

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR DRUG and HEATH PLAN CHOICE**

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**TO:** All Part D Sponsors

**FROM:** Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C&D Data Group

**SUBJECT:** CMS Offices Closed on January 1, 2009 and Reporting of Emergency/Non Technical Part D Issues

**DATE:** December 19, 2008

Similar to last year, CMS is setting up a Part D operations monitoring program for January 1, 2009. Non-technical significant/emergency issues should be reported to [drugbenefitimpl@cms.hhs.gov](mailto:drugbenefitimpl@cms.hhs.gov), and then followed up with an email or phone call to the CMS Account Manager as soon as possible thereafter. Significant Part D benefit delivery issues are defined as specific plan issues that impact a large number of beneficiaries. Beneficiary specific issues should be reported and resolved through the normal casework procedure and not reported through this process. All casework issues must be entered into CTM.

Technical issues should be directed to the MMA help desk. The MMA help desk will be operation on a normal schedule (6AM – 9 PM ET). Plans can contact the MMA help desk by calling 1.800.927.8069 or email at [mmahelp@cms.hhs.gov](mailto:mmahelp@cms.hhs.gov).

When reporting an emergency/non-technical issue, the plan should include the following data elements:

1. Plan Name and Contract Number
2. CMS Account Manager
3. Description of the emergency/non-technical issue, including the number of beneficiaries impacted
4. Description of your efforts to resolve the issue
5. Plan contact information (name and phone number) for CMS follow-up

Part D sponsors must update their CEO and Emergency contact information in HPMS by 5 PM ET on December 23, 2008 to accurately reflect coverage in these areas on January 1, 2009. CMS leadership will be using this contact information to monitor the resolution of any significant/emergency issues.

CMS is very pleased to be working with the industry on the fourth year of the Part D Prescription Drug Benefit. We appreciate your cooperative spirit and remain committed to working with plans to ensure that beneficiaries have access to Part D drugs at all times in the upcoming year.