

Additional Information for PDPs Receiving Auto-Enrollments

November 10, 2005

1) Why did PDPs get full duals whose address indicates they live outside the PDP region for the PDP to which they were assigned?

In the brief interim between when beneficiaries were identified and assigned, and when CMS created the one-time PDP notification file, some beneficiaries filed a change of address with the Social Security Administration (SSA), and then sent to CMS. These cases have been and will continue to be relatively rare.

2) What procedures do PDPs follow when they are notified by CMS of auto-enrollees whose address indicates they live in a state outside the region for the PDP to which they were assigned?

PDPs must follow the procedures outlined in section 40.2.1 of the PDP Eligibility, Enrollment, and Disenrollment Guidance to confirm whether the move to a different region is permanent and initiate the disenrollment process if appropriate. CMS will provide a modified version of the confirmation letter (currently Exhibit 24) specifically for this purpose. The PDP Eligibility, Enrollment, and Disenrollment Guidance is available at:

http://www.cms.hhs.gov/pdps/PDP_enrollmentguidance+exhibits_FINAL_8-29-05.pdf.

If the beneficiary confirms the move is temporary, the PDP must retain the beneficiary.

If the beneficiary confirms the move is permanent, **and** the PDP Organization has a PDP in the new region that offers a basic benefit package (i.e., other than enhanced) with a premium at or below the low-income premium subsidy amount for that region, then the PDP organization may submit an enrollment transaction to move the beneficiary to that PDP. If the PDP organization **does not** have a PDP in the new region that offers a basic benefit package with a premium at or below the low-income premium subsidy amount for that region, the PDP organization must inform the beneficiary that s/he must enroll in a PDP that serves the area where s/he now resides, and proceed with the disenrollment, effective the first of the following month. Please Note: Until December 31, 2005, the plan will submit a cancellation, not a disenrollment transaction, because the enrollment is not yet effective. CMS will re-auto-enroll these individuals if they do not choose a new PDP on their own.

If the PDP cannot contact the beneficiary, or receives no response, then the procedures in section 40.2.1 of the PDP Eligibility, Enrollment, and Disenrollment Guidance should be followed.

3) What procedures do PDPs follow when they are notified by CMS of auto-

enrollees who live in territories?

PDPs should follow the same procedures outlined in #2 above. CMS did not mail an auto-enrollment notice to these individuals based on their address.

4) When are PDPs required to send the materials listed in section 30.4.1.D, including the confirmation letter for those full duals assigned in the initial round of auto-enrollment, i.e., on the 10/19/05 one-time notification file?

For the initial round, PDPs must mail the confirmation notice to the beneficiary by **December 2, 2005**. (This is within 7 days of the monthly Transaction Reply Report (TRR) on 11/25/05.) A model notice is provided as Exhibit 24 in the PDP Eligibility, Enrollment, and Disenrollment Guidance. The other materials can be included with the confirmation notice or mailed separately. If mailed separately, they must be sent no later than the last day before the effective date of enrollment (i.e., by December 31, 2005). PDPs that send only the confirmation notice must use the optional language provided in Exhibit 24. This ensures the notice can be used as proof of coverage in the event that the remaining required material is not received by January 1, 2006.

5) What is the deadline for sending required materials for full benefit duals in the monthly auto-enrollments?

PDPs will be notified about monthly auto-enrollments via a weekly Transaction Reply Report (TRR). Separately, PDPs will receive a supplemental address report, and must send the confirmation letter within 7 days of receiving this report. Other required materials must be sent prior to the effective date, or if the effective date is retroactive or there are fewer than 7 days between the receipt of TRR and effective date, within 7 days of receiving the supplemental address report.

Currently the schedule is for the supplemental address report to be sent after month-end processing, i.e., the third week of the month after the TRR is received. CMS is working to modify its systems to produce the supplemental address report at the same time that the TRR that includes auto-enrollments is released. In the interim, PDPs are still required to provide coverage to auto-enrollees as of the effective date for the given individual, as indicated on the TRR. PDPs are encouraged to find beneficiary addresses and make contact prior to receipt of the supplemental address.

6) What procedures are required if a mail for an auto-enrollee is returned to the PDP as undeliverable?

CMS is providing PDP sponsors with mailing addresses from the Medicare Beneficiary Database (MBD) for their auto-enrolled full-benefit dual eligibles. If an address is not current, the United State Postal Service (USPS) will return any materials mailed first-class by the PDP as undeliverable.

Standard Operating Procedure:

1. If the USPS returns mail with a new forwarding address, the PDP must forward to plan materials the beneficiary and advise the plan member to change his or her address with the Social Security Administration.
2. If the PDP receives documented proof from the USPS of a beneficiary change that is outside of the PDP region, the PDP must follow the procedures outlined in §40.2.1 of the PDP enrollment and disenrollment guidance available at: http://www.cms.hhs.gov/pdps/PDP_enrollmentguidance+exhibits_FINAL_8-29-05.pdf.
3. If the USPS returns mail without a forwarding address, the PDP must continue to maintain the beneficiary's enrollment in the plan.
4. If the beneficiary uses his or her drug coverage at a pharmacy in the plan's network, the PDP may choose to follow up with the pharmacy to obtain the member's current address.
5. When the PDP locates the beneficiary, the plan should advise him or her to update her records with the Social Security Administration by:
 - a. calling their toll-free number, 1-800-772-1213. TTY users should call 1-800-325-0778 weekdays from 7:00 a.m. to 7:00 p.m. EST;
 - b. going to <http://www.ssa.gov/changeaddress.html> on the SSA website;
or
 - c. notifying the local SSA field office. A beneficiary can get addresses and directions to SSA field offices from the Social Security Office Locator which is available on the Internet at: <http://www.socialsecurity.gov/locator/>.