

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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MEDICARE ENROLLMENT & APPEALS GROUP

DATE: August 15, 2023

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: Release of Parts C & D Enrollment and Eligibility Guidance

This memo announces the release of the final versions of Chapter 2 of the Medicare Managed Care Manual, Chapter 17D of the Medicare Managed Care Manual, and Chapter 3 of the Prescription Drug Benefit Manual for CY 2024. The purpose of these updates is to bring our guidance up to date with current regulatory requirements as well as requirements effective January 1, 2024, from recent rulemaking in CMS-4201-F1.

The final versions are attached, with updates based on public comments received in July. We would like to thank all the stakeholders who provided feedback during the public comment period.

This guidance is effective January 1st, 2024. This includes all elections made with an effective date on or after January 1, 2024.

For your reference, these versions have updates marked by red, italicized font.

Some general changes include:

- Race/Ethnicity enrollment questions added to model forms and in form fields guidance.
- Pronouns related to “the individual/enrollee/beneficiary” made gender neutral.
- URL updates: SSA and CMS web links have been updated to working links.
- SEP for Individuals who Gain, Lose, or Have a Change in their Dual or LIS-Eligible Status was revised for clarity and to match the regulation at 42 CFR 423.38(c)(9).
- Model Notice for CMS Rejection of Enrollment (Chapter 2, Exhibit 8) was revised for typo errors.
- 4201-F1 updates:
 - LI NET language updated/deleted to reflect it as a permanent program.
 - Language updated for Partial/Full benefit subsidy eligible individuals to reflect changes in Federal Poverty Level.

- Added SEP for Individuals Who Enroll in Medicare Premium-Part A or Part B using an Exceptional Condition SEP, as described in 42 CFR Parts 406.27 and 407.23.
- Clarification of SEP for Other Exceptional Circumstances review process and possible effective dates.

For any questions related to the Parts C & D Enrollment and Eligibility Guidance, please submit to: <https://enrollment.lmi.org/deepmailbox>