

- CMS has stringent standards for contract performance on these MAC contracts and measures performance through a variety of processes, including on-site oversight, data reviews and protocol-driven quality assurance reviews, as well as independent audits. As CMS continues to use the competitive process to select Medicare claims administration contractors, technical approach and past performance will be major evaluation factors.
- Questions about the contract award should be directed to Mohammed Islam in CMS' Office of Acquisition and Grants Management. Mr. Islam may be reached at 410-786-8156 or at Mohammed.Islam@cms.hhs.gov.