

## Matrix of Permitted Model EOC Changes

The following chart summarizes changes that can be made to the model EOC and the impact on the review timeframe.

Subject	10-Day Review	45-Day Review	Not Acceptable	Comments
<b>Types of Model EOC Changes</b>				
<ul style="list-style-type: none"> <li>Removal of PCP selection throughout EOC if not applicable</li> </ul>	X			
<ul style="list-style-type: none"> <li>Contracted services; replacement of words such as “us” and “we” with the contracted entity</li> </ul>	X			
<ul style="list-style-type: none"> <li>Addition of Coverage Determination phone number if not handled by Member Services</li> </ul>	X			
<ul style="list-style-type: none"> <li>Replacement of phone numbers and Customer Service hours with reference to page number where the information is found</li> </ul>	X			
<ul style="list-style-type: none"> <li>Replacement of Plan name with MAO name next to Member Services</li> </ul>	X			
<ul style="list-style-type: none"> <li>Addition of language regarding Medicaid benefits, policy, and procedures for dual eligible SNPs</li> </ul>		X		
<ul style="list-style-type: none"> <li>Change in Section arrangement (with no other changes to the model language)</li> </ul>	X	X		
<ul style="list-style-type: none"> <li>Change in content order within the Sections (with no other changes to the model language)</li> </ul>		X		
<b>Combination of multiple plans into one EOC</b>				
<ul style="list-style-type: none"> <li>Under limited circumstances CMS may allow MAOs with multiple plans to create a standard EOC as long as the EOC will not prove confusing for enrollees of the different plans.</li> </ul>		X		
<ul style="list-style-type: none"> <li>Combination of MA and MAPD plans as long as plans have same benefits package.</li> </ul>	X	X		10 day use model language verbatim 45 day non model language