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**TO:** All Part C&D Sponsors

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

**SUBJECT:** CMS Offices Closed on January 1, 2010 and Reporting of Emergency/Non Technical Part C&D Issues

**DATE:** December 14, 2009

Similar to previous years, CMS is establishing a Part C&D operations monitoring program for January 1, 2010 through January 3, 2010. Non-technical significant/emergency issues should be reported via email to both [drugbenefitimpl@cms.hhs.gov](mailto:drugbenefitimpl@cms.hhs.gov) and your CMS Account Manager. Significant Part C&D benefit delivery issues are defined as specific plan issues that impact access to service for a significant number of beneficiaries. Beneficiary specific issues should be reported and resolved through the normal casework procedure and not reported through this process.

**The 1-800-MEDICARE (1-800) and CTM holiday schedule is listed below:**

- December 25, 2009: 1-800-MEDICARE is closed. Complaints received by 1-800 on December 24, 2009 through December 27, 2009 will be loaded into CTM on December 28, 2009.
- January 1, 2010: 1-800-MEDICARE is open. Complaints received by 1-800 on December 31, 2009 through January 3, 2010 will be loaded into CTM on January 4, 2010.

**When reporting an emergency/non-technical issue to CMS, the plan should include the following:**

1. Plan Name and Contract Number
2. Description of the emergency/non-technical issue, including the number of beneficiaries impacted or beneficiaries potentially impacted
3. Description of your efforts to resolve the issue
4. Plan contact information (name and phone number) for CMS follow-up

Beneficiary issues should not include personally identifiable beneficiary information unless it is encrypted. Technical issues should be directed to the MAPD Help Desk. The MAPD Help Desk will be closed starting on January 1, 2010 with normal operations

resuming on January 4, 2010. Plans can contact the MAPD Help Desk by calling 1.800.927.8069 or email at [mapdhelp@cms.hhs.gov](mailto:mapdhelp@cms.hhs.gov) .

**Updating CEO and Emergency Contact Information:**

Part D sponsors must update their CEO and Emergency contact information in HPMS by 5 PM ET on December 21, 2009 to accurately reflect coverage in these areas during the January 1, 2010 holiday weekend. For purposes of the holiday weekend these contacts should be limited to those individuals who are authorized to effectuate a change for the plan (e.g. CEO, COO, and CFO). CMS leadership will be using this contact information to monitor the resolution of any significant/emergency issues. The CEO and Emergency contacts numbers must be directed to phone numbers that are monitored at least every 4 hours from 8AM to 8PM by a responsible party over the holiday weekend. Last year, some contact numbers were directed to voicemail accounts that were not checked until after the holiday weekend or directed to customer service numbers that could not adequately respond to CMS inquiries. CMS does not consider this satisfactory and failure to provide adequate contact information or lack of responsiveness to CMS initiated calls will result in compliance actions. During the holiday weekend, CMS staff will be monitoring their region-specific email and voice mail complaint boxes for possible plan issues or access difficulties received from State Health Insurance Programs (SHIPs), other partners, advocates, and beneficiaries.

CMS is very pleased to be working with the industry to ensure a smooth transition for 2010. We appreciate your cooperative spirit and remain committed to working with plans to ensure that beneficiaries have access to healthcare services and prescription drugs. If you have any questions regarding the non-technical significant/emergency reporting process or CEO/Emergency contacts, please contact your Account Manager.