**Tab E - OUTBOUND NON-RENEWAL/SERVICE AREA REDUCTION CALL SCRIPT REQUIREMENTS**

**Requirements:** The person making the outbound call should be familiar with the most recent CMS Non-Renewal/Service Area Reduction Guidance. Plans and Part D sponsors are not permitted to use this call to market products or to endorse any specific plan.

**Outbound Call Scripts must:**

* Inform the enrollee that the plan will no longer be offered in 2019.
* Advise the enrollee that s/he can join a new plan for a January 1, 2019 effective date between October 15, 2018 and February 28, 2019.
* Advise that the enrollee will only have Original Medicare starting January 1, 2019 if s/he does not enroll in a new plan by December 31, 2018.
* Instruct the enrollee what will happen if s/he does not join another plan.
  + Plans with Part D must provide information related to loss of prescription drug coverage, including information regarding the Part D late enrollment penalty (if applicable).
  + MA and Cost plans must provide information related to default placement in Original Medicare. Include the special right to enroll in a Medigap policy.
  + MMPs must provide information related to Medicaid continued coverage, including contact information for the State Medicaid agency.
* Direct the enrollee to the Medicare & You handbook for a list of health and prescription drug plans in his/her area.
* Inform the enrollee they should disregard any 2019 plan marketing materials received prior to October 1, 2018.
* Provide resources for additional information. At a minimum, the list of resources must include the local SHIP number, 1-800-MEDICARE number, Ombudsman number and State Enrollment broker (for MMPs only), and [Medicare.gov](http://www.medicare.gov) link.