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DATE: September 10, 2013

TO: All Medicare Advantage Organizations (MAOs), Section 1876 Cost Contractors, Employer/Union-Only Group Waiver Plans (EGWPs) and Prescription Drug Plan (PDP) Sponsors with Contracts or Plans that are Non-Renewing or Reducing Their Service Areas for Contract Year 2014

FROM: Danielle R. Moon, J.D., M.P.A.
Director, Medicare Drug & Health Plan Contract Administration Group

Cynthia G. Tudor, Ph.D.
Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Non-Renewal and Service Area Reduction Guidance

This memorandum advises organizations and plan sponsors on the process for notifying enrollees in plans that are non-renewing or reducing their service areas for contract year (CY) 2014. No information about non-renewals or service area reductions may be released to the public, including current enrollees, before September 18, 2013.

Attached you will find:

- Non-Renewal and Service Area Reduction Guidance;
- Model Notice to Beneficiaries in PDPs that are Non-Renewing or Reducing their Service Areas (Tab A);
- Model Notice to Beneficiaries in MA, MAPD, and Cost Contracts that are Non-Renewing or Reducing their Service Areas (Tab B);
- Model Notices to Beneficiaries in Special Needs Plans (SNPs) (Tabs C and D);
- Outbound Non-Renewal/Service Area Reduction Call Script (Tab E); and
- “What You Should Know about Medigap,” with specific attachments for the three waiver states: Massachusetts, Minnesota, and Wisconsin (Tabs F, G, H, and I).

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

If you have any questions about non-renewals or service area reductions, please contact your Account Manager or e-mail nonrenewals@cms.hhs.gov.

Attachments (10)