

EXHIBIT A

Medicare Advantage Appeals and Grievance Data Disclosure Requirements (CMS-R-282; OMB 0938-0778)

CHANGE CROSSWALK

CURRENTLY APPROVED	CHANGES TO FORM	EXPLANATION
<p>On page 1, in section titled “What can happen with level 1 appeals?”:</p> <p>Sometimes a member may decide to withdraw their appeal. Because the plan doesn't do anything with a withdrawn appeal, they are not included in this report.</p>	<p>Sometimes, a member may decide to withdraw their appeal. Because the plan dismisses a withdrawn appeal, they are not included in this report.</p>	<p>This change is to reflect recent regulatory changes made in CMS-4190-F2 to how plans process withdrawn requests. Previously, the plan would not do anything with a withdrawn request; however, since the new rules went into effect, if a member decides to withdraw their appeal, the plan now dismisses the appeal request.</p>