

**A. Medicare Card Project**

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Medicare Card Project</b>	Medicare Health and Drug Plan Enrollment	DMEC, MEAG	<a href="mailto:PDPENROLLMENT@cms.hhs.gov">PDPENROLLMENT@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Drug Data Processing System (DDPS) and Payment Reconciliation System (PRS)	DPR, MPPG	<a href="mailto:PDEJan2011@cms.hhs.gov">PDEJan2011@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Medicare Part D Coordination of Benefits	DMPO, FSG DPDP, MDBG	<a href="mailto:PartD_COB@cms.hhs.gov">PartD_COB@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Encounter Data System (EDS)		<a href="mailto:encounterdata@cms.hhs.gov">encounterdata@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Risk Adjustment Suite of Systems (RASS)		<a href="mailto:riskadjustment@cms.hhs.gov">riskadjustment@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Medicare Advantage-Prescription Drug (MARx) System	DPO, MPPG	<a href="mailto:MARXSSNRI@cms.hhs.gov">MARXSSNRI@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Health Plan Management System (HPMS)	DPD, MDBG	<a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a>

**B. Individuals with Disabilities**

Topic Area	Subject	Responsible Division and Group	Contact
Individuals with Disabilities	Alternate Formats	DPD, MDBG	<a href="mailto:Kimberly.Snowden@cms.hhs.gov">Kimberly.Snowden@cms.hhs.gov</a>

**C. Systems, Data, & Connectivity**

Topic Area	Subject	Responsible Division and Group	Contact
Health Plan Management (HPMS)	Medicare Advantage Organizations and Part D Sponsors	DPD, MDBG	<a href="mailto:hpms_access@cms.hhs.gov">hpms_access@cms.hhs.gov</a>
MARx	Medicare Advantage Organizations & Part D Sponsors	DPO, MPPG	<p>MAPD Help Desk: <a href="mailto:MAPDHelp@cms.hhs.gov">MAPDHelp@cms.hhs.gov</a></p> <p>MTM questions: <a href="mailto:EnhancedMTM@cms.hhs.gov">EnhancedMTM@cms.hhs.gov</a></p> <p>MA-VBID model questions: <a href="mailto:MAVBID@cms.hhs.gov">MAVBID@cms.hhs.gov</a></p>
Medicare Plan Finder Data (MPF)	Quality Assurance	DCOP, MDBG	<p>Technical questions pricing files: <a href="mailto:plancompare@drx.com">plancompare@drx.com</a></p> <p>QA of MPF data files: <a href="mailto:PlanfinderQA@cms.hhs.gov">PlanfinderQA@cms.hhs.gov</a></p> <p>Technical questions Communications Web: <a href="mailto:PlanFinder@AcumenLLC.com">PlanFinder@AcumenLLC.com</a></p>

APPENDIX A: MEDICARE PART C & PART D 2018 - READINESS CHECKLIST RESEARCH RESOURCES

Topic Area	Subject	Responsible Division and Group	Contact
User Group Calls	Staff Registration	DPDP, MDBG	<a href="mailto:Joscelyn.Lissone@cms.hhs.gov">Joscelyn.Lissone@cms.hhs.gov</a>
Patient Safety Analysis Website	Patient Safety Reporting System	DCOP, MDBG	Technical questions and report access: <a href="mailto:PatientSafety@acumenllc.com">PatientSafety@acumenllc.com</a>
Overutilization Monitoring System	Overutilization Monitoring Reporting System	DCOP, MDBG DPDP, MDBG	<a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a>
Risk Adjustment Data Submission	(RAPS) and Encounter Data (EDS) – Part C Sponsors	DPP, MPPG	<a href="mailto:encounterdata@cms.hhs.gov">encounterdata@cms.hhs.gov</a> <a href="mailto:riskadjustment@cms.hhs.gov">riskadjustment@cms.hhs.gov</a>
Prescription Drug Event (PDE) Requirements	(PDE) Requirements – Part D Sponsors	DPR, MPPG	<a href="mailto:pdejan2011@cms.hhs.gov">pdejan2011@cms.hhs.gov</a>
Electronic Enrollment Mechanism	Electronic Enrollment	DMEC, MEAG	<a href="mailto:Andrea.hamilton@cms.hhs.gov">Andrea.hamilton@cms.hhs.gov</a>

