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A. Access to Services and Information

Topic Area	Subject	Responsible Division and Group	Contact
Access to Services	Resources for providing culturally and linguistically appropriate services	CMS, 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	Responsible Division and Group	Contact
Individuals with Disabilities – Accessible Formats And Use of TTY Numbers	Accessible Formats	CARS, OHI	Kimberly.snowden@cms.hhs.gov Brian.Petry@cms.hhs.gov Altformatrequest@cms.hhs.gov
Health Equity	Resources for Improving Communication Access for Individuals with Disabilities	CMS, OMH	HealthEquityTA@cms.hhs.gov

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C. Precluded Providers

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

D. Systems, Data, & Connectivity

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

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Medicare Plan Finder Data (MPF), Drug Pricing and Pharmacy Network Files	Required Actions and Quality Assurance	DPD, MDBG	Technical support for the Part D drug pricing submission process in HPMS: hpms@cms.hhs.gov General HPMS user questions: Hpsms_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
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	PDE-Operations@cms.hhs.gov
Real Time Benefit Tools	Electronic Transactions	DPDP, MDBG	PartDPolicy@cms.hhs.gov

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E. Reporting

Topic Area	Subject	Responsible Division and Group	Contact
Healthcare Effectiveness Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), & Consumer Assessment of Healthcare Providers and Systems (CAHPS®)	HEDIS, HOS and CAHPS Surveys	DCAPP, MDBG	HEDISquestions@cms.hhs.gov hos@cms.hhs.gov MP-CAHPS@cms.hhs.gov
Health Equity		CMS 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	DPP, MPPG	Questions related to Reporting and Returning Risk Adjustment Related Overpayments: RiskAdjustmentPolicy@cms.hhs.gov
	PDE/DIR-related Overpayments	DPR, MPPG	Questions related to Reporting and Returning PDE/DIR Related Overpayments: PDE-Operations@cms.hhs.gov

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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, & Oversight

Topic Area	Subject	Responsible Division and Group	Contact
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/
State Medicaid Agency Contracts	D-SNP Guidance - Enrollee Advisory Committee (EAC)	MMCO	Michael.Richmond@cms.hhs.gov

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G. Customer Service

Topic Area	Subject	Responsible Division and Group	Contact
Customer Service Call Centers Operation	Customer Service Call Centers and Pharmacy Technical Help Desk Requirements	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	CMS 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	Responsible Division and Group	Contact
Model Notice and Policy Updates	Annually 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
Real Time Benefit Tools	Patient Portals or Computer Applications	DPDP, MDBG	PartDPolicy@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	Responsible Division and Group	Contact
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
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

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Topic Area	Subject	Responsible Division and Group	Contact
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 inquiries: 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

J. Benefits Administration & Beneficiary Protections

Topic Area	Subject	Responsible Division and Group	Contact
Part C Benefits and Beneficiary Protections	Chapter 4 of the Medicare Managed Care Manual	DPAP, MCAG	https://dpap.lmi.org/dpapmailbox/

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

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

Topic Area	Subject	Responsible Division and Group	Contact
Low Income Subsidy Benefit Administration	LIS Benefits- Part D Sponsors	DMEC, MEAG DPDP, MDBG	Roland.Herrera@cms.hhs.gov John.campbell2@cms.hhs.gov PartDPolicy@cms.hhs.gov

L. Coordination of Benefits (COB) & Automatic True Out-of-Pocket Cost (TrOOP) Balance Transfer

Topic Area	Subject	Responsible Division and Group	Contact
Coordination of Benefits (COB) and TrOOP	Enhanced Automated TrOOP Balance Transfer	DPDP, MDBG	PartD_COB@cms.hhs.gov
Hospice	Approved Form for Collection of Hospice Information for Medicare Part D Plans	DPDP, MDBG	PartDPolicy@cms.hhs.gov
End-Stage Renal Disease (ESRD)	ESRD Part D Sponsors Requirements	DPDP, MDBG	PartD_COB@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

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Topic Area	Subject	Responsible Division and Group	Contact
Transition Claims Processing	Transition Claims for Part D Sponsors	DFBO, MDBG DPDP, MDBG	Questions regarding Part D Transition Policy: PartDTransition@cms.hhs.gov

M. Grievances, Initial Coverage Decisions, and Appeals

Topic Area	Subject	Responsible Division and Group	Contact
Part D Denial Notices	Part D Sponsors	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/
Online Appeals Training Courses	New Online Appeals Training Courses	DAP, MEAG	https://appeals.lmi.org/
Rights of Medicare Part C & D Enrollees	Enrollees Rights- Medicare Advantage Organizations & Part D Sponsors	DAP, MEAG	https://appeals.lmi.org/

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N. Compliance Programs

Topic Area	Subject	Responsible Division and Group	Contact
Compliance Programs	Part C & Part D Compliance Programs	DCE, MOEG	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	Responsible Division and Group	Contact
Natural Disasters		Policy Dependent	Account Manager

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FCHCO -- FEDERAL COORDINATED HEALTH CARE OFFICE
MMCO--MEDICARE-MEDICAID COORDINATION OFFICE

FSG – FINANCIAL SERVICES GROUP
DMPO—DIVISION OF MEDICARE SECONDARY PAYER

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*

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MPPG -- MEDICARE PLAN PAYMENT GROUP

DEDRAO -- DIVISION OF ENCOUNTER DATA & RISK ADJUSTMENT OPERATIONS

DPCO -- DIVISION OF PAYMENT COORDINATION & OVERSIGHT

DPP -- DIVISION OF PAYMENT POLICY

DPR -- DIVISION OF PAYMENT RECONCILIATION

DPS -- DIVISION OF PAYMENT SYSTEMS

DPAP -- DIVISION OF PAYMENT ANALYSIS & POLICY

OHI --OFFICES OF HEARING AND INQUIRIES

CARS --CUSTOMER ACCESSIBILITY RESOURCE STAFF

CPI --Center for Program Integrity

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