

Definitions for HPMS Contract Level Contacts

Contact	Definition
Agent/Broker Compensation Data Contact	The Agent/Broker Compensation contact is the designated contact to address issues related to agent/broker compensation rates and is responsible for providing guidance related to agent/broker compensation amounts.
Automated TrOOP Balance Transfer Contact	The Automated TrOOP Balance Transfer Contact is the person who the TrOOP Facilitator can contact for problem resolution, such as to determine the estimated timeframe for the correction of unacceptable responses and resumption of the transaction flow.
Backup User Access Contact	The Backup User Access Contact is the alternate responsible for authorizing and signing requests for HPMS access. It is recommended that this person maintain active access to HPMS to monitor users with access to their contracts.
Best Available Evidence Contact	The Best Available Evidence Contact is the designated contact to address issues related to the policy requiring organizations to accept certain types of evidence from beneficiaries to show they qualify for LIS when CMS data do not show the correct status.
Bid Audit Contact	The bid audit contact is the contact for issues and questions related to auditing of the contract's bid submissions.
Bid Audit Site Contact	The bid audit site contact is the onsite contact for a contract's bid audit.
Bid Primary Contact	The bid primary contact is the contact for issues and questions related to contract's bid submissions.
CAP Report Contact for Public Website	The Plan Directory Contact for the Public Website is the contract's designated contact to respond to questions from the public regarding your organization's data in the CAP reports. Please note that this information will be posted on the public website at http://www.cms.hhs.gov/MCRAdvPartDENrolData/ .
CEO - CMS Administrator Contact	The CEO - CMS Administrator Contact is the sponsor's most senior level person who would be able to work with the Administrator or Deputy Administrator of CMS. This should be the actual CEO or President, and not a substitute.
CEO - Sr. Official for Contracting	The Chief Executive Officer, who is appointed by the Board of Directors, is responsible for the overall performance of the contract.
Chief Financial Officer	The Chief Financial Officer is responsible for the financial operations and financial filings of the contract.
Chief Information Officer (CIO)	The senior-level executive that has overall responsibility for the organization's enterprise information technology and computer systems.
Chief Information Security Officer (CISO)	The senior-level executive that is responsible for ensuring that the organization's enterprise information assets and technologies are adequately protected.
Chief Operating Officer	The Chief Operating Officer is a corporate officer responsible for managing the day-to-day activities of the legal entity and for the operations management.
CMS Casework Communication Contact	The CMS Casework Communication Contact is the sponsor's designated contact for CMS on ongoing Casework issues and questions (i.e., the Complaints Tracking Module).
Complaints Tracking Contact	The Complaint Tracking Module Contact is the contact responsible for responding to issues or questions related to managing complaints lodged with CMS.
Contact for Fraud Investigations	The Contact for Fraud Investigations is the contact responsible for fraud investigations so that CMS and the MEDICs have a point of contact to alert the sponsor of an investigation of a specific medical provider or a pharmacy, or other fraud schemes in the community that may be relevant to the sponsor's operations.

