LINCOLN RD NE
SANTA FE, NM  88711  | ALBUQUERQUE NM 87110
08-11-1945  M 117  001 310-26-35  | 232101

Est. date-of-svc.: Dec 11, 2017  | NEPHROLOGY & ENDOCRINE ASSOC
Chronic kidney disease due to  | PO BOX 98813
MCR=2KK2KK2KK11  | LAS VEGAS, NV  89193-8813
Hosp Ord #:  ---  | 1880136773-01 Open Market

Figure 2-9: Enter/Edit EOBR Medical Data option for Medicare

Select Pay/Edit Documents Option: **MED** Enter/Edit EOBR Medical Data

Select Document: 8-00007  02-06-18  OPEN  8
Form # 64  REF TYPE  Order No.
Feb 06, 2018  Outpatient Service  2  8-H01-00007
HHS Order No:  HHSI2472018H0100007

-------------------------------------------------------------------
Patient | Ordering Facility & Provider
Fac: 232101  IHS#: 999331  XXXXX2842  | 2013 DEMO HOSPITAL
RAILROAD, PATIENTB | 4700 LINCOLN RD NE
SANTA FE, NM  88711  | ALBUQUERQUE NM 87110
04-28-1942  M 113  001 310-26-35  | 232101

Est. date-of-svc.: Jan 30, 2018  | ABC VENDOR 2
Acute low back pain  | 100 STREET ST
RRR=3XX4CC5DD33  | ALBUQUERQUE, NM  87111
Hosp Ord #:  ---  | 1669875456-A2 Open Market

Figure 2-10: Enter/Edit EOBR Medical Data option for Railroad Retirement

### 2.6 Edit Missing Authorization Dates (MISS)

The Edit Missing Authorization Dates option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
Figure 2-11: Edit Missing Authorization Dates option for Medicare

Figure 2-12: Edit Missing Authorization Dates option for Railroad Retirement

2.7 Print Documents (PD)

The Print Documents option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
2.8 Re-Print Documents (REP)

The Re-Print Documents option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.

2.9 Display Individual CHS Documents (DID)

The Display Individual CHS Documents option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.

Figure 2-13: Display Individual CHS Documents option for Medicare

Figure 2-14: Display Individual CHS Documents option for Railroad Retirement
2.10 View Document Summaries for a Specific Patient (VP)

The View Document summaries for a specific patient option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.

![View Document summaries for a specific patient](image)

**Figure 2-15: View Document summaries**

2.11 CHS Data – Prepare for Export (CDPE)

The CHS data prepare for export option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
2.12 Re-Export CHS Transmission Data (RETD)

The Re-Export CHS Transmission Data option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.

2.13 Master Delivery Order Report (MDOL)

The Master Delivery Order Report option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
### 2.14 Print a CHEF Request (REQ)

The Print a CHEF Request option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.

#### Medicare Example:

```
Select C H E F Management Option: REQ  Print a CHEF Request
Select CHEF NUMBER:   17-HQ-001
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CATASTROPHIC HEALTH EMERGENCY FUND REIMBURSEMENT REQUEST</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>HEADQUARTERS WEST</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>4. PATIENT NAME</td>
</tr>
<tr>
<td>TREE,REDWOOD</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>9. DX, ICD CM, OR, DRG#</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>Type of Coverage</td>
</tr>
<tr>
<td>MEDICARE</td>
</tr>
<tr>
<td>MEDICARE</td>
</tr>
</tbody>
</table>
```

Figure 2-18: Print a CHEF Request option for Medicare

#### Railroad Retirement Example:

```
Select C H E F Management Option: REQ  Print a CHEF Request
Select CHEF NUMBER:   18-HQ-001
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CATASTROPHIC HEALTH EMERGENCY FUND REIMBURSEMENT REQUEST</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>HEADQUARTERS WEST</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>4. PATIENT NAME</td>
</tr>
<tr>
<td>RAILROAD,PATIENTB</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>7. TRIBE: 113</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>9. DX, ICD CM, OR, DRG#</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>Type of Coverage</td>
</tr>
<tr>
<td>RAILROAD RETIREMENT</td>
</tr>
<tr>
<td>RAILROAD RETIREMENT</td>
</tr>
</tbody>
</table>
```

Figure 2-19: Print a CHEF Request option for Railroad Retirement
2.15 Enter New Denial (ADD)

The Enter New Denial option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.

![Figure 2-20: Enter New Denial option for Medicare](image-url)

Select RCIS REFERRAL by Patient or by Referral Date or #: 12-12-2017
2321011800005 TREE, OLIVE
12/11/17 E - 1 Pain in upper limb OLIVE TREE

888 MERRY ST
SANTA FE NM 88888

Unmet Need Type: NOT AN UNMET NEED // NOT AN UNMET NEED

Date of Medical Service: DEC 11, 2017 // (DEC 11, 2017)

Date Request Received: 121117 (DEC 11, 2017)

Send Letter to Patient?: YES // YES

Primary Provider (ON-FILE): ABC VENDOR 2 // DUNS...:

EIN.....: 1669875456 SUFFIX: A2
MAIL TO.: 100 STREET ST, ALBUQUERQUE
REMIT TO: 100 STREET ST, ALBUQUERQUE
REMIT TO-CITY..: ALBUQUERQUE

Est. Charge (Prim. Prov.): 200

Actual Charges (Prim. Prov.):

Are there any other providers (vendors)?? NO //

Select Provider Account Number:

Type of Service: OUTPATIENT // OUTPATIENT

Denial Reason List:

1. Alternate Resource Available
2. Medical Priority
3. Notification
4. Residency
5. Indian Descent/Membership

Enter Primary Denial Reason : (1-5): 1

Denial Reason Option List:

