

CY 2022 Medicare Advantage Organization, Prescription Drug Plan, Cost Plan, and
Medicare-Medicaid Plan Readiness Checklist

A. Access to Services and Information

Topic Area	Subject	Contact	Contact Information
Access to Services	Resources for providing culturally and linguistically appropriate services	OMH	HealthEquityTA@cms.hhs.gov
Access to Information	Mechanisms Including Call Centers	DBPM, MDBG	CallCenterMonitoring@cms.hhs.gov
Access to Information	Translated Materials Requirements	DBPM, MDBG	PartD_Monitoring@cms.hhs.gov

B. Individuals with Disabilities

Topic Area	Subject	Contact	Contact Information
Individuals with Disabilities – Accessible Formats and Use of TTY Numbers	Accessible Formats	CARS	Kimberly.snowden@cms.hhs.gov Debra.Warfield@cms.hhs.gov Altformatrequest@cms.hhs.gov
Health Equity	Resources for Improving Communication Access for Individuals with Disabilities	OMH	HealthEquityTA@cms.hhs.gov

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C. Precluded Providers and Prescribers

Topic Area	Subject	Contact	Contact Information
Precluded Providers and Prescribers	Background and Requirements	DPDP, MDBG PEOG/DEPO	PartDPolicy@cms.hhs.gov

D. Systems, Data, & Connectivity

Topic Area	Subject	Contact	Contact Information
Health Plan Management System (HPMS)	HPMS System Requirements	DPD, MDBG	HPMS Help Desk Contact Information: hpms@cms.hhs.gov or 1-800-220-2028 HPMS User Access Mailbox Contact Information: hpms_access@cms.hhs.gov HPMS Consultant Access Contact Information: HPMSConsultantAccess@cms.hhs.gov
Internal and Downstream Entity Systems	Systems Testing	DBPM, MDBG	PartD_Monitoring@cms.hhs.gov

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MARx	Required Actions and Quality Assurance	DPO, MPPG	MAPD Help Desk: MAPDHelp@cms.hhs.gov MTM questions: EnhancedMTM@cms.hhs.gov MA-VBID model questions: MAVBID@cms.hhs.gov
Medicare Plan Finder Data (MPF), Drug Pricing and Pharmacy Network Files	Required Actions and Quality Assurance	DPD, MDBG DCOP, MDBG	Technical support for the Part D drug pricing submission process in HPMS: hpms@cms.hhs.gov General HPMS user questions: Hpms_access@cms.hhs.gov HPMS consultant user access requests: HPMSConsultantAccess@cms.hhs.gov
Patient Safety Quality Analysis	Part D Patient Safety Measure Reporting	DCOP, MDBG	Technical questions and report access: PatientSafety@acumenllc.com
Drug Management Programs	Part D Overutilization Monitoring System and MARx Part D Drug Management Program Policy	DCOP, MDBG DPDP, MDBG	PartD_OM@cms.hhs.gov

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Opioid Safety Edits	Part D Opioid Safety Edits	DCOP, MDBG	PartD_OM@cms.hhs.gov
Risk Adjustment Data Submission	Risk Adjustment Processing System (RAPS) and Encounter Data (EDS)	DPP, MPPG DEDRAO, MPPG	RiskAdjustmentPolicy@cms.hhs.gov ; RiskAdjustmentOperations@cms.hhs.gov
Prescription Drug Event (PDE) Requirements	PDE Requirements	DPR, MPPG	PDEJan2011@cms.hhs.gov
Real Time Benefit Tools	Electronic Transactions	DPDP, MDBG	PartDPolicy@cms.hhs.gov

E. Reporting

Topic Area	Subject	Contact	Contact Information
Healthcare Effectiveness & Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), & (CAHPS®)	HEDIS and CAHPS Surveys	DCAPP, MDBG	hos@cms.hhs.gov HEDISquestions@cms.hhs.gov MP-CAHPS@cms.hhs.gov

