



DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, MD 21244

DATE: September 11, 2009

TO: All PDP, MA-PD, MA, Employer/Union-Only Group Waiver Plans (EGWP) and Cost-Based Organizations with Non-Renewing Contracts and Service Area Reductions for 2010

FROM: Cynthia G. Tudor, Ph.D.
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SUBJECT: Non-Renewal and Service Area Reduction Guidance

This memorandum provides all PDP, MA-PD, MA, EGWP and cost-based organizations with guidance regarding their obligations to adhere to all CMS requirements to ensure that all affected beneficiaries receive timely notification of a non-renewal or service area reduction of their current plan for CY2010.

The guidance that follows is applicable to all Part C, Part D, EGWPs and cost-based organizations that have notified CMS of their intent to non-renew or reduce their service areas. Attached you will find the following:

- Non-Renewal and Service Area Reduction Guidance;
- Model Interim Beneficiary Letter for Non-Renewing MA, MA-PD and Cost-Based Organizations;
- Final Notification Letter of Non-Renewal to Beneficiaries – PDP;
- Final Notification Letter of Non-Renewal to Beneficiaries – MA, MA-PD, EGWP and Cost-Based Organizations;
- “What You Should Know About Medigap”; and
- Model Public Notice – MA, MA-PD, and Cost-Based Organizations

Please note that at this time, the deadline has passed for organizations to submit any additional notice to voluntarily non-renew or to request a service area reduction. Similarly, the bid deadline has passed and CMS has sent a non-renewal or service area reduction acknowledgement email to any organization that has failed to bid or has requested a non-renewal or service area reduction.

If you have additional questions, please contact the following:

For Part C or cost-based related questions – Ann Moses at ann.moses@cms.hhs.gov.

For Part D related questions - Rochel Schnur at rochel.schnur@cms.hhs.gov.

Attachments