

## **CENTER FOR MEDICARE**

---

**DATE:** September 25, 2018

**TO:** All Medicare Advantage Organizations, including Special Needs Plans, Prescription Drug Plan Sponsors, Section 1876 Cost Contractors, Medicare-Medicaid Plans, and Employer/Union-Only Group Waiver Plans that are Non-Renewing or Reducing their Service Areas for Contract Year 2019

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

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

**SUBJECT:** Non-Renewal and Service Area Reduction Guidance and Enrollee Notification Models

This memorandum advises Medicare Advantage Organizations (MAOs) and Prescription Drug plan sponsors on the process for notifying enrollees in plans that are non-renewing or reducing their service areas for contract year (CY) 2019. Information about non-renewals or service area reductions (NR/SAR) may not be released to the public, including current enrollees, until notice is received from CMS. MAOs may elect to share NR/SAR information only with first tier, downstream, and related entities (FDRs) or anyone that the MAO does business with (i.e., contracted providers, states). However, plans that share NR/SAR information with these entities in advance of CMS's notice will be held responsible should this information become public before the appropriate time.

Attached please find:

- CY 2019 Non-Renewal and Service Area Reduction Guidance: Enrollee Notification;
- Model Notice to Enrollees in PDPs that are Non-Renewing or Reducing their Service Areas (Tab A);
- Model Notice to Enrollees in MA, MA-PD, and Cost Plans that are Non-Renewing or Reducing their Service Areas (Tab B);
- Model Notices to Enrollees in Dual Eligible Special Needs Plans (D-SNPs) that are Non-Renewing or Reducing their Service Areas (Tabs C, D, and J);
- Model Notices to Enrollees in Medicare-Medicaid Plans (Tab K);
- Model Notices to Enrollees in integrated D-SNPs working with States on the model notice (Tab L);
- Outbound Non-Renewal/Service Area Reduction Call Script Requirements (Tab E); and
- "What You Should Know about Medigap," including specific notices for the three waiver States: Massachusetts, Minnesota, and Wisconsin (Tabs F-I).

Please note that the deadline has passed for organizations and plan sponsors to notify CMS they wish to voluntarily non-renew their contract or reduce their service area.

If you have any questions about non-renewals or service area reductions, please contact your Account Manager or Contract Management Team (for Medicare-Medicaid Plans) or submit your question to the “SARs/Non-Renew/Terminations” Mailbox, located at: <https://dmao.lmi.org/>.

Attachments (13)