1. ***­­­­Systems, Data, & Connectivity***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter­­­ Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Health Plan Management (HPMS)** | Medicare Advantage Organizations and Part D Sponsors | Division of Plan Data (DPD),  Medicare Drug Benefit and C& D Data Group  (MDBG) | **Lori Robinson**  **Ana Nunez** | [hpms\_access@cms.hhs.gov](mailto:hpms_access@cms.hhs.gov) |
| **Prescriber Enrollment** | Delay in Enforcement of the Medicare Part D Prescriber Enrollment Requirement | Division of Part D Policy (DPDP),  Medicare Drug Benefit and C& D Data Group  (MDBG) | **Lisa Thorpe** | [PartDPolicy@cms.hhs.gov](mailto:PartDPolicy@cms.hhs.gov) |
| **National Provider Identifier (NPI)-PDE Related issues only** | (NPI) Requirements –Part D Sponsors | Division of Payment Reconciliation,  Medicare Plan Payment Group (MPPG) | **Amanda Johnson**  **Christine Machon**  **Julie Gover** | [pdejan2011@cms.hhs.gov](mailto:pdejan2011@cms.hhs.gov). |
| **MARx** | Medicare Advantage Organizations & Part D Sponsors | Division of Payment Operations,  Medicare Plan Payment Group (MPPG) | **Ed Howard** | MAPD Help Desk:  [MAPDHelp@cms.hhs.gov](mailto:MAPDHelp@cms.hhs.gov)  MTM questions:  [EnhancedMTM@cms.hhs.gov](mailto:EnhancedMTM@cms.hhs.gov)  MA-VBID model questions:  [MAVBID@cms.hhs.gov](mailto:MAVBID@cms.hhs.gov) |
| **Medicare Plan Finder Data (MPF)** | Quality Assurance | Division off clinical & Operational Performance (DCOP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Kenny Gucwa**  **Stacy Matheny** | Technical questions pricing files:  [plancompare@drx.com](mailto:plancompare@drx.com)  QA of MPF data files:  [PlanfinderQA@cms.hhs.gov](mailto:PlanfinderQA@cms.hhs.gov)  Technical questions Communications Web:  [PlanFinder@AcumenLLC.com](mailto:PlanFinder@AcumenLLC.com) |
| **User Group Calls** | Staff Registration | Division of Part D Policy (DPDP),  Medicare Drug Benefit & C and D Data Group  (MDBG) | **Joscelyn Lissone** | [Joscelyn.Lissone@cms.hhs.gov](mailto:Joscelyn.Lissone@cms.hhs.gov) |
| **Patient Safety Analysis Website** | Patient Safety Reporting System | Division of Clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Diane McNally** | Technical questions and report access:  [PatientSafety@acumenllc.com](mailto:PatientSafety@acumenllc.com) |
| **Overutilization Monitoring System** | Overutilization Monitoring Reporting System | Division of Clinical & Operational Performance (DCOP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Diane McNally** | [PartD\_OM@cms.hhs.gov](mailto:PartD_OM@cms.hhs.gov) |
| **Risk Adjustment data Submission** | Risk Adjustment data includes Risk Adjustment Processing System (RAPS) data and Encounter Data System (EDS) data | Division of Payment Policy (DPP),  Medicare Plan Payment Group (MPPG) | **Ashley Franzel** | [Ashley.Franzel@cms.hhs.gov](mailto:Ashley.Franzel@cms.hhs.gov) |
| **Prescription Drug Event (PDE) Requirements** | PDE  Requirements | Division of Payment Reconciliation (DPR),  Medicare Plan Payment Group (MPPG) | **Amanda Johnson**  **Christine Machon** | [pdejan2011@cms.hhs.gov](mailto:pdejan2011@cms.hhs.gov) |
| **Electronic Enrollment Mechanism** | Electronic Enrollment | Division of Medicare Enrollment Coordination (DMEC),  Medicare Enrollment and Appeals Group (MEAG) | **Andrea Hamilton** | [Andrea.hamilton@cms.hhs.gov](mailto:Andrea.hamilton@cms.hhs.gov) |

