



**MEDICARE ENROLLMENT & APPEALS GROUP**

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**DATE:** October 21, 2016

**TO:** Medicare Advantage Organizations

**FROM:** Michael Crochunis  
Acting Director

**SUBJECT:** Seamless Enrollment of Individuals upon Initial Eligibility for Medicare

The Centers for Medicare & Medicaid Services (CMS) is reviewing its policies for the optional seamless enrollment mechanism in light of recent inquiries regarding the mechanism, its use by Medicare Advantage (MA) organizations and the beneficiary protections currently in place. As a result, CMS is temporarily suspending its acceptance of any new seamless enrollment proposals. Further, for MA organizations currently approved to offer seamless conversion enrollments, CMS will soon issue a memorandum clarifying current policy and requirements.

CMS has published data on seamless conversion enrollments on the Medicare Managed Care Enrollment and Eligibility webpage found at <https://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicareMangCareEligEnrol/index.html>.

This information identifies the organizations that have received CMS approval to offer seamless enrollment to individuals upon their conversion to Medicare, as outlined in Section 40.1.4 of Chapter 2 of the Medicare Managed Care Manual. The posted information specifies the lines of business from which these organizations are permitted to enroll members into an MA plan and the MA plans into which seamless enrollment may occur.

This information also shows 2015 enrollment data, representing an upper estimate of the potential volume of seamless enrollment activity. CMS currently does not have data specific to the volume of seamless enrollments. Instead, these posted data reflect all enrollments during beneficiary Medicare initial enrollment periods, including those of beneficiaries who proactively enrolled into the plan during the Medicare Advantage initial coverage election period or the initial enrollment period for Part D. Seamless enrollments may occur in either of these enrollment periods.

The MA organizations listed in the aforementioned posting are the only organizations currently listed in CMS records as approved to conduct seamless conversion enrollments. If you believe that there is a discrepancy in the approval information, you must contact your CMS Account Manager no later than November 14, 2016.

Please direct questions regarding the policy, submission or review of seamless enrollment proposals and related member materials to your CMS Account Manager.