

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



CENTER FOR BENEFICIARY CHOICES

MEMORANDUM

DATE: November 13, 2006

Memorandum to: All Part D Plan Sponsors

From: Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

Subject: HPMS Preview of Public Plan Performance Metrics in Medicare Prescription Drug Plan Finder

Since June, Part D sponsors have been able to review performance metrics on a number of areas through the Health Plan Management System (HPMS). We have provided previews to Part D sponsors on their performance on customer and pharmacy call center wait times, complaint rates, information provided to pharmacists (e.g., availability of 4RX data), appeals data, and finally, pricing data. Now, thru HPMS, plans will be able to preview all the measures that will be available to the public through the Medicare Prescription Drug Plan Finder (MPDPF).

The MPDPF is an important tool that beneficiaries utilize to help them choose a prescription drug plan in which to enroll. To further assist beneficiaries in making this decision when selecting their Medicare prescription drug plan, Part D performance metrics data will be made available to the public via the MPDPF on www.Medicare.gov during open enrollment.

A new module has been created in the Health Plan Management System (HPMS) under the Contract Management/ Part D Performance Metrics/ Plan Finder Performance Metrics page that shows what will be displayed on the MPDPF for your plan's performance. Part D Plan Sponsors have the ability to view these data for only their current contracts.

Technical notes are also provided on HPMS. These notes describe each data element used in the report. CMS urges all Part D Plan Sponsors to preview their performance metrics results in HPMS.

The release of performance metrics on the MPDPF is the first important step in sharing the great work you have done with beneficiaries and the public. Please keep in mind, this is the first roll-out of performance metrics in the MPDPF and more measures may be

incorporated first quarter 2007. Thank you for your continuing efforts to make the Medicare prescription drug benefit a success.

Please email data related questions to PartDMetrics@cms.hhs.gov with a subject line of "MPDPF View".