1. ***Reporting***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Healthcare Effectiveness & Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), & (CAHPS®)** | Reporting Requirements | Division of Consumer Assessment & Plan Performance (DCAPP), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Liz Goldstein** | [**hos@cms.hhs.gov**](mailto:hos@cms.hhs.gov)  [HEDISquestions@cms.hhs.gov](mailto:HEDISquestions@cms.hhs.gov)  [MP-CAHPS@cms.hhs.gov](mailto:MP-CAHPS@cms.hhs.gov) |
| **Part C and Part D Reporting Requirements** | 2016 Monitoring Parts C & D Reporting Website Access | Division of Clinical & Operational Performance (DCOP), Division of Part D Policy (DPDP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Chanelle Jones**  **Teri Lied** | Questions or Technical Specifications:  [partd-planreporting@cms.hhs.gov](mailto:partd-planreporting@cms.hhs.gov)  [partcplanreporting@cms.hhs.gov](mailto:partcplanreporting@cms.hhs.gov) |
| **Reporting and Returning Risk Adjustment Overpayments** | Reporting and Returning Risk Adjustment Related Overpayments | Division of Payment Policy (DPP),  Medicare Plan Payment Group (MPPG) | **Ashley Franzel** | [riskadjustment@cms.hhs.gov](mailto:riskadjustment@cms.hhs.gov) |
| **Reporting and Returning PDE/DIR-related Overpayments** | Reporting and Returning PDE/DIR Related Overpayments | Division of Payment Reconciliation (DPR),  Medicare Plan Payment Group (MPPG) | **Julie Gover** | [pdejan2011@cms.hhs.gov](mailto:pdejan2011@cms.hhs.gov) |
| **Encounter Data** | Encounter Data Submission Timing Guidance | Division of Payment Policy (DPP),  Division of Encounter Data & Risk Adjustment Operations (DEDRAO),  Medicare Plan Payment Group (MPPG) | **Rebecca Paul**  **Gift Tee** | [encounterdata@cms.hhs.gov](mailto:encounterdata@cms.hhs.gov) |
| **Fiscal Soundness** | Release of the HPMS Fiscal Soundness Module and Reporting Requirements | Division of Finance and Benefits (DFB), Medicare Drug and Health Plan Contract Administration Group  (MCAG) | **Yasmin Galvez**  **Joseph Millstone** | Questions concerning Fiscal Soundness Reporting Requirements:  [FinancialReview@cms.hhs.gov](mailto:FinancialReview@cms.hhs.gov)  Technical assistance:  [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov) |

1. ***Contracting, Subcontractor Provisions, & Oversight***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Any Willing Pharmacy /Contracting Requirements** | Compliance with Any Willing Pharmacy | Division of Benefit Purchasing and Monitoring (DBPM),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Arianne Spaccarelli**  **Scott Nelson**  **Linda Anders**  **Michael Neuman** | [Arianne.Spaccarelli@cms.hhs.gov](mailto:Arianne.Spaccarelli@cms.hhs.gov)  [Scott.Nelson2@cms.hhs.gov](mailto:Scott.Nelson2@cms.hhs.gov) |
| **Offshore Subcontracting** | Offshore Subcontractor Data | Division of Benefit Purchasing and Monitoring (DBPM),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Arianne Spaccarelli**  **Scott Nelson**  **Linda Anders**  **Michael Neuman** | [Arianne.Spaccarelli@cms.hhs.gov](mailto:Arianne.Spaccarelli@cms.hhs.gov)  [Scott.Nelson2@cms.hhs.gov](mailto:Scott.Nelson2@cms.hhs.gov) |
| **Changes to Contracts for Key Part C and Part D Functions** | First Tier/ Downstream/ Related | Division of Benefit Purchasing and Monitoring (DBPM),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Arianne Spaccarelli**  **Scott Nelson**  **Linda Anders**  **Michael Neuman** | [Arianne.Spaccarelli@cms.hhs.gov](mailto:Arianne.Spaccarelli@cms.hhs.gov)  [Scott.Nelson2@cms.hhs.gov](mailto:Scott.Nelson2@cms.hhs.gov) |

1. ***Customer Service***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Customer Service Call Centers** | CCM | Division of Benefit Purchasing and Monitoring (DBPM),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Chris Rotruck** | [CallCenterMonitoring@cms.hhs.gov](mailto:CallCenterMonitoring@cms.hhs.gov) |
| **Limited English Speaking Beneficiaries** | 2016 Translated Materials Requirements | Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG) | **Keely Ireland** | [Keely.Ireland@cms.hhs.gov](mailto:Keely.Ireland@cms.hhs.gov) |
| **Customer Service Staff Knowledge** | Updated Standard Operating Procedures | Division of Benefit Purchasing and Monitoring (DBPM),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Chris Rotruck** | [CallCenterMonitoring@cms.hhs.gov](mailto:CallCenterMonitoring@cms.hhs.gov) |
| **Pharmacy Technical Help Desk Call Centers** |  | Division of Benefit Purchasing and Monitoring (DBPM),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Chris Rotruck** | [CallCenterMonitoring@cms.hhs.gov](mailto:CallCenterMonitoring@cms.hhs.gov) |
| **Complaints Tracking Module** |  | Division of Clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Justin Giwa**  **Rajesh Bhandari** | Technical assistance with HPMS or CTM:  [HPMS@cms.hhs.gov](mailto:HPMS@cms.hhs.gov)  Technical data questions related to plan’s CTM performance:  [ctm@cms.hhs.gov](mailto:ctm@cms.hhs.gov) |

