

Managed Care Operations Memorandum
General Operations
MCOPS Memo # 03/2024-002

Date: March 18, 2024

Subject: Revised Model Member Handbook Template

To: All HealthChoices Physical Health Managed Care Organizations (PH-MCOs)

From: Gwendolyn Zander, Director, Bureau of Managed Care Operations

Purpose:

To notify and provide all HealthChoices PH-MCOs with the final revised Model Member Handbook Template as required by the 2016 CMS Managed Care Final Rule.

Background:

The Department determined that it was necessary to make edits to the Recipient Restriction section, changing the appeals window back to 10 days, and to clarify vision benefits for members under 21 years of age.

Discussion:

As required by the CMS Managed Care Final Rule, the requirement for PH-MCOs to make the updated Model Member Handbook available to members continues to be in effect.

Next Steps:

The PH-MCO must ensure that they are utilizing the attached final revised Model Member Handbook and receive the Department's approval prior to distribution.

The final revised Model Member Handbook Template is attached below and can also be located on DocuShare.

PH-MCOs should submit any questions regarding this Operations Memorandum to their assigned BMCO Contract Manager.

Obsolete:

This MC OPS Memo obsoletes MC OPS Memo # 04/2012-004 and MC OPS Memo # 02/2011-006. This MCO Ops Memo will remain in effect until superseded.

Attachment:



EXHIBIT DD
2-14-2024.pdf