



**Health Plan Benefits Group/CBC**

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**DATE:** October 8, 2002

**TO:** Medicare +Choice Organizations  
Medicare Cost Plans  
Health Care Prepayment Plans  
Medicare +Choice Demonstrations

**FROM:** Gary Bailey, Director

**SUBJECT:** Mailing of the Provider Directory

I am pleased to provide you with the opportunity to streamline your provider directory mailings, and thus to reduce your directory mailing costs.

As required by law, all Medicare +Choice organizations are required to give members a provider directory at the time of enrollment and annually thereafter. In the past, we have required your organization to mail that directory to every member. Now, with respect to the annual mailing of the directory, you have the option to mail the directory to every member, or to instead mail the directory to every address where up to four members reside. (Keep in mind that individuals in, for example, apartment buildings, are only considered to be at the "same address" if the apartment number is the same). Please note that we still require that every member receive his or her own directory at the time of enrollment.

If you choose to mail the directory to every address where up to four members reside, you must keep the following in mind. If a member at that address subsequently requests that you mail another copy of the directory, you must mail them a directory. In addition, when mailing a directory to one address, you should include the name of at least one of those individuals in the mailing address (however, we prefer that you include the names of all individuals, to prevent any members mistakenly believing that you failed to mail them a directory).

We have limited this provision to cases in which up to four members live at one address. You must still mail a directory to each member in cases where five or more members live at one address. The purpose of this distinction is to prevent mailing of a single directory to a location, such as a nursing home, where it is not likely that all members would have access to the single directory.

While this memorandum has been written for M+C organizations, we know that Medicare cost plans, Health Care Prepayment Plans, and many demonstrations also send provider directories to members annually. These organizations may also take advantage of the policy outlined in this memorandum.

We will update Chapter 3 of the Medicare Managed Care Manual to include this new policy.

Questions about this memorandum may be directed to your Regional Office Contact or Marketing Specialist. Thank you.