

Summary of HPMS Releases  
*For the week ending June 2, 2006*

**Announcements**

**CTM Reminder:** All Part D sponsors are required to rely on the Complaint Tracking Module (CTM) to access, view, respond and resolve complaints submitted to their organization. The CTM houses complaints originating from various sources, including 1-800-Medicare and regional offices, while the secure transfer files via Connect:Direct and Gentran contain beneficiary information related to the CTM subset of complaints originating from 1-800-Medicare.

For organizations who have not yet requested access to the CTM, a request must be submitted immediately to [ctm@cms.hhs.gov](mailto:ctm@cms.hhs.gov) per the instructions provided in the HPMS memo posted on April 26th. Organizations who have not requested CTM access and do not use this tool to communicate compliant resolution with CMS, are considered non-compliant and may be subjected to corrective action.

**Call Center Performance Update:** On Friday, June 2nd, an additional week of data was added to the Call Center Performance Metrics module in HPMS. This week of data includes the dates of 05/18/2006 to 05/24/2006

**Releases**

**Title: Medicare Part D Benefit Parameters: Annual Adjustments for Standard Benefit in 2007 (2) (Cover and Document)**

**Date:** May 30, 2006

**Summary:** CMS is releasing a revised 2007 Part D Benefit Parameter Chart. This chart has been revised to include the Part D benefit parameters for Part D non-full benefit dual eligible full subsidy beneficiaries with resources greater than \$6,000 (\$9,000 for couples) and less than \$10,000 (\$20,000 for couples). This addition is the only content change to this revised chart. If you have questions, please contact Meghan Elrington at (410) 786-8675.

**Title: FAQs related to model Coverage Determination Request forms, physician supporting statements & processing timeframes for exceptions and prior authorizations.**

**Date:** May 31, 2006

**Summary:** The attached frequently asked questions (FAQs) and accompanying answers were developed to provide guidance to Part D plan sponsors regarding the use of model coverage determination request forms and clarification on how to process coverage

determination requests for drugs that have a PA or other utilization management requirement. We ask that plan sponsors carefully review the attached FAQs and share the document with relevant staff. Thank you for your continuing cooperation.

**Title: Enrollment- Special Procedures- UPDATE**

**Date:** June 1, 2006

**Summary:** Beginning today, June 1, 2006, please treat all enrollment requests received through the OEC with a date stamp of June 2, 2006 or later as being received on the stamped date and process them accordingly.

**Title: Contract Year 2007 Service Area Verification Incomplete**

**Date:** May 31, 2006

**Summary:** The Service Area Verification function requires organizations to review their entire contract service area and applicable attributes and provide concurrence or non-concurrence. Once resolution is met with CMS, organizations must re-verify the service area and concur.

**Title: Contract Year 2007 Bid Upload Requirements- FINAL REMINDER**

**Date:** June 1, 2006

**Summary:** The Health Plan Management System (HPMS) Contract Year (CY) 2007 Bid Upload functionality was made available on May 19, 2006. Organizations should be completing the upload requirements that accompany the physical upload of the bid submission.

**Title: Informational Package on Premium Withholding Process—REVISED ATTACHMENTS**

**Date:** June 2, 2006

**Summary:** On May 10, 2006, CMS distributed an Informational Package on the premium withholding process. Included within that package were two “model” letters that plans could utilize when communicating with their membership regarding their premium status along with a script which could be used by plan call centers to explain the process of withholding premiums from Social Security payments to plan enrollees. The script and two model letters are considered marketing material and will need to be uploaded through HPMS.