

## New ICRC Resource: Integrating Dual Eligible Special Needs Plan Materials to Promote Enrollee Understanding of and Access to Benefits

Medicare Advantage plans, including Dual Eligible Special Needs Plans (D-SNPs), use a variety of written materials to summarize plan benefits and services for enrollees. However, for most D-SNP enrollees, these materials only describe Medicare benefits, not Medicaid benefits, making it difficult for D-SNP enrollees to understand their full scope of coverage and access the care and services they need.

To resolve this issue and help enrollees navigate their benefits more easily, D-SNPs that operate with exclusively aligned enrollment and cover Medicaid benefits through the D-SNP or an affiliated Medicaid managed care plan – classified as applicable integrated plans (AIPs) – can provide their enrollees with a single set of fully integrated materials that describe both the Medicare and Medicaid benefits covered by the D-SNP (and its affiliated Medicaid plan, when applicable).

The Integrated Care Resource Center (ICRC) has developed a new tip sheet [Integrating Dual Eligible Special Needs Plan Materials to Promote Enrollee Understanding of and Access to Benefits](#) to help states work with their AIP D-SNPs to develop integrated materials for D-SNP enrollees. The tip sheet: (1) explains why states should work with AIP D-SNPs to integrate D-SNP materials; (2) describes the specific materials that can be integrated and the benefits of integrating them; (3) summarizes key steps in developing integrated D-SNP materials; and (4) highlights key considerations for states interested in requiring D-SNPs to use integrated materials.

### ABOUT THE INTEGRATED CARE RESOURCE CENTER

The Integrated Care Resource Center is a national initiative of the Centers for Medicare & Medicaid Services to help states improve the quality and cost-effectiveness of care for individuals dually eligible for Medicare and Medicaid. The state technical assistance activities are coordinated by Mathematica Policy Research and the Center for Health Care Strategies. For more information, visit [www.integratedcareresourcecenter.com](http://www.integratedcareresourcecenter.com).

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