Contact	Definition
Coordination of Benefits (COB) Contact	The COB contact is the sponsor's designated contact to work with other health plans, states, SPAPs and other providers of prescription drug coverage with respect to the payment of premiums and coverage, as well as payment for supplemental prescription drug benefits.
Corporate Mailing	The Corporate Office Location, with phone and e-mail address.
Cost Report Contact	The Cost Report contact is the plan's point-of-contact for completion and submission of the budget forecasts, as well as interim and final cost reports. This individual should be able to respond to CMS or CMS' contractors questions arising from cost report desk reviews. Additionally, this individual will be notified of the cost report audits and should serve as liaison between the plan and the auditors.
Coverage Gap Discount Program (CGDP) Payment Contact	The plan sponsor's CGDP payment contact serves as the point of contact for CGDP payment issues and other financial-related communications and is authorized to sign monetary-related documents.
Customer Service Operations Contact	The Customer Service Operations Contact oversees, or is responsible for, the contract's customer service activities. This includes responding to CMS inquiries regarding customer service operations.
DIR Contact	The contact person(s) for the DIR Reports should be able to represent the CEO or CFO, and be able to answer technical questions related to the DIR reports.
DIR Contact (Secondary)	The secondary contact person(s) for the DIR Reports is a secondary contact who should be able to represent the CEO or CFO, and be able to answer technical questions related to the DIR reports.
Electronic Health Records Contact	The Electronic Health Records Contact is the individual within the organization who can address questions from MA-EPs regarding the HiTech Program, including questions pertaining to why the EP is being claimed by the MAO.
Emergency Part D Contact	The Emergency Part D Contact is the sponsor's primary contact for CMS to reach for urgent Part D issues that need to be resolved immediately.
Emergency Part D Contact (Secondary)	The Emergency Part D Contact is the sponsor's secondary contact for CMS to reach for urgent Part D issues that need to be resolved immediately.
Employer Direct Contact	The Employer Direct Contact is the main point-of-contact for employer direct applications and Service Area Expansion (SAE) questions and would be a suitable CMS contact for day-to-day employer-related issues.
Employer Waiver Contact	The EGWP Contact is the plan's designated contact for all "800 series" plans with any new application or SAE.
Enrollment Contact	The Enrollment Contact supervises, or is responsible for, the Medicare enrollment and disenrollment activities of the contract.
EOB Transfer Contact	The EOB Transfer contact is the sponsor's designated contact for previous claims and services received for a former enrollee.
Financial Audit Contact	The Financial Audit Contact is the individual serving as liaison between the Organization, auditors, and CMS. This individual will assist the auditors in coordinating audit activities, channeling questions to proper individuals, and obtaining required documentation. The areas under review will include, but will not limited to solvency, base year experience reported on MA and/or PD bids, non-benefit expenses, related party transaction, Part D costs and payments, TrOOP, and DIR.
Financial Reporting Contact	The Financial Reporting Contact is the designated contact to address issues related to financial solvency and is responsible for submitting the Fiscal Soundness data in HPMS.
Formulary Contact	The formulary contact is the sponsor's designated contact for issues and questions specifically related to CMS filed formulary.

Contact	Definition
Formulary Contact (Secondary)	The secondary formulary contact is the sponsor's secondary designated contact for issues and questions specifically related to CMS filed formulary.
General Contact	The General contact is the person to whom the majority of CMS' correspondence and e-mail will be addressed. This is CMS' primary contact at the contract for day-to-day issues.
Government Relations Contact	The Government Relations contact is the sponsor's designated contact to work with both Federal and State entities.
HIPAA Privacy Officer	The HIPAA Privacy Officer is the sponsor's designated contact for the Health sponsor's compliance issues and questions related to HIPAA Privacy.
HIPAA Security Officer	The HIPAA Security Officer is the sponsor's designated contact for Computer and communication security issues and questions related to HIPAA Security.
Hospice Contact	The plan's Hospice Contact serves as the central point for Hospice organizations to contact in order to coordinate prescription drug coverage for Part D plan beneficiaries enrolled in hospice. The contact should have the ability to 1) update the beneficiary's date of enrollment in hospice, 2) coordinate coverage of prescription drugs (including those where prior authorization is needed) and 3) exchange contact information with hospices to facilitate hospice repayment of inappropriate payments made by plan.
MA Appeals/Grievances Contact*	The MA Appeals/Grievances contact oversees, or is responsible for, the appeals and grievances activities of the contract.
MA Claims Processing Contact for Public Website***	The MA Claims Processing Contact is the sponsor's designated contact for issues and questions related specifically to MA claims processing or administration. Please note that this information will be posted on the public website at http://www.cms.hhs.gov/MCRAAdvPartDENrolData/ .
Marketing Contact	The Marketing contact is the primary contact for all correspondence with CMS regarding marketing materials. This person submits the marketing materials to CMS for review.
Medical Director	The Medical Director contact is the sponsor's designated contact for any Medical Quality issues and questions.
Medicare Compliance Officer	The Medicare Compliance Officer is responsible for ensuring compliance with all Medicare laws, regulations, policies, and procedures.
Medicare Coordinator	The Medicare Coordinator generally supervises the contract's Medicare operations and staff.
Medicare Part D Opioid Overutilization Contact	The Medicare Part D Opioid Overutilization contact is the person identified by a sponsor to be contacted by a sponsor to coordinate data sharing in cases where the sponsor has implemented a beneficiary-level point-of-sale opioid claim edit for a beneficiary who has subsequently enrolled in a prescription drug plan with the contact's sponsor.
Medication Therapy Management Contact	The MTM contact is the sponsor's designated contact for issues and questions related to the sponsor's management of their pharmacy programs, e.g., step-therapy.
MMP Report Requirements Contact	The person responsible for the Medicare Medicaid Plan Core reporting requirements and respective state reporting appendix.
MMP Point of Contact	The person responsible for day to day coordination of the Medicare Medicaid Plan activities with CMS and the respective State.
OffShore Subcontractor Contact	The offshore subcontractor contact is able to answer questions regarding the organization's offshore subcontracts and offshore subcontract attestation submitted to CMS.