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Health Equity	Using CMS' annual stratified reports of HEDIS and CAHPS measures for quality improvement purposes	OMH	HealthEquityTA@cms.hhs.gov
Part C & Part D Reporting Requirements	Collection and Submission Requirements	DPDP, MDBG DCOP, MDBG	Questions or Technical Specifications: partcplanreporting@cms.hhs.gov partd-planreporting@cms.hhs.gov
Quality Withhold Requirements	Methodology	MMCO	Lauren.Gavin@cms.hhs.gov michelle.conway@cms.hhs.gov
Reporting and Returning Sponsor Identified Overpayments	Reporting and Returning Risk Adjustment Related Overpayments PDE/DIR-related Overpayments	DPP, MPPG DPR, MPPG	Questions related to Reporting and Returning Risk Adjustment Related Overpayments: RiskAdjustmentPolicy@cms.hhs.gov PDEJan2011@cms.hhs.gov
Fiscal Soundness	Release of the HPMS Fiscal Soundness Module and Reporting Requirements	DFB, MCAG	Yasmin.Galvez@cms.hhs.gov Joseph.Millstone@cms.hhs.gov

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F. Contracting, Subcontractor Provisions, and Oversight

Topic Area	Subject	Contact	Contact Information
Any Willing Pharmacy (AWP) Contracting Requirements	Requirements	DBPM, MDBG	Arianne.Spaccarelli@cms.hhs.gov
Offshore Subcontracting	Offshore Subcontractor Data	DBPM, MDBG	Arianne.Spaccarelli@cms.hhs.gov
Changes to Contracts for Key Part C & Part D Functions	First Tier /Downstream/ Related Party (FDR)	DMAO, MCAG DBPM, MDBG	https://dmao.lmi.org/dmaomailbox/ Arianne.Spaccarelli@cms.hhs.gov
State Medicaid Agency Contracts	D-SNP Guidance	MMCO DMAO, MCAG	Marla.Rothouse@cms.hhs.gov Paul.Precht@cms.hhs.gov Julie.Jones@cms.hhs.gov https://dmao.lmi.org/dmaomailbox/

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G. Customer Service

Topic Area	Subject	Contact	Contact Information
Customer Service Call Centers Operation	Customer Service Call Centers	DBPM, MDBG	CallCenterMonitoring@cms.hhs.gov
Pharmacy Technical Help Desk Call Centers	Pharmacy Technical Help Desk Call Center Requirements	DBPM, MDBG	CallCenterMonitoring@cms.hhs.gov
Health Equity	Resources for providing culturally and linguistically appropriate services	OMH	HealthEquityTA@cms.hhs.gov
Medication Therapy Management (MTM) Programs	Medication Therapy Management (MTM) Programs Requirements	DCOP, MDBG	Partd_mtm@cms.hhs.gov
Complaints Tracking Module	Complaints Tracking Module (CTM) Data	DCOP, MDBG	<p>Technical assistance with HPMS or CTM: HPMS@cms.hhs.gov or 1-800-220-2028</p> <p>Technical data questions related to plan's CTM performance: PartCandDStarRatings@cms.hhs.gov</p>

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H. Communications Consistent CFR 423 and 423 Subparts V

Topic Area	Subject	Contact	Contact Information
Model Notice and Policy Updates	Annually Updated Model Materials	DSCM, MCAG DPDP, MDBG	marketing@cms.hhs.gov Lucia.Patrone@cms.hhs.gov Chad.Buskirk@cms.hhs.gov
Referencing Star Ratings in Marketing Materials	Availability of Medicare Star Ratings Marketing	DSCM, MCAG DPDP, MDBG	marketing@cms.hhs.gov Lucia.Patrone@cms.hhs.gov Chad.Buskirk@cms.hhs.gov
Websites	Website Material Provider Directories Pharmacy Directories	DSCM, MCAG DPAP, MCAG DPDP, MDBG	marketing@cms.hhs.gov https://dpap.lmi.org/dpapmailbox/ Lucia.Patrone@cms.hhs.gov Chad.Buskirk@cms.hhs.gov
Agents and Brokers	Compensation Rate Adjustments	DSCM, MCAG	marketing@cms.hhs.gov Stacey.Simmons@cms.hhs.gov James.Canavan@cms.hhs.gov

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I. Enrollment/Disenrollment and Billing

Topic Area	Subject	Contact	Contact Information
Timing of Annual Enrollment Period (AEP)	Annual Enrollment Period	DEEP, MEAG	Policy inquiries: https://enrollment.lmi.org Questions or Help: MAPDhelp@cms.hhs.gov
Medicare Advantage Open Enrollment	Open Enrollment Period	DEEP, MEAG DMEC, MEAG	Policy inquiries: https://enrollment.lmi.org Operational inquiries: MAPDhelp@cms.hhs.gov
Electronic Enrollment Mechanism	Electronic Enrollment	DEEP, MEAG DMEC, MEAG	Policy inquiries on enrollment mechanism parameters: https://enrollment.lmi.org Operational inquiries: Stephen.ludwig@cms.hhs.gov
SEP for Enrollment into a 5-Star Plan	Enrollment into a 5-Star Plan	DEEP, MEAG	SEP Policy inquiries: https://enrollment.lmi.org

