

HPMS E-Mail

Date: March 29, 2018

Subject: Revised Contract Year 2018 Medicare-Medicaid Plan Summary of Marketing Practices and Beneficiary Disclosure Requirements

The Contract Year (CY) 2018 Medicare-Medicaid Plan (MMP) Summary of Marketing Practices and Beneficiary Disclosure Requirements has been revised to update section 80.1, Customer Service Call Center Requirements, for the use of alternative technologies by MMPs on weekends and holidays. No other changes were made. The updated version of the summary 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>) under the General Information, Policy and Guidance heading.

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