



# DME

**What is in your  
“Medicare Summary Notice”?**



# Your New MSN for DME – Overview

Your Medicare Part B Durable Medical Equipment (DME) MSN shows all of the DME items and supplies billed to Medicare.

## Each Page with Specific Information:

**Page 1:** Your dashboard, which is a summary of your notice,

**Page 2:** Helpful tips on how to review your notice,

**Page 3:** Your claims information,

**Last page:** Find out how to handle denied claims.

## Bigger Print for Easy Reading

Page titles and subsection titles are now much larger. Using a larger print throughout makes the notice easier to read.

## Helpful Tips for Reading the Notice

The redesigned MSN explains what you need to know with user-friendly language.

Page 1 of 4

**Medicare Summary Notice for Part B (Medical Insurance)**

The Official Summary of Your Medicare Claims from the Centers for Medicare & Medicaid Services

JENNIFER WASHINGTON  
TEMPORARY ADDRESS NAME  
STREET ADDRESS  
CITY, ST 12345-6789

**THIS IS NOT A BILL**

**Notice for Jennifer Washington**

Medicare Number: 1A23BC4DE56  
Date of This Notice: September 13, 2020  
Claims Processed Between: June 14 - September 13, 2020

**Your Claims & Costs This Period**

Did Medicare Approve All Items and Services? YES  
Total You May Be Billed: \$5.75

**Your Deductible Status**

Your deductible is what you must pay for most health services before Medicare begins to pay.  
**Part B Deductible:** You have now met \$85.00 of your \$147.00 deductible for 2020.

**Be Informed!**

Welcome to your new Medicare Summary Notice! It has clear language, larger print, and a personal summary of your claims and deductibles. This improved notice better explains how to get help with your questions, report fraud, or file an appeal. It also includes important information from Medicare.

**Suppliers with Claims This Period**

May 9, 2020  
Lincare Inc.

**How to Check This Notice**

Do you recognize the name of each supplier? Check the dates. Did you make a purchase that day?  
Did you get the items/services listed? Do they match those listed on your receipts and bills?  
If you already paid the bill, did you pay the right amount? Check the maximum you may be billed. See if the claim was sent to your Medicare supplement insurance (Medigap) plan or other insurer. That plan may pay your share.

**How to Report Fraud**

If you think a supplier or business is involved in fraud, call us at 1-800-MEDICARE (1-800-633-4227).  
Some examples of fraud include offers for free medical services or billing you for Medicare services you didn't get. If we determine that your tip led to uncovering fraud, you may qualify for a reward.  
You can make a difference! Last year, Medicare saved tax-payers \$4.2 billion—the largest sum ever recovered in a single year—thanks to people who reported suspicious activity to Medicare.

**How to Get Help with Your Questions**

1-800-MEDICARE (1-800-633-4227)  
Ask for "medical supplies." Your customer-service code is 0903.  
TTY 1-877-486-2048 (for hearing impaired)  
Contact your State Health Insurance Program (SHIP) for free, local health insurance counseling. Call 1-855-555-5555.

(¿Otra vez que puede recibir este aviso y otros tipos de ayuda de Medicare en español? Llame y hable con un agente en español. 多语言服务热线, 请致电外线工作人员, 请致电“agent”, 或致电“Mandarin”. 1-800-MEDICARE (1-800-633-4227)

Page 1

Jennifer Washington THIS IS NOT A BILL | Page 3 of 4

**Your Claims for Part B (Medical Insurance)**

Part B Medical Insurance helps pay for durable medical equipment and other health care services.