**D. Reporting**

Topic Area	Subject	Responsible Division and Group	Contact
<b>Healthcare Effectiveness &amp; Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), &amp; (CAHPS®)</b>	Reporting Requirements	DCAPP, MDBG	<a href="mailto:hos@cms.hhs.gov">hos@cms.hhs.gov</a> <a href="mailto:HEDISquestions@cms.hhs.gov">HEDISquestions@cms.hhs.gov</a> <a href="mailto:MP-CAHPS@cms.hhs.gov">MP-CAHPS@cms.hhs.gov</a>
<b>Part C and Part D Reporting Requirements</b>	Parts C & D Reporting Website Access	DCOP, MDBG  DPDP, MDBG	Questions or Technical Specifications: <a href="mailto:partd-planreporting@cms.hhs.gov">partd-planreporting@cms.hhs.gov</a> <a href="mailto:partcplanreporting@cms.hhs.gov">partcplanreporting@cms.hhs.gov</a>
<b>Reporting and Returning Sponsor Identified Overpayments</b>	Reporting and Returning Related to Overpayment  PDE/DIR-related Overpayments	DPP, MPPG  DPR, MPPG	<a href="mailto:riskadjustment@cms.hhs.gov">riskadjustment@cms.hhs.gov</a> <a href="mailto:PDEJan2011@cms.hhs.gov">PDEJan2011@cms.hhs.gov</a>
<b>Fiscal Soundness</b>	Release of the HPMS Fiscal Soundness Module and Reporting Requirements	DFB, MCAG	Questions concerning Fiscal Soundness Reporting Requirements: <a href="mailto:FinancialReview@cms.hhs.gov">FinancialReview@cms.hhs.gov</a>  Technical assistance: <a href="mailto:hpms@cms.hhs.gov">hpms@cms.hhs.gov</a>

***E. Contracting, Subcontractor Provisions, & Oversight***

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Any Willing Pharmacy (AWP) Contracting Requirements – Part D Sponsors</b>	Any Willing Pharmacy Requirement	DBPM, MDBG	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a> <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>
<b>Offshore Subcontracting – Medicare Advantage Organizations and Part D Sponsors</b>	Offshore Subcontractor Data	DBPM, MDBG	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a> <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>
<b>Changes to Contracts for Key Part C and Part D Functions</b>	First Tier /Downstream/ Related Party (FDR)	DBPM, MDBG	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a> <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>

***F. Customer Service***

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Customer Service Call Centers</b>	CCM	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Limited English Speaking Beneficiaries</b>	Translated Materials Requirements	DBPM, MDBG	<a href="mailto:Keely.Ireland@cms.hhs.gov">Keely.Ireland@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
Customer Service Staff Knowledge of Medication Therapy Management (MTM)	Medication Therapy Management (MTM) Programs	DCOP, MDBG	<a href="mailto:Partd_mtm@cms.hhs.gov">Partd_mtm@cms.hhs.gov</a>
Pharmacy Technical Help Desk Call Centers	Pharmacy technical support Part D Sponsors	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
Complaints Tracking Module – Medicare Advantage Organizations, Part D Sponsors, and Cost Plans	Complaints Tracking Module (CTM)	DCOP, MDBG	Technical assistance with HPMS or CTM: <a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a>  Technical data questions related to plan’s CTM performance: <a href="mailto:ctm@cms.hhs.gov">ctm@cms.hhs.gov</a>

