

Weekend NOMNC Delivery Guide for SNF

What is a NOMNC?

A Notice of Medicare Non-Coverage (NOMNC) is a required notice informing Medicare members that their covered services are ending. It also explains their right to appeal and how to request a fast (expedited) review.

Why this matters?

- NOMNCs are time-sensitive and required by CMS
 - Late delivery can result in compliance risk and coverage liability
 - Proper delivery ensures members understand their rights and next steps
 - Late delivery may require the facility to re-generate the NOMNC with an adjusted discharge date, however authorization timeframes will *not* be extended as a result
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Carelon NOMNC Issuance Hours

- Monday – Friday: until 5:00 PM (facility local time)
- Saturday: 9:00 AM – 3:00 PM CST
- Sunday: 9:00 AM – 12:00 PM CST

We aim to issue determinations as early as possible to support timely delivery. We do not expect expanded weekend staffing, but encourage leveraging available staff to complete delivery.

How You Will Receive a NOMNC

Carelon will send notifications through multiple channels:

- Fax (NOMNC and Authorization)
 - Provider Portal Alert
 - Email Alert (to Authorization Owner)
 - Provider Portal Access: [Carelon Portal Login](#)
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Weekend Workflow Expectations

To avoid last-day delivery challenges:

- Saturday: Check portal on or after 3:00PM CST
 - Sunday: Check portal on or after 12:00PM CST
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NOMNC Delivery Requirements

Timing

- Must be delivered no later than 2 calendar days before the last covered day

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PACprovider_relations@carelon.com

Step-by-Step Delivery Process

1. Deliver the NOMNC to the Member

2. Assess Capacity and Communication Needs

Ensure the member:

- Understands the purpose of the notice
- Understands their appeal rights
- Can comprehend QIO contact instructions

3. If the Member is Competent and Present

- Explain verbally:
 - Services will end on: [date]
 - Right to a fast appeal
 - Must contact QIO by noon the day before services end
- Obtain:
 - Signature and date on NOMNC

4. If the Member is NOT Competent or Unable to Sign

- Deliver to authorized representative (per facility policy: in person, phone, or mail)
- Document:
 - Representative name and phone number
 - Date/time of contact
 - That appeal rights and QIO information were explained
 - Appeal deadline

5. If Member/Representative Refuses to Sign

- Document clearly:
 - NOMNC was presented and explained
 - Date, time, and recipient
 - Refusal to sign

6. Provide Copies and Retain Documentation

- Give a copy to the member/representative
- Maintain documentation per facility process:
 - Medical record
 - Internal systems
 - Upload/share as required
- Upload a copy to the Carelon Provider Portal

Valid Delivery Requirements

A NOMNC is only valid if:

- The recipient can understand the notice
- The right to appeal is clearly explained
- Delivery is properly documented

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