

Member Materials Reminder Message – Attachment

The Member Materials Unit (mltc.docs@health.ny.gov) receives all member facing materials* including, but not limited to model notices, template letters, and marketing materials. The staff that monitors this mailbox reviews materials that have a DOH or CMS issued template. Below is a list of items with a DOH or CMS issued template that Member Materials Unit reviews.

1. MLTC Model and Integrated Notices:

- Complaint Appeal Resolution Notice
- Complaint Resolution Notice
- Extension Notice
- Final Adverse Determination
 - o Denial Notice
 - o Notice to Reduce, Suspend or Stop Services
- Initial Adverse Determination
 - o Denial Notice
 - o Notice to Reduce, Suspend or Stop Services
- Approval Notice
- Appeal Decision
- Appeal Decision Delay
- Coverage Determination
- Fast Complaint Letter

2. DOH MLTC Templates:

- Nursing Home Enrollee - Intent to Disenroll Notice
- Involuntary Disenrollment - Intent to Disenroll Notice
- MLTC Electronic Notice Options Letter, Handbook Insert, Cover Letter
- Multi-Language Insert
- Notice of Non-Discrimination
- Partial Capitation and MAP Handbooks
- CDPAS letters
 - o CDPAS MCO Agreement
 - o FI Cease FI to PA
 - o FI Cease MCO LDSS to Consumer, 2nd Notice
- Handbook Inserts and Required Member Notices
 - o Mobile Crisis Member Notice and Handbook Insert
 - o Non-Emergency Medical Transportation Member Notice and Handbook Insert
 - o Social Care Network Member Notice and Handbook Insert

3. Annual Notice of Change, Summary of Benefits, Evidence of Coverage

- Annual Notice of Change
- Summary of Benefits
- Evidence of Coverage

4. Other items as directed, including Member Incentives Materials, Application Program Interface and Interoperability and Patient Access final Federal Rule.

***Note:** PACE plans should continue to submit their materials through Health Plan Management System (HPMS). The Member Materials Unit will accept PACE materials as directed by the Department.