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Topic Area	Subject	Contact	Contact Information
Online Enrollment Center (OEC)	OEC requirements	DBPM, MDBG DPD, MDBG	Compliance inquiries: Nick.Antlitz@cms.hhs.gov Jasmine.Myers-Duncan@cms.hhs.gov HPMS module/technical inquiries adam.foltz@cms.hhs.gov
Retroactive Enrollments	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG DMEC, MEAG	Policy inquiries: https://enrollment.lmi.org Operational inquiries: MAPDhelp@cms.hhs.gov
Late Enrollment Penalty (LEP) and Creditable Coverage	Charge the correct LEP for beneficiaries based on CMS's LEP reports	DEEP, MEAG DAP, MEAG	LEP policy inquiries: https://enrollment.lmi.org LEP appeals: Nishamarie.Sherry@cms.hhs.gov Coretta.Edmondson@cms.hhs.gov
MMP Payment	Payment	MMCO	Jessica.May@cms.hhs.gov
MMP General	General MMP Information	MMCO	Michael.Richmond@cms.hhs.gov

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J. Benefits Administration & Beneficiary Protections

Topic Area	Subject	Contact	Contact Information
Part C Benefits and Beneficiary Protections	Chapter 4 of the Medicare Managed Care Manual	DPAP, MCAG	https://dpap.lmi.org/dpapmailbox/
Part D Benefits and Beneficiary Protections	Retail Pharmacy Network Access for Part D Sponsors	DBPM, MDBG	Nick.Antlitz@cms.hhs.gov
Part D Benefits and Beneficiary Protections	Chapter 5 of the Medicare Prescription Drug Benefit Manual	DPDP, MDBG DFBO, MDBG	Questions regarding Part D Policy: PartDPolicy@cms.hhs.gov Questions regarding Part D Benefits: PartDBenefits@cms.hhs.gov
Billing and Anti-discrimination Rules Applicable to Dually Eligible Enrollees	Billing rules for QMBs	MMCO	Kim.glaun@cms.hhs.gov Carolyn.Milanowski@cms.hhs.gov
Coverage Gap Discount Program (CGDP)	Coverage Gap Discount Program Invoice process CGDP Policy/Manufacturers CGDP Invoice process/Dispute process	DPDP, MDBG DPR, MPPG	Questions about CGDP: Sonia.Eaddy@cms.hhs.gov Diane.Lapin@cms.hhs.gov Tara.Waters@cms.hhs.gov

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Topic Area	Subject	Contact	Contact Information
Formulary	Part D Formulary Requirements	DFBO, MDBG DPDP, MDBG	PartDFormularies@cms.hhs.gov Chad.Buskirk@cms.hhs.gov Stephanie.Hammonds@cms.hhs.gov Maureen.Connors@cms.hhs.gov
Mail-Order and Auto-Ship Refill Programs Part D	Mail-Order Requirements	DPDP, MDBG	Maureen.Connors@cms.hhs.gov
Quality Improvement (QI) Programs	Chronic Care Improvement Program (CCIP) Requirements	DPAP, MCAG	https://dpap.lmi.org/dpapmailbox/

K. Low Income Subsidy (LIS) and Best Available Evidence (BAE)

Topic Area	Subject	Contact	Contact Information
Low Income Subsidy Benefit Administration	LIS Benefits	DPDP, MDBG DMEC, MEAG	Mark.smith@cms.hhs.gov Shelly.Winston@cms.hhs.gov Roland.Herrera@cms.hhs.gov

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L. Coordination of Benefits (COB) and Automatic True Out-of-Pocket Cost (TrOOP)

Topic Area	Subject	Contact	Contact Information
Coordination of Benefits (COB) and TrOOP	Enhanced Automated TrOOP Balance Transfer	DPDP, MDBG	Shelly.Winston@cms.hhs.gov
Hospice	Approved Form for Collection of Hospice Information for Medicare Part D Plans	DPDP, MDBG	Shelly.Winston@cms.hhs.gov Mark.smith@cms.hhs.gov
End-Stage Renal Disease (ESRD)	ESRD Part D Sponsors Requirements	DPDP, MDBG	Part D_COB@cms.hhs.gov Shelly.Winston@cms.hhs.gov
Drugs Available Under Part A or Part B	Additional Beneficiary Information Initiatives (ABII) web portal	DPDP, MDBG	(ABII Web Portal User authorization process) ABII@AcumenLLC.com
Transition Claims Processing	Transition Claims for Part D Sponsors	DFBO, MDBG DPDP, MDBG	Questions regarding Part D Transition Policy: PartDTransition@cms.hhs.gov