**G. Marketing**

Topic Area	Subject	Responsible Division and Group	Contact
Individuals with Disabilities	Providing Materials in Alternate Formats for Individuals with Disabilities - Requirements	DSCM, MCAG	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a>  <a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Referencing Star Ratings in Marketing Materials</b>	Availability of 2016 Medicare Star Ratings Marketing	DSCM, MCAG  DPDP, MDBG	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a> <a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a> <a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a> <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a>
<b>Websites</b>	Website 508 Compliance  Provider / Pharmacy Directories, Requirements	DSCM, MCAG  DPAP, MCAG  OHI	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a> <a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a> <a href="mailto:Theresa.Wachter@cms.hhs.gov">Theresa.Wachter@cms.hhs.gov</a> <a href="mailto:Kimberly.Snowden@cms.hhs.gov">Kimberly.Snowden@cms.hhs.gov</a>
<b>Agents and Brokers</b>	Compensation Rate Adjustments	DSCM, MCAG	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a> <a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a>
<b>Part D Marketing Disclaimers</b>	Access to Preferred Cost Share Pharmacies	DPDP, MDBG  DBPM, MDBG	<a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a> <a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a>

**H. Enrollment/Disenrollment and Premium Billing**

Topic Area	Subject	Responsible Division and Group	Contact
<b>Timing of Annual Enrollment Period (AEP)</b>	Enrollment	DEEP, MEAG	<a href="mailto:Patricia.helpenstine2@cms.hhs.gov">Patricia.helpenstine2@cms.hhs.gov</a>  <a href="mailto:Deme.Umo@cms.hhs.gov">Deme.Umo@cms.hhs.gov</a>  Questions or Help: <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a>
<b>Medicare Advantage Disenrollment</b>	Disenrollment MAO	DEEP, MEAG  DMEC, MEAG	<a href="mailto:Patricia.helpenstine2@cms.hhs.gov">Patricia.helpenstine2@cms.hhs.gov</a>  <a href="mailto:Deme.Umo@cms.hhs.gov">Deme.Umo@cms.hhs.gov</a>  <a href="mailto:Andrea.hamilton@cms.hhs.gov">Andrea.hamilton@cms.hhs.gov</a>
<b>SEP for Enrollment into a 5- Star Plan</b>		DCAPP, MDBG  DEEP, MEAG	<a href="mailto:Elizabeth.Goldstein@cms.hhs.gov">Elizabeth.Goldstein@cms.hhs.gov</a>  <a href="mailto:Patricia.helpenstine2@cms.hhs.gov">Patricia.helpenstine2@cms.hhs.gov</a>  <a href="mailto:Deme.Umo@cms.hhs.gov">Deme.Umo@cms.hhs.gov</a>
<b>Online Enrollment Center</b>	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG  DMEC, MEAG  DBPM, MDBG	<a href="mailto:Patricia.helpenstine2@cms.hhs.gov">Patricia.helpenstine2@cms.hhs.gov</a>  <a href="mailto:Deme.Umo@cms.hhs.gov">Deme.Umo@cms.hhs.gov</a>  <a href="mailto:Andrea.hamilton@cms.hhs.gov">Andrea.hamilton@cms.hhs.gov</a>  <a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a>  <a href="mailto:Jasmine.Myers-Duncan@cms.hhs.gov">Jasmine.Myers-Duncan@cms.hhs.gov</a>



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Topic Area	Subject	Responsible Division and Group	Contact
<b>Retroactive Enrollments</b>	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG  DMEC, MEAG	<a href="mailto:Patricia.helpenstine2@cms.hhs.gov">Patricia.helpenstine2@cms.hhs.gov</a>  <a href="mailto:Deme.Umo@cms.hhs.gov">Deme.Umo@cms.hhs.gov</a>  <a href="mailto:Andrea.hamilton@cms.hhs.gov">Andrea.hamilton@cms.hhs.gov</a>
<b>Premium Billing</b>		DBPM, MDBG	<a href="mailto:David.McLachlan@cms.hhs.gov">David.McLachlan@cms.hhs.gov</a>