1. ***Marketing***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Individuals with Disabilities** | Providing Materials in Alternate Formats for Individuals with Disabilities -Requirements | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group  (MCAG) | **Tim Roe** | [Timothy.Roe@cms.hhs.gov](mailto:Timothy.Roe@cms.hhs.gov) |
| **Formulary** |  | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group  (MCAG) | **Tim Roe** | [Timothy.Roe@cms.hhs.gov](mailto:Timothy.Roe@cms.hhs.gov) |
| **Referencing Star Ratings in Marketing Materials** | Availability of 2016 Medicare Star Ratings Marketing | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group  (MCAG)  Division of Part D Policy (DPDP),  Medicare Drug Benefit and C& D Data Group  (MDBG), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Tim Roe**  **Lucia Patrone** | [Timothy.Roe@cms.hhs.gov](mailto:Timothy.Roe@cms.hhs.gov)  [Lucia.Patrone@cms.hhs.gov](mailto:Michelle.Ketcham@cms.hhs.gov) |
| **Websites** | Provider Directory Requirements | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group (MCAG) | **Tim Roe** | [Timothy.Roe@cms.hhs.gov](mailto:Timothy.Roe@cms.hhs.gov) |
| **Agents and Brokers** | Compensation Rate Adjustments | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group  (MCAG) | **Tim Roe** | [Timothy.Roe@cms.hhs.gov](mailto:Timothy.Roe@cms.hhs.gov) |
| **Disclaimers** |  | Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Nick Antlitz** | [Nick.Antlitz@cms.hhs.gov](mailto:Nick.Antlitz@cms.hhs.gov) |

1. ***Enrollment/Disenrollment and Premium Billing***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Timing of Annual Enrollment Period** |  | Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C and D Data Group (MDBG)  Division of  Enrollment and Eligibility Policy (DEEP),  Medicare Enrollment and Appeal Group  (MEAG) | **Linda Anders**  **Patty Helphenstine** | [Linda.Anders@cms.hhs.gov](mailto:Linda.Anders@cms.hhs.gov)  [patricia.helphenstine2@cms.hhs.gov](mailto:patricia.helphenstine2@cms.hhs.gov)  Questions or help:  [MAPDhelp@cms.hhs.gov](mailto:MAPDhelp@cms.hhs.gov) |
| **Medicare Advantage Disenrollment** |  | Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C and D Data Group (MDBG)  Division of  Enrollment and Eligibility Policy (DEEP), Division of Medicare Enrollment Coordination (DMEC),  Medicare Enrollment &  Appeals Group (MEAG) | **Linda Anders**  **Patty Helphenstine**  **Andrea Hamilton** | [Linda.Anders@cms.hhs.gov](mailto:Linda.Anders@cms.hhs.gov)  [patricia.helphenstine2@cms.hhs.gov](mailto:patricia.helphenstine2@cms.hhs.gov)  [Andrea.hamilton@cms.hhs.gov](mailto:Andrea.hamilton@cms.hhs.gov) |
| **SEP for Enrollment into a 5-Star Plan** |  | Division of Consumer Assessment & Plan Performance (DCAPP), Medicare Drug Benefit and C and D Data Group  (MDBG)  Division of  Enrollment and Eligibility Policy (DEEP),  Medicare Enrollment & Appeals Group (MEAG) | **Liz Goldstein**  **Patty Helphenstine** | [Elizabeth.Goldstein@cms.hhs.gov](mailto:Elizabeth.Goldstein@cms.hhs.gov)  [patricia.helphenstine2@cms.hhs.gov](mailto:patricia.helphenstine2@cms.hhs.gov) |
| **Online Enrollment Center** |  | Division of  Enrollment and Eligibility Policy (DEEP), Division of Medicare Enrollment Coordination (DMEC),  Medicare Enrollment,  Medicare Enrollment & Appeals Group (MEAG) | **Patty Helphenstine**  **Andrea Hamilton** | [patricia.helphenstine2@cms.hhs.gov](mailto:patricia.helphenstine2@cms.hhs.gov)  [Andrea.hamilton@cms.hhs.gov](mailto:Andrea.hamilton@cms.hhs.gov) |
| **Retroactive Enrollments** |  | Division of  Enrollment and Eligibility Policy (DEEP, Division of Medicare Enrollment Coordination (DMEC),  Medicare Enrollment,  Medicare Enrollment & Appeals Group (MEAG)  Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Patty Helphenstine**  **Andrea Hamilton**  **Linda Anders** | [patricia.helphenstine2@cms.hhs.gov](mailto:patricia.helphenstine2@cms.hhs.gov)  [Andrea.hamilton@cms.hhs.gov](mailto:Andrea.hamilton@cms.hhs.gov)  [Linda.Anders@cms.hhs.gov](mailto:Linda.Anders@cms.hhs.gov) |
| **Premium Billing** |  | Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Linda Anders** | [Linda.Anders@cms.hhs.gov](mailto:Linda.Anders@cms.hhs.gov) |

