

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 11743	Date: December 9, 2022
	Change Request 12951

Transmittal 11684, dated November 3, 2022, is being rescinded and replaced by Transmittal 11743, dated, December 9, 2022 to update the primary and secondary contact information. All other information remains the same.

SUBJECT: Implementation of the Award for the National Provider Enrollment (Medicare and Medicaid) Eastern Region (NPEAST) and Western Region (NPWEST) Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Enrollment Contractors

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to announce the National Provider Enrollment (Medicare and Medicaid) Eastern Region (NPEAST) and Western Region (NPWEST) Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Enrollment Contracts that were awarded to Palmetto (NPWEST) and Novitas (NPEAST). The current NSC workload number 99001 will remain the same for NPWEST and the workload number for NPEAST is 99002.

EFFECTIVE DATE: November 7, 2022

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: November 7, 2022

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	N/A

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

One Time Notification

Attachment - One-Time Notification

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I. GENERAL INFORMATION

A. Background: The Centers for Medicare & Medicaid Services (CMS) has awarded the National Provider Enrollment (NPE) Eastern Region (NPEAST) Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Enrollment Contractors contract to Novitas Solutions, Inc. and the NPE Western Region (NPWEST) DMEPOS contract to Palmetto GBA. These contracts will replace the National Supplier Clearinghouse (NSC) contract. Palmetto GBA is the outgoing contractor for the NSC contract, which expires on November 6, 2022.

Novitas' (NPEAST) contact information is:

- Physical Location: Novitas Solutions, Inc., 2020 Technology Parkway, Suite 100, Mechanicsburg, PA 17050
- Mailing Address: PO Box 3704, Mechanicsburg, Pennsylvania 17050
- Telephone: 866-520-5193
- Website: <https://www.novitas-solutions.com>

Palmetto's (NPWEST) contact information is:

- Physical Location: Palmetto GBA, LLC, 2300 Springdale Drive, Bldg. 1 AG-495, Camden, South Carolina 29020
- Mailing Address: PO Box 100142, Columbia, South Carolina 29202-3142
- Telephone: 866-238-9652
- Website: <https://palmettogba.com/palmetto/npewest.nsf>

NPEAST will process enrollment applications and perform enrollment functions for these eastern states and U.S. Territories: Alabama, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia, Wisconsin, District of Columbia, Puerto Rico and the US Virgin Islands

NPWEST will process enrollment applications and perform enrollment functions for these western states and U.S. Territories: Alaska, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Louisiana, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wyoming, American Samoa, Guam, and the Northern Mariana Islands

CMS has determined that the NPE workload regions will require new workload numbers when they are transitioned. This change is being made because CMS needs to differentiate between the workload processed by the outgoing NSC contractor and the incoming NPEAST and NPWEST contractors.

The workload numbers shall be changed and the workloads shall be transitioned to the incoming NPEAST and NPWEST contractors:

NPEAST:

- New Workload Number- 99002; Effective Date- November 7, 2022; Current NSC Workload Number- 99001

NPWEST:

- New Workload Number- 99001; Effective Date- November 7, 2022; Current NSC Workload Number- 99001

The following applications or business owners shall accept the new NPEAST and NPWEST workload numbers once the above-cited workload is transitioned to the NPEAST and NPWEST.

- Electronic Correspondence Referral System (ECRS),
- Electronic Health Records Incentive Program (EHR),
- Fraud Prevention System (FPS),
- Health Care Information System (HCIS),
- HIPAA Eligibility Transaction System (HETS),
- National Data Warehouse (NDW),
- Next Generation Desktop (NGD),
- Part B Analytics Reporting System (PBAR),
- Production Performance Monitoring System (PULSE),
- Provider Enrollment Chain and Ownership System (PECOS),
- Provider Customer Service Program Contractor Information Database (PCID),
- Provider Inquiry Evaluation System (PIES),
- Strategic Work Information Folder Transfer System (SWIFT),
- Virtual Data Centers (VDCs), and
- Unified Program Integrity Contractors (UPICs).

