

**CY 2021 Medicare Advantage Organization, Prescription Drug Plan, Cost Plan, and Medicare-Medicaid Plan Readiness Checklist**

*A. Individuals with Disabilities*

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Individuals with Disabilities – Accessible Formats and Use of TTY Numbers</b>	CARS, OHI	<a href="mailto:Kimberly.snowden@cms.hhs.gov">Kimberly.snowden@cms.hhs.gov</a> <a href="mailto:Debra.Warfield@cms.hhs.gov">Debra.Warfield@cms.hhs.gov</a> <a href="mailto:Altformatrequest@cms.hhs.gov">Altformatrequest@cms.hhs.gov</a>

*B. Precluded Providers*

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Precluded Providers and Prescribers</b>	DPDP, MDBG	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>

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*C. Systems, Data, & Connectivity*

Topic Area	Responsible Division and Group	Contact
<p><b>Health Plan Management (HPMS)</b></p>	<p>DPD, MDBG</p>	<p><b>HPMS Help Desk Contact:</b>  <a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a>                      or 1-800-220-2028</p> <p><b>HPMS User Access Mailbox Contact:</b>  <a href="mailto:HPMS_access@cms.hhs.gov">HPMS_access@cms.hhs.gov</a></p> <p><b>HPMS Consultant Access Contact:</b>  <a href="mailto:HPMSConsultantAccess@cms.hhs.gov">HPMSConsultantAccess@cms.hhs.gov</a></p>
<p><b>Internal and Downstream Entity Systems</b></p>	<p>DBPM, MDBG</p>	<p><a href="mailto:PartD_Monitoring@cms.hhs.gov">PartD_Monitoring@cms.hhs.gov</a></p>
<p><b>Medicare Advantage Prescription Drug (MARx) System</b></p>	<p>DPO, MPPG</p>	<p><b>MAPD Help Desk:</b>  <a href="mailto:MAPDHelp@cms.hhs.gov">MAPDHelp@cms.hhs.gov</a></p> <p><b>MTM questions:</b>  <a href="mailto:EnhancedMTM@cms.hhs.gov">EnhancedMTM@cms.hhs.gov</a></p> <p><b>MA-VBID model questions:</b>  <a href="mailto:MAVBID@cms.hhs.gov">MAVBID@cms.hhs.gov</a></p>

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Topic Area	Responsible Division and Group	Contact
<p align="center"><b>Medicare Plan Finder Data (MPF)</b></p>	<p align="center">DPD, MDBG DCOP, MDBG</p>	<p align="center"><b>Technical support for the Part D drug pricing submission process in HPMS:</b> <a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a></p> <p align="center"><b>General HPMS user questions:</b> <a href="mailto:Hrms_access@cms.hhs.gov">Hrms_access@cms.hhs.gov</a></p> <p align="center"><b>HPMS consultant user access requests:</b> <a href="mailto:HPMSConsultantAccess@cms.hhs.gov">HPMSConsultantAccess@cms.hhs.gov</a></p> <p align="center"><b>QA of MPF data files:</b> <a href="mailto:PlanfinderQA@cms.hhs.gov">PlanfinderQA@cms.hhs.gov</a></p>
<p align="center"><b>Patient Safety Quality Analysis</b></p>	<p align="center">DCOP, MDBG</p>	<p align="center"><b>Technical questions and report access:</b> <a href="mailto:PatientSafety@acumenllc.com">PatientSafety@acumenllc.com</a></p>
<p align="center"><b>Drug Management Programs</b></p>	<p align="center">DCOP, MDBG DPDP, MDBG</p>	<p align="center"><a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a></p>
<p align="center"><b>Opioid Safety Edits</b></p>	<p align="center">DCOP, MDBG</p>	<p align="center"><a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a></p>