**Definitions of Columns**

**Item/Service Approved:** This column tells you if Medicare covered this item or service.  
**Amount Supplier Charged:** This is your supplier's fee for this item or service.  
**Medicare-Approved Amount:** This is the amount a supplier can be paid for a Medicare item or service. It may be less than the actual amount the supplier charged. Your supplier has agreed to accept this amount as full payment for covered items or services. Medicare usually pays 80% of the Medicare-approved amount.  
**Amount Medicare Paid:** This is the amount Medicare paid the supplier. This is usually 80% of the Medicare-approved amount.  
**Maximum You May Be Billed:** This is the total amount the supplier is allowed to bill you, and can include a deductible, coinsurance, and other charges not covered. If you have Medicare Supplement Insurance (Medigap policy) or other insurance, it may pay all or part of this amount.

May 9, 2020  
Lincare Inc. (555) 555-1234  
PO BOX 090, Blue Springs, MO 64013-0995  
Ordered by John K Whalen

Quantity, Item/Service Provided & Billing Code	Item/Service Approved?	Amount Supplier Charged	Medicare-Approved Amount	Amount Medicare Paid	Maximum You May Be Billed	See Notes Below
1 portable gaseous oxygen system, rental, includes portable container, regulator, flowmeter, humidifier (E0431-RR) Rental	Yes	\$17261	\$28.77	\$23.02	\$5.75	A
<b>Total for Claim #10334029489000</b>		\$17261	\$28.77	\$23.02	\$5.75	B

**Notes for Claims Above**

**A** Medicare will pay for you to rent this equipment for up to 36 months (or until you no longer need the equipment). After the 36 month rental period, Medicare will continue to pay for delivery of liquid and gaseous contents, as long as it is still medically necessary.

**B** Your claim was sent to your Medicare Supplement Insurance (Medigap policy), Wellmark BlueCross BlueShield of N. Carolina. Send any questions regarding your benefits to them.

Page 3

Jennifer Washington THIS IS NOT A BILL | Page 2 of 4

**Making the Most of Your Medicare**

**How to Check This Notice**

Do you recognize the name of each supplier? Check the dates. Did you make a purchase that day?  
Did you get the items/services listed? Do they match those listed on your receipts and bills?  
If you already paid the bill, did you pay the right amount? Check the maximum you may be billed. See if the claim was sent to your Medicare supplement insurance (Medigap) plan or other insurer. That plan may pay your share.

**Your Messages from Medicare**

Get a postcard about what you may only need it once in a lifetime. Contact your health care provider about getting this shot. You pay nothing if your health care provider accepts Medicare assignment.  
To report a change of address, call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778.  
Early detection is your best protection. Schedule your mammogram today, and remember that Medicare helps pay for screening mammograms.  
Want to see your claims right away? Access your Original Medicare claims at www.Medicare.gov, usually within 24 hours after Medicare processes the claim. You can use the "Blue Button" feature to help keep track of your personal health records.

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You can make a difference! Last year, Medicare saved tax-payers \$4.2 billion—the largest sum ever recovered in a single year—thanks to people who reported suspicious activity to Medicare.

**How to Get Help with Your Questions**

1-800-MEDICARE (1-800-633-4227)  
Ask for "medical supplies." Your customer-service code is 0903.  
TTY 1-877-486-2048 (for hearing impaired)  
Contact your State Health Insurance Program (SHIP) for free, local health insurance counseling. Call 1-855-555-5555.

Page 2

Jennifer Washington THIS IS NOT A BILL | Page 4 of 4

**How to Handle Denied Claims or File an Appeal**

**Get More Details**

If a claim was denied, call or write the supplier and ask for an itemized statement for any claim. Make sure they sent to the right information. If they didn't, ask the supplier to contact our claims office to correct the error. You can ask the supplier for an itemized statement for any two of your claims.  
Call 1-800-MEDICARE (1-800-633-4227) for more information about a coverage or payment decision on this notice, including laws or policies used to make the decision.

