**Tab E - OUTBOUND NON-RENEWAL/SERVICE AREA REDUCTION CALL SCRIPT**

**Requirements:** The person making the outbound call should be familiar with the most recent CMS Non-Renewal/Service Area Reduction Guidance. Plans are not permitted to use this call to market products or to endorse any specific plan.

**Outbound Call Scripts must:**

* Inform the beneficiary that the plan will no longer be offered in 2014.
* Advise the beneficiary that s/he can join a new plan between October 15, 2013  
  and February 28, 2014.
* Advise that the beneficiary will only have Original Medicare starting January 1, 2014 if s/he does not enroll in a new plan by December 31, 2013.
* Instruct the beneficiary what will happen if s/he does not join another plan.
  + Plans with Part D must provide information related to loss of prescription drug coverage, including information regarding the Part D late enrollment penalty.
  + MA and Cost plans must provide information related to default placement in Original Medicare. Include the special right to enroll in a Medigap policy.
* Direct the beneficiary to the Medicare & You handbook for a list of health and prescription drug plans in his/her area.
* Provide resources for additional information. At a minimum, the list of resources must include the local SHIP number, 1-800-MEDICARE number, and [www.medicare.gov](http://www.medicare.gov) link.

[Federal Contracting Statement] [Material id]