



MEDICARE-MEDICAID COORDINATION OFFICE

DATE: November 4, 2016

TO: Medicare-Medicaid Plans

FROM: Lindsay P. Barnette
Director, Models, Demonstrations, and Analysis Group

SUBJECT: Contract Year 2017 Monitoring of Medicare-Medicaid Plan Provider and Pharmacy Directories

As follow-up to our October 3, 2016 HPMS email, “Medicare-Medicaid Plan Provider and Pharmacy Directory Monitoring FAQ,” we provide information to Medicare-Medicaid Plans (MMPs) in this memorandum about the upcoming monitoring of Contract Year (CY) 2017 Provider and Pharmacy Directories.

During the period between November 18, 2016, and January 20, 2017, the Medicare-Medicaid Coordination Office (MMCO), through a contractor, will review a sample of MMP CY 2017 print and online Provider and Pharmacy Directories using standardized, state-specific review tools.

The sample will include representation from:

- MMPs whose CY 2016 directory monitoring scores were in the bottom third of all MMPs.
- All capitated model demonstrations continuing beyond CY 2017.
- All parent organizations operating in more than one demonstration.
- Between 25 and 30 percent of MMPs operating in a demonstration with 10 or more MMPs.

For monitoring purposes, we consider PDF versions of the directory to be the print directory and search engines on MMP websites to be the online directory. We hold both versions to the same standard and, where both are made available, apply model directory requirements to PDFs and search engines alike. Per the Medicare Managed Care Manual, Chapter 4, Section 110.2.1, all versions of the directory “must contain all the information and follow all

instructions within the CMS model provider directory.”¹ As such, to be considered compliant, both the print and online versions of the directory must contain information required in the directory models.

We will continue to define, weight, and score elements consistent with the CY 2016 monitoring. MMPs may refer to the explanation of requirement definitions and scoring on page 3 of the Medicare-Medicaid Plan Provider and Pharmacy Directory Monitoring FAQ and to the explanation of requirement weights on page 7 of slides from the Medicare-Medicaid Plan (MMP) Provider and Pharmacy Directory Monitoring Technical Assistance Call on September 7, 2016.²

We also remind MMPs that an element may appear more than once in a state-specific review tool. The same element may pertain to different sections of the directory, and multiple sections of the directory are subject to review. To avoid confusion, we will more clearly label and distinguish sections and elements in the table(s) of reviewed elements in CY 2017 directory monitoring results letters.

Similar to CY 2016, we will include the MMP’s score as the percentage of required elements met in the CY 2017 monitoring results letter. In addition, where applicable, we will provide the MMP’s percentage of improvement from CY 2016 to CY 2017. We anticipate issuing CY 2017 monitoring results letters to MMPs in March 2017; any compliance actions that may be necessary for MMPs with persistent areas of non-compliance will follow.

Through ongoing dialogue, technical assistance, and monitoring and compliance efforts, we remain committed to helping MMPs improve the directories that enrollees and prospective enrollees use to make informed decisions about their health care choices. Our goal is for the CY 2017 directory monitoring activities to be timely and helpful for MMPs in preparing their CY 2018 directories.

Please contact the Medicare-Medicaid Coordination Office at MMCOCapsModel@cms.hhs.gov if you have any questions about the contents of this memorandum.

¹ Requirements of the Medicare Managed Care Model, Chapter 4, Section 100.2.1 are incorporated by reference in all states’ MMP Marketing Guidance documents, which are located at <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/InformationandGuidanceforPlans.html>, halfway down the page, under the “State-Specific Information” heading, grouped alphabetically by state.

² Webinar presentation slides are available for download here: <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/Downloads/MMPPDMonitoringTechnicalAssistanceCall090716.pdf>.