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<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Risk Adjustment Data Submission</b>	DPP, MPPG DEDRAO, MPPG	<a href="mailto:RiskAdjustmentPolicy@cms.hhs.gov">RiskAdjustmentPolicy@cms.hhs.gov</a> <a href="mailto:RiskAdjustmentOperations@cms.hhs.gov">RiskAdjustmentOperations@cms.hhs.gov</a>
<b>Prescription Drug Event (PDE) Requirements and Direct and Indirect Remuneration (DIR) Requirements</b>	DPR, MPPG	<a href="mailto:PDEJan2011@cms.hhs.gov">PDEJan2011@cms.hhs.gov</a>
<b>Prescriber Real Time Benefit Tool</b>	DPDP, MDBG	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>

***D. Reporting***

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Healthcare Effectiveness &amp; Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), &amp; (CAHPS®)</b>	DCAPP, MDBG	<a href="mailto:Hos@cms.hhs.gov">Hos@cms.hhs.gov</a> <a href="mailto:HEDISquestions@cms.hhs.gov">HEDISquestions@cms.hhs.gov</a> <a href="mailto:MP-CAHPS@cms.hhs.gov">MP-CAHPS@cms.hhs.gov</a>

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Topic Area	Responsible Division and Group	Contact
<p align="center"><b>Part C and Part D Reporting Requirements</b></p>	<p align="center">DPDP, MDBG  DCOP, MDBG</p>	<p align="center"><b>Questions or Technical Specifications:</b>  <a href="mailto:Partcplanreporting@cms.hhs.gov">Partcplanreporting@cms.hhs.gov</a>   <a href="mailto:Partd-planreporting@cms.hhs.gov">Partd-planreporting@cms.hhs.gov</a></p>
<p align="center"><b>Quality Withhold Requirements</b></p>	<p align="center">MMCO</p>	<p align="center"><a href="mailto:Lauren.Gavin@cms.hhs.gov">Lauren.Gavin@cms.hhs.gov</a></p>
<p align="center"><b>Reporting and Returning Sponsor Identified Overpayments</b></p>	<p align="center">DPP, MPPG</p>	<p align="center"><b>Questions related to Reporting and Returning Risk Adjustment Related Overpayments:</b>  <a href="mailto:Riskadjustment@cms.hhs.gov">Riskadjustment@cms.hhs.gov</a></p>
	<p align="center">DPR, MPPG</p>	<p align="center"><b>Questions related to PDE/DIR-related Overpayments:</b>  <a href="mailto:PDEJan2011@cms.hhs.gov">PDEJan2011@cms.hhs.gov</a></p>
<p align="center"><b>Fiscal Soundness</b></p>	<p align="center">DFB, MCAG</p>	<p align="center"><a href="mailto:Yasmin.Galvez@cms.hhs.gov">Yasmin.Galvez@cms.hhs.gov</a>   <a href="mailto:Joseph.Millstone@cms.hhs.gov">Joseph.Millstone@cms.hhs.gov</a></p>

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***E. Contracting, Subcontractor Provisions, & Oversight***

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Any Willing Pharmacy (AWP) Contracting Requirements</b>	DBPM, MDBG	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a> <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>
<b>Offshore Subcontracting</b>	DBPM, MDBG	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a> <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>
<b>Changes to First Tier/Downstream/Related Party (FDR) Contracts for Key Part C &amp; Part D Functions</b>	DMAO, MCAG DBPM, MDBG	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a>
<b>State Medicaid Agency Contracts</b>	MMCO	<a href="mailto:Marla.Rothouse@cms.hhs.gov">Marla.Rothouse@cms.hhs.gov</a> <a href="mailto:Paul.Precht@cms.hhs.gov">Paul.Precht@cms.hhs.gov</a> <a href="mailto:Julie.Jones@cms.hhs.gov">Julie.Jones@cms.hhs.gov</a>

