Inflation Reduction Act

Topic Area	Subject	Contact
Medicare Drug Price Negotiation Program	Maximum Fair Prices	irarebateandnegotiation@cms.hhs.gov
Part D Redesign	Multiple Subjects	Account Manager

Access to Services and Information

Topic Area	Subject	Contact
Access to Information	Mechanisms Including Call Centers	CallCenterMonitoring@cms.hhs.gov
Access to Information	Translated Materials Requirements	Marketing@cms.hhs.gov **Questions regarding FIDE, HIDE or AIP D-SNPs** MMCO_DSNPOperations@cms.hhs.gov

Individuals with Disabilities

Topic Area	Subject	Contact
Individuals with Disabilities – Accessible Formats and Use of TTY Numbers	Accessible Formats	Brian.Petry@cms.hhs.gov Altformatrequest@cms.hhs.gov Linaya.Marshall@cms.hhs.gov

Precluded Providers and Subscribers

Topic Area	Subject	Contact
Precluded Providers and Prescribers	Background and Requirements	PartDPolicy@cms.hhs.gov

System, Data, & Connectivity

Topic Area	Subject	Contact
Health Plan Management System (HPMS)	HPMS System Requirements	**HPMS Help Desk Contact:** HPMS@cms.hhs.gov or 1-800-220-2028 **HPMS User Access Mailbox Contact:** hpms_access@cms.hhs.gov **HPMS Consultant Access Contact:** HPMSConsultantAccess@cms.hhs.gov
Internal and Downstream Entity Systems	Systems Testing	PartD_Monitoring@cms.hhs.gov
MARx	Required Actions and Quality Assurance	**MAPD Help Desk:** MAPDHelp@cms.hhs.gov

Topic Area	Subject	Contact
Part C Provider Directory Data Submission and Technical Implementation Requirements	Required Actions and Quality Assurance	**General HPMS user access questions:** Hpms_access@cms.hhs.gov **HPMS consultant/signatory user access questions:** Hpms_access@cms.hhs.gov **General MPF questions** MPF@cms.hhs.gov
Medicare Plan Finder Data (MPF), Drug Pricing and Pharmacy Network File Submissions	Required Actions and Quality Assurance	**Technical support for the Part D drug pricing submission process in HPMS:** HPMS@cms.hhs.gov **General HPMS user access questions:** Hpms_access@cms.hhs.gov **HPMS consultant user access requests:** HPMSConsultantAccess@cms.hhs.gov
Patient Safety Quality Analysis	Part D Patient Safety Measure Reporting	**Technical questions and report access:** PatientSafety@acumenllc.com
Drug Management Programs (DMPs)	Part D Overutilization Monitoring System and MARx Part D Drug Management Program Policy	PartD_OM@cms.hhs.gov
Opioid Safety Edits	Part D Opioid Safety Edits	PartD_OM@cms.hhs.gov

Topic Area	Subject	Contact
Encounter Data and Risk Adjustment Data Submission	Risk Adjustment Processing System (RAPS) and Encounter Data (EDS)	RiskAdjustmentPolicy@cms.hhs.gov RiskAdjustmentOperations@cms.hhs.gov
Prescription Drug Event (PDE) Requirements	PDE Requirements	PDE-Operations@cms.hhs.gov
Direct and Indirect Remuneration (DIR)	DIR Reporting Requirements	Dir_Reporting_reqts@cms.hhs.gov
Real-Time Benefit Tools	Electronic Transactions	PartDPolicy@cms.hhs.gov

Reporting

Topic Area	Subject	Contact
Healthcare Effectiveness Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), & Consumer Assessment of Healthcare Providers and Systems (CAHPS®)	HEDIS, HOS and CAHPS Surveys	HEDISquestions@cms.hhs.gov Hos@cms.hhs.gov MP-CAHPS@cms.hhs.gov
Part C & Part D Reporting Requirements and Data Validation	Collection and Submission Requirements Data Validation Standards	PartscdPlanreportinganddv@cms.hhs.gov

Topic Area	Subject	Contact
Reporting and Returning Plan-Identified Overpayments	Reporting and Returning Risk Adjustment Related Overpayments	**Questions related to Reporting and Returning Risk Adjustment Related Overpayments:** RiskAdjustmentPolicy@cms.hhs.gov
Reporting and Returning Sponsor Identified Overpayments	PDE/ Direct and Indirect Remuneration (DIR)-related Overpayments	**Questions related to Reporting and Returning PDE/DIR Related Overpayments:** PDE-Operations@cms.hhs.gov
Fiscal Soundness	Release of the HPMS Fiscal Soundness Module and Reporting Requirements	Yasmin.Galvez@cms.hhs.gov Christa.Zalewski@cms.hhs.gov
Health Risk Assessment (HRA) Screening Requirements	Special Needs Plans HRA Requirements	https://dpap.lmi.org/dpapmailbox/