**If You Disagree with a Coverage Decision, Payment Decision, or Payment Amount on This Notice, You Can Appeal**

Appeals must be filed in writing. Use the form to the right. Our claims office must receive your appeal within 120 days from the date you get this notice. We must receive your appeal by: **January 21, 2021**

**If You Need Help Filing Your Appeal**

Contact us: Call 1-800-MEDICARE or your State Health Insurance Program (see page 2) for help before you file your written appeal, including help appointing a representative.  
**Call your supplier:** Ask your supplier for any information that may help you.  
**Ask a friend to help:** You can appoint someone, such as a family member or friend, to be your representative in the appeals process.

**Find Out More About Appeals**

For more information about appeals, read your "Medicare & You" handbook or visit us online at www.medicare.gov/appeals.

**File an Appeal in Writing**

Follow these steps:

- 1 Circle the item(s) or claim(s) you disagree with on this notice.
- 2 Explain in writing why you disagree with the decision. Include your explanation on this notice or, if you need more space, attach a separate page to this notice.
- 3 Fill in all of the following:
  - Your or your representative's full name (print)
  - Your telephone number
  - Your complete Medicare number
- 4 Include any other information you have about your appeal. You can ask your supplier for any information that will help you.
- 5 Write your Medicare number on all documents that you send.
- 6 Make copies of this notice and all supporting documents for your records.
- 7 Mail this notice and all supporting documents to the following address:
 

**Medicare Claims Office**  
c/o Contractor Name  
Street Address  
City, ST 12345-6789

Last Page

# Page 1 – Your Dashboard

## 1 DHHS Logo

The redesigned MSN has the official Department of Health & Human Services (DHHS) logo.

## 2 Your Information

Check your name and the last 4 numbers of your Medicare number, as well as the date your MSN was printed and the dates of the claims listed.

## 3 Your Deductible Info

You pay a yearly deductible for services before Medicare pays. You can check your deductible information right on page 1 of your notice!



**1**

**4**

## Medicare Summary Notice for Part B (Medical Insurance)

The Official Summary of Your Medicare Claims from the Centers for Medicare & Medicaid Services

Page 1 of 4

JENNIFER WASHINGTON  
TEMPORARY ADDRESS NAME  
STREET ADDRESS  
CITY, ST 12345-6789

**THIS IS NOT A BILL**

**2** **Notice for Jennifer Washington**

Medicare Number	<b>1A23BC4DE56</b>
Date of This Notice	<b>September 13, 2020</b>
Claims Processed Between	<b>June 14 – September 13, 2020</b>

**3** **Your Deductible Status**

Your deductible is what you must pay for most health services before Medicare begins to pay.

**Part B Deductible:** You have now met **\$85.00** of your **\$147.00** deductible for 2020.

**Be Informed!**

Welcome to your new Medicare Summary Notice! It has clear language, larger print, and a personal summary of your claims and deductibles. This improved notice better explains how to get help with your questions, report fraud, or file an appeal. It also includes important information from Medicare!

**5** **Your Claims & Costs This Period**

<b>Did Medicare Approve All Items and Services?</b>	<b>YES</b>
See page 2 for how to double-check your notice.	
<b>Total You May Be Billed</b>	<b>\$5.75</b>

**6** **Suppliers with Claims This Period**

May 9, 2020  
Lincare Inc.

**7**

¿Sabía que puede recibir este aviso y otro tipo de ayuda de Medicare en español? Llame y hable con un agente en español.  
如果需要国语帮助, 请致电联邦医疗保险, 请先说“agent”, 然后说“Mandarin”. **1-800-MEDICARE (1-800-633-4227)**

## 4 Title of your MSN

The title at the top of the page is larger and bold.

## 5 Total You May Be Billed

A new feature on page 1, this summary shows your approved and denied claims, as well as the total you may be billed.

## 6 Suppliers You Saw

Check the list of dates and the doctors and/or suppliers you saw during this claim period.

## 7 Help in Your Language

For help in a language other than English or Spanish, call 1-800-MEDICARE and say “Agent.” Tell them the language you need for free translation services.

# Page 2 – Making the Most of Your Medicare

## 1 Section Title

This helps you navigate and find where you are in the notice. The section titles are on the top of each page.

