



CENTER FOR MEDICARE

DATE: February 28, 2020

TO: All Medicare Advantage, Prescription Drug Plan, and Demonstration Organizations

FROM: Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

SUBJECT: 2019 Call Center Monitoring Performance Metrics for Timeliness Study, Quarter 4

CMS monitored the timeliness of Part C and Part D current enrollee beneficiary customer service call centers' response performance Monday through Friday, 8 a.m. to 8 p.m. in the service area for the plan from October 28-November 22, 2019, and monitored the timeliness of pharmacy technical help desk call centers' response performance Monday through Friday, 24 hours a day, from October 28 – November 22, 2019. Two data sets with detailed hold time and disconnect rate data for your contract(s) are available in HPMS:

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

Be sure to look for *quarterly* results, which are found by selecting the last week in any quarterly study, and then looking for the row labeled “current quarter” on the performance metrics page between “current week” and “cumulative (year-to-date).”

Instructions for accessing performance metrics in HPMS

1. For Part C Q4 results, from the HPMS home page: Quality and Performance – then Performance Metrics – then Call Center Monitoring – then Part C Beneficiary Customer Service – then 10/28/2019-11/01/2019, or 11/04/2019-11/08/2019, or 11/11/2019-11/15/2019, or 11/18/2019-11/22/2019 – then [enter the contract number]. Please look at column “G” for average hold time data and column “M” for disconnect rate data.
2. For Part D Q4 results, from the HPMS home page: Quality and Performance – then Performance Metrics – then Call Center Monitoring – then Part D Beneficiary Customer Service – then 10/28/2019-11/01/2019, or 11/04/2019-11/08/2019, or 11/11/2019-11/15/2019, or 11/18/2019-11/22/2019 – then [enter the contract number]. Please look at column “G” for average hold time data and column “M” for disconnect rate data.
3. For pharmacy technical help desk Q4 results, from the HPMS home page: Quality and Performance – then Performance Metrics – then Call Center Monitoring – then Pharmacy Support Customer Service – then 10/28/2019-11/01/2019, or 11/04/2019-11/08/2019, or

11/11/2019-11/15/2019, or 11/18/2019-11/22/2019 – then [enter the contract number]. Please look at column “G” for average hold time data and column “M” for disconnect rate data.

To view the final results for the quarter and the total number of unsuccessful calls for the quarter as a whole, select the final week 11/18/2019-11/22/2019 for Part C, Part D, or Pharmacy.

Instructions for accessing call-level raw data in HPMS

Cumulative raw data supporting the Part C, Part D, and/or pharmacy technical assistance performance metrics are available to you in HPMS in a link immediately below the performance metrics for the selected contract. Please access the link entitled “Raw Data for Xxxxx,” with the variable being the contract ID you selected. This is available to you for a single contract as an Excel download. Also available for your convenience is a link entitled “Raw Data for All Contracts.” This link will provide a download of all raw data to which you are entitled under your parent organization identification code. The multiple-contract data are available to you in a text-delimited file format. You may use this file to import into Excel, Access, or some other data base product. You will also find a link to an Excel document entitled, “Data Dictionary for Raw Data.” This is an *updated* data dictionary that explains the numerical codes used within the raw data.

CMS suggests that you download and review the raw data as soon as possible after receiving this letter, and use the data contained within to assist with your troubleshooting and/or internal monitoring activities.

In addition to the above resources, CMS provides a link for you to the Technical Notes for the Timeliness Study.

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