Contracting, Subcontractor Provisions, & Oversight

Topic Area	Subject	Contact
Any Willing Pharmacy (AWP) Contracting Requirements	Requirements	Arianne.Spaccarelli@cms.hhs.gov April.Forsythe@cms.hhs.gov
Offshore Subcontracting	Offshore Subcontractor Data	Arianne.Spaccarelli@cms.hhs.gov April.Forsythe@cms.hhs.gov
Changes to Contracts for Key Part C & Part D Functions	First Tier /Downstream/ Related Party (FDR)	https://Dmao.lmi.org/dmaomailbox/ Arianne.Spaccarelli@cms.hhs.gov April.Forsythe@cms.hhs.gov
Enrollment in the Medicare Transaction Facilitator Data Module	Contracts with Pharmacies	MFPMedicareTransactionFacilitator@cms.hhs.gov
State Medicaid Agency Contracts	D-SNP Guidance Application/Operations	Marla.Rothouse@cms.hhs.gov Julie.Jones@cms.hhs.gov Sara.Klotz@cms.hhs.gov MMCO_Dsnpoperations@cms.hhs.gov
State Medicaid Agency Contracts	D-SNP Guidance - Enrollee Advisory Committee (EAC)	Michael.Richmond@cms.hhs.gov Saran.Mccormick@cms.hhs.gov Angela.Jones2@cms.hhs.gov MMCO_Dsnpoperations@cms.hhs.gov

Customer Service

Topic Area	Subject	Contact
Customer Service Call Centers Operation	Customer Service Call Centers and Pharmacy Technical Help Desk Requirements	CallCenterMonitoring@cms.hhs.gov
Pharmacy Technical Help Desk Call Centers	Pharmacy Technical Help Desk Call Center Requirements	CallCenterMonitoring@cms.hhs.gov
Medication Therapy Management (MTM) Programs	Medication Therapy Management (MTM) Programs Requirements	Partd_mtm@cms.hhs.gov
Complaints Tracking Module	Complaints Tracking Module (CTM) Data	**Technical assistance with HPMS or CTM:** HPMS@cms.hhs.gov or 1-800-220-2028 **Technical data questions related to plan's CTM performance:** PartCandDStarRatings@cms.hhs.gov

Communications

Topic Area	Subject	Contact
Model Notice and Policy Updates	Annual Model Materials	Marketing@cms.hhs.gov Michelle.Ketcham@cms.hhs.gov
Referencing Star Ratings in Marketing Materials	Availability of Medicare Star Ratings Marketing	Marketing@cms.hhs.gov
Websites	Website Material Provider Directories Pharmacy Directories	Marketing@cms.hhs.gov
Real Time Benefit Tools	Patient Portals or Computer Applications	PartDPolicy@cms.hhs.gov
Agents and Brokers	Compensation Rate Adjustments	Marketing@cms.hhs.gov
Beneficiary opioid Education	Opioid Information for Benes	PartDPolicy@cms.hhs.gov

Enrollment/Disenrollment

Topic Area	Subject	Contact
Timing of Annual Enrollment Period (AEP)	Annual Enrollment Period	**Policy inquiries:** https://Enrollment.lmi.org **Questions or Help:** MAPDhelp@cms.hhs.gov
Medicare Advantage Open Enrollment	Open Enrollment Period	**Policy inquiries:** https://Enrollment.lmi.org **Operational inquiries:** MAPDhelp@cms.hhs.gov
Electronic Enrollment Mechanism	Electronic Enrollment	**Policy inquiries on enrollment mechanism parameters:** https://Enrollment.lmi.org **Operational inquiries:** Stephen.ludwig@cms.hhs.gov
SEPs for Dually Eligible and Other LIS-Eligible Individuals	Policy or Operations	**Questions or Help:** MMCOEnrollment@cms.hhs.gov MMCO_Dsnpoperations@cms.hhs.gov
SEP for Enrollment into a 5-Star Plan	Enrollment into a 5- Star Plan	**SEP Policy inquiries:** https://Enrollment.lmi.org

Topic Area	Subject	Contact
Online Enrollment Center (OEC)	OEC requirements	**Compliance inquiries**: Nick.Antlitz@cms.hhs.gov Jasmine.Myers-Duncan@cms.hhs.gov **HPMS module/technical inquiries** Adam.foltz@cms.hhs.gov
Retroactive Enrollments	Medicare Advantage Organizations and Part D Sponsors	**Policy inquiries:** https://Enrollment.lmi.org **Operational inquiries:** MAPDhelp@cms.hhs.gov
Late Enrollment Penalty (LEP) and Creditable Coverage	Charge the correct LEP for beneficiaries based on CMS's LEP reports	**LEP policy inquiries:** https://Enrollment.lmi.org **LEP appeals:** https://Appeals.lmi.org/

Benefits Administration & Beneficiary Protections

Topic Area	Subject	Contact
Part C Network Adequacy	Chapter 4 of the Medicare Managed Care Manual Network Adequacy	**Questions regarding Part C Policy:** https://dpap.lmi.org/dpapmailbox/ **Questions Regarding Medicare Advantage Operations:** https://dmao.lmi.org/

