

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



CENTER FOR MEDICARE

DATE: November 5, 2010

TO: All Medicare Advantage Organizations and Part D Sponsors

FROM: Michael Crochunis, Acting Director
Medicare Enrollment and Appeals Group

SUBJECT: 2011 Annual Enrollment Period (AEP) Processing Information

The purpose of this memorandum is to provide guidance on the special handling of paper enrollment and disenrollment requests received at the end of the 2011 AEP, given that the last day of the 2011 AEP is a federal holiday.

- Paper enrollment forms and disenrollment requests received via U.S. Mail delivery on Monday, January 3, 2011, regardless of U.S. Postal Service postmark, may be considered “received” on Friday, December 31, 2010, and thus accepted as AEP elections. Organizations should immediately begin preparations for processing enrollment requests received at this time to ensure access to Part D benefits for new enrollees as quickly as possible.
- Paper enrollment forms and disenrollment requests received Tuesday, January 4, 2011, through Friday, January 7, 2011, with a U.S. Postal Service postmark on or before December 31, 2010, may be accepted and considered received on the postmarked date. Organizations are not required to retain envelopes. AEP requests received in the mail after January 7, 2011, regardless of postmark, must be denied.

For Assistance

If you have specific policy questions about these instructions, please contact Jeff Maready at (415) 744-3523 or Jeffrey.Maready@cms.hhs.gov. For all other issues, please contact your CMS account manager.