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M. Grievances, Initial Coverage/Organization Decisions, and Appeals

Topic Area	Subject	Contact	Contact Information
Part D Denial Notices	Denial Notices	DAP, MEAG	https://appeals.lmi.org/
Staffing Requirements	Initial Coverage/Organization Decisions and Appeals	DAP, MEAG	https://appeals.lmi.org/
Appropriateness of Clinical Decision-Making	Appropriateness of Clinical Decision- Making	DAP, MEAG	https://appeals.lmi.org/
Proper Use of Adjudication Timeframe Extensions	Adjudication Timeframe Extensions	DAP, MEAG	https://appeals.lmi.org/ mailto:
Online Appeals Training Courses	New Online Appeals Training Courses	DAP, MEAG	https://appeals.lmi.org/
Rights of Medicare Part C & D Enrollees	Enrollees Rights	DAP, MEAG	https://appeals.lmi.org/

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N. Compliance Programs

Topic Area	Subject	Contact	Contact Information
Compliance Programs	Part C & Part D Compliance Programs	DAP, MOEG	Margaret.Keyes@cms.hhs.gov Industry questions about Chapter 9 of the PDBM and Chapter 21 of the MMCM: Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov

O. Public Health Emergencies and States of Disaster

Topic Area	Subject	Contact	Contact Information
Natural Disasters		Policy Dependent	Account Manager

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CPI –Center for Program Integrity

POEG/DEPO – Provider and Enrollment Oversight Group/Division of Enrollment Policy and Operations

FCHCO -- FEDERAL COORDINATED HEALTH CARE OFFICE

MMCO--MEDICARE-MEDICAID COORDINATION OFFICE

MCAG -- MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP

DFB -- *DIVISION OF FINANCE & BENEFITS*

DMAO -- *DIVISION OF MEDICARE ADVANTAGE OPERATIONS*

DPAP -- *DIVISION OF POLICY, ANALYSIS, AND PLANNING*

DSCM -- *DIVISION OF SURVEILLANCE COMPLIANCE & MARKETING*

MDBG -- MEDICARE DRUG BENEFIT & C&D DATA GROUP

DBPM -- *DIVISION OF BENEFIT PURCHASING AND MONITORING*

DCAPP -- *DIVISION OF CONSUMER ASSESSMENT & PLAN PERFORMANCE*

DCOP -- *DIVISION OF CLINICAL & OPERATIONAL PERFORMANCE*

DFBO -- *DIVISION OF FORMULARY & BENEFIT OPERATIONS*

DPD -- *DIVISION OF PLAN DATA*

DPDP -- *DIVISION OF PART D POLICY*

MEAG -- MEDICARE ENROLLMENT & APPEALS GROUP

DAO -- *DIVISION OF APPEAL OPERATIONS*

DAP -- *DIVISION OF APPEALS POLICY*

DEEP -- *DIVISION OF ENROLLMENT AND ELIGIBILITY POLICY*

DMEC -- *DIVISION OF MEDICARE ENROLLMENT COORDINATION*

MOEG -- MEDICARE PARTS C & D OVERSIGHT AND ENFORCEMENT GROUP

DAO -- *DIVISION OF AUDIT OPERATIONS*

DAPS -- *DIVISION OF ANALYSIS, POLICY, AND STRATEGY*

DCE-- *DIVISION OF COMPLIANCE ENFORCEMENT*

MPPG -- MEDICARE PLAN PAYMENT GROUP

DEDRAO -- *DIVISION OF ENCOUNTER DATA & RISK ADJUSTMENT OPERATIONS*

DPCO -- *DIVISION OF PAYMENT COORDINATION & OVERSIGHT*

DPP -- *DIVISION OF PAYMENT POLICY*

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DPR -- DIVISION OF PAYMENT RECONCILIATION

DPS -- DIVISION OF PAYMENT SYSTEMS

DPAP -- DIVISION OF PAYMENT ANALYSIS & POLICY

OHI -- OFFICE OF HEARINGS AND INQUIRIES

CARS --CUSTOMER ACCESSIBILITY RESOURCE STAFF

OMH -- OFFICE OF MINORITY HEALTH