Medicare Advantage and Part D (MA-PD)
Customer Support for Medicare Modernization (CSMM)

Plan Resources

This document categorizes questions frequently posed to the MAPD Help Desk and points Plans to the resource where the answers may be obtained. The appropriate links to access each information source are also included.

IF…	THEN…	Located HERE…
A system error is encountered, such as receiving a forbidden error while accessing the IUI	For assistance with system errors, contact the MAPD Help Desk	Phone: 1-800-927-8069 E-mail: mapdhelp@cms.hhs.gov
Information is needed for a Transaction Reply Code (TRC), including the definition and action required	TRC definitions are provided in Appendix H of the Plan Communications User Guide (PCUG)	"Medicare Advantage and Prescription Drug Plans Communications User Guide" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/02_Plan_Communications_User_Guide.asp#TopOfPage
A plan user's IACS password has expired	For IACS password resets, contact the MAPD Help Desk	Phone: 1-800-927-8069 E-mail: mapdhelp@cms.hhs.gov
Detailed information is needed regarding the roles of an EPOC or IACS User	Information on EPOC and IACS user roles is provided in the IACS User Manual	"IACS" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/07_IACS.asp#TopOfPage
Direction is needed for updating, changing, or deleting information on an IACS user	For information on user accounts, reference the Data Exchange Preparations Procedures (DEPP)	"Plan Reference Guide for CMS Part C/D Systems, Option C: Connectivity Preparation" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/PRG/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS056665&intNumPerPage=10
Direction is needed for updating the method of routing data to and from CMS	For information on data routing, reference the Data Exchange Preparations Procedures (DEPP)	"Plan Reference Guide for CMS Part C/D Systems, Option C: Connectivity Preparation" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/PRG/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS056665&intNumPerPage=10

IF…	THEN…	Located HERE…
Clarification is needed on a policy-related memo from HPMS or on a communication distributed by the MAPD Help Desk	Questions on the content of policy-related memos should be directed to the resource listed in the memo or to your Plan Account Manager	
Clarification is needed on a communication distributed by the MAPD Help Desk	Questions on MAPD Help Desk communications should be directed to the MAPD Help Desk	Phone: 1-800-927-8069 E-mail: mapdhelp@cms.hhs.gov
Plan contact information needs to be updated	Contact the HPMS Help Desk	Phone: 800-220-2028 E-mail: hpms@cms.hhs.gov
An explanation of the types of enrollment transactions is needed	Information on enrollment transaction types is provided in the Plan Communications User Guide (PCUG)	"Medicare Advantage and Prescription Drug Plans Communications User Guide" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/02_Plan_Communications_User_Guide.asp#TopOfPage
CMS Part C/D enrollment policy needs to be referenced	For MA & MA-PD Plans, CMS enrollment policies are documented in Chapter 2 of the Medicare Managed Care Manual. CMS enrollment policies specific to Part D. Prescription Drug Plans (PDPs) are documented separately. Policy questions should be referred to the Plan's Account Manager	Medicare Managed Care Manual: http://www.cms.hhs.gov/MedicareMangCareEligEnrol/ PDP Guidance: http://www.cms.hhs.gov/MedicarePresDrugEligEnrol/ Policy questions should be referred to the Plan's Account Manager
Contact information is needed for CMS Division of Payment Operations (DPO) representatives	A DPO list is sent with the monthly Plan Payment letter and is also located in Appendix B of the Plan Communications User Guide (PCUG)	"Medicare Advantage and Prescription Drug Plans Communications User Guide" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/02_Plan_Communications_User_Guide.asp#TopOfPage
Information is needed for determining which election period to use to enroll a beneficiary	For MA & MA-PD Plans, CMS enrollment policies are documented in Chapter 2 of the Medicare Managed Care Manual. CMS enrollment policies specific to Part D Prescription Drug Plans (PDPs) are documented separately. Policy questions should be referred to the Plan's Account Manager	Medicare Managed Care Manual: http://www.cms.hhs.gov/MedicareMangCareEligEnrol/ PDP Guidance: http://www.cms.hhs.gov/MedicarePresDrugEligEnrol/ Policy questions should be referred to the Plan's Account Manager

IF…	THEN…	Located HERE…
A list of all the naming conventions for enrollment files is needed	The Transmission Inventory summarizes all Part D submitted and transmitted files and is located in Appendix J of the Plan Communications User Guide (PCUG)	"Medicare Advantage and Prescription Drug Plans Communications User Guide" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/02_Plan_Communications_User_Guide.asp#TopOfPage
An issue is encountered with the Health Plan Management System (HPMS)	Contact the HPMS Help Desk	Phone: 800-220-2028 E-mail: hpms@cms.hhs.gov
A current schedule of the enrollment files CMS will transmit to Plans is needed	Plans may refer to the Enrollment and Eligibility System Production Calendar on the CMS MAPD Help website, the Year 2010 Plan MARx Monthly Schedule on the CMS MAPD Help website, or to the MARx Monthly Schedule for 2010 in Appendix C of the Plan Communications User Guide (PCUG)	Enrollment and Eligibility Production Calendars: http://www.cms.hhs.gov/mapdhelpdesk/ Year 2010 Plan MARx Monthly Schedule: http://www.cms.hhs.gov/mapdhelpdesk/ MARx Monthly Schedule for 2010: http://www.cms.hhs.gov/MAPDHelpDesk/02_Plan_Communications_User_Guide.asp#TopOfPage
A list of CMS Regions is needed	Plans may access a current CMS Regional Map outlining the 10 field offices at the following link	CMS Regional Map: http://www.cms.hhs.gov/consortia/99_RegionalMap.asp
Registration for the Part C/D User conference call needs to be completed	Contact the Management Solution Consulting Group (MSCG)	Website: http://www.mscginc.com/Registration/ E-mail: Latonya Dunlow at ldunlow@mscginc.com or call 301-577-3100 X12
General CMS Part C/D enrollment system-related guidance is needed	Enrollment system-related information is located in the Plan Communications User Guide (PCUG)	"Medicare Advantage and Prescription Drug Plans Communications User Guide" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/02_Plan_Communications_User_Guide.asp#TopOfPage
Direction is needed regarding late enrollment penalty (LEP)	A CMS Memo on LEP guidance is provided on the CMS Medicare Prescription Drug Eligibility and Enrollment website	Medicare Prescription Drug Eligibility and Enrollment website: http://www.cms.hhs.gov/MedicarePresDrugEligEnrol/

IF…	THEN…	Located HERE…
Descriptions are needed for the Part A/B entitlement status and enrollment reason codes	Information on these codes can be found in Appendix H of the Plan Communications User Guide (PCUG)	"Medicare Advantage and Prescription Drug Plans Communications User Guide" page of the CMS MAPD Help website: http://www.cms.hhs.gov/MAPDHelpDesk/02_Plan_Communications_User_Guide.asp#TopOfPage