

BROADCAST DMAS-75

DATE: July 20, 2021

TO: Local directors and Medicaid staff

FROM: Cindy Olson, Director, Eligibility and Enrollment Services Division,
Department of Medical Assistance Services

SUBJECT: Returned Mail for Medallion 4.0 Managed Care Program

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Effective August 1, 2021, returned mail for the Medallion 4.0 Managed Care Program will be forwarded to the local departments of social services (LDSS) in which the member resides. This new process is consistent with current procedures for returned mail for the Commonwealth Coordinated Care (CCC) Plus Managed Care Program, and includes letters related to new enrollment as well as regional open enrollment.