## 2 How to Check

Medicare offers helpful tips on what to check when you review your notice.

## 3 How to Report

Help Medicare save money by reporting fraud!

## 4 How to Get Help

This section gives you phone numbers for where to get your Medicare questions answered.

Jennifer Washington THIS IS NOT A BILL | Page 2 of 4

## 1 Making the Most of Your Medicare

### 🔍 How to Check This Notice

**Do you recognize the name of each supplier?** Check the dates. Did you make a purchase that day?

**2 Did you get the items/services listed?** Do they match those listed on your receipts and bills?

**If you already paid the bill, did you pay the right amount?** Check the maximum you may be billed. See if the claim was sent to your Medicare supplement insurance (Medigap) plan or other insurer. That plan may pay your share.

### 🚨 How to Report Fraud

If you think a supplier or business is involved in fraud, call us at 1-800-MEDICARE (1-800-633-4227).

**3** Some examples of fraud include offers for free medical services or billing you for Medicare services you didn't get. If we determine that your tip led to uncovering fraud, you may qualify for a reward.

**You can make a difference!** Last year, Medicare saved tax-payers **\$4.2 billion**—the largest sum ever recovered in a single year—thanks to people who reported suspicious activity to Medicare.

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### 📞 How to Get Help with Your Questions

**4** **1-800-MEDICARE (1-800-633-4227)**  
Ask for "medical supplies." Your customer-service code is 05535.

**TTY 1-877-486-2048** (for hearing impaired)

Contact your State Health Insurance Program (SHIP) for free, local health insurance counseling. Call **1-555-555-5555**.

### 📧 Your Messages from Medicare **5**

**Get a pneumococcal shot.** You may only need it once in a lifetime. Contact your health care provider about getting this shot. You pay nothing if your health care provider accepts Medicare assignment.

**To report a change of address,** call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778.

**Early detection is your best protection.** Schedule your mammogram today, and remember that Medicare helps pay for screening mammograms.

**Want to see your claims right away?** Access your Original Medicare claims at [www.Medicare.gov](http://www.Medicare.gov), usually within 24 hours after Medicare processes the claim. You can use the "Blue Button" feature to help keep track of your personal health records.

## 5 General Messages

These messages get updated regularly, so make sure to check them!

# Page 3 – Your Claims for Part B (Medical Insurance)

### 1 Type of Claim

Claims can either be assigned or unassigned.

### 2 Definitions

Don't know what some of the words on your MSN mean? Read the definitions to find out more.

### 3 Your Items/Supplies

This is the date you ordered your items or supplies. Keep your bills and compare them to your notice to be sure you got all the services listed.

### 4 Service Descriptions

User-friendly service descriptions will make it easier for you to know what items or supplies you received.

Jennifer Washington THIS IS NOT A BILL | Page 3 of 4

## 1 Your Claims for Part B (Medical Insurance)

Part B Medical Insurance helps pay for durable medical equipment and other health care services.

**Definitions of Columns**

**2 Item/Service Approved?** This column tells you if Medicare covered this item or service.

**Amount Supplier Charged:** This is your supplier's fee for this item or service.

**Medicare-Approved Amount:** This is the amount a supplier can be paid for a Medicare item or service. It may be less than the actual amount the supplier charged. Your supplier has agreed to accept this amount as full payment for covered items or services. Medicare usually pays 80% of the Medicare-approved amount.

**Amount Medicare Paid:** This is the amount Medicare paid the supplier. This is usually 80% of the Medicare-approved amount.

**Maximum You May Be Billed:** This is the total amount the supplier is allowed to bill you, and can include a deductible, coinsurance, and other charges not covered. If you have Medicare Supplement Insurance (Medigap policy) or other insurance, it may pay all or part of this amount.

