

HPMS E-Mail

Date: July 30, 2014

Subject: Restructuring of the QIO Program and the Impact to MAO and PDP –
Guidance Regarding Enrollee Outreach including Updating the EOC

Message:

We are clarifying that MAOs and PDPs must update their online EOCs for August 2014. MAOs and PDPs do not have to provide hard copy updates to EOCs for existing enrollees or August 1, 2014, effective enrollments. However, we encourage MAOs and PDPs to include the new BFCC QIO contact information via methods they deem appropriate to ensure enrollees are aware of the new contact information (e.g., member mailings, newsletters). MAOs and PDPs must include the new BFCC QIO contact information with the EOC beginning with September 1, 2014, enrollments. This may be done by providing an additional sheet with the information if using existing EOC stock or by making changes to the EOC. MAOs and PDPs are not required to resubmit previously submitted or approved documents for review in HPMS. In addition, MAOs and PDPs must include the new QIO contact information in the 2015 Annual Notice of Change/Evidence of Coverage documents due to enrollees by September 30, 2014.

To ensure a smooth transition to the new QIOs, beginning July 31, 2014, the existing QIOs will either transfer/forward calls to the new QIO or leave a voice message with instructions on how to contact the new QIO.