



MEDICARE-MEDICAID COORDINATION OFFICE

DATE: July 28, 2017

TO: New York FIDA-IDD Medicare-Medicaid Plan

FROM: Lindsay P. Barnette
Director, Models, Demonstrations, and Analysis Group

SUBJECT: New York FIDA-IDD MMP: Release of Final Contract Year 2018 State-specific Marketing Guidance

Attached to this memorandum is the final Contract Year (CY) 2018 State-specific Marketing Guidance for the Medicare-Medicaid Plan (MMP) operating in the New York Fully-Integrated Duals Advantage for individuals with Intellectual and Development Disabilities (FIDA-IDD) capitated financial alignment model demonstration. The State-specific Marketing Guidance has been jointly updated by CMS and New York as summarized below and will be applicable to all marketing done for CY 2018 benefits.

We remind the FIDA-IDD MMP that the State-specific Marketing Guidance provides information only about those sections of the MMG that are not applicable or that are modified for the FIDA-IDD MMP; therefore, this guidance document should be considered an addendum to the CY 2018 MMG. The FIDA-IDD MMP should carefully review the recently released CY 2018 MMG (see <https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/FinalPartCMarketingGuidelines.html>), in conjunction with the State-specific Marketing Guidance, as the requirements of the MMG that are not otherwise modified by this document apply to the FIDA-IDD MMP.

Following is a summary of the changes to the CY 2018 State-specific Marketing Guidance for the FIDA-IDD MMP:

- General updates and streamlining:
 - o Addition of a table of contents for easier navigation.
 - o Edits to section numbers, titles, and references, consistent with changes to the CY 2018 MMG.
 - o Updates to web links.
 - o Streamlining of the language throughout the document to ensure greater consistency across all State-specific Marketing Guidance.
 - o Updates to required disclaimer language consistent with changes made to disclaimer language in CY 2018 model marketing materials.
 - o Inclusion of resources for additional information on Section 1557 requirements.

- **Introduction/Provider and Pharmacy Directory Requirements:** Clarifies that county-specific Provider and Pharmacy Directories must include information indicating that a complete directory is available on the plan's website.
- **Section 10 (Introduction):** Clarifies the requirements and due date for the FIDA-IDD MMP's marketing plan.
- **Section 30.5 (Requirements Pertaining to Non-English Speaking Populations):** Updates New York's standard for translation of marketing materials. Clarifies that the FIDA-IDD MMP must have a process to simply describe how they will request a Participant's preferred language and/or format for receiving the materials identified in this section and will keep the information as a standing request for future mailings and communications. Clarifies that the FIDA-IDD MMP must also describe how a Participant can change a standing request for preferred language and/or format.
- **Section 30.5.1 (Multi-Language Insert):** Removes this section from the guidance consistent with changes to the CY 2018 MMG.
- **Section 60.1 (Summary of Benefits):** Clarifies that Appendix 4 of the MMG does not apply to the FIDA-IDD MMP and that a non-model Summary of Benefits is not permitted.
- **Section 60.2 (ID Card Requirements):** Clarifies that a non-model Participant ID Card is not permissible.
- **Section 60.4 (Formulary and Formulary Change Notice Requirements):** Clarifies that a non-model formulary (List of Covered Drugs) is not permitted. Clarifies that the new option available to all Part D sponsors in section 60.4 of the MMG to send either a hard copy formulary (List of Covered Drugs) or a distinct and separate notice (in hard copy) describing where enrollees can find the formulary (List of Covered Drugs) online and how enrollees can request a hard copy formulary (List of Covered Drugs) also applies to FIDA-IDD MMP starting with CY 2018. Clarifies that when the FIDA-IDD MMP removes a drug from the formulary for safety reasons, the plan must notify affected Participants in writing and must also call to notify affected Participants about the change.
- **Section 60.6 (Annual Notice of Change (ANOC) and Evidence of Coverage (EOC) (Member Handbook)):** Clarifies how the FIDA-IDD MMP should upload the ANOC and EOC (Member Handbook) in HPMS. Clarifies the rules regarding entry of Actual Mail Date information in HPMS. Clarifies that the HPMS errata submission process should not be used for mid-year changes to ANOC/EOC (Member Handbook) materials that are not due to plan error.
- **Section 90.6.1 Restriction on the Manual Review of File & Use Eligible Materials):** Removes this section from the guidance consistent with changes to the CY 2018 MMG.

For any questions about the contents of this memorandum, please contact your Contract Management Team or the Medicare-Medicaid Coordination Office at mmcocapsmodel@cms.hhs.gov.