



MEDICARE-MEDICAID COORDINATION OFFICE

DATE: May 18, 2016

TO: Medicare-Medicaid Plans

FROM: Lindsay P. Barnette
Director, Models, Demonstrations & Analysis Group

SUBJECT: Massachusetts MMPs: Release of Final Contract Year 2017 Model Materials

Attached to this memorandum are the new model materials for CY 2017 developed jointly by CMS and Massachusetts for Medicare-Medicaid Plans (MMPs) operating in the Massachusetts Capitated Financial Alignment Model Demonstration. These models have been updated jointly by CMS and Massachusetts based on feedback received from plans, states, consumers, and other stakeholders and changes to CY 2017 Medicare Advantage and Part D model materials. Massachusetts MMPs may only use the CY 2017 models for CY 2017.

The following materials are included with this guidance:

- **Member Handbook/Evidence of Coverage (EOC) - Chapters 1-8 and 10-12:** As provided in the Medicare Marketing Guidelines (MMG) and the Massachusetts MMP marketing guidance document, the Member Handbook must be approved and on the plan's website, and ready to be mailed upon request to current or prospective members, by September 30, 2016 (if it is not sent with the ANOC to current members by September 30, 2016). If the plan elects not to send the Member Handbook with the ANOC for current member receipt by September 30, 2016, it must be mailed and received no later than December 31, 2016.
- **Summary of Benefits (SB):** As provided in the MMG and the Massachusetts MMP marketing guidance document, the SB must be received by current enrollees no later than September 30, 2016 when the plan chooses to send an ANOC without the Member Handbook/Evidence of Coverage (EOC). The SB must be available to current and prospective enrollees and posted on plan websites on September 30, 2016.
- **Provider and Pharmacy Directory:** As provided in Chapter 4 of the Medicare Managed Care Manual and the Massachusetts MMP marketing guidance document, the directory (or a separate notice to alert enrollees how to access or receive the directory) must be received by current enrollees no later than September 30, 2016. The directory must be available to current and prospective enrollees and posted on plan websites on September 30, 2016.

- **List of Covered Drugs (Formulary):** As provided in the MMG and the Massachusetts MMP marketing guidance document, the formulary must be received by current enrollees no later than September 30, 2016, and available to current and prospective enrollees and posted on plan websites on September 30, 2016.
- **Member ID Card**

In addition, we expect to issue the following model materials later this spring:

- Chapter 9 of the Member Handbook/Evidence of Coverage (EOC)
- Annual Notice of Change
- Welcome Letter for Passively Enrolled Individuals (Exhibit 5a)
- Welcome Letter for Individuals Who Opt In (Exhibit 5b)
- Notice of Adverse Action (Denial of Level 1 Appeal) – For a MassHealth Only Service
- Notice of Adverse Action (Denial of Level 1 Appeal) – For a Medicare and MassHealth Service
- Notice of Adverse Action (Denial or Modification of a Requested Service)

The attached guidance and models will also be posted to the Financial Alignment Initiative website at <http://cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/InformationandGuidanceforPlans.html>.

We encourage all plans to work closely with their marketing reviewers and Contract Management Team to ensure timely submission and approval of all required CY 2017 materials, as well as timely and complete entry of Actual Mail Dates for ANOCs and Member Handbooks/EOCs. If you have any questions about the contents of this memorandum, please contact the Medicare-Medicaid Coordination Office at mmcocapsmodel@cms.hhs.gov.