

42 C.F.R. § 438.71

Beneficiary support system.

- (a) *General requirement.* The State must develop and implement a beneficiary support system that provides support to beneficiaries both prior to and after enrollment in a MCO, PIHP, PAHP, PCCM or PCCM entity.
- (b) *Elements of the support system.* (1) A State beneficiary support system must include at a minimum:
- (i) Choice counseling for all beneficiaries.
 - (ii) Assistance for enrollees in understanding managed care.
 - (iii) Assistance as specified for enrollees who use, or express a desire to receive, LTSS in paragraph (d) of this section.

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