B. Policy: There are no policy changes associated with this change request.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared- System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
12951.1	The incoming NPEAST and NPWEST shall provide project management, testing, and any other services necessary to achieve the transition of the DMEPOS enrollment Workloads. This shall include but not be limited to working with the outgoing NSC and all other entities as applicable to ensure the success of the contractor transitions.								NPEAST, NPWEST	
12951.2	The contractors shall change the workload numbers for the NSC workloads to the appropriate NPEAST and NPWEST workload numbers in accordance with the numbering and effective dates including all applications and business owners in the background section of this CR. Note: See list of applications and business owners listed in the background section.								NPEAST, NPWEST	
12951.3	The incoming NPEAST and NPWEST, and the Medicare applications and business owners listed in the background section of this CR shall perform the modifications needed to accommodate the new NPEAST workload number 99002 and NPWEST workload number 99001 as of the effective date listed in the background section of this CR. Note: See list of applications and business owners listed in the background section.								NPEAST, NPWEST	
12951.3.1	The incoming NPEAST and NPWEST, PECOS, and all entities listed in this CR shall associate all suppliers whose enrollments and claims are currently processed in the eastern region with NPEAST workload number 99002 and enrollments and claims processed in the western region with NPWEST workload number 99001, as of the effective date of that workload's NPE transition. NOTE: Responsibility includes the applications and								NPEAST, NPWEST, PECOS	

Number	Requirement	Responsibility								Other
		A/B MAC			D M E M A C	Shared- System Maintainers				
		A	B	H H H		F I S S	M C S	V M S	C W F	
	request for the job codes and contractor ID with the Enterprise User Administration (EUA) prior to the transition date.									
12951.8.1	PECOS shall be modified to reflect the new NPEAST and NPWEST workload numbers. The PECOS team shall make all internal code changes to PECOS Administrative Interface (AI) and PECOS Provider Interface (PI) in order to accommodate the new NPEAST workload number of 99002 and NPWEST workload number of 99001. PECOS shall delete all reference to the old contractor ID. PECOS shall remove all users from the old contractor IDs. PECOS shall delete the old nightly export file names and access rights.									PECOS
12951.8.2	The incoming NPEAST and NPWEST shall be responsible for manually correcting any enrollment record that fails to move systematically to the new contractor number due to a PECOS audit issue. This may require revalidation of the provider.									NPEAST, NPWEST
12951.9	The CMS shall update the Zip Code file to reflect the new NPEAST and NPWEST workload numbers, and the contractors shall utilize the updated zip code file whenever it is received.									CMS, NPEAST, NPWEST
12951.10	All entities on this CR shall identify the implementation lead as Sarah Darnley Sarah.Darnley@cms.hhs.gov and Pamela.Rumber@cms.hhs.gov as the IT Specialist.									ECRS, FPS, HETS, NGD, NPEAST, NPWEST, PECOS, PULSE, UPICs
12951.11	The NPEAST shall establish Joint Operating Agreements (JOAs) with the DMEMACs that correspond to the NPEAST region.				X					NPEAST
12951.11.1	The NPWEST shall establish Joint Operating Agreements (JOAs) with the DMEMACs that correspond to the NPWEST region.				X					NPWEST

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
12951.12	The NPEAST shall begin discussions with the DMEMACs that correspond to their region a Network Data Mover (NDM) or Secured File Transfer Protocol (SFTP) process to send Electronic Funds Transfer (EFT) Agreements submitted via PECOS and received on paper CMS-588 Forms.				X				NPEAST	
12951.12.1	Should an NDM or SFTP process not be able to be created before the operational state date of the NPEAST, the NPEAST and the appropriate DMEMACs shall establish a process to transfer EFT information until the NDM or SFTP process is established.				X				NPEAST	
12951.13	The DMEMACs shall begin discussions with the NPEAST regarding the pending workload transferred from the outgoing contractor, such as completed overpayments.				X				NPEAST	
12951.14	The DMEMACs shall train their customer service, using this CR, regarding the regions for the NPEAST and NPWEST.				X					
12951.15	The CEDI shall update necessary documentation and webpages with the contact information found in this CR.								CEDI	

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E M A C	C E D I
		A	B	H H H		
	None					

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:
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Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Sarah Darnley, 410-786-0967 or Sarah.Darnley@cms.hhs.gov , Alisha Sanders, 410-786-0671 or Alisha.Sanders@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

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ATTACHMENTS: 0