

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR DRUG AND HEALTH PLAN CHOICE

MEMORANDUM

Date: May 26, 2009

To: All Part D Plan Sponsors

From: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C&D Data Group

Subject: Plan Preview of Appeals Measures for the Medicare Prescription Drug Plan Finder

This memo is to inform Part D sponsors that you can now preview the appeals measures used on the Medicare Prescription Drug Plan Finder (MPDPF) on a quarterly basis in HPMS. The two measures to be displayed include: the auto-forward rate per 10,000 enrollees and the percent of cases the Independent Review entity (IRE) upheld.

To access the Performance Measures Preview in HPMS, from the left navigation bar select: "Quality and Performance", "Part D Performance Metrics and Reports" and then "Appeals Performance". Two measures are listed, "Appeals Auto-forwarded" and "Appeals Upheld".

Please email any comments or questions to PartDMetrics@cms.hhs.gov and include "Appeals Performance" and the Contract ID in the subject line. Thank you for your continued commitment to ensure the success of the Medicare Part D program.