***I. Late Enrollment Penalty (LEP) and Creditable Coverage***

Topic Area	Subject	Responsible Division and Group	Contact
<b>Charge the correct LEP for beneficiaries based on CMS's LEP reports</b>		DEEP, MEAG  DAP, MEAG	<a href="mailto:Patricia.helpenstine2@cms.hhs.gov">Patricia.helpenstine2@cms.hhs.gov</a>  <a href="mailto:Deme.Umo@cms.hhs.gov">Deme.Umo@cms.hhs.gov</a>  <a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a>

***J. Benefits Administration & Beneficiary Protections***

Topic Area	Subject	Responsible Division and Group	Contact
<b>Part C Benefits and Beneficiary Protections</b>	Update to Chapter 4 of the Medicare Managed Care Manual	DFB, MCAG	<a href="mailto:Yasmin.Galvez@cms.hhs.gov">Yasmin.Galvez@cms.hhs.gov</a>  <a href="mailto:Dale.Summers@cms.hhs.gov">Dale.Summers@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Billing and Anti-discrimination Rules Applicable to Dual Eligible Enrollees</b>	Billing rules for QMBs	MMCO	<a href="mailto:Kim.glaun@cms.hhs.gov">Kim.glaun@cms.hhs.gov</a>
<b>Coverage Gap Discount Program (CGDP)</b>	Coverage Gap Discount Program Benefit Year Closeout Invoice Rep  TPA related questions	DPDP, MDBG  DPR, MPPG	<a href="mailto:Sonia.Eaddy@cms.hhs.gov">Sonia.Eaddy@cms.hhs.gov</a>  <a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>  Questions regarding guidance to the Third Party Administrator: <a href="mailto:tpaoperations@tpadministrator.com">tpaoperations@tpadministrator.com</a>
<b>Formulary</b>	Part D Formulary Requirements	DFBO, MDBG  DPDP, MDBG	Questions regarding Part D Formularies: <a href="mailto:PartDFormularies@cms.hhs.gov">PartDFormularies@cms.hhs.gov</a>  <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a>  <a href="mailto:Stephanie.Hammonds@cms.hhs.gov">Stephanie.Hammonds@cms.hhs.gov</a>  <a href="mailto:Lisa.Thorpe@cms.hhs.gov">Lisa.Thorpe@cms.hhs.gov</a>
<b>Mail-Order and Auto-Ship Refill Programs in Part D</b>		DPDP, MDBG	<a href="mailto:Marie.Manteuffel@cms.hhs.gov">Marie.Manteuffel@cms.hhs.gov</a>
<b>Quality Improvement (QI) Programs</b>	New Mandatory Topic for Quality Improvement Projects	DSCM, MCAG	<a href="mailto:MAQuality@cms.hhs.gov">MAQuality@cms.hhs.gov</a>
<b>Improving Drug Utilization Controls in Part D</b>		DCOP, MDBG	<a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a>

***K. Low Income Subsidy (LIS) and Best Available Evidence (BAE)***

Topic Area	Subject	Responsible Division and Group	Contact
Low Income Subsidy Benefit Administration		DPDP, MDBG	<a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>

***L. Coordination of Benefits (COB) & Automatic True Out-of-Pocket Cost (TrOOP) Balance Transfer***

Topic Area	Subject	Responsible Division and Group	Contact
Coordination of Benefits (COB) Data Report	Enhanced Automated TrOOP Balance Transfer	DPDP, MDBG DBPM, MDBG	<a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a> <a href="mailto:Donna.Kellett@cms.hhs.gov">Donna.Kellett@cms.hhs.gov</a>
Hospice	Approved Form for Collection of Hospice Information for Medicare Part D Plans	DPDP, MDBG	<a href="mailto:Shelly.winston@cms.hhs.gov">Shelly.winston@cms.hhs.gov</a>
End-Stage Renal Disease (ESRD)		DPDP, MDBG	<a href="mailto:Shelly.winston@cms.hhs.gov">Shelly.winston@cms.hhs.gov</a>
Transition Claims Processing – Part D Sponsors		DFBO, MDBG	Questions regarding Part D Transition Policy: <a href="mailto:PartDTransition@cms.hhs.gov">PartDTransition@cms.hhs.gov</a> <a href="mailto:PartDFormularies@cms.hhs.gov">PartDFormularies@cms.hhs.gov</a>

