

Summary of HPMS Releases
For the week ending January 4, 2008

Title: Best Practices for Addressing the Needs of Non-English Speaking and Limited English Proficient (LEP) Beneficiaries

Date: 1/2/08

Summary: The Centers for Medicare & Medicaid Services (CMS) is concerned that Medicare Part D sponsors may not be completely implementing Medicare marketing guidance regarding non-English speaking and limited English proficient (LEP) beneficiaries. In this memo, CMS is reiterating the marketing guidance regarding call center capabilities and printed materials for non-English speaking and LEP beneficiaries. Additionally, CMS is providing a list of call center best practices for serving these beneficiaries.

Title: Medicare Advantage Prescription Drug System (MARx) January 2008 Payment – INFORMATION

Date: 1/2/08

Summary: This letter provides information related to the January 2008 payment, which you will receive on January 2, 2008. It also includes a clarification related to the processing of requests for retroactive transactions.

Title: Option for Prescription Drug Plan Sponsors to Lower their Premiums for Low-Income Subsidy Beneficiaries Under Certain Conditions

Date: 1/3/08

Summary: We are sending out this document to inform Part D Sponsors that CMS has published a notice of proposed rulemaking (NPRM), which would provide for an option for Medicare Prescription Drug Plan (PDP) Sponsors to offer a separate prescription drug premium amount for low-income subsidy (LIS) individuals subject to certain conditions.

Title: Reminders – End of the Annual Enrollment Period (AEP)

Date: 1/4/08

Summary: At the end of the Annual Enrollment Period (AEP) for 2008, CMS would like to remind plans of the following:

1 - Please retrieve CMS Online Enrollment Center (OEC) enrollment requests in a timely manner, checking at least once every business day. Also, please note that in some very limited numbers, CMS will pass valid AEP OEC enrollment requests to plans in the days that follow 12/31/2007. To ensure you are able to recognize these enrollments and process them accordingly, CMS has placed the following language in the "SEPCMSReason Code" text field: "800 Medicare callback". Please consider all OEC enrollment requests you may receive with this phrase in the appropriate OEC field to be valid AEP enrollment requests with a receipt date of 12/31/2007 and an effective date of 01/01/2008.

2 - Through Friday, 01/04/2008, enrollment or disenrollment requests received by mail with a postmark on or before 12/31/2007 may be accepted as valid AEP requests, using 12/31/2007 as the receipt date and 01/01/2008 as the effective date.

3 - The Plan Data Due date for MARx submission is 01/11/2008, so please plan accordingly.

If you have any questions, please contact Randy Brauer at (410) 786-1618. Thank you.

Title: Public Comment Period on Proposed Quality Measures for Medicare Special Needs Plans

Date: 1/4/08

Summary: This memo informs health all Medicare Advantage Organizations about NCQA's public comment period on Special Needs Plans quality measures.