

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



## **OFFICE OF INFORMATION SERVICES**

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**DATE:** August 3, 2009

**TO:** All Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Demonstration Organizations

**FROM:** Thomas Hutchinson /s/  
Director, Medicare Plan Payment Group

Alan Constantian /s/  
Director, Information Services Design and Development Group

**SUBJECT:** Plan Communications User Guide (version 4.2) Now Available

The Centers for Medicare and Medicaid Services has posted a new version (version 4.2) of the *Plan Communications User Guide* (commonly referred to as the *Guide*) to the MMAHelp Desk website on Tuesday, July 31, 2009.

As previously announced with the May 21, 2009 v4.1 release of the Guide, enhancements to this release also include the availability of transmittal updates. The transmittal release contains only those sections from either the *Main Guide* or the *Appendices* that have been updated or changed since the last release.

Plans should reference the Change Log update (page *iii* in the *Plan Communications User Guide* - *Main Guide*, *Appendices* or *Transmittal* copies for a summary of version 4.2 changes.

Plans may reference version 4.2 of the *Guide* - full or transmittal copies - via the MMAHelp Desk web site (<http://www.cms.hhs.gov/mmahelp>). Plans can then select “Medicare Advantage and Prescription Drug Plan Communications User Guide” on the left-hand side, then scroll down to the “Downloads” section and select *Main Guide*, *Appendices*, *Transmittal Main Guide* or *Transmittal Appendices*. An updated version of the *Transmissions Inventory* (version 19) is also available to Plans in the “Downloads” section.

Plans may also directly access any one of these files by clicking on the link below:  
[http://www.cms.hhs.gov/MMAHelp/02\\_Plan\\_Communications\\_User\\_Guide.asp](http://www.cms.hhs.gov/MMAHelp/02_Plan_Communications_User_Guide.asp)

Please direct questions or concerns to the MMAHelp Desk at [mmahelp@cms.hhs.gov](mailto:mmahelp@cms.hhs.gov) or 1-800-927-8069, or your DPO Representative.