



MEDICARE-MEDICAID COORDINATION OFFICE

DATE: July 6, 2018
TO: Medicare-Medicaid Plans
FROM: Lindsay P. Barnette
Director, Models, Demonstrations & Analysis Group

SUBJECT: California MMPs: Release of Final Contract Year 2019 Model Materials

Attached to this memorandum are the new model materials for Contract Year (CY) 2019 developed jointly by CMS and California for Medicare-Medicaid Plans (MMPs) operating in the California Capitated Financial Alignment Model Demonstration. CMS and California jointly updated these models as summarized in the June 6, 2018 HPMS memorandum, "Medicare-Medicaid Plan and Minnesota Senior Health Options Plan Member Material Model Updates for Contract Year 2019." California MMPs may only use the CY 2019 models for CY 2019.

We note that as a result of the implementation of CMS-4182-F, Policy and Technical Changes to the Medicare Advantage, Medicare Cost Plan, Medicare Fee-for-Service, the Medicare Prescription Drug Benefit Programs, and the PACE program, which may be found in the Final Rule published April 16, 2018 (see <https://www.federalregister.gov/documents/2018/04/16/2018-07179/medicare-program-contract-year-2019-policy-and-technical-changes-to-the-medicare-advantage-medicare>), there are a number of changes regarding the timing and format of required beneficiary communications materials that will be incorporated into the CY 2019 Medicare Communications and Marketing Guidelines (MCMG) and in the California MMP marketing guidance document. This memorandum includes updated guidance related to those regulatory changes as applicable.

The following materials are included with this guidance:

- **Annual Notice of Change (ANOC):** The ANOC must be received by current enrollees by September 30, 2018 and posted on plan websites by September 30, 2018. We note there are three versions of the ANOC for: (1) COHS plans, (2) non-COHS plans, and (3) plans operating in Los Angeles County.
- **Member Handbook/Evidence of Coverage (EOC) - Chapters 1-8 and 10-12:** The Member Handbook (or a separate notice to alert enrollees how to access or receive the Member Handbook) must be received by current enrollees by October 15, 2018 and posted on plan websites by October 15, 2018. We note there are three versions of Chapter 10 for: (1) County-Operated Health System (COHS) plans, (2) non-COHS plans, and (3) plans

operating in Los Angeles County. As provided under CMS-4182-F, CMS has flexibility to allow Medicare health plans to provide additional required beneficiary materials (such as the Evidence of Coverage (EOC) (Member Handbook)) electronically beginning in CY 2019, provided enrollees receive a hard copy notice about the availability of this information and are mailed a hard copy version of the document upon request. California has elected to continue requiring a hard copy Member Handbook be provided to new enrollees in California MMPs; current members may receive the Member Handbook electronically consistent with the requirements specified in this paragraph.

- **Summary of Benefits (SB):** The SB must be posted on plan websites by October 15, 2018.
- **Provider and Pharmacy Directory:** The directory (or a separate notice to alert enrollees how to access or receive the directory) must be received by current enrollees no later than October 15, 2018. The directory must be available to current and prospective enrollees and posted on plan websites by October 15, 2018.
- **List of Covered Drugs (Formulary):** The formulary (or a separate notice to alert enrollees how to access or receive the formulary) must be received by current enrollees no later than October 15, 2018 and available to current and prospective enrollees and posted on plan websites by October 15, 2018.
- **Member ID Card**
- **Plan-Delegated Enrollment Notices**
 - Exhibit 5a: Welcome Letter for Passively Enrolled Individuals (We note there are three versions for (1) COHS plans, (2) non-COHS plans, and (3) plans operating in Los Angeles County.)
 - Exhibit 5b: Welcome Letter for Individuals Who Opt In (We note there are three versions for (1) COHS plans, (2) non-COHS plans, and (3) plans operating in Los Angeles County.)

In addition, we expect to issue the following model materials separately in the coming weeks:

- **Member Handbook/Evidence of Coverage (EOC) – Chapter 9:** We note there are two versions of Chapter 9 for: (1) plans with Medi-Cal products that are subject to Knox-Keene licensure requirements and (2) plans with Medi-Cal products that are not subject to Knox-Keene licensure requirements.
- **Integrated Denial Notice:** We note there are two versions of the Integrated Denial Notice for: (1) plans with Medi-Cal products that are subject to Knox-Keene licensure requirements and (2) plans with Medi-Cal products that are not subject to Knox-Keene licensure requirements.
- **Plan-Delegated Enrollment Notices**
 - Exhibit 4: MMP Model Notice to Acknowledge Receipt of Completed Enrollment Request and to Confirm Enrollment (We note there is one version for COHS plans only.)

- Exhibit 11: Acknowledgement of Request to Cancel Enrollment or Enrollment Cancellation due to Enrollment into Another Plan (MMP, MA, or PDP) for the Same Enrollment Effective Date (We note there is one version for COHS plans only.)
- Exhibit 22: Model Notice for Period of Deemed Continued Eligibility Due to Loss of Medicaid
- Exhibit 30a: Model Notice to Research Potential Out of Area Status

The attached guidance and models will also be posted to the Financial Alignment Initiative website at <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.html>.

We encourage all plans to work closely with their marketing reviewers and Contract Management Team to ensure timely submission and approval of all required CY 2019 materials, as well as timely and complete entry of Actual Mail Dates for ANOCs. If you have any questions about the contents of this memorandum, please contact the Medicare-Medicaid Coordination Office at MMCOCapsModel@cms.hhs.gov.