

Enhancing Oncology Model Beneficiary Notification Letter

_____ is participating in a Medicare initiative called the Enhancing Oncology Model. Oncology practices participating in the Enhancing Oncology Model, including _____, will work with Medicare to improve the care experience of patients receiving chemotherapy for certain cancer types.

You are receiving this letter to notify you that your health care provider is participating in the model and will be required to offer you certain services at no additional charge.

Your Medicare rights and benefits have not changed.

You still have all the same Medicare rights and protections, including the right to choose to see any health care provider who accepts Medicare. As part of _____'s participation in the Enhancing Oncology Model, many of their Medicare patients will have access to patient-focused services (some of which are listed below). If you do not wish to receive care under the Enhancing Oncology Model, you must choose to receive care from a health care provider who does not participate in the Enhancing Oncology Model. Regardless of which health care provider you see, Medicare will continue to cover all of your medically necessary services in the usual manner.

The Enhancing Oncology Model aims to improve cancer care.

Through the Enhancing Oncology Model, Medicare provides _____ with additional resources to help improve the quality of cancer care that you receive, in a way that best meets your needs. A list of some of the patient-focused services you can expect as part of this model are listed below.

You will receive access to patient-focused services.

As part of the Enhancing Oncology Model, _____ is required to give you access to patient-focused services aimed at meeting your individual needs while you are receiving certain chemotherapy treatments for cancer types included in the Enhancing Oncology Model. You can let _____ know if you choose not to utilize any or all of the patient-focused services that are offered. Under the initiative you can expect:

- Access to a health care provider who has access to your medical records 24 hours a day, 7 days a week;
- The opportunity to work with your health care provider to create a detailed, personalized care plan that meets your care needs;



This letter is only meant as a notification.
No action is required on your part.

- Coordination between your health care provider at and other health care providers involved in your care;
- Increased communication from your health care team to ensure your needs are being met; and
- Assistance with patient navigation including connections to follow-up services and community resources.

Talk to your health care provider to learn more about these patient-focused services.

The services offered through this initiative may be delivered by multiple health care providers at your oncology practice, and they may be delivered outside of normal office visits or days when you receive chemotherapy. For this reason, your Medicare Summary Notice and other communications from Medicare may show additional dates of service and include services from health care providers at your oncology practice who are not your doctor. These will appear as claims for the Enhancing Oncology Model Monthly Enhanced Oncology Services payments, or “EOM MEOS Payment” (M0010).

You will not be charged for these services for the MEOS Payments. Medicare will cover the cost.

Your feedback is important.

You may receive a mailed survey from Medicare about the services and care you received from . Information collected through the survey is confidential. Your health care provider will only see a summary of the results from all patient responses. They will not know who responded or how anyone answered the survey. Your feedback will help improve care for all people with Medicare who receive chemotherapy.

Medicare will also monitor to make sure you and other people with Medicare receive high quality care. will regularly receive information from Medicare about its participation in the Enhancing Oncology Model.

Where to learn more

For more information about the Enhancing Oncology Model, you can:

- Call at
- Call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048
- Visit <https://innovation.cms.gov/innovation-models/enhancing-oncology-model>



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What if I have concerns?

If you have concerns or complaints about your care, talk to your health care provider, or contact your Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO).

You can go to <http://www.Medicare.gov/contacts> or call 1-800-MEDICARE to get your BFCC-QIO's phone number. You can also find local BFCC-QIO contact information at <https://qioprogram.org/locate-your-bfcc-qio>.

If you have concerns about your health care provider receiving data about you from Medicare related to their participation in the Enhancing Oncology Model, call 1-800-MEDICARE to opt out of data sharing.

To find a different health care provider, visit <http://www.Medicare.gov/physiciancompare>, or call 1-800-MEDICARE.