

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
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## CENTER FOR BENEFICIARY CHOICES

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### MEMORANDUM

**DATE:** October 30, 2006

**Memorandum to:** All Part D Plan Sponsors

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

**Subject:** Part D Sponsors Appeals Performance Metrics

In our continuing efforts to promote performance improvement, a new module has been developed in HPMS for appeals data. This module can be accessed through the “Contract Management”/“Part D Performance Metrics” page. Part D plan sponsors now have the ability to view appeals information for only their current contracts. These data were calculated based on data reported by the Independent Review Entity (IRE) from January through June 2006.

The appeals performance metrics focus on the following two measurements:

- Rate of IRE cases due to Decision Timeframe Not Met per 10,000 enrollees
- Percent of IRE decisions confirming Plans' Decisions

Technical notes are provided on HPMS that describe each data element in the report. Updates to these data will occur quarterly.

CMS believes that providing timely and appropriate appeals' decisions are essential to the Part D program. These decisions can significantly impact a beneficiary's medication regimen.

Again, thank you for your continued support of the Medicare prescription drug benefit. If you have any questions or comments about these data, please submit via email to [PartDMetrics@cms.hhs.gov](mailto:PartDMetrics@cms.hhs.gov) and put “Appeals” in the subject line.