Medicare Advantage Prescription Drug (MAPD) Program - Plan Quick Reference Guide

Provided in this document are questions frequently asked to the MAPD Help Desk, where the answers may be found, and the appropriate links to access each information source.

IF…	THEN…	Located HERE…
A system error is encountered.	Contact the MAPD Help Desk.	Phone: 800-927-8069 E-mail: MAPDHELP@cms.hhs.gov
Clarification is needed on a communication distributed by the MAPD Help Desk.		
Plan contact information needs to be updated.	Contact the HPMS Help Desk.	Phone: 800-220-2028 E-mail: hpms@cms.hhs.gov
An issue is encountered with the Health Plan Management System (HPMS).		
Contact information is needed for CMS Division of Payment Operations (DPO) representatives.	A DPO list is sent with the monthly Plan Payment letter.	See applicable resource listed in the memo.
A list of CMS Regions is needed.	Plans may access a current CMS Regional Map outlining the 10 field offices at the following link.	CMS Regional Map website https://www.cms.gov/about-cms/agency-information/regionaloffices/regionalmap.html
Clarification is needed on a policy-related memo from HPMS or on a communication distributed by the MAPD Help Desk.	Direct questions regarding the content of policy-related memos to the resource listed in the memo, or to your Plan Account Manager.	Various: See applicable resource listed in the memo, or contact your Plan Account Manager.

IF…	THEN…	Located HERE…
Direction is needed for updating the method of routing data to and from CMS.	Refer to the Plan Connectivity Preparation link on the MAPD Help Desk website (left navigation). • See the *Data Exchange Preparation Procedures (DEPP)*.	Plan Connectivity Preparation website: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/mapdhelpdesk/Plan-Connectivity-Preparation.htmlADD LINK The *Data Exchange Preparation Procedure (DEPP)* is located in the Download section of this site.
A current schedule of the enrollment files CMS will transmit to Plans is needed.	Refer to the MAPD/MARx Calendars and Schedules link on the MAPD Help Desk website (left navigation).	MAPD/MARx Calendars and Schedules website: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/mapdhelpdesk/MAPD-MARx-Calendars-and-Schedules.html
An explanation of the types of enrollment transactions is needed.	Refer to the MAPD Plan Communication User Guide (PCUG) link on the MAPD Help Desk website (left navigation). • See **Section 3 – Eligibility and Enrollment** in the *PCUG*.	MAPD Plan Communication User Guide website: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/mapdhelpdesk/Plan_Communications_User_Guide.html The *PCUG* is located in the Download section of this site.

IF…	THEN…	Located HERE…
CMS Part C/D enrollment policy needs to be referenced; such as determining an election period when enrolling a beneficiary.	For Medicare Advantage (MA) & Medicare Advantage-Part D (MA-PD) Plans, enrollment policies are documented on the Medicare Managed Care Eligibility and Enrollment website. • Refer to the *CY-YY-MA Enrollment and Disenrollment Guidance;* Chapter 2 of the Medicare Managed Care Manual (MMCM). For Prescription Drug Plans (PDPs), enrollment policies are documented on the Medicare Prescription Drug Eligibility and Enrollment website. • Refer to the *CY-YY-PDP Enrollment and Disenrollment Guidance;* Chapter 3 of the Medicare Prescription Drug Benefit Manual. Policy questions should be referred to your Plan Account Manager.	Medicare Managed Care Eligibility and Enrollment website: http://www.cms.gov/MedicareMangCareEligEnrol/01_Overview.asp. The *CY-YY-MA Enrollment and Disenrollment Guidance* is located in the Downloads section of this site. Medicare Prescription Drug Eligibility and Enrollment website: https://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicarePresDrugEligEnrol/index.html The *CY-YY-PDP Enrollment and Disenrollment Guidance* is located in the Downloads section of this site.
Information is needed for a Transaction Reply Code (TRC), including the definition and action required. Descriptions are needed for the Part A/B entitlement status and enrollment reason codes.	Refer to the MAPD Plan Communication User Guide (PCUG) link on the MAPD Help Desk website (left navigation). • See **Section 3 – Eligibility and Enrollment** in the *PCUG.*	MAPD Plan Communication User Guide website: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/mapdhelpdesk/Plan_Communications_User_Guide.html The *PCUG* is located in the Download section of this site.

IF…	THEN…	Located HERE…
A list of all the naming conventions for enrollment files is needed.	Refer to the MAPD Plan Communication User Guide (PCUG) link on the MAPD Help Desk website (left navigation). • See the *All Transmission Overview* in **Section 7 – Outbound Files and Miscellaneous** in the *PCUG.*	MAPD Plan Communication User Guide website: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/mapdhelpdesk/Plan_Communications_User_Guide.html The *PCUG* is located in the Download section of this site.
Direction is needed regarding Late Enrollment Penalty (LEP).	Refer to the Creditable Coverage and Late Enrollment Penalty website.	Creditable Coverage and Late Enrollment Penalty website: https://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicarePresDrugEligEnrol/CreditableCoverageLateEnrollmentPenalty.html