

Summary of HPMS Releases – REVISED
For the week ending July 14, 2006

Releases

Title: Pharmacy Network Adequacy

Date: July 11, 2006

Summary: Through the initial application process to become a Part D sponsor, your organization was successful in establishing a pharmacy network that met the Centers for Medicare & Medicaid Services (CMS) regulatory requirements. The CMS wants to remind all Part D plan sponsors of their continued contractual obligation to have a pharmacy network sufficient to ensure access for beneficiaries residing in their service area.

Title: Part D access for Medicare eligible children

Date: July 11, 2006

Summary: We have been notified of circumstances where Part D Sponsors are unaware of Part D eligibility for children. Reports have included situations of plan customer service representatives denying enrollment verification for children, or refusing to assist with an exception to provide access to a pediatric non-formulary item. CMS is concerned about such reports and wants to remind plans about this small, but vulnerable population of Medicare eligibles.

Title: State to Plan Reconciliation Project

Date: July 11, 2006

Summary: This letter is intended to provide an overview for Part D plans of the State to Plan Reconciliation project, to outline the Part D plan's role in this effort, and to provide you with some important contact information. In Attachment I to this document, you will find some frequently asked questions related to this project. In Attachment II, you will find important file layout information from the CMS contractor associated with this project.

Title: Analysis of Complaint Rates for Part D Sponsors

Date: July 11, 2006

Summary: This information is provided to assist Part D sponsors determine whether or not they are outliers based on the number of complaints they have received.

Title: COB/TrOOP Attestation

Date: July 13, 2006

Summary: CMS is requesting that Part D sponsors resubmit their electronically signed attestation.

Title: PBP Patch # 6

Date: July 14, 2006

Summary: Please see the attached memo from Cynthia E. Moreno, Director, Plan Oversight & Accountability Group, concerning the release of the CY 2007 Plan Benefit Package (PBP) software enhancement #6. If your organization is required to re-upload the Bid submission at the request of the CMS reviewers, then the software enhancement must be applied to your PBP prior to upload. This memo provides technical instructions to plan users about how to download and apply the patch to their local PBP software as well as instructions regarding the resubmission process.

NOTE: This patch will NOT overwrite any already completed data entry.

Title: Call Center Survey Update

Date: July 14, 2006

Summary: Please see the attached memo from Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group, regarding a Part D sponsor call center surveillance update. The purpose of this communication is to update Part D sponsors on the plans for current and future call center surveillance.

Title: Special TRR Communication

Date: July 12, 2006

Summary: Please see the attached memo from Henry Chao, MA/Part D Implementation Manager, Office of Information Services, re: a special TRR communication - week-at-a-glance for July 10 through July 14. Thank you.

Title: Reduction of outstanding "Immediate Action" complaints

Date: July 13, 2006

Summary: CTM data will be analyzed to determine if plans are meeting their targets in the reduction of open immediate action complaints greater than two days old. By September 7, 2006, all plans must have reduced their greater than two day old immediate action complaints by 95% of their baseline established on July 13, 2006. This reduction includes all immediate action complaints, not just those reflected in the July 13th baseline. Continued monitoring of these complaints will occur and plans that exceed this number may be subject to future corrective action.