Crosswalk for Second Drug Management Program Notice

| 2018 (old version) | 2021 (new version) | Type of Change | Reason for change | Burden Change |
|--|--|----------------|---|------------------|
| Throughout | Make verbiage about methods to contact more general and corresponding changes to indicate multiple ways to contact plan. Formatted section headings. | Rev | Clarity, completeness | No |
| Letter heading/intro | Clarify intro language on action taken by prior Part D plan | Rev | Clarity | No |
| What Action Have We Taken? | Insert "to medications" to clarify that only drug access may be limited by DMPs | Rev | Clarity | No |
| Why Did We Make This Decision? | Insert new language on recent history of an opioid overdose as a possible rationale for the plan's decision on limitations | Rev | Fulfill SUPPORT Act Requirements | No |
| Why Did We Make This Decision? | Include link for Medicare's webpage on pain management | Rev | Completeness | No |
| What Happens Next? | Insert additional appeal information about automatic referral to independent reviewer | Rev | Fulfill SUPPORT Act Requirements | No |
| For More Information and Help with This Notice | Include placeholders for plans to insert mailing address, email address, and/or other methods of contact | Rev | Completeness | No |
| For More Information and Help with This Notice | Clarify that email address and/or other methods of contact are optional by adding "If the plan has a dedicated line (toll free), staff person, web portal, etc. for its DMP, that information may be included in this section, as applicable." | Rev | Commenter recommendation during 60-day comment period since not all plans utilize email or alternate contact methods and to minimize new variable fields that may delay programming ahead of required implementation date | No |

| For More Information and Help with This Notice | Do Not include signature for letter including name and credential of clinical staff | Rev | Commenter recommendation during 60-day comment period to protect privacy of clinical staff | No |
|--|---|-----|---|----|
| Pharmacy and Prescriber Selection Form | Add verbiage so that member choices do not imply multiple pharmacies / prescribers will always be selected by plan sponsor. Clarify that enrollees can provide contact information for up to two pharmacies and/or prescribers of their preference (does not have to be exactly two). | Rev | Clarity, completeness | No |
| Pharmacy and Prescriber Selection Form | Added instructions to indicate that the pharmacy and prescriber selection form is optional when there is no intended pharmacy or prescriber limitation. | Rev | Clarity | No |
| End of document | Moved disclaimer to above optional portion of letter | Rev | Commenter recommendation during 60-day comment period to avoid information being excluded from notice | No |

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