



## CENTER FOR BENEFICIARY CHOICES

---

### MEMORANDUM

**Date:** January 26, 2007

**To:** All Part D Plan Sponsors

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

**Subject:** Verification of Pharmacy Support Call Center Phone Numbers in HPMS

As you are aware, Research Triangle Institute (RTI) International began the surveillance of the beneficiary customer service call centers on January 15, 2007. Surveillance of the pharmacy support call centers is scheduled to begin February 12, 2007.

All Part D sponsors should prepare for this surveillance by verifying that their pharmacy call center phone numbers for 2007, as posted in the Health Plan Management System (HPMS), are accurate. To assist plans in verifying their information, a new report called, "Pharmacy Support Call Center Phone Number and Service Area Call Times" is now available in HPMS and is found through the following path:

- HPMS Homepage > Contract Management > Part D Performance Metrics/Reports > Pharmacy Call Center Phone Number and Service Area Call Times

This report lists the pharmacy support call center phone numbers along with the hours for which the calls will be made during the surveillance; these data are based on a snapshot of the HPMS data as of January 16, 2007. If errors are identified, please make the necessary corrections in HPMS. Please be aware that because the report is a "snapshot", changes made in HPMS will not be reflected in this new report; but will be reflected in the data the contractor uses for the surveillance calls. This report will be updated quarterly.

The pharmacy call source is the "Pharmacy Technical Help Desk Contact", which is a contract level entry. To update contract-level contacts, HPMS users should use the following navigation path in HPMS:

- HPMS Homepage > Contract Management > Contract Management > Select a Contract Number > Contact Data.

Part D sponsors have until February 2, 2007, to update their phone numbers to ensure the correct number will be surveyed. Part D sponsors that do not update their phone numbers may have

inaccurate or incomplete information reported publicly. Therefore, it is imperative that Part D sponsors are adequately prepared for the call center surveillance.

Thank you for your support and continued work towards providing exceptional and timely customer service. Please direct any inquiries related to this memo via e-mail to [PartDMetrics@CMS.HHS.GOV](mailto:PartDMetrics@CMS.HHS.GOV) and include 'Call Center' in the subject line.