

HPMS E-Mail

Date: September 27, 2019

Subject: Contract Year 2020 Language Data and Translated Model Materials

Information for Plans with Primary Languages Spoken other than English by at least 5% of Individuals in its Service Area

Medicare Advantage organizations and Part D sponsors must translate materials into any non-English language that is the primary language of at least 5 percent of the individuals in a plan benefit package (PBP) service area, as governed by 42 CFR §422.2268(a)(7) and §423.2268(a)(7). Medicare-Medicaid plan (MMP) translation requirements are specified in State-specific Marketing Guidance (see <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.html>).

To assist plans, CMS prepared a file identifying the non-English languages, if any, for Medicare Advantage organizations' (MAOs), Part D sponsors' (sponsors), and MMPs' CY 2020 plan benefit packages (PBPs). MAOs and sponsors may access their data in the Health Plan Management System (HPMS) Material Language Lookup module.

To access the HPMS Material Language Lookup module, select: HPMS Home Page > Monitoring > Marketing Review > Material Language Lookup > Select a contract ID or MCE number.

If you cannot find your MAO's or sponsor's data, try using the multi-contract entity (MCE) ID associated with the contract. PACE and Employer/Union Only Direct, and employer-only contracts are not included in the Material Language Lookup module.

Spanish and Chinese Versions of CY 2020 Model Materials

The Spanish and Chinese translations of certain model materials are posted on the cms.gov website for MAOs' and sponsors' use.

- For Managed Care Annual Notice of Change (ANOC) and Evidence of Coverage (EOC) materials (including the PDP ANOC and EOC documents): <http://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/MarketngModelsStandardDocumentsandEducationalMaterial.html>

Click on the zip file named "2020 Translated Part C Model Materials" for Chinese or Spanish.

- For Part D model marketing materials: <https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Part-D-Model-Materials.html>

Click on the zip file named “CY 2020 Part D Model Materials - Translated”

- For enrollment forms: <https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/MarketngModelsStandardDocumentsandEducationalMaterial.html>

Click on the zip file named “2019 Translated Enrollment Forms”

Spanish Versions of CY 2020 MMP Model Materials

Spanish translations of the MMP Member/Participant Handbook (Evidence of Coverage), Formulary, Summary of Benefits, ANOC, and Provider and Pharmacy Directory for California, Illinois, Massachusetts, New York, Ohio, Rhode Island, South Carolina, and Texas MMPs are posted at <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.html>: <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.html>.

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