

## **HPMS E-Mail**

**Date:** March 06, 2019

**Subject:** Appeals and Grievance Guidance Applicable to Medicare-Medicaid Plans

On February 22, 2019, CMS released the final Part C & D Enrollee Grievances, Organization/Coverage Determinations, and Appeals Guidance. For Medicare-Medicaid Plans (MMPs), all grievance, organization determination, and appeals-related provisions specified in three-way contracts continue to apply. In addition, MMPs should refer to the final Part C & D Enrollee Grievances, Organization/Coverage Determinations, and Appeals Guidance issued February 22, 2019 for: 1) relevant Part C-related matters that were previously governed by Chapter 13 of the Medicare Managed Care Manual and related guidance; and 2) all Part D-related matters that were previously governed by Chapter 18 of the Prescription Drug Benefit Manual.