**May 9, 2020**

**3 Lincare Inc., (555) 555-1234**  
PO BOX 996, Blue Springs, MO 64013-0996  
Ordered by John K Whalen

Quantity, Item/Service Provided & Billing Code	Item/Service Approved?	Amount Supplier Charged	Medicare-Approved Amount	Amount Medicare Paid	<b>6 Maximum You May Be Billed</b>	See Notes Below
<b>4</b> 1 portable gaseous oxygen system, rental; includes portable container, regulator, flowmeter, humidifier (E0431-RR) Rental	<b>5</b> Yes	\$117.61	\$28.77	\$23.02	<b>\$5.75</b>	<b>A</b>
<b>Total for Claim #10334829489000</b>		\$117.61	\$28.77	\$23.02	<b>\$5.75</b>	<b>B</b>

**7 Notes**

**Notes for Claims Above**

**A** Medicare will pay for you to rent this equipment for up to 36 months (or until you no longer need the equipment). After the 36 month rental period, Medicare will continue to pay for delivery of liquid and gaseous contents, as long as it is still medically necessary.

**B Your claim was sent to your Medicare Supplement Insurance (Medigap policy), Wellmark BlueCross BlueShield of N. Carolina.** Send any questions regarding your benefits to them.

### 6 Max You May Be Billed

This is the total amount the supplier is able to bill you. It's highlighted and in bold for easy reading.

### 7 Notes

Refer to the bottom of the page for explanations of the items and supplies you got.

### 5 Approved Column

This column lets you know if your claim was approved or denied.

# Last Page – How to Handle Denied Claims

### 1 Get More Details

Find out your options on what to do about denied claims.

### 2 If You Decide to Appeal

You have 120 days to appeal your claims. The date listed in the box is when your appeal must be received by us.

### 3 If You Need Help

Helpful tips to guide you through filing an appeal.

Jennifer Washington THIS IS NOT A BILL | Page 4 of 4

## How to Handle Denied Claims or File an Appeal

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**1 Get More Details**

If a claim was denied, call or write the supplier and ask for an itemized statement for any claim. Make sure they sent in the right information. If they didn't, ask the supplier to contact our claims office to correct the error. You can ask the supplier for an itemized statement for any item or claim.

Call 1-800-MEDICARE (1-800-633-4227) for more information about a coverage or payment decision on this notice, including laws or policies used to make the decision.

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**2 If You Disagree with a Coverage Decision, Payment Decision, or Payment Amount on this Notice, You Can Appeal**

Appeals must be filed in writing. Use the form to the right. Our claims office must receive your appeal within 120 days from the date you get this notice.

We must receive your appeal by:

January 21, 2021

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**3 If You Need Help Filing Your Appeal**

**Contact us:** Call 1-800-MEDICARE or your State Health Insurance Program (see page 2) for help before you file your written appeal, including help appointing a representative.

**Call your supplier:** Ask your supplier for any information that may help you.

**Ask a friend to help:** You can appoint someone, such as a family member or friend, to be your representative in the appeals process.

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**Find Out More About Appeals**

For more information about appeals, read your "Medicare & You" handbook or visit us online at [www.medicare.gov/appeals](http://www.medicare.gov/appeals).

**File an Appeal in Writing**

Follow these steps:

- 1 Circle the item(s) or claim(s) you disagree with on this notice.
- 2 Explain in writing why you disagree with the decision. Include your explanation on this notice or, if you need more space, attach a separate page to this notice.
- 3 Fill in all of the following:
 

Your or your representative's full name (print)

Your telephone number

     

Your complete Medicare number
- 4 Include any other information you have about your appeal. You can ask your supplier for any information that will help you.
- 5 Write your Medicare number on all documents that you send.
- 6 Make copies of this notice and all supporting documents for your records.
- 7 Mail this notice and all supporting documents to the following address:
 

**Medicare Claims Office**  
**c/o Contractor Name**  
**Street Address**  
**City, ST 12345-6789**

### 4 Appeals Form

You must file an appeal in writing. Follow the step-by-step directions when filling out the form.