1. ***Late Enrollment Penalty (LEP) and Creditable Coverage***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Charge the correct LEP for beneficiaries based on CMS’s LEP reports** |  | Division of  Enrollment and Eligibility Policy (DEEP, Division of  Appeal Policy,  Medicare Enrollment & Appeals Group (MEAG) | **Patty Helphenstine**  **Erica Sontag** | [patricia.helphenstine2@cms.hhs.gov](mailto:patricia.helphenstine2@cms.hhs.gov)  [Erica.Sontag@cms.hhs.gov](mailto:Erica.Sontag@cms.hhs.gov) |

1. ***Benefits Administration & Beneficiary Protections***

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| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| **Part C Benefits and Beneficiary Protections** | Update to Chapter 4 of the Medicare Managed Care Manual | Medicare Drug & Health Plan Contract Administration Group  (MCAG) | **Kim August** | [Kimberly.August@cms.hhs.gov](mailto:Kimberly.August@cms.hhs.gov) |
| **Coverage Gap Discount Program (CGDP)** | Coverage Gap Discount Program Benefit Year Closeout Invoice Rep | Division of Part D Policy (DPDP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Sonia Eaddy**  **Shelly Winston** | [Sonia.Eaddy@cms.hhs.gov](mailto:Sonia.Eaddy@cms.hhs.gov)  [Shelly.Winston@cms.hhs.gov](mailto:Shelly.Winston@cms.hhs.gov)  Questions regarding guidance to the Third Party Administrator: [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com) |
| **Formulary** | Part DFormulary Requirements | Division of Formulary & Benefit Operations (DFBO), Division of Part D Policy (DPDP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Robert, Dombrowski**  **Andrea Bendewald**  **Marie Manteuffel**  **Stephanie Hammonds**  **Lisa Thorpe** | [Robert.Dombrowski@cms.hhs.gov](mailto:Robert.Dombrowski@cms.hhs.gov)  [Andrea.Bendewald@cms.hhs.gov](mailto:Andrea.Bendewald@cms.hhs.gov)  [Marie.Manteuffel@cms.hhs.gov](mailto:Marie.Manteuffel@cms.hhs.gov)  [Stephanie.Hammonds@cms.hhs.gov](mailto:Stephanie.Hammonds@cms.hhs.gov)  [Lisa.Thorpe@cms.hhs.gov](mailto:Lisa.Thorpe@cms.hhs.gov) |
| **Mail-Order and Auto-Ship Refill Programs in Part D** |  | Division of Part D Policy (DPDP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Marie Manteuffel** | [Marie.Manteuffel@cms.hhs.gov](mailto:Marie.Manteuffel@cms.hhs.gov) |
| **Quality Improvement (QI) Programs** | New Mandatory Topic for Quality Improvement Projects | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug & Health Plan Contract Administration Group  (MCAG) | **Nishamarie Sherry** | [MAQuality@cms.hhs.gov](mailto:MAQuality@cms.hhs.gov) |
| **Improving Drug Utilization Controls in Part D** |  | Division of Clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Diane McNally** | [PartD\_OM@cms.hhs.gov](mailto:PartD_OM@cms.hhs.gov) |
| **Medication Therapy Management (MTM)** | Medication Therapy Management (MTM) Programs | Division of Clinical & Operational Performance (DCOP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Stacy Matheny**  **Victoria Dang** | [Partd\_mtm@cms.hhs.gov](mailto:Partd_mtm@cms.hhs.gov) |