1. Other Coverage Available
2. Eligible for Alternate Source
3. Failure to Apply for Alternate Resource
4. IHS/Tribal Facility Was Available

Enter Primary Denial Reason Option: (1-4): 1

<table>
<thead>
<tr>
<th>Type of Coverage</th>
<th>Policy #</th>
<th>Cov. type</th>
<th>EligDt</th>
<th>TermDt</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. MEDICARE</td>
<td>1CX3YY6RR99</td>
<td>A</td>
<td>010116</td>
<td></td>
</tr>
<tr>
<td>2. MEDICARE</td>
<td>1CX3YY6RR99</td>
<td>B</td>
<td>010116</td>
<td></td>
</tr>
</tbody>
</table>
Select Denial Option: ADD  Enter New Denial

Select RCIS REFERRAL by Patient or by Referral Date or #: 1-30-2018
   2321011800019 RAILROAD, PATIENT                     ABC VENDOR 2
   UNKNOWN SERVICE DATE - 1 Acute low back pain

PATIENTB RAILROAD
55 MISSION ST
SANTA FE NM 74124
UNMET NEED TYPE: NOT AN UNMET NEED// NOT AN UNMET NEED
DATE OF MEDICAL SERVICE: 013018  (JAN 30, 2018)
DATE REQUEST RECEIVED: 013018  (JAN 30, 2018)
SEND LETTER TO PATIENT?: YES// YES
PRIMARY PROVIDER (ON-FILE): ABC VENDOR 2// DUNS....:
   EIN.....: 1669875456  SUFFIX: A2
   MAIL TO.: 100 STREET ST, ALBUQUERQUE
   REMIT TO: 100 STREET ST, ALBUQUERQUE
   REMIT TO-CITY..: ALBUQUERQUE

EST. CHARGE (PRIM. PROV.): 500
ACTUAL CHARGES (PRIM. PROV.):

Are there any other providers (vendors)?? NO//

Select PROVIDER ACCOUNT NUMBER:
TYPE OF SERVICE: OUTPATIENT// OUTPATIENT

Denial Reason List:
   1. Alternate Resource Available
   2. Medical Priority
   3. Notification
   4. Residency
   5. Indian Descent/Membership

Enter Primary Denial Reason : (1-5): 1

Denial Reason Option list:
   1. Other Coverage Available
   2. Eligible for Alternate Source
   3. Failure to Apply for Alternate Resource
   4. IHS/Tribal Facility Was Available

Enter Primary Denial Reason Option : (1-4): 1

<table>
<thead>
<tr>
<th>Type of Coverage</th>
<th>Policy #</th>
<th>Cov. type</th>
<th>EligDt</th>
<th>TermDt</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAILROAD RETIREMENT</td>
<td>3XX4CC5DD33</td>
<td>A</td>
<td>010117</td>
<td></td>
</tr>
<tr>
<td>RAILROAD RETIREMENT</td>
<td>3XX4CC5DD33</td>
<td>B</td>
<td>010117</td>
<td></td>
</tr>
</tbody>
</table>

Figure 2-21: Enter New Denial option for Railroad Retirement

2.16 Denial Letters/Fact Sheets (DEN)

The Denial Letters/Fact Sheets option will display the MBI if it has been entered in Patient Registration Insurance Page 4 for either Medicare or Railroad Retirement recipients.
Select Print Denial Letter(s) Option: DEN  Print Denial Letters and Fact Sheets

<table>
<thead>
<tr>
<th>INSURANCE</th>
<th>ID NO.</th>
<th>EFF. DATE</th>
<th>TRM. DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare</td>
<td>8XX8XX2DD22</td>
<td>01/01/2016</td>
<td></td>
</tr>
<tr>
<td>2020 TECHNOLOGY PKWY STE 2020 MECHANICSBURG, PA 17050</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicare</td>
<td>8XX8XX2DD22</td>
<td>01/01/2016</td>
<td></td>
</tr>
<tr>
<td>2020 TECHNOLOGY PKWY STE 2020 MECHANICSBURG, PA 17050</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 2-22: Denial Letters/Fact Sheets option for Medicare

Select Print Denial Letter(s) Option: DEN  Print Denial Letters and Fact Sheets

<table>
<thead>
<tr>
<th>INSURANCE</th>
<th>ID NO.</th>
<th>EFF. DATE</th>
<th>TRM. DATE</th>
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<td>01/01/2017</td>
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<tr>
<td>P. O. Box 655924 DALLAS, TX 75265</td>
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<tr>
<td>P. O. Box 655924 DALLAS, TX 75265</td>
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Figure 2-23: Denial Letters/Fact Sheets option for Railroad Retirement
## Acronym List

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<tr>
<th>Acronym</th>
<th>Meaning</th>
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<tr>
<td>ACHS</td>
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<td>CMS</td>
<td>Centers for Medicare and Medicaid Services</td>
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<td>HICN</td>
<td>HIC Number</td>
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<td>IHS</td>
<td>Indian Health Service</td>
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<tr>
<td>MACRA</td>
<td>Medicare Access and CHIP Reauthorization Act</td>
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<tr>
<td>MBI</td>
<td>Medicare Beneficiary Identifier</td>
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<tr>
<td>RPMS</td>
<td>Resource and Patient Management System</td>
</tr>
<tr>
<td>RRB</td>
<td>Railroad Retirement Board</td>
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<tr>
<td>SSA</td>
<td>Social Security Administration</td>
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<td>SSN</td>
<td>Social Security Number</td>
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Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

**Phone:** (888) 830-7280 (toll free)
**Web:** [http://www.ihs.gov/helpdesk/](http://www.ihs.gov/helpdesk/)
**Email:** support@ihs.gov