

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



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: June 26, 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: Request for Review – Draft 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 industry comment. 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.

Some general 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.

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.

We are seeking industry comment on the proposed updated guidance, including feedback on its clarity and areas for improvement. We will review all comments received and make final revisions accordingly. We intend that the final version of this guidance will apply to all enrollments with an effective date on or after January 1, 2025.

Please note: this proposed guidance is not final, internal policies and procedures should remain the same until the final version is released.

Please use the attached comment sheet to submit comments to:
<https://enrollment.lmi.org/DEEPmailbox/mailbox/> with “Medicare Advantage and Part D Enrollment Guidance” in the subject line. Submit comments by close of business July 17, 2024. Comments received after this date will be reviewed for future revisions of the guidance.