

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850

Date: June 18, 2020
To: Medicare-Medicaid Plans
From: John A. Scott, Director
Medicare Parts C and D Oversight and Enforcement Group
Center for Medicare

Lindsay P. Barnette, Director
Models, Demonstrations, and Analysis Group
Medicare-Medicaid Coordination Office
Subject: Contract Year (CY) 2020 Final Program Audit Protocols for Medicare-Medicaid Plans (MMP)

The Centers for Medicare & Medicaid Services (CMS) is releasing the final CY 2020 Program Audit Protocols for Medicare-Medicaid Plans (MMPs) that will be used in conjunction with the Medicare Advantage (MA) Program Audit Protocols: Medicare-Medicaid Plan Care Coordination and Quality Improvement Program Effectiveness (MMP-CCQIPE) Program Area and Medicare-Medicaid Plan Service Authorization Requests, Appeals and Grievances (MMP-SARAG) Program Area.

CMS released drafts of the MMP-CCQIPE and MMP-SARAG audit protocols for comment on January 2, 2020, which were based on existing Parts C and D Program Audit Protocols, but with modifications tailored specifically to MMPs.

Additionally, CMS is releasing the final CCQIPE Supplemental Questionnaire, which was issued for comment on January 9, 2020.

CMS received 26 comments from 8 MMPs and MA Plan Sponsors that were combined into 20 unique comments. CMS reviewed and considered all submitted comments, and based on this feedback, incorporated a number of changes to the SARAG protocol and one change to the CCQIPE Supplemental Questionnaire. Attachment A contains a summary of the comments received, categorized by General Comments, CCIQPE, and SARAG, as well as the CMS responses and actions. Attachment B contains a crosswalk of the changes made to the SARAG protocol and CCQIPE Supplemental Questionnaire.

Any questions regarding the final release of the CY2020 MMP Program Audit Protocols and CCQIPE Supplemental Questionnaire should be sent to MMCOCapsModel@cms.hhs.gov and part_c_part_d_audit@cms.hhs.gov.