

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



**MEDICARE-MEDICAID COORDINATION OFFICE**

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**DATE:** August 29, 2024

**TO:** Medicare-Medicaid Plans

**FROM:** Lindsay P. Barnette  
Director, Models, Demonstrations & Analysis Group

**SUBJECT:** Revisions to Contract Year 2025 Member Handbook for Medicare-Medicaid Plans (MMPs)

The purpose of this memorandum is to provide updates to the Contract Year (CY) 2025 Member Handbook for all Medicare-Medicaid Plans (MMPs) based on updates to the CY 2025 Medicare Advantage models that were released as described in the Health Plan Management System (HPMS) memorandum, “Model Notice Corrections” on August 22, 2024.

MMCO will not issue revised CY 2025 state-specific model materials for changes included in this memorandum. We instruct MMPs to update their CY 2025 model materials based on the information provided in this memorandum. The information below includes updates to the Member Handbook (Evidence of Coverage) Chapters 4 and 9.

Hard copy Member Handbooks must include this information before they are mailed to enrollees by October 15th whenever possible. If updates to the hard copy Member Handbook are not practicable – for example, if they have already been printed – the model errata may be used to communicate the updated and accurate information until current stock of outdated Member Handbook documents is depleted.

We will post this memorandum to MMCO’s Information and Guidance for Plans webpage at [www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources](http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources).

If you have any questions about the contents of this memorandum, please contact the Medicare-Medicaid Coordination Office at [MMCOCapsModel@cms.hhs.gov](mailto:MMCOCapsModel@cms.hhs.gov).

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## **CY 2025 Model Updates**

### **EOC**

#### **Chapter 4**

- Section D, for Physician/provider services including doctor's office visits, delete the following bullet:  
  
telehealth services provided by qualified occupational therapists (OTs), physical therapists (PTs), speech-language pathologists (SLPs), and audiologists

#### **Chapter 9**

- Section F3, update the third bullet as follows:  
  
We can accept an appeal request without the form, but we can't begin or complete our review until we get it. If we don't get the form before our deadline for making a decision on your appeal: