



CMS Kansas City
601 E. 12th Street, Suite 235
Kansas City, MO 64106

September 2011

Dear Director:

Medicare's annual enrollment period will begin on October 15 and continue through December 7. As Medicare Advantage (MA) and Medicare Prescription Drug Plans (PDPs) begin marketing their products for the 2012 calendar year, we will be working to make sure that the agents and brokers working on behalf of these plans act appropriately and in accordance with Medicare's laws and guidelines. Medicare has a comprehensive surveillance and enforcement strategy in place and the power to take action against plans. Department of Insurance, Financial Institutions & Professional Registration has the power to take enforcement action against agents or brokers that engage in inappropriate activity.

You can also help us in our efforts to ensure agents and brokers act appropriately. Here's how:

Make Sure Your Patients Are Informed

Before joining a plan, people should understand the type of plan they are joining. Some MA Plans have certain network restrictions requiring that people only see health care providers who belong to the plan's provider network. Your local CLAIM can provide unbiased information to help your patients make informed decisions about their health care options. The CLAIM can be reached at 1-800-390-3330.

A list of agent and broker behaviors is enclosed. Please feel free to post this in common areas or use at your discretion.

Let Us Know of Any Inappropriate Activity

To report concerns or specific complaints about possible inappropriate MA or PDP marketing practices, contact your CMS Kansas City Regional Office at 1-816-426-5783. You can also contact your Department of Insurance, Financial Institutions & Professional Registration at 1-573-751-4126.

Thank you for the opportunity to partner with you on this very important initiative.

Judith Flynn
Associate Regional Administrator
Division of Medicare Health Plans Operations

John Huff
Director
State of Missouri

Enclosure