



**MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP**

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**DATE:** June 7, 2013

**TO:** Medicare Advantage Organizations and Employer/Union-Sponsored Group Health Plans

**FROM:** Danielle R. Moon, J.D., M.P.A.  
Director

**SUBJECT:** Update to Chapter 4 of the Medicare Managed Care Manual

The purpose of this memorandum is to distribute the final version of Chapter 4 of the Medicare Managed Care Manual, “Benefits and Beneficiary Protections.” The updated chapter is available at <http://www.cms.gov/Medicare/Health-Plans/HealthPlansGenInfo/index.html>.

The draft Chapter 4 update was issued for public comment on April 25, 2013. We received 41 comments on the draft from 16 entities and carefully considered those comments as we finalized Chapter 4. Relevant guidance from the Contract Year 2014 Rate Announcement and Final Call Letter, issued on April 1, 2013 and our subsequent HPMS memo, “CY 2014 Medicare Advantage Bid Review and Operations Guidance,” was incorporated into this final version of Chapter 4. In addition, we made a number of clarifications in response to comments, and corrected several minor formatting issues. We have not provided a redline mark-up of these changes because they were relatively minor.

We would like to thank those who submitted comments for their valuable feedback, as we believe their comments have helped to improve the clarity and comprehensiveness of Chapter 4. Please direct questions about the policies articulated in this Chapter to your Regional Office Account Manager.