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

CENTER FOR MEDICARE

TO: All Medicare Advantage Organizations, Prescription Drug Plan Sponsors and Medicare/Medicaid Plans (excluding PACE contracts, Cost contracts, and employer-plans)

FROM: Tracey McCutcheon, MHSA, MBA, Acting Director, Medicare Drug Benefit and C & D Data Group

DATE: February 18, 2014

SUBJECT: Call Center Monitoring Encore Webinar Date and Time

On January 30, 2014, CMS held a Call Center Monitoring webinar to provide information regarding the Timeliness and Accuracy and Accessibility studies. As response was greater than expected, CMS will present an encore webinar on Wednesday February 26, 2014 from 2:30pm to 4:00pm EST. The material to be presented is very similar to the content from the January 30 webinar, with some additional clarifications and material based on questions we received during the first webinar. A recording of the upcoming webinar and the new slides will be available for those who are unable or choose not to attend the live event.

No registration is necessary to attend this webinar. To log into the video portion go to this web address: **https://webinar.cms.hhs.gov/ccmenc**. If you have an existing Adobe logon please use it, otherwise log on as a guest.

To access audio, dial 1-877-267-1577, and enter meeting number 994 842 831 when prompted.

To download the **original slideshow** from the January 30 webinar go to **https://webinar.cms.hhs.gov/ccmweb2** and look for the file sharing box on the top left. Click on CCM-Webinar-2014 to highlight it, then click the Download File(s) button and follow the prompts to complete the download.

The updated slideshow for the encore webinar will be available **on the day of the event** by visiting **https://webinar.cms.hhs.gov/ccmenc.** Look for the file sharing box on the top left. Click on CCM-Encore-2014 to highlight it, then click the Download File(s) button and follow the prompts to complete the download.

If you have any questions please contact the Call Center Monitoring mailbox at CallCenterMonitoring@cms.hhs.gov.