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Topic Area	Subject	Contact
Part D Network Access	Retail Pharmacy Network Access for Part D Sponsors	Nick.Antlitz@cms.hhs.gov
Part D Benefits and Beneficiary Protections	Chapter 5 of the Medicare Prescription Drug Benefit Manual	**Questions regarding Part D Policy:** PartDPolicy@cms.hhs.gov **Questions regarding Part D Benefits:** PartDBenefits@cms.hhs.gov
Billing and Anti-discrimination Rules Applicable to Dually Eligible Enrollees	Billing rules for QMBs	ModernizetheMSPs@cms.hhs.gov
Coverage Gap Discount Program	Invoice process Policy/Manufacturers Invoice process/Dispute process	**Questions about CGDP:** Sonia.Eaddy@cms.hhs.gov
Manufacturer Discount Program	Policy/Contracting/ Discount Phase-In Invoice processes/ Disputes process	PartDManufacturerDiscountProgram@cms.hhs.gov
Selected Drug Subsidy Program	Policy for Selected Drug Subsidy Program Prescription Drug Event Reporting	PartDPaymentPolicy@cms.hhs.gov PDE-Operations@cms.hhs.gov
Formulary	Part D Formulary Requirements	PartDFormularies@cms.hhs.gov PartDPolicy@cms.hhs.gov

Topic Area	Subject	Contact
Mail-Order and Auto-Ship Refill Programs Part D	Mail-Order Requirements	PartDPolicy@cms.hhs.gov
Quality Improvement (QI) Programs	Chronic Care Improvement Program (CCIP) Requirements	https://Dpap.lmi.org/dpapmailbox/
Employer Group Waiver Plans (EGWPs)	Part C EGWPs Part D EGWPs	**Questions regarding Part C Policy:** https://Dpap.lmi.org/dpapmailbox/ **Questions regarding Part D Policy:** EGWP_Policy@cms.hhs.gov
Medicare Prescription Payment Plan	Medicare Prescription Payment Plan Requirements	MedicarePrescriptionPaymentPlan@cms.hhs.gov

Income Subsidy (LIS) and Best Available Evidence (BAE)

Topic Area	Subject	Contact
Low Income Subsidy Benefit Administration	LIS Benefits - Part D Sponsors	PartDPolicy@cms.hhs.gov Roland.Herrera@cms.hhs.gov John.campbell2@cms.hhs.gov Adebola.Akinyemi@cms.hhs.gov

Coordination of Benefits (COB) & True Out of Pocket Cost (TrOOP) Cost Accumulation

Topic Area	Subject	Contact
COB Requirements	Coordination of Benefits-Other Health Insurance (COB-OHI) Files COB Requirements	Part D_COB@cms.hhs.gov
Enhanced Automated TrOOP Balance Transfer (ATBT)	Financial Information Reporting (FIR)	Part D_COB@cms.hhs.gov
Hospice	Approved Form for Collection of Hospice Information for Medicare Part D Plans	PartDPolicy@cms.hhs.gov
End-Stage Renal Disease (ESRD)	ESRD Part D Sponsors Requirements	Part D_COB@cms.hhs.gov

Topic Area	Subject	Contact
Drugs Available Under Part A or Part B	Additional Beneficiary Information Initiatives (ABII) web portal	**(ABII Web Portal User authorization process)** ABII@AcumenLLC.com
Transition Claims Processing	Transition Claims for Part D Sponsors	**Questions regarding Part D Transition Policy:** PartDTransition@cms.hhs.gov

Grievances, Initial Coverage Decisions, and Appeals

Topic Area	Subject	Contact
Part D Denial Notices **Part C Integrated Denial Notice (IDN)**	Part D Sponsors Medicare Advantage Organizations	https://Appeals.lmi.org/
Staffing Requirements	Initial Coverage/Organization Decisions and Appeals	https://Appeals.lmi.org/
Appropriateness of Clinical Decision-Making	Appropriateness of Clinical Decision-Making	https://Appeals.lmi.org/
Proper Use of Adjudication Timeframe Extensions	Adjudication Timeframe Extensions	https://Appeals.lmi.org/

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Topic Area	Subject	Contact
Online Appeals Training Courses	New Online Appeals Training Courses	https://Appeals.lmi.org/
Rights of Medicare Part C & D Enrollees	Enrollees' Rights-Medicare Advantage Organizations & Part D Sponsors	https://Appeals.lmi.org/

Compliance Programs

Topic Area	Subject	Contact
Compliance Programs	Part C & Part D Compliance Programs	**Industry questions about 42 C.F.R. §§ 422. 503(b)(4)(vi) and 423.504(b)(4)(vi):** Parts_C_and_D_CP_Guidelines@cms.hhs.gov

Public Health Emergencies and Disaster Declarations

Topic Area	Subject	Contact
Natural Disasters	Variable	Account Manager

MA Organization Utilization Management Committee

Topic Area	Subject	Contact
Utilization Management Committee	Committee Requirements	https://dpap.lmi.org/dpapmailbox/