

# Medicare Advantage and Prescription Drug Plans Enrollment and Payment Conference

## MMA Customer Support

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**Medicare Advantage Prescription Drug Plans**

**August 30 – September 1, 2005**



# Support for CMS Business Partners

- CSMM Technical Help Desk
- Palmetto Customer Support & Service Center (CSSC Operations)
- MBD Technical Support Line
- HPMS Help Desk
- Retiree Drug Subsidy (RDS) Call Center
- Coordination of Benefits Contractor (COBC) – Customer Service and EDI Representatives
- AT&T Global Network Services (AGNS)/Medicare Data Center Network (MDCN)
- CMS Data Center

# Customer Support for Medicare Modernization (CSMM) Help Desk



- Provides Systems Readiness Support, Including:
  - Connectivity to CMS
  - Access to CMS Systems (UserIDs/Passwords)
  - Testing Monitoring and Support
  - Ongoing Connectivity and File Transmission Support
  - Coordination with Help Desks for Network & Data Center Issues
  - Coordination with CMS Application Teams
- Technical (Systems) Information and Assistance
- Referrals to Subject Matter Experts for Non-Systems Questions
- First Point of Contact if Unsure Which Support Source to Access



# Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
<p>Customer Support for Medicare Modernization (CSMM) Technical Help Desk</p>	<p>Supports all current and prospective Plans (all types) for systems questions/information/assistance, including:</p> <ul style="list-style-type: none"> <li>- Connectivity to the Medicare Data Communications Network (MDCN)/CMS Data Center</li> <li>- Access to CMS systems (userid/passwords)</li> <li>- File transfer software (Connect:Direct, Secure FTP, HTTPS)</li> <li>- Gentran mailbox server (electronic mailbox) [small plans]</li> <li>- Connectivity and file transfer testing support</li> <li>- File layouts, system letters, user guides, FAQs</li> <li>- Individuals Authorized Access to CMS Computer Systems (IACS) assistance</li> <li>- Coordination with application owners (e.g., MARx)</li> <li>- Coordination with AT&amp;T and CMS Data Center Support</li> <li>- Coordination with other help desks for proper routing of issues</li> <li>- Referral of non-systems questions to Subject Matter Experts</li> </ul>	<p>Toll Free Line: 800-927-8069 6am-9pm M-F (Eastern time) After hours voice mail</p> <p>Web site: <a href="http://www.mmahelp.cms.hhs.gov">www.mmahelp.cms.hhs.gov</a></p> <p>E-Mail: mmahelp@cms.hhs.gov</p>



# Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
<p>Palmetto Customer Support &amp; Service Center (CSSC Operations)</p>	<p>Supports MA plans submitting diagnosis data for risk adjustment and MA-PDs and PDPs submitting prescription drug event (PDE) data for Part D, including:</p> <ul style="list-style-type: none"> <li>▪ Submitter enrollment/EDI process</li> <li>▪ Submitter IDs/passwords for front-end risk adjustment system (FERAS) and the Prescription Drug Front End System (PDFS)</li> <li>▪ File submission/report retrieval</li> <li>▪ Error correction</li> <li>▪ Analysis of data submitted through FERAS and PDFS</li> </ul>	<p>Toll Free Line: 1-877-534-2772 Monday - Friday 9am – 7p.m (Eastern time) After hours voice mail</p> <p>Web Site: <a href="http://www.csscooperations.com">www.csscooperations.com</a></p> <p>E-Mail: <a href="mailto:csscooperations@palmettogba.com">csscooperations@palmettogba.com</a></p>



# Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
MDCN Helpline Palmetto GBA	Connectivity support for AT&T Global Network Services (AGNS) to the Medicare Data Communications Network (MDCN) for MA plans submitting diagnosis data for risk adjustment and MA-PDs/PDPs submitting prescription drug event (PDE) data for Part D	MCO/MA Hot Line: 877-486-7240 8:30am-5pm M-F (Eastern time)  Helpline: 800-905-2069 Option 2 8:30am-8:30pm M-F (Eastern time)

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RESOURCE	PURPOSE	HOURS/CONTACT INFO
<p>Retiree Drug Subsidy (RDS) Call Center</p>	<p>General RDS program information, including:</p> <ul style="list-style-type: none"> <li>▪RDS application information/deadlines</li> <li>▪Secure web site user roles</li> <li>▪Upcoming RDS events</li> <li>▪Answers to FAQs</li> </ul> <p>NOTE: Plans using their existing connectivity to the Coordination of Benefits Contractor (COBC) to submit RDS data should contact the COBC EDI Representatives with file transmission issues</p>	<p>Toll Free Line: 877-RDS-HELP (877-737-4357) 8am-6:30pm M-F (Eastern Time)</p> <p>TTY: 877-RDS-TTY0 (877-737-8890)</p> <p>Interactive voice recording (IVR) 24 hours a day, 7 days a week</p> <p>Web site: <a href="http://rds.cms.hhs.gov">rds.cms.hhs.gov</a></p>

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RESOURCE	PURPOSE	HOURS/CONTACT INFO
<p>Medicare Beneficiary Database (MBD) Technical Support Line</p>	<p>Support for:</p> <ul style="list-style-type: none"> <li>• MBD User Interface</li> </ul>	<p>E-Mail:  <a href="mailto:Mbduser@cms.hhs.gov">Mbduser@cms.hhs.gov</a></p> <p>Telephone assistance by referral by the CSMM technical help desk</p>
<p>Health Plan Management System (HPMS) Help Desk</p>	<p>The HPMS help desk is available to provide technical assistance to plans on the use of HPMS and its software modules</p> <p>Note: For access or connectivity to HPMS, Plans should contact one of the following:            Don Freeburger - 410-786-4586  <a href="mailto:don.freeburger@cms.hhs.gov">don.freeburger@cms.hhs.gov</a>) or            Neetu Jhagwani - 410-786-2548)  <a href="mailto:neetu.jhagwani@cms.hhs.gov">neetu.jhagwani@cms.hhs.gov</a></p>	<p>Toll Free Line:            1-800-220-2028</p> <p>E-mail:  <a href="mailto:hpms@nerdvana.fu.com">hpms@nerdvana.fu.com</a></p> <p>No web site</p>



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RESOURCE	PURPOSE	HOURS/CONTACT INFO
Coordination of Benefits Contractor (COBC) Help Desk	Supports Part D plans and data sharing partners: <ul style="list-style-type: none"> <li>• COB Data exchanges, including RDS data submissions using existing COBC connectivity</li> <li>• Voluntary Data Sharing Agreements</li> <li>• ECRS system support</li> </ul>	Telephone: 212-615-4357 7am-10pm M-F (Eastern Time)  Note: If an EDI Representative is needed for issue resolution, Plans will be referred by the help desk
Coordination of Benefits Contractor (COBC) – Customer Service	For beneficiaries with COB questions	1-800-999-1118 8am-8pm M-F (Eastern Time) Except holidays  TTY/TDD: 1-800-318-8782 for the hearing and speech impaired



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RESOURCE	PURPOSE	HOURS/CONTACT INFO
<p>AT&amp;T Global Network Services</p>	<p>AT&amp;T network problems; also by referral from CSMM, Palmetto and CMS data center help desks</p>	<p>Telephone: 888-212-6036</p> <p>Callers will need to provide:</p> <ul style="list-style-type: none"> <li>- AT&amp;T account ID</li> <li>- Name</li> <li>- Contact Information</li> <li>- Problem description</li> </ul>

# Customer Support for Medicare Modernization Question and Answers

