



MEDICARE ENROLLMENT AND APPEALS GROUP

DATE: December 6, 2019

TO: All Medicare Advantage Organizations, Medicare Advantage Prescription Drug Organizations, Section 1876 Cost Contracts and PACE Organizations

FROM: Jerry Mulcahy
Director, Medicare Enrollment and Appeals Group

SUBJECT: Correction to the Contract Year (CY) 2020 Evidence of Coverage (EOC) Models

Message: This e-mail provides plans with a minor correction to the Contract Year (CY) 2020 Evidence of Coverage (EOC) model templates.

Issue Summary: Incorrect sentence included under the “Making an Appeal” Section of the EOC

Issue location:

HMO MA-PD, PPO MA-PD, Cost Plan and PFFS: Chapter 9, Section 4.1
D-SNP: Chapter 9, Section 5.1
PPO MA: Chapter 7, Section 4.1

Action required: Delete the language shown below (identified in red, *italicized* and underlined text) in electronic versions of the EOC and make the correction to hard copy versions in the next printing.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can “appeal” the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review, we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or “fast coverage decision” or fast appeal of a coverage decision.

If we say no to all or part of your Level 1 Appeal, you can go on to a Level 2 Appeal. The Level 2 Appeal is conducted by an independent organization that is not connected to us. (In some situations, your case will be automatically sent to the independent organization for a Level 2 Appeal. ~~If this happens, we will let you know.~~ In other situations, you will need to ask for a Level 2 Appeal.) If you are not satisfied with the decision at the Level 2 Appeal, you may be able to continue through additional levels of appeal.