***M. Grievances, Initial Coverage Decisions, and Appeals***

Topic Area	Subject	Responsible Division and Group	Contact
Part D Denial Notices		MEAG	<a href="mailto:PartD_Appeals@cms.hhs.gov">PartD_Appeals@cms.hhs.gov</a> .
Initial Coverage/Organization Decisions and Appeals		DAP, MEAG	<a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a>
Appropriateness of Clinical Decision-Making		DAP, MEAG	<a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a>
Proper Use of Adjudication Timeframe Extensions	Adjudication Timeframe Extensions	DAP, MEAG	<a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a>
Online Appeals Training Courses	New Online Appeals Training Courses	DAP, MEAG	<a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a>
Rights of Medicare Part C&D Enrollees		DAP, MEAG	<a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a>

***N. Compliance and Fraud, Waste, and Abuse (FWA) Compliance Program***

Topic Area	Subject	Responsible Division and Group	Contact
Compliance & FWA Detection Programs	Part C and Part D Compliance Programs	DAPS, MOEG	<p><a href="mailto:Vernisha.Robinson-Savoy@cms.hhs.gov">Vernisha.Robinson-Savoy@cms.hhs.gov</a></p> <p>Industry questions about Chapter 9 of the PDBM and Chapter 21 of the MMCM:</p> <p><a href="mailto:Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov">Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov</a></p>

**FCHCO** -- FEDERAL COORDINATED HEALTH CARE OFFICE

**MMCO**--MEDICARE-MEDICAID COORDINATION OFFICE

**MCAG** -- MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP

**DFB** -- DIVISION OF FINANCE & BENEFITS

**DPAP** -- DIVISION OF POLICY, ANALYSIS, AND PLANNING

**DSCM** -- DIVISION OF SURVEILLANCE COMPLIANCE & MARKETING

**MDBG** -- MEDICARE DRUG BENEFIT & C&D DATA GROUP

**DBPM** -- DIVISION OF BENEFIT PURCHASING AND MONITORING

**DCAPP** -- DIVISION OF CONSUMER ASSESSMENT & PLAN PERFORMANCE

**DCOP** -- DIVISION OF CLINICAL & OPERATIONAL PERFORMANCE

**DFBO** -- DIVISION OF FORMULARY & BENEFIT OPERATIONS

**DPD** -- DIVISION OF PLAN DATA

**DPDP** -- DIVISION OF PART D POLICY

**MEAG** -- MEDICARE ENROLLMENT & APPEALS GROUP

**DAP** -- DIVISION OF APPEALS POLICY

**DEEP** -- DIVISION OF ENROLLMENT AND ELIGIBILITY POLICY

**DMEC** -- DIVISION OF MEDICARE ENROLLMENT COORDINATION

**MOEG** -- MEDICARE PARTS C & D OVERSIGHT AND ENFORCEMENT GROUP

**DAO** -- DIVISION OF AUDIT OPERATIONS

**DAPS** -- DIVISION OF ANALYSIS, POLICY, AND STRATEGY

**MPPG** -- MEDICARE PLAN PAYMENT GROUP

**DPO** -- DIVISION OF PAYMENT OPERATIONS

**DPP** -- DIVISION OF PAYMENT POLICY

**DPR** -- DIVISION OF PAYMENT RECONCILIATION

**DPS** -- DIVISION OF PAYMENT SYSTEMS

**OHI**-- OFFICES OF HEARING AND INQUIRIES