



CENTER FOR BENEFICIARY CHOICES

MEMORANDUM

Date: February 5, 2008

To: All Part D Plan Sponsors

From: Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

Subject: Verification of Pharmacy Call Center Phone Number in HPMS

Currently, the Centers for Medicare and Medicaid Services (CMS), assisted by Research Triangle Institute (RTI) International, is conducting surveillance of Part D Sponsors' beneficiary call center phone lines. Starting in mid-February, CMS will begin surveillance of Sponsors' pharmacy technical help desk phone lines. To prepare for this surveillance, Part D Sponsors should immediately verify that their 2008 pharmacy call center phone numbers, as posted in the Health Plan Management System (HPMS), are current and accurate. To assist plans in verifying their information, an updated report titled "Pharmacy Call Center Phone Number and Service Area Call Times" is now available in HPMS and is found through the following path:

- HPMS Homepage > Quality and Performance > Part D Performance Metrics and Reports > Pharmacy Call Center Phone Number and Service Area Call Times

This report lists the pharmacy call center phone number along with the hours in which the surveillance calls will be made. If errors are identified in this report, please immediately update your information in HPMS. Please note that this is a static report generated as of the date listed at the top of the report; any changes made by Sponsors after this date will not be reflected in the report. The pharmacy call source is the toll-free number for the "Pharmacy Technical Help Desk Contact", which is a contract level entry. To update contract-level contacts, HPMS users should use the following navigation path in HPMS:

- HPMS Homepage > Contract Management > Basic Contract Management > Select Contract Number > Contact Data.

Part D Sponsors that do not update their phone numbers may have inaccurate or incomplete information reported publicly. Therefore, it is imperative that Part D Sponsors are adequately prepared for the call center surveillance.

Thank you for your continued work towards providing exceptional and timely customer service. Please direct any inquires related to this memo via e-mail to PartDMetrics@cms.hhs.gov and include 'Call Center' in the subject line.