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DATE: September 17, 2015

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 2016

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

This memorandum advises Medicare Advantage 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) 2016. Information about non-renewals or service area reductions may not be released to the public, including current enrollees, until you receive notice from CMS.

Attached you will find:

- CY 2016 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 Special Needs Plans that are Non-Renewing or Reducing their Service Areas (Tabs C, D, and J);
- Model Notices to Enrollees in Medicare-Medicaid Plans (Tabs K and 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 or to request a service area reduction.

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 “Non-Renew/Terminations” Mailbox, located at: <https://dmao.lmi.org/>.