

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Center for Drug and Health Plan Choice
7500 Security Boulevard, Mail Stop C4-22-04
Baltimore, Maryland 21244-1850



MEDICARE DRUG AND HEALTH PLAN CONTRACT ADMINISTRATION GROUP

MEMORANDUM

DATE: October 7, 2009

TO: All Medicare Advantage Organizations (MAO), Prescription Drug Plan (PDP) Sponsors, and 1876 Cost Plans

FROM: Teresa DeCaro, RN, M.S./s/
Acting Director

RE: Issuance of Joint Collaboration on Outreach to Facility Directors

The Centers for Medicare & Medicaid Services (CMS) as a part of our agreement to share information and collaborate on oversight issues with the State Departments of Insurance (DOI), would like to provide an update regarding our recent efforts to strengthen protections for particularly vulnerable beneficiaries. CMS and participating State DOIs have signed a joint letter to educate and protect residents of low income senior and ICF/MR housing facilities concerning inappropriate behavior of agents. In this letter, we urge facility administrators to be vigilant in reporting suspect Medicare Advantage and Part D plan marketing. We also describe Medicare and Medicaid patient rights and protections relative to agent behaviors as afforded under MIPPA. The letter also provides state specific State Health Insurance Program (SHIP) information as a resource for information regarding MA and PDP plans.

CMS has worked with each state to obtain the signature of the DOI Commissioner and began mailing letters the week of September 21, 2009 and will continue on a rolling basis. We look forward to continued successful collaboration with the States where the information will not only strengthen the State and Federal partnership, but provide more protection for Medicare beneficiaries.

If you have questions related to this matter, please contact your Regional Office Liaison, Elizabeth Lopez-Cepero at Elizabeth.Cepero@cms.hhs.gov or National DOI Liaison, Deanna DiVenanzio at Deanna.DiVenanzio@cms.hhs.gov or email CMSDOILiaison@cms.hhs.gov.