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*F. Customer Service*

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Customer Service Call Centers Operation</b>	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Pharmacy Technical Help Desk Call Centers</b>	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Limited English Speaking Beneficiaries</b>	DBPM, MDBG	<a href="mailto:PartD_Monitoring@cms.hhs.gov">PartD_Monitoring@cms.hhs.gov</a>
<b>Medication Therapy Management (MTM) Programs</b>	DCOP, MDBG	<a href="mailto:PartD_mtm@cms.hhs.gov">PartD_mtm@cms.hhs.gov</a>
<b>Complaints Tracking Module</b>	DCOP, MDBG	<p><b>Technical assistance with HPMS or CTM:</b>  <a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a></p> <p><b>Technical data questions related to plan's CTM performance:</b>  <a href="mailto:PartCandDStarRatings@cms.hhs.gov">PartCandDStarRatings@cms.hhs.gov</a></p>

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***G. Communications Consistent with Medicare Communications and Marketing Guidelines***

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Model Materials</b>	DSCM, MCAG DPDP, MDBG	<a href="mailto:Marketing@cms.hhs.gov">Marketing@cms.hhs.gov</a>
<b>Referencing Star Ratings in Marketing Materials</b>	DSCM, MCAG DPDP, MDBG	<a href="mailto:Marketing@cms.hhs.gov">Marketing@cms.hhs.gov</a> <a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a> <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a>
<b>Websites</b>	DSCM, MCAG DPAP, MCAG DPDP, MDBG	<a href="mailto:Marketing@cms.hhs.gov">Marketing@cms.hhs.gov</a> <a href="https://dpap.lmi.org/dpapmailbox/">https://dpap.lmi.org/dpapmailbox/</a> <a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a> <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a>
<b>Agents and Brokers</b>	DSCM, MCAG	<a href="mailto:Marketing@cms.hhs.gov">Marketing@cms.hhs.gov</a> <a href="mailto:Stacey.Simmons@cms.hhs.gov">Stacey.Simmons@cms.hhs.gov</a> <a href="mailto:James.Canavan@cms.hhs.gov">James.Canavan@cms.hhs.gov</a>
<b>Access to Preferred Cost Share Pharmacies</b>	DPDP, MDBG DBPM, MDBG	<a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a> <a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a>

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**H. Enrollment/Disenrollment and Billing**

Topic Area	Responsible Division and Group	Contact
<p align="center"><b>Timing of Annual Enrollment Period (AEP)</b></p>	<p align="center">DEEP, MEAG</p>	<p align="center"><b>Policy inquiries:</b>  <a href="https://Enrollment.lmi.org">https://Enrollment.lmi.org</a></p> <p align="center"><b>Questions or Help:</b>  <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a></p>
<p align="center"><b>Medicare Advantage Open Enrollment</b></p>	<p align="center">DEEP, MEAG DMEC, MEAG</p>	<p align="center"><b>Policy inquiries:</b>  <a href="https://Enrollment.lmi.org">https://Enrollment.lmi.org</a></p> <p align="center"><b>Operational inquiries:</b>  <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a></p>
<p align="center"><b>Electronic Enrollment Mechanisms</b></p>	<p align="center">DEEP, MEAG DMEC, MEAG</p>	<p align="center"><b>Policy inquiries on enrollment mechanism parameters:</b>  <a href="https://Enrollment.lmi.org">https://Enrollment.lmi.org</a></p> <p align="center"><b>Operational inquiries:</b>  <a href="mailto:Stephen.ludwig@cms.hhs.gov">Stephen.ludwig@cms.hhs.gov</a></p>
<p align="center"><b>SEP for Enrollment into a 5- Star Plan</b></p>	<p align="center">DEEP, MEAG</p>	<p align="center"><b>SEP Policy inquiries:</b>  <a href="https://Enrollment.lmi.org">https://Enrollment.lmi.org</a></p>

