

HPMS E-Mail

Date: December 12, 2018

Subject: California MMPs: REVISED Contract Year 2019 Marketing Model Materials

Health Care Options' hours of operation changed from 8:00 a.m.-5:00 p.m. to 8:00 a.m.-6:00 p.m. As a result, the following English versions of Contract Year (CY) 2019 California Medicare-Medicaid Plan (MMP) marketing model materials have been updated:

- Annual Notice of Changes (ANOC), LA County version, p. 20
- Annual Notice of Changes (ANOC), Non-COHS version, p. 19
- Exhibit 5a, LA County and Non-COHS versions, pp. 4-6
- Exhibit 5b, LA County and Non-COHS versions, pp. 4-6
- Member Handbook Chapter 2, p. 13
- Member Handbook, Chapter 4, p. 45
- Member Handbook Chapter 10, Non-COHS and LA County versions, pp. 4-5, 8, and 11

In accordance with the CY 2019 Medicare Communications and Marketing Guidelines and the HPMS memorandum, "Revised Contract Year 2019 Marketing and Beneficiary Communications Guidance for Medicare-Medicaid Plans," dated August 20, 2018, California MMPs must inform plan members of Health Care Options' expanded hours of operation and must make the necessary changes in their prospectively used model materials. California MMPs should not update and resubmit these materials through HPMS.

These revised model materials, as well as any required Spanish versions, will be posted to the "Medicare-Medicaid Plan (MMP) Marketing Information & Resources" webpage (see <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.html>) with other CY 2019 California MMP marketing issuances.

Please contact the Medicare-Medicaid Coordination Office at MMCOCapsModel@cms.hhs.gov or your Contract Management Team if you have any questions.