

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR BENEFICIARY CHOICES**

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**DATE:** December 13, 2007

**TO:** All Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Demonstration Organizations Systems Staff

**FROM:** Thomas Hutchinson, Director  
Medicare Plan Payment Group

**SUBJECT: Activation of Premium Withholding for 2008 Plan Enrollments**

Due to normal, anticipated delays regarding the activation of premium withholding upon beneficiary request for the premium payment option, beneficiaries who switch plans or who are enrolling for the first time may not see their premiums immediately withheld. Requests for premium withholding for the 2008 enrollment period are expected to be resolved within the first quarter of 2008. Please ensure that beneficiaries are advised of this possible delay when they request premium withholding, switch plans, or call with questions about a delay in premium withholding activation. Suggested language for customer service scripts is attached.

Questions that your plan is unable to resolve related to premium withholding should be referred to 1-800-MEDICARE (1-800-633-4227).