



CENTER FOR MEDICARE

DATE: September 11, 2014

TO: All Medicare Advantage Organizations, including Special Needs Plans, Prescription Drug Plan Sponsors, Section 1876 Cost Contractors, and Employer/Union-Only Group Waiver Plans that are Non-Renewing or Reducing their Service Areas for Contract Year 2015

FROM: Kathryn A. Coleman, Acting Director
Medicare Drug & Health Plan Contract Administration Group

Amy K. Larrick, Acting Director
Medicare Drug Benefit and C & D Data Group

SUBJECT: Non-Renewal and Service Area Reduction Guidance and Enrollee Notification Models

This memorandum advises organizations and plan sponsors on the process for notifying enrollees in plans that are non-renewing or reducing their service areas for contract year (CY) 2015. No information about non-renewals or service area reductions may be released to the public, including current enrollees, before September 18, 2014.

Attached you will find:

- CY 2015 Non-Renewal and Service Area Reduction Guidance: Enrollee Notification
- Model Notice to Beneficiaries in PDPs that are Non-Renewing or Reducing their Service Areas (Tab A)
- Model Notice to Beneficiaries in MA, MA-PD, and Cost Plans that are Non-Renewing or Reducing their Service Areas (Tab B)
- Model Notices to Beneficiaries in Special Needs Plans (Tabs C, D, and J)
- Outbound Non-Renewal/Service Area Reduction Call Script Requirements (Tab E)
- “What You Should Know about Medigap,” including specific notices for the three waiver States: Massachusetts, Minnesota, and Wisconsin (Tabs F-I)

Please note that the deadline has passed for organizations and plan sponsors to notify CMS they wish to voluntarily non-renew or request a service area reduction.

If you have any questions about non-renewals or service area reductions, please contact your Account Manager or submit your question to “Non-Renew/Terminations” in the DMAO Mailbox, located at <https://dmao.lmi.org/>.

Attachments (11)