

## **200.7 – CMS Oversight**

**(Rev. 121, Issued: 04-22-16, Effective: 04-22-16, Implementation: 04-22-16)**

*At any time, CMS may request, and the MAO must provide, any information related to the education and enrollment assistance program. This includes, but is not limited to, the information listed below. Should any of that information be unavailable or show lack of compliance with the required elements of the program, CMS may take compliance actions against the MAO.*

- A detailed description of each step in the outreach process and the entity responsible for each step. (CMS recommends a flow chart showing the result of each action.);*
- A timeline showing the proposed dates of outreach activities, the number of enrollees involved in each activity, and the service area, (e.g., county), included in the activities;*
- Executed contracts with all external entities involved in the outreach process. This includes contracts with any subcontractors taking part in the activities;*

- *Supporting documentation from the appropriate state agency providing specific state income requirements for each savings program level, and names and contacts within the appropriate state agency/agencies;*
- *Internal training programs the MAO is using to educate staff involved in education and enrollment assistance. An internal plan for protecting the confidentiality of the enrollee's financial or other personal information gathered in the outreach process;*
- *Outreach letters and other materials, (e.g., brochures, Authorization to Represent form), going to plan enrollees; and*

*Telephone scripts or other outreach assistance scripts that will guide representatives in answering enrollees' questions or discussing the assistance available to them. Such scripts must include a privacy statement clarifying that the enrollee is not required to provide any information to the representative and that the information provided will in no way affect the enrollee's membership in the plan.*