

Looking for States that Want to Improve Their Medicare Savings Programs (MSP) Eligibility Notices

Call to states: The Centers for Medicare and Medicaid Services (CMS) Medicare-Medicaid Coordination Office (MMCO) wants to partner with two states to improve their MSP approval and denial notices. **State participation is voluntary, and we intend for state effort to be minimal.**

Why focus on MSPs? Medicare Savings Programs are joint federal and state programs designed to help low-income Medicare beneficiaries pay for Medicare Parts A and B premiums and—in some cases—cost sharing. As of June 2023, almost thirteen million Medicare enrollees were enrolled in MSPs. However, many eligible individuals remain unenrolled. In response, CMS established [new federal rules](#) to streamline MSP enrollment processes. Public comments on the proposed rulemaking included concerns about the content of state notices regarding MSP benefits, including MSP eligibility approval notices, denial notices, and requests for information.

Goals:

- Help MMCO and states better understand the challenges that applicants/beneficiaries face when reading and acting on information in MSP approval and denial notices.
- Identify the most clear, accurate, and complete language that best resonates with applicants/beneficiaries.
- Use findings to identify opportunities for improving notices.

Details:

- MMCO will use a contractor, Mathematica, to test beneficiaries' understanding of selected states' approval and denial notices.
- Mathematica will conduct qualitative interviews over the phone with beneficiaries who have received selected states' approval or denial notices. Mathematica will also interview State Health Insurance Assistance Program (SHIP) counselors.
- Mathematica will develop a presentation on key findings for selected states.
- Participating states will sign a data use agreement within 3 months of agreeing to participate and send a finder file with beneficiary data within 4 months. MMCO is paying Mathematica to do the rest.

How can states participate? The nomination process is easy; send the following to Danielle Chelminsky at DChelminsky@mathematica-mpr.com:

- A short statement about why your state is interested in this project and your state's openness to updating eligibility notices based on the findings from applicant/beneficiary interviews;
- A copy or template of your state's approval notice and a denial notice that an individual would receive after applying for coverage through the Medicare Savings Programs;
- The name, phone, and email of the state's point of contact.

If possible, **please submit your expression of interest by 6/14/2024**. If you need more time, please let us know and we can accommodate.

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 and the Center for Health Care Strategies. For more information, visit www.integratedcareresourcecenter.com.

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