Contact	Definition
Online Enrollment Center Contact (Backup)	The Online Enrollment Center Contact is the backup contact for issues and questions related to the Online Enrollment Center application on www.medicare.gov .
Online Enrollment Center Contact (Optional)	The Online Enrollment Center Contact is the backup contact for issues and questions related to the Online Enrollment Center application on www.medicare.gov .
Online Enrollment Center Contact (Primary)	The Online Enrollment Center Contact is the primary contact for issues and questions related to the Online Enrollment Center application on www.medicare.gov .
Outreach Contact	This contact is only for fallbacks and we do not have fallback plans.
Part C Application Contact #	The application contact is the sponsor's designated contact for new applications, SAEs or application-related information submitted to CMS.
Part C Reporting Contact	The Part C Reporting Requirements Contact is the contact responsible for responding to issues or questions related to the data submitted for the Part C Reporting Requirements.
Part D Appeals (Secondary) *	The Part D Appeals contact oversees, or is responsible for, the appeals activities of the sponsor.
Part D Appeals*	The Part D Appeals contact oversees, or is responsible for, the appeals activities of the sponsor.
Part D Application Contact #	The Part D application contact is the sponsor's designated contact for new applications, SAEs or application-related information submitted to CMS.
Part D Benefits Contact	The Part D Benefits Contact is the sponsor's designated contact for issues and questions related to Medicare Part D pharmacy benefits and their administration.
Part D Claims Submission Contact***	The Part D Claims Submission Contact is the sponsor's designated contact for issues and questions related specifically to the contract's submission of drug claims to CMS.
Part D Exceptions Contact	The Part D Exceptions Contact is the sponsor's primary contact for issues and questions related to the sponsor's internal pharmacy programs management that can overrule an earlier decision in a specific instance of a prescription denial.
Part D Exceptions Contact (Secondary)	The Part D Exceptions Contact is the sponsor's secondary contact for issues and questions related to the sponsor's internal pharmacy programs management that can overrule an earlier decision in a specific instance of a prescription denial.
Part D Price File Contact (Back-up)	The Part D Price File contact is the backup contact for issues and questions related to the sponsor's submission of their www.medicare.gov price files.
Part D Price File Contact (Optional)	The Part D Price File contact is the backup contact for issues and questions related to the sponsor's submission of their www.medicare.gov price files.
Part D Price File Contact (Primary)	The Part D Price File contact is the primary contact for issues and questions related to the sponsor's submission of their www.medicare.gov price files.
Part D Quality Assurance Contact**	The Part D Quality Assurance Contact is the sponsor's designated contact for issues and questions related to Medicare Part D and the sponsor's efforts to assure that it complies with CMS requirements regarding quality.
Part D reporting Contact	The Part D Reporting Requirements Contact is the contact responsible for responding to issues or questions related to the data submitted for the Part D Reporting Requirements.
Patient Safety Contact	The Patient Safety Contact is the sponsor's designated contact for issues and questions related to the sponsor's management of pharmacy programs for patient safety, e.g., drug interaction oversight.

