



CENTER FOR BENEFICIARY CHOICES

Date: April 14, 2008
To: All Active MA-PD, MA, Cost, PACE, and Demonstration Organizations
From: David Lewis, Director, Medicare Advantage Group
Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit Group
Subject: Integrated User Interface (IUI) Feedback

CMS is planning to replace the Common User Interface (UI), the on-line system that is used to research beneficiary enrollments and payments, with the “Integrated User Interface” (IUI). The IUI will include all of the data elements currently available in the Common UI and in some cases, it may include additional information that the plans require.

CMS has determined that providing access to the entire beneficiary history, since the inception of the program, is no longer feasible. Determining the number of years of historical data that is necessary for plans to access via the On-line UI is a challenge. In evaluating this, we are requesting your best estimates concerning historical data utilization via the new IUI. For CMS to adequately size the data, it is essential that these estimates are as accurate as possible.

Please provide the following information utilizing the “On-line Historical Data Utilization” Tool (instructions for accessing the tool are below). Realizing that you may not track this specific data, CMS will accept an estimate from your expert in this area. Please submit your responses no later than April 18, 2008.

1) In a one year period, how many “beneficiary look-ups” are performed by your plan using the CMS On-line User Interface? (This should include each time an individual accesses beneficiary data. For example if it is necessary to look-up Sue Smith three times, then this should be counted as 3)

2) What is your best estimate of the percentage of the inquiries related to the following periods? (If a single query relates to multiple periods, identify the oldest period that applies.)

Current year through the previous 36 months (3 years)	_____ %
More than 3 years but less than or equal to 4 years	_____ %
More than 4 years but less than or equal to 5 years	_____ %
More than 5 years but less than or equal to 6 years	_____ %
More than 6 years but less than or equal to 7 years	_____ %
More than 7 years but less than or equal to 8 years	_____ %
More than 8 years but less than or equal to 9 years	_____ %

More than 9 years but less than or equal to 10 years	_____ %
More than 10 years	_____ %
Total	100%

Simultaneous to the release of this memo, CMS is sending an email from carol.eaton@cms.hhs.gov to each Compliance Officer with the link to the tool. Please click on the link in that email to complete and submit the tool electronically to CMS.

We are aware that some organizations will not receive the email due to firewall constraints. If your organization's Compliance Officer did not receive the email notification, paste the following link into your web browser to access and complete the tool:

<https://vovici.com/wsb.dll/s/11dc4g32d18>

Please note that your organization's Unique ID for accessing the tool is your CMS contract number (e.g., H1234). Organizations with more than one contract number may complete the tool once for each contract number, or alternatively, include the response for the entire organization using a single CMS contract number. In this case, send an email to carol.eaton@cms.hhs.gov stating the contract number used in the tool, and list the other contract number(s) included in the response. Also note that we are not asking for responses from stand-alone PDP contracts since those contracts have been operational for fewer than three years.

Thank you in advance for taking the time to answer our questions. CMS is very pleased to continue working with the industry. We appreciate your cooperative spirit and remain committed to working with our partners.

If you have any questions about the request please contact Carol.Eaton@cms.hhs.gov or your DPO Health Insurance Specialists.