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Topic Area	Responsible Division and Group	Contact
<b>Online Enrollment Center (OEC)</b>	DBPM, MDBG  DPD, MDBG	<a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a>  <a href="mailto:Jasmine.Myers-Duncan@cms.hhs.gov">Jasmine.Myers-Duncan@cms.hhs.gov</a>  <a href="mailto:Sandesh.Sreenivas@cms.hhs.gov">Sandesh.Sreenivas@cms.hhs.gov</a>
<b>Retroactive Enrollments</b>	DEEP, MEAG  DMEC, MEAG	<p align="center"><b>Policy inquiries:</b>  <a href="https://Enrollment.lmi.org">https://Enrollment.lmi.org</a></p> <p align="center"><b>Operational inquiries:</b>  <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a></p>
<b>MMP Payment</b>	MMCO	<a href="mailto:Jessica.May@cms.hhs.gov">Jessica.May@cms.hhs.gov</a>
<b>MMP General</b>	MMCO	<a href="mailto:Michael.Richmond@cms.hhs.gov">Michael.Richmond@cms.hhs.gov</a>

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***I. Late Enrollment Penalty (LEP) and Creditable Coverage***

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Charge the correct LEP for beneficiaries based on CMS's LEP reports</b>	DEEP, MEAG  DAP, MEAG	For LEP policy inquiries: <a href="https://Enrollment.lmi.org">https://Enrollment.lmi.org</a>  For LEP appeals: <a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a>  <a href="mailto:Coretta.Edmondson@cms.hhs.gov">Coretta.Edmondson@cms.hhs.gov</a>

***J. Benefits Administration & Beneficiary Protections***

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Part C Benefits and Beneficiary Protections</b>	DPAP, MCAG	<a href="https://dpap.lmi.org/dpapmailbox/">https://dpap.lmi.org/dpapmailbox/</a>
<b>Part D Benefits and Beneficiary Protections</b>	DPDP, MDBG  DFBO, MDBG	Questions regarding Part D Policy: <a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>  Questions regarding Part D Benefits: <a href="mailto:PartDBenefits@cms.hhs.gov">PartDBenefits@cms.hhs.gov</a>

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Topic Area	Responsible Division and Group	Contact
<b>Billing and Anti-discrimination Rules Applicable to Dual Eligible Enrollees</b>	MMCO	<a href="mailto:Kim.glaun@cms.hhs.gov">Kim.glaun@cms.hhs.gov</a> <a href="mailto:Carolyn.Milanowski@cms.hhs.gov">Carolyn.Milanowski@cms.hhs.gov</a>
<b>Coverage Gap Discount Program (CGDP)</b>	DPDP, MDBG DPR, MPPG	<b>Questions about CGDP:</b> <a href="mailto:Sonia.Eaddy@cms.hhs.gov">Sonia.Eaddy@cms.hhs.gov</a> <a href="mailto:Diane.Lapin@cms.hhs.gov">Diane.Lapin@cms.hhs.gov</a> <a href="mailto:Tara.Waters@cms.hhs.gov">Tara.Waters@cms.hhs.gov</a>
<b>Formulary</b>	DFBO, MDBG DPDP, MDBG	<a href="mailto:PartDFormularies@cms.hhs.gov">PartDFormularies@cms.hhs.gov</a> <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a> <a href="mailto:Stephanie.Hammonds@cms.hhs.gov">Stephanie.Hammonds@cms.hhs.gov</a> <a href="mailto:Lisa.Thorpe@cms.hhs.gov">Lisa.Thorpe@cms.hhs.gov</a>
<b>Mail-Order and Auto-Ship (Automatic Delivery) Programs</b>	DPDP, MDBG	<a href="mailto:Maureen.Connors@cms.hhs.gov">Maureen.Connors@cms.hhs.gov</a>
<b>Quality Improvement (QI) Program ,Chronic Care Improvement Program (CCIP)</b>	DPAP, MCAG	<a href="https://dpap.lmi.org/dpapmailbox/">https://dpap.lmi.org/dpapmailbox/</a>

