

Summary of HPMS Releases
For the week ending December 28, 2007

Title: Verification of Beneficiary Call Center Phone Numbers in HPMS

Date: 12/26/07

Summary: Beginning mid-January, 2008, the Centers for Medicare and Medicaid Services (CMS) assisted by Research Triangle Institute (RTI) International will resume surveillance of beneficiary call center phone lines. All Part D Sponsors should prepare for this surveillance by verifying that their call center phone numbers for 2008, as posted in the Health Plan Management System (HPMS), are current and accurate. To assist plans in verifying their information, an updated report titled "Beneficiary Call Center Phone Number and Service Area Call Times" is now available in HPMS.

Title: End of the AEP and Postmarked Enrollment Forms

Date: 12/26/07

Summary: At the end of the 2008 Annual Enrollment Period (AEP), all plans may accept AEP enrollment forms and disenrollment requests postmarked by 12/31/2007 or earlier through Friday, January 4, 2008. You do not need to retain envelopes. AEP enrollment or disenrollment requests received in the U.S. mail after January 4, 2008, regardless of postmark, must be denied however please note that you should carefully review each request as other enrollment periods may apply that would permit acceptance for a prospective effective date. If you have any questions on this topic, please contact Randy Brauer at (410) 786-1618.