



Rhode Island Executive Office of Health and Human Services  
3 West Road | Virks Building | Cranston, RI 02920

## MEMORANDUM

To: Neighborhood Health Plan of Rhode Island  
UnitedHealthcare Community Plan  
Tufts Health Public Plans

From: Charles Estabrook, Medicaid Managed Care Administrator, EOHHS

CC: Kristin Sousa, Medicaid Program Director, EOHHS  
Mark Kraics, Deputy Medicaid Program Director, EOHHS  
Jane Morgan, Esq., Medicaid Executive Legal Counsel, EOHHS  
Lynn Doherty, Medicaid Managed Care Compliance Officer, EOHHS  
Chantele Rotolo, Managed Care Special Projects Coordinator, EOHHS  
Melanie Oxley, Medicaid Managed Care Project Manager, EOHHS

Date: June 23, 2023

**Subject: MAPCO 2023 Information**

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**EOHHS will be conducting its Medicaid Annual Plan Change Opportunity (MAPCO) for members enrolled in managed care from July 1, 2023 through the end of Return to Normal Operations (April 30, 2024). Members may switch their plans no more than one (1) time every six (6) months from when they first make a plan change request. Members can make a plan change through two options: 1) Calling HSRI and requesting a plan change; or, 2) Making the change through the just cause form and selecting "Change My Health Plan."**

Information and links to the Health Plan Change Request forms have been updated on the EOHHS website ([Medicaid Annual Plan Change Opportunity](#) page).

EOHHS requests that MCOs submit marketing materials through the Marketing review process as outlined in 2021 RI Medicaid MCO Marketing Guidelines. Marketing Guidelines are on the [RI EOHHS website](#). MAPCO Open Enrollment marketing materials must be submitted for standard review, thirty (30) days prior to MCO's anticipated document release date and include 'Open Enrollment\_2023' in the subject line. **MAPCO Open Enrollment cannot be marked for expedited review.**

**MCOs that fail to receive approval on MAPCO Open Enrollment marketing materials from EOHHS will be in breach of the current Agreement and may receive a penalty and/or stopping enrollment to their MCO per 42 C.F.R. requirements.**

If you have any questions or concerns, please feel free to contact Melanie Oxley or myself.

Yours in Health,

Charles Estabrook, MPH, Medicaid Managed Care Administrator, Rhode Island Executive Office of Health and Human Services

