

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop 00-00-00
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

DATE: April 26, 2019

TO: All Medicare Advantage Organizations, Prescription Drug Plans, Program of All-inclusive Care for the Elderly (PACE) Organizations, Medicare-Medicaid Plans, and Section 1876 Cost Plans

FROM: Randy Brauer
Director, Offices of Hearings and Inquiries

Amy Larrick Chavez-Valdez
Director, Medicare Drug Benefit and C & D Data Group

Kathryn A. Coleman
Director, Medicare Drug & Health Plan Contract Administration Group

Lindsay P. Barnette
Director, Models, Demonstrations, and Analysis Group, Medicare-Medicaid Coordination Office

SUBJECT: Communications Accessibility for Individuals with Disabilities—Best Practices for Medicare Health and Part D Prescription Drug Programs

The Centers for Medicare & Medicaid Services (CMS) announces its release of a best practices, *Communications Accessibility for Individuals with Disabilities—Best Practices for Medicare Health and Part D Prescription Drug Programs* (Best Practices), which is attached. This document does not introduce new requirements for Medicare Health and Part D Prescription Drug programs.

This Best Practices document is a collection of current industry standards and practices for effective communications. The document includes examples and models that CMS encourages sponsors to review and adopt to help enhance their own accessible communications practices. CMS strongly encourages plan sponsors to share their current accessibility practices on their website and other ways where they are most available and accessible to the public.

Please contact your CMS account manager or contract management lead if you have any questions.