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

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Low Income Subsidy Benefit Administration</b>	DPDP, MDBG  DMEC, MEAG	<a href="mailto:Mark.smith@cms.hhs.gov">Mark.smith@cms.hhs.gov</a>  <a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>  <a href="mailto:Roland.Herrera@cms.hhs.gov">Roland.Herrera@cms.hhs.gov</a>

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

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Automated TrOOP balance transfer (ATBT) Process</b>	DPDP, MDBG	<a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>
<b>Hospice</b>	DPDP, MDBG	<a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>  <a href="mailto:Mark.smith@cms.hhs.gov">Mark.smith@cms.hhs.gov</a>
<b>End-Stage Renal Disease (ESRD)</b>	DPDP, MDBG	<a href="mailto:Part.D.COB@cms.hhs.gov">Part D COB@cms.hhs.gov</a>  <a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>

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<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Drugs Available Under Part A or Part B</b>	DPDP, MDBG	(ABII Web Portal User authorization process) <a href="mailto:ABII@AcumenLLC.com">ABII@AcumenLLC.com</a>
<b>Transition Claims Processing</b>	DFBO, MDBG	<b>Questions regarding Part D Transition Policy:</b> <a href="mailto:PartDTransition@cms.hhs.gov">PartDTransition@cms.hhs.gov</a>

*M. Grievances, Initial Coverage Decisions, and Appeals*

<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Part D Denial Notices</b>	DAP, MEAG	<a href="https://Appeals.lmi.org/">https://Appeals.lmi.org/</a>
<b>Staffing Requirements</b>	DAP, MEAG	<a href="https://Appeals.lmi.org/">https://Appeals.lmi.org/</a>

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<b>Topic Area</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Appropriateness of Clinical Decision-Making</b>	DAP, MEAG	<a href="https://Appeals.lmi.org/">https://Appeals.lmi.org/</a>
<b>Proper Use of Adjudication Timeframe Extensions</b>	DAP, MEAG	<a href="https://Appeals.lmi.org/">https://Appeals.lmi.org/</a>
<b>Online Appeals Training Courses</b>	DAP, MEAG	<a href="https://Appeals.lmi.org/">https://Appeals.lmi.org/</a>
<b>Rights of Medicare Part C &amp; D Enrollees</b>	DAP, MEAG	<a href="https://Appeals.lmi.org/">https://Appeals.lmi.org/</a>

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*N. Compliance and Fraud, Waste, and Abuse (FWA) Compliance Program*

Topic Area	Responsible Division and Group	Contact
Compliance Programs	DAPS, MOEG	<a href="mailto:Vernisha.Robinson-Savoy@cms.hhs.gov">Vernisha.Robinson-Savoy@cms.hhs.gov</a>  <b>Industry questions about Chapter 9 of the PDBM and Chapter 21 of the MMCM:</b>  <a href="mailto:Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov">Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov</a>

*O. Coronavirus Disease 2019 (COVID-19) and Other Natural Disasters*

Topic Area	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  
**DAPS** -- DIVISION OF COMPLIANCE ENFORCEMENT

**MPPG** -- MEDICARE PLAN PAYMENT GROUP  
**DEDRAO** -- DIVISION OF ENCOUNTER DATA & RISK ADJUSTMENT OPERATIONS  
**DPAP** -- DIVISION OF PAYMENT ANALYSIS & POLICY  
**DPCO** -- DIVISION OF PAYMENT COORDINATION & OVERSIGHT  
**DPO** -- DIVISION OF PAYMENT OPERATIONS  
**DPP** -- DIVISION OF PAYMENT POLICY

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*DPR -- DIVISION OF PAYMENT RECONCILIATION*

**OHI** --OFFICES OF HEARING AND INQUIRIES

*CARS --CUSTOMER ACCESSIBILITY RESOURCE STAFF*