



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: August 8, 2024

TO: All Medicare Advantage Organizations, Prescription Drug Plans, Cost Plans, Medicare-Medicaid Plans (MMPs), and PACE Organizations

FROM: Jerry Mulcahy
Director, Medicare Enrollment and Appeals Group
Center for Medicare

SUBJECT: Medicare Advantage and Part D Enrollment and Disenrollment Guidance

This memo announces the release of Medicare Advantage and Part D Enrollment and Disenrollment Guidance for 2025. In an effort to streamline Parts C and D enrollment and disenrollment guidance, we have combined two existing guidance chapters: Chapter 2 of the *Medicare Managed Care Manual* and Chapter 3 of the *Prescription Drug Benefit Manual*. In merging these chapters together, we have attempted to provide a more clear, concise, and consolidated tool for the industry to use to comply with our policies and better serve the Medicare population. We have separated the model forms, notices, and appendices from the guidance and have provided those in MA and Part D specific documents.

Guidance improvements include:

- Reduction of duplicative language between existing chapters, reducing overall page count by ~130 pages.
- Use of plain and consistent language across the MA and Part D programs.
- Use of graphics, tables, and text boxes to improve clarity.
- Content updates to reflect recent rulemaking effective in 2025.
- Clarifications made in response to questions received during the public comment period.

Model Exhibits and Appendices improvements:

- MA and Part D appendices and exhibits are contained in documents separate from the guidance and have their own table of contents. The guidance chapter contains links to webpages that will host the appendices and exhibits.
- Appendix 1: New section references; revised introductory text.
- Appendix 2: New section references; added new data elements from CY 2025 model MA and Part D enrollment form; “Beneficiary response required” column revised to “Response required” due to addition of enrollee assistance and NPN data elements.
- Appendix 3: Updated chart.
- Appendix 4: New section references; updated the years in the examples.

- Exhibits: Enrollment forms updated to reflect changes from CY 2025 model MA and Part D enrollment form; removed section references; removed salutations (i.e., Mr./Mrs.) from exhibits.

The final version of the guidance is attached, with updates based on public comments. The MA and Part D model forms, exhibits, and appendices are also attached. We would like to thank the commenters that provided feedback during the public comment period.

The guidance and model forms, exhibits, and appendices will also be available on our webpages.

MA: <https://www.cms.gov/medicare/enrollment-renewal/managed-care-eligibility-enrollment>

Part D: <https://www.cms.gov/medicare/enrollment-renewal/part-d-plans>

LMI Mailbox: <https://enrollment.lmi.org/deepmailbox>

This release is intended to be a replacement of our existing enrollment guidance manuals. Outside of content updates related to rulemaking, this new guidance does not change existing policy or propose new policy. Our intent was to clarify existing policy and present it in a new, more concise format.

This guidance is effective January 1, 2025. Updates to the model enrollment form are optional for use during the Annual Enrollment Period (elections effective January 1, 2025). The updated model enrollment form must be used for all enrollments received on or after January 1, 2025.