

Instructions: Please fill out the information below and submit in Excel format to [MMCO\\_DSNPOperations@cms.hhs.gov](mailto:MMCO_DSNPOperations@cms.hhs.gov) by March 13, 2020.

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Model and Section	Page Number	Description of Issue or Question	Suggested Revision/Comment
Fast Complaint	2	There should be a fax number or other expedited option to file the complaint. If time is of the essence, mail alone is not sufficiently fast.	To put your complaint in writing, you or your representative can mail us at <plan mailing address> <b>or fax us at &lt;fax number&gt;</b> .
Appeal Decision	2	In the section "How the Level 2 appeal process works" for a Medicare-only covered service or item: There should be information explaining that the IRE will contact them, including how that contact will happen, (i.e. by letter), so they can then submit additional evidence.	<b>The IRE will give you an answer within 30 calendar days from when it gets your appeal. In some cases, it may be sooner. You will be contacted by the IRE and have an opportunity to provide more information about your appeal.</b>
Appeal Decision	2	In the section "How the Level 2 appeal process works" for a Medicaid-only covered service or item: There should be a brief definition or explanation of a "Fair Hearing." Many people getting these letters may be unfamiliar with the term so it should be briefly defined here.	<i>[Insert for a Medicaid-only covered service or item: You can ask the state of &lt;state name&gt; for a Fair Hearing. A Fair Hearing is... A Fair Hearing agency not connected to &lt;plan name&gt; will review your case.</i>
Appeal Decision	3	In the section "How the Level 2 appeal process works" for a service or item covered by both Medicare and Medicaid: There should be a brief definition or explanation of a "Fair Hearing." Many people getting these letters may be unfamiliar with the term so it should be defined here.	<b>The state of &lt;state name&gt;</b> . Because Medicaid <i>[Replace with state-specific term for Medicaid, if applicable]</i> may cover your <service or item>, you can also ask the state of <state name> for a Fair Hearing. <b>A Fair Hearing is...</b> A Fair Hearing agency not connected to <plan name> will review your case.
Appeal Decision	5	In the section "What happens to your <service or item> during your Level 2 appeal" under "You ask for a Fair Hearing by... ": There should be a brief definition or explanation of a "Fair Hearing." Many people getting these letters may be unfamiliar with the term so it should be briefly defined here.	<b>You ask for a Fair Hearing by <i>[insert specific State Fair Hearing filing date in month, date, year format – 10 calendar days from the date of letter or other timeframe required by the state. Insert deadline date in bold text ].</i> A Fair Hearing is...</b>
Appeal Decision	5	In the section "What happens to your <service or item> during your Level 2 appeal" under "If your <service or item> continues during your Level 2 appeal... " : It should make clear that the service or item will continue if their appeal is favorable.	If your <service or item> continues during your Level 2 appeal, you can keep getting the <service or item> until one of the following happens: <b>You win your appeal...</b>
Appeal Decision	5	In the section "What happens to your <service or item> during your Level 2 appeal" under "If your <service or item> continues during your Level 2 appeal... " : Some explanation of what "withdrawing the appeal" means might be clearer.	You <b>decide to no longer appeal and you</b> withdraw the appeal; or