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**DATE:** November 17, 2020

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

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

**SUBJECT:** 2020 Call Center Monitoring Performance Metrics for Timeliness Study, Quarter 2

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 plans from June 1-June 26, 2020, and monitored the timeliness of pharmacy technical help desk call centers' response performance Monday through Friday, 24 hours a day, from June 1-June 26, 2020. 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.

**Instructions for Accessing Performance Metrics in HPMS**

The Health Plan Management System has implemented a new “look and feel” to the performance metrics section. Be sure to follow the **revised instructions** below to find the metrics associated with your results.

- Log in at <https://hpms.cms.gov> > Quality and Performance > Performance Metrics > Reports
- From the Reports drop-down menu, select Call Center Monitoring
- Choose “Report Type” (Part C Beneficiary Customer Service, Part D Beneficiary Customer Service, or Pharmacy Support Customer Service)
- Choose the Report Period. Select the last week in any quarterly study to see the results of the quarterly study as a whole. For Quarter 2, the final weekly report period is 06/22/2020 – 06/26/2020.
- Type in the Contract ID or select from the list of available contract IDs
- Select “Create Report” button or the “Download” button and “Download to Excel”

Reminder: 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 of the study for Part C, Part D or Pharmacy. In the report, be sure to review *quarterly* results from the three options available: “current week,” “current quarter” and “cumulative (year-to-date).”

## **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 via the “Download” button within the performance metrics section. Once you have taken the steps above to either create or download your performance metrics report, you can select “Download” and then choose “Cumulative Raw Data for Xxxxx” where the variable is the contract ID you selected. This is available to you for a single contract as an Excel download. Also available under the “Download” button is an option for your convenience entitled “Cumulative Raw Data for All Contracts.” This option will provide a download of all raw data to which you are entitled under your parent organization identification code. The Data Dictionary for Raw Data and Technical Notes are also available from the “Download” option. **CMS suggests that you download and review the raw data as soon as possible, and use the data contained within to assist with your troubleshooting and/or internal monitoring activities.**

For more information, please contact the call center monitoring mailbox at [CallCenterMonitoring@cms.hhs.gov](mailto:CallCenterMonitoring@cms.hhs.gov).