

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

A. Individuals with Disabilities

Topic Area	Responsible Division and Group	Contact
Individuals with Disabilities – Accessible Formats and Use of TTY Numbers	CARS, OHI	Kimberly.snowden@cms.hhs.gov Debra.Warfield@cms.hhs.gov Altformatrequest@cms.hhs.gov

B. Precluded Providers

Topic Area	Responsible Division and Group	Contact
Precluded Providers and Prescribers	DPDP, MDBG	PartDPolicy@cms.hhs.gov

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C. Systems, Data, & Connectivity

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

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

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

D. Reporting

Topic Area	Responsible Division and Group	Contact
Healthcare Effectiveness & Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), & (CAHPS®)	DCAPP, MDBG	Hos@cms.hhs.gov HEDISquestions@cms.hhs.gov MP-CAHPS@cms.hhs.gov

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

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E. Contracting, Subcontractor Provisions, & Oversight

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

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F. Customer Service

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

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G. Communications Consistent with Medicare Communications and Marketing Guidelines

Topic Area	Responsible Division and Group	Contact
Model Materials	DSCM, MCAG DPDP, MDBG	Marketing@cms.hhs.gov
Referencing Star Ratings in Marketing Materials	DSCM, MCAG DPDP, MDBG	Marketing@cms.hhs.gov Lucia.Patrone@cms.hhs.gov Chad.Buskirk@cms.hhs.gov
Websites	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
Agents and Brokers	DSCM, MCAG	Marketing@cms.hhs.gov Stacey.Simmons@cms.hhs.gov James.Canavan@cms.hhs.gov
Access to Preferred Cost Share Pharmacies	DPDP, MDBG DBPM, MDBG	Lucia.Patrone@cms.hhs.gov Nick.Antlitz@cms.hhs.gov

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H. Enrollment/Disenrollment and Billing

Topic Area	Responsible Division and Group	Contact
Timing of Annual Enrollment Period (AEP)	DEEP, MEAG	Policy inquiries: https://Enrollment.lmi.org Questions or Help: MAPDhelp@cms.hhs.gov
Medicare Advantage Open Enrollment	DEEP, MEAG DMEC, MEAG	Policy inquiries: https://Enrollment.lmi.org Operational inquiries: MAPDhelp@cms.hhs.gov
Electronic Enrollment Mechanisms	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	DEEP, MEAG	SEP Policy inquiries: https://Enrollment.lmi.org

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

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I. Late Enrollment Penalty (LEP) and Creditable Coverage

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

J. Benefits Administration & Beneficiary Protections

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

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

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

Topic Area	Responsible Division and Group	Contact
Low Income Subsidy Benefit Administration	DPDP, MDBG DMEC, MEAG	Mark.smith@cms.hhs.gov Shelly.Winston@cms.hhs.gov Roland.Herrera@cms.hhs.gov

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

Topic Area	Responsible Division and Group	Contact
Automated TrOOP balance transfer (ATBT) Process	DPDP, MDBG	Shelly.Winston@cms.hhs.gov
Hospice	DPDP, MDBG	Shelly.Winston@cms.hhs.gov Mark.smith@cms.hhs.gov
End-Stage Renal Disease (ESRD)	DPDP, MDBG	Part D COB@cms.hhs.gov Shelly.Winston@cms.hhs.gov

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Drugs Available Under Part A or Part B	DPDP, MDBG	(ABII Web Portal User authorization process) ABII@AcumenLLC.com
Transition Claims Processing	DFBO, MDBG	Questions regarding Part D Transition Policy: PartDTransition@cms.hhs.gov

M. Grievances, Initial Coverage Decisions, and Appeals

Topic Area	Responsible Division and Group	Contact
Part D Denial Notices	DAP, MEAG	https://Appeals.lmi.org/
Staffing Requirements	DAP, MEAG	https://Appeals.lmi.org/

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

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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	Vernisha.Robinson-Savoy@cms.hhs.gov Industry questions about Chapter 9 of the PDBM and Chapter 21 of the MMCM: Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov

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