Contact	Definition
Payment Contact	The payment contact is the contract's designated contact for issues and questions related to payments made by the CMS.
Personal Health Record (PHR) Contact	The PHR contact is the person in an organization acting as liaison with CMS regarding personal health record (PHR) information.
PFFS Terms and Conditions of Payment Contact for Public Website	The PFFS Terms and Conditions of Payment Contact for the Public Website is the contract's designated contact to facilitate provider access to your organization's terms and conditions of payment. Please note that this information will be posted on the public website at http://www.cms.hhs.gov/PrivateFeeForServicePlans/ .
Pharmacy Director	The Pharmacy director is the sponsor's designated contact for issues and questions related to the sponsor's internal pharmacy program management.
Pharmacy Network Management Contact	The pharmacy network management contact is the sponsor's primary designated contact for issues and questions related specifically to pharmacy contracting, administration and managing the contracts for their networks.
Pharmacy Network Management Contact (Secondary)	The pharmacy network management contact is the sponsor's secondary designated contact for issues and questions related specifically to pharmacy contracting, administration and managing the contracts for their networks.
Pharmacy Technical Help Desk Contact	The Pharmacy Technical Help Desk Contact is the sponsor's primary technical contact for pharmacy issues and questions.
Pharmacy Technical Help Desk Contact (Secondary)	The Pharmacy Technical Help Desk Contact is the sponsor's secondary technical contact for pharmacy issues and questions.
PHR Beneficiary Contact	The PHR Beneficiary Contact is the toll-free number for beneficiaries to use to obtain personal health record (PHR) information.
Physician Incentive Contact	The Physician Incentive Contact is responsible for physician incentive plan compliance.
Plan Directory Contact for Public Website	The Plan Directory Contact for the Public Website is the contract's designated contact to assist outside parties (e.g., fiscal intermediaries, carriers, providers) with general questions about the plan. Please note that this information will be posted on the public website at http://www.cms.hhs.gov/MCRAAdvPartDEnrolData/ .
Plan to Plan Reconciliation Contact	The Plan-to-Plan Reconciliation Contact is the sponsor's designated contact for dealing with other Medicare prescription drug plans for drug costs incurred on behalf of Medicare beneficiaries who may have switched plans or otherwise may not have been appropriately enrolled in a plan.
Processor Contact	The Processor Contact is the sponsor's designated contact for issues and questions related to any claims processing or administration of claims.
Quality Contact**	The Quality contact oversees, or is responsible for, the Medicare quality activities of the contract.
Reconciliation Contact	The contact person(s) for the Part D payment reconciliation should be able to represent the CEO or CFO, and be able to respond promptly to correspondence related to the Part D payment reconciliation process.
Reconciliation Contact (Secondary)	The secondary contact person(s) for the Part D payment reconciliation is a secondary contact who should be able to represent the CEO or CFO, and be able to respond promptly to correspondence related to the Part D payment reconciliation process.
Recovery Audit Contact	The Recovery Audit Contact is the individual who serves as the point of contact for recovery auditing activities in Part C and Part D.
SNP Application Contact	The Special Needs Plan (SNP) Application Contact is the designated contact for questions related to SNP proposals.
SNP State Contact	The SNP State Contact is the designated contact to address questions about State contracts with the organization's SNP plans.

Contact	Definition
Surveillance Contact	The Surveillance Contact is the primary contact for all correspondence with CMS regarding marketing surveillance, and ensures that their entity's marketing representatives and agents/brokers are in compliance with CMS marketing requirements and guidelines.
System Contact	The System Contact oversees, or is responsible for, the Medicare systems activities and submissions.
Third Party Administrator (TPA) Liaison	The TPA liaison contact will receive coverage gap discount program notifications distributed by the TPA, including, but not limited to, training sessions, website updates, and invoice/report distribution announcements.
User Access Contact	The User Access Contact is responsible for authorizing requests for authorizing and signing requests for HPMS access. It is recommended that this person maintain active access to HPMS to monitor users with access to their contracts.
Utilization Management Contact	The Utilization Management Contact is the contact responsible for questions from CMS regarding utilization management.
Utilization Review Contact	The Utilization Review Contact is responsible for questions from CMS regarding utilization review and monitors beneficiaries use of services.

MA and Part D Counterparts:
* = Appeals Contacts ** = Quality Contacts *** = Claims Submission Contacts # = Application Contacts