1. ***Best Available Evidence (BAE) and Low Income Subsidy (LIS)***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Low Income Subsidy Benefit Administration** |  | Division of Benefit Purchasing and Monitoring (DBPM), Division of Part D Policy (DPDP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Keely Ireland**  **Shelly Winston** | [Keely.Ireland@cms.hhs.gov](mailto:Keely.Ireland@cms.hhs.gov)  [Shelly.Winston@cms.hhs.gov](mailto:Shelly.Winston@cms.hhs.gov) |

1. ***Coordination of Benefits (COB) & Automatic True Out-of-Pocket Cost (TrOOP) Balance Transfer***

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| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| **Coordination of Benefits (COB) Data Report** | Enhanced Automated TrOOP Balance Transfer | Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C& D Data Group  (MDBG) | **Donna Kellett** | [**Donna.Kellett@cms.hhs.gov**](mailto:Donna.Kellett@cms.hhs.gov) |
| **Hospice** | Approved Form for Collection of Hospice Information for Medicare Part D Plans | Division of Part D Policy (DPDP),  Medicare Drug Benefit and C & D Data Group  (MDBG) | **Shelly Winston** | [**shelly.winston@cms.hhs.gov**](mailto:shelly.winston@cms.hhs.gov) |
| **End-Stage Renal Disease (ESRD)** |  | Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG) | **Shelly Winston** | [**shelly.winston@cms.hhs.gov**](mailto:shelly.winston@cms.hhs.gov) |

1. ***Claims Processing and Transition Process – Part D Sponsors***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Claims processing**  **And Transition** |  | Division of Formulary & Benefit Operations (DFBO), Medicare Drug Benefit and C & D Data Group  (MDBG) | **Anna Polk**  **Naseem Tarmohamed** | [**Anna.Polk@cms.hhs.gov**](mailto:Anna.Polk@cms.hhs.gov)  [**Naseem.Tarmohamed@cms.hhs.gov**](mailto:Naseem.Tarmohamed@cms.hhs.gov) |

1. ***Grievances, Initial Coverage Decisions, and Appeals***

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| --- | --- | --- | --- | --- |
| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| **Initial Coverage Decisions and Appeals** |  | Division of Appeals Policy (DAP) (DAP), Medicare Enrollment & Appeals Group (MEAG) | **Erica Sontag** | [Erica.Sontag@cms.hhs.gov](mailto:Rita.Wurm1@cms.hhs.gov) |
| **Appropriateness of Clinical Decision-Making** |  | Division of Appeals Policy (DAP), Medicare Enrollment & Appeals Group (MEAG) | **Erica Sontag** | [Erica.Sontag@cms.hhs.gov](mailto:Rita.Wurm1@cms.hhs.gov) |
| **Proper Use of Adjudication Timeframe Extensions** | Adjudication Timeframe Extensions | Medicare Drug & Health Plan Contract Administration Group  (MCAG)  Division of Appeals Policy (DAP),  Division of Appeals Operations,  Medicare Enrollment & Appeals Group (MEAG) | **Kim August**  **Erica Sontag**  **Maria Ramirez** | [Kimberly.August@cms.hhs.gov](mailto:Kimberly.August@cms.hhs.gov)  [Erica.Sontag@cms.hhs.gov](mailto:Rita.Wurm1@cms.hhs.gov)  [Maria.Ramirez@cms.hhs.gov](mailto:Maria.Ramirez@cms.hhs.gov) |
| **Online Appeals Training Courses** | New Online Appeals Training Courses | Division of Appeals Policy (DAP),  Medicare Enrollment & Appeals Group (MEAG) | **Erica Sontag** | [Erica.Sontag@cms.hhs.gov](mailto:Rita.Wurm1@cms.hhs.gov) |
| **Rights of Medicare Part C&D Enrollees** |  | Division of Appeals Policy (DAP),  Medicare Enrollment & Appeals Group (MEAG) | **Erica Sontag** | [Erica.Sontag@cms.hhs.gov](mailto:Rita.Wurm1@cms.hhs.gov) |

1. ***Compliance and Fraud, Waste, and Abuse (FWA) Compliance Program***

| **Topic Area** | **Subject** | **Responsible Division and Group** | **Subject Matter Experts** | **Emails** |
| --- | --- | --- | --- | --- |
| **Compliance &** **FWA** | Reducing the Burden of the Compliance Program Training Requirements | Division of Analysis, Policy, and Strategy (DAPS), Medicare Parts C & D Oversight & Enforcement Group (MOEG) | **Vernisha Robinson-Savoy** | [Vernisha.Robinson-Savoy@cms.hhs.gov](mailto:Vernisha.Robinson-Savoy@cms.hhs.gov) |