



CENTER FOR MEDICARE

DATE: July 13, 2022

TO: All Medicare Advantage Organizations, Prescription Drug Plan Sponsors, and Medicare-Medicaid Plans (excluding PACE contracts, cost contracts, MSA contracts, and employer-only plans)

FROM: Amy Larrick Chavez-Valdez
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SUBJECT: 2022 Call Center Monitoring Performance Metrics for Accuracy and Accessibility Study

The 2022 Performance Metrics for the Accuracy and Accessibility Study are now available for review.

CMS monitored Part C, Part D, and Medicare-Medicaid Plans' (MMPs') prospective enrollee beneficiary call center phone lines to determine (1) the availability of interpreters for individuals, (2) TTY functionality, and (3) the accuracy of plan information provided by Customer Service Representatives (CSRs) in all languages. This study was conducted from February 7, 2022 through May 26, 2022, between the hours of 8 a.m. and 8 p.m., in the plans' service area. Two data sets with detailed interpreter availability, TTY functionality, and accuracy rate data for your contract(s) are available in the Health Plan Management System (HPMS):

- The call center accuracy and accessibility performance metrics data, and
- The call-level raw data.

Instructions for Accessing Performance Metrics in HPMS

The performance metrics data provides detailed results (e.g., number of calls by language, number of questions answered correctly, number of successful TTY and interpreter availability calls, C28 and D01 star ratings outcomes, etc.) and is available in the HPMS at the following paths:

1. For Part C results, from the HPMS home page (<https://hpms.cms.gov>): Quality and Performance > Performance Metrics > Reports > Call Center Monitoring > Part C Prospective Beneficiary Customer Service > [choose Report Period (date range) for current study] > [enter the contract ID number]. Choose either "Create Report" or "Download" and then "Download to Excel."

2. For Part D results, from the HPMS home page (<https://hpms.cms.gov>): Quality and Performance > Performance Metrics > Reports > Call Center Monitoring > Part D Prospective Beneficiary Customer Service > [choose Report Period (date range) for current study] > [enter the contract ID number]. Choose either “Create Report” or “Download” and then “Download to Excel” or select the document you wish to download.

Instructions for Accessing Call-level Raw Data in HPMS

CMS provides dropdown options for the Accuracy and Accessibility Study technical notes, data dictionary for raw data, and the raw data itself. The raw data is available as an Excel download for a single contract, or for all contracts to which you have access under your parent organization identification code.

CMS advised Medicare Part C and Part D sponsors and MMPs of our call center monitoring efforts in a December 16, 2021 HPMS memorandum entitled “2022 Part C and Part D Call Center Monitoring - Timeliness and Accuracy & Accessibility Studies.” **CMS encourages compliance officers to reference this memorandum for the tips for success or improvement on performance offered within.**

Plans/sponsors may download and review their raw call data directly from HPMS to validate the results. We encourage plans/sponsors to contact CMS via callcentermonitoring@cms.hhs.gov if they believe an error occurred.

For more information, please contact the call center monitoring mailbox at CallCenterMonitoring@cms.hhs.gov.