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DATE: September 24, 2020

TO: All Medicare Advantage Organizations, including Special Needs Plans, Prescription Drug Plan Sponsors, Section 1876 Cost Contractors, Medicare-Medicaid Plans, and Employer/Union-Only Group Waiver Plans that are Non-Renewing or Reducing their Service Areas for Contract Year 2021

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

This memorandum advises Medicare Advantage Organizations (MAOs) and Prescription Drug Plan (PDP) sponsors on the process for notifying enrollees in plans that are non-renewing or reducing their service areas for contract year (CY) 2021.

Attached please find:

- CY 2021 Non-Renewal and Service Area Reduction Guidance: Enrollee Notification;
- Model Notice to Enrollees in PDPs that are Non-Renewing or Reducing their Service Areas (Tab A);
- Model Notice to Enrollees in MA, MA-PD, and Cost Plans that are Non-Renewing or Reducing their Service Areas (Tab B);
- Model Notice to Enrollees in Dual Eligible Special Needs Plans (D-SNPs) that are Non-Renewing or Reducing their Service Areas (Tabs C, D, and J);
- Model Notice to Enrollees in Medicare-Medicaid Plans (Tab K);
- Model Notice to Enrollees in integrated D-SNPs (For use by D-SNPs who are working with State governments to populate the model notice.) (Tab L);
- Outbound Non-Renewal/Service Area Reduction Call Script Requirements (Tab E); and
- “What You Should Know about Medigap” fact sheet, including specific notices for the three waiver States: Massachusetts, Minnesota, and Wisconsin (Tabs F-I).

Please note that the deadline has passed for MAOs and plan sponsors to notify CMS that they wish to voluntarily non-renew their contract or reduce their service area for CY 2021.

If you have any questions about non-renewals or service area reductions, please contact your Account Manager, Contract Management Team (for Medicare-Medicaid Plans), or submit your question to the “SARs/Non-Renew/Terminations” Mailbox, located at: <https://dmao.lmi.org/>.

Attachments (13)