

Choice Counseling for Duals

Key Points to Support Informed Plan Selection for Beneficiaries With Medicare and Medicaid

Dually eligible individuals and their providers need educational resources that explain Medicare and Medicaid, D-SNPs, and integrated options.

Beneficiaries are otherwise more likely to make mistakes when choosing plans and trying to access benefits, and providers may struggle to accurately explain options to patients.

States should work together with CMS to develop and promote new educational resources and/or improve existing ones.

The flowchart below offers a model for how beneficiaries and their providers may navigate plan counseling and decision-making when they are knowledgeable about their options.

