



CENTER FOR MEDICARE

DATE: December 19, 2019

TO: All Organization Types, including Medicare-Medicaid Plans

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

SUBJECT: Reporting of Emergency Part C & D Issues for January 1 through January 3, 2020

As in previous years, CMS is establishing a Part C & D operations monitoring program for January 1, 2020 through January 3, 2020. Non-technical significant emergency issues should be reported via email to both PartD_Monitoring@cms.hhs.gov and your CMS Account Manager. Significant emergency issues are defined as significant Part C & D delivery issues that impact access to service for 100 or more beneficiaries. The problem should be reported even if it was time-limited but lasted an hour or longer (e.g., claims processing or call center was temporarily disrupted). Beneficiary-specific issues should be reported and resolved through the normal casework procedure and not reported through this process. Any issues after January 3 should be reported directly to the CMS Account Manager.

The 1-800-MEDICARE (1-800) and CTM holiday schedule is listed below:

- December 25, 2019: 1-800-MEDICARE is closed. Complaints received by 1-800 on December 23, 2019 will be loaded into CTM on December 24, 2019. Complaints received by 1-800 on December 24, 2019 through December 25, 2019 will be loaded into CTM on December 26, 2019.
- January 1, 2020: 1-800-MEDICARE is open. Complaints received by 1-800 on December 30, 2019 will be loaded into CTM on December 31, 2019. Complaints received by 1-800 on December 31, 2019 through January 1, 2020 will be loaded into CTM on January 2, 2020.

When reporting an emergency/non-technical issue to CMS, the plan should include the following:

1. In the subject line include "Reporting of Emergency Part C & D Issues for January 1, 2020 through January 3, 2020"
2. Plan Name and Contract Number

3. Description of the significant emergency (non-technical) issue, including the number of beneficiaries impacted or beneficiaries potentially impacted
4. Description of your efforts to resolve the issue and estimated date of resolution
5. Plan contact information (name and phone number) for CMS follow-up. Do not include personally identifiable beneficiary information unless it is encrypted.

Technical issues should be directed to the MAPD Help Desk. The MAPD Help Desk, which is open Monday through Friday from 6AM to 9PM ET, will be open with limited hours December 24 from 8AM to 4PM ET, and will be closed on December 25, 2019, and January 1, 2020. Plans can contact the MAPD Help Desk by calling 1-800-927-8069 or email at mapdhelp@cms.hhs.gov.

Updating CEO and Emergency Contact Information

Part D sponsors must update their CEO (“CEO - CMS Administrator Contact”) and Emergency contact (“Emergency Part D Contact” and “Emergency Part D Contact [Secondary] [Optional]”) information in HPMS by 5 PM ET on December 27, 2019, to accurately reflect on-call coverage for January 1, 2020. For purposes of January 1, 2020, these contacts should be limited to those individuals who are authorized to effectuate a change for the plan (e.g., CEO, COO, and CFO). CMS leadership will be using this contact information to monitor the resolution of any significant emergency issues.

The CEO and Emergency contact numbers must be directed to phone numbers that are monitored at least every 4 hours from 8AM to 8PM by a responsible party beginning January 1, 2020. In the past, some contact numbers were directed to voicemail accounts that were not checked until after the holiday or directed to customer service numbers that could not adequately respond to CMS inquiries. CMS does not consider this satisfactory. During the holiday, CMS staff will be monitoring region-specific email and voicemail complaint boxes for possible plan issues or access difficulties received from State Health Insurance Programs (SHIPs), other partners, advocates, and beneficiaries.

CMS is very pleased to be working with the industry to ensure a smooth transition for 2020. We appreciate your cooperative spirit and remain committed to working with plans to ensure that beneficiaries have access to healthcare services and prescription drugs. If you have any questions regarding the significant/emergency reporting process or CEO/Emergency contacts, please contact your Account Manager.