

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Center for Beneficiary Choices
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MEDICARE ADVANTAGE GROUP

TO: Medicare Managed Care Contractors

**SUBJECT: Medicare Managed Care Manual Chapter Update
Conference Call**

We are happy to announce the scheduling of the next quarterly conference call to provide updates to the Medicare Managed Care Manual Chapters. We will provide information on Quality Assessment – Chapter 5, Medicare Advantage Application Procedures and Contract Requirements – Chapter 11 and Medicare Managed Care Beneficiary Grievances, Organization Determinations and Appeals – Chapter 13. **We will conduct the conference call on Wednesday, May 17, 2006 from 1:00 PM – 3:00 PM (EDT). The toll free phone number is 1-800-857-8153. The password is “Chapter” and the Call Leader is Mike Fiore.**

Please take time to review the chapters in advance of the call and send any questions to mcomanual@cms.hhs.gov by May 16, 2006. This will enable us to prepare answers to the questions and ensure all areas of importance are covered during the call. Please use the URL listed on the agenda to access the Medicare Managed Care Manual.

We remain excited about continuing this initiative and hope that you find it productive. After we have conducted this call, we welcome your feedback and any further suggestions for improvement. Please send any comments or feedback on the training to mcomanual@cms.hhs.gov. We look forward to your participation.

