

HPMS E-Mail

Date: May 08, 2019

Subject: Rhode Island MMP: Revised Contract Year 2019 Model Materials

The state has updated the TTY number for Non-Emergency Medical Transportation (NEMT) services. The TTY number appears in two Rhode Island Medicare-Medicaid Plan (MMP) model materials. On page 11 of Chapter 3 and on page 44 of Chapter 4 of the Member Handbook, the revised information is, "If you need non-emergency transportation, call 1-855-330-9131 (TTY 7-1-1)." No other changes to these two Rhode Island MMP model materials were made.

These two revised model materials 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-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.html>) with other CY 2019 Rhode Island MMP marketing issuances.

In addition, Rhode Island's MMP may have included NEMT contact information in additional customized marketing materials for plan members. In such cases, the MMP must update the TTY number as indicated in the first paragraph of this email.

In accordance with the CY 2019 Medicare Communications and Marketing Guidelines and the state-specific marketing guidance, Rhode Island's MMP must follow instructions for "Mid-Year Change Notification to Enrollees" and inform plan members of the revision. Rhode Island's MMP must also update the CY 2019 Member Handbook posted on its website. Rhode Island's MMP is reminded that it must not use the errata process for the revised materials.

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

