

## HPMS E-Mail

**Date:** May 31, 2018

**Subject:** Massachusetts MMPs: Revised Ombudsman Contact Information in Contract Year 2018 Member Model Materials

The name, email address, and website for the independent ombudsman program providing services to Massachusetts Medicare-Medicaid Plan (MMP) members is changing. The following information is effective June 1, 2018:

Name: My Ombudsman

Email address: [info@myombudsman.org](mailto:info@myombudsman.org)

Website: [www.myombudsman.org](http://www.myombudsman.org)

The ombudsman information has been updated in the following 11 Contract Year (2018) Massachusetts MMP model materials:

- Annual Notice of Changes
- Summary of Benefits
- Welcome letters (Exhibits 5a and 5b)
- Member Handbook Chapters 2 and 8-10
- Integrated Denial Notice
- Notice of Adverse Action Denial of Level 1 Appeal (for MassHealth service)
- Notice of Adverse Action Denial of Level 1 Appeal (for Medicare and MassHealth service)

No other changes have been made. These 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/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.html>) with other Massachusetts MMP marketing issuances.

In accordance with section 60.7 of the Medicare Marketing Guidelines and section 60.7 of the state-specific Marketing Guidance for CY 2018, Massachusetts MMPs must inform enrollees of the changes to model materials and may use a "buck slip" addendum with existing CY 2018 member materials until the current printed stock is

exhausted. Each Massachusetts MMP must also update the CY 2018 Annual Notice of Changes, Summary of Benefits, and Member Handbook posted on its website.

In addition, Massachusetts MMPs should consult with their CMS marketing reviewers about the resubmission of revised materials in the Health Plan Management System (HPMS), as this process will be enhanced with a new replacement functionality for certain marketing material codes in the upcoming HPMS Marketing Module update.

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