



CENTERS FOR MEDICARE & MEDICAID SERVICES

DATE: May 27, 2022

TO: All Medicare Advantage (MA) Plans, Prescription Drug Plans (PDP), Religious Fraternal Benefit Plans (RFB), Special Needs Plans (SNP), and Cost Plans

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SUBJECT: Online Enrollment Center (OEC) Message Update

This memo provides information on new messaging to be presented when an authenticated Medicare beneficiary user ¹ submits an enrollment request in the OEC.

Currently, when a beneficiary submits an enrollment request in the OEC, a confirmation web page is presented that includes the OEC confirmation number. After exiting the confirmation page, the beneficiary receives an email, but is unable to retrieve the OEC confirmation number from www.medicare.gov.

To ensure continued access to this information, MPF will generate and deliver a message to the beneficiary's secure Medicare Message Center, which will provide details about their enrollment request along with their OEC confirmation number.

This message will use the format as displayed in **Appendix A**.

CMS will implement these OEC messaging changes in early July 2022.

For questions regarding this memo, please contact the HPMS Help Desk at either hpms@cms.hhs.gov or 1-800-220-2028.

¹ An authenticated user is a Medicare beneficiary that has logged into their Medicare.gov account.

Appendix A: OEC Confirmation Number Message Template

Subject: You chose a new plan

Message:

<insert beneficiary first name>,

You requested to join:

Plan Name: <insert plan name>

Plan ID: <insert contract number/plan ID>

What happens next:

- The plan will notify you after they verify your information, and confirm your enrollment.
- Your new plan will show in your account within 10 days.

If you have any questions, you can call the plan directly at <insert customer service prospective member phone number>. It may be helpful to give them your confirmation number: <insert OEC confirmation number>.