

April 2, 2020

Beneficiary Notice Delivery Guidance in Light of COVID-19

In light of concerns related to COVID-19, current notice delivery instructions provide flexibilities for delivering notices to beneficiaries in isolation. These procedures include:

- Hard copies of notices may be dropped off with a beneficiary by any hospital worker able to enter a room safely. A contact phone number should be provided for a beneficiary to ask questions about the notice, if the individual delivering the notice is unable to do so. If a hard copy of the notice cannot be dropped off, notices to beneficiaries may also be delivered via email, if a beneficiary has access in the isolation room. The notices should be annotated with the circumstances of the delivery, including the person delivering the notice, and when and to where the email was sent.
- Notice delivery may be made via telephone or secure email to beneficiary representatives who are offsite. The notices should be annotated with the circumstances of the delivery, including the person delivering the notice via telephone, and the time of the call, or when and to where the email was sent.

Specifics of notice delivery are set forth in [Chapter 30 of the Medicare Claims Processing Manual](#). [EXT ↗](#)

We encourage you to visit our [COVID-19 resource page](#) [EXT ↗](#) which we are updating frequently, for this and more information pertaining to DME suppliers at this time. Please also stay tuned to the [CMS website](#) [EXT ↗](#) as further information becomes available.