

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland



CENTER FOR MEDICARE

March 25, 2025

Warning Letter for Online Enrollment

Contract ID: H9047

Parent Organization Name: Providence St Joseph Health

Legal Entity: PROVIDENCE HEALTH ASSURANCE

Misty Dunphy
Medicare Compliance Officer
3601 SW Murray Blvd. Suite 10
Beaverton, OR 97005

VIA EMAIL: misty.dunphy@providence.org

RE: Warning Letter for Online Enrollment

Dear Misty Dunphy:

The Centers for Medicare & Medicaid Services (CMS) is issuing this warning letter to PROVIDENCE HEALTH ASSURANCE, which operates Medicare Advantage Prescription Drug Plan (MA-PD) H9047, regarding the failure to download enrollment requests via the Medicare Online Enrollment Center (OEC) within the CMS-required timeframe.

Pursuant to 42 C.F.R. §422.66(a) & §423.32(c), Part C and Part D sponsors relying on the online enrollment center are expected to process enrollment applications within seven days of the receipt date. The time stamp on the OEC enrollment files marks the start of the seven-day timeframe for processing the enrollment request, as it is at this time that the enrollment request is considered by CMS to be received by the organization. As we reminded sponsors in the *Contract Year (CY) 2025 Online Enrollment Center (OEC) Timeline and Requirements* memo, MA organizations failing to promptly download enrollments are subject to compliance actions including, but not limited to, a request for a corrective action plan.

On October 28, 2024 CMS issued an email notification to your organization regarding two delinquent OEC downloads for contract year 2024. Additionally, on October 30, 2024, CMS issued a notice of non-compliance to your organization regarding two delinquent OEC downloads on October 29th, 2024. The OEC records maintained by CMS currently indicate that your organization has one delinquent OEC download for contract year 2025 on February 25, 2025; the oldest being 9 days. Therefore, we are now issuing a warning letter because of your organization's continued failure to download enrollment requests within the specified processing period of seven days.

If you have not already done so, please log into the OEC Administrative Console on HPMS and download the enrollment(s) immediately.

In the future, please ensure that your organization has enrollment processes in place to accept enrollments through the OEC as completed requests and to process the enrollment requests in a timely fashion. If you need additional assistance with the HPMS OEC Management module, please contact the HPMS Helpdesk via email at hpms@cms.hhs.gov or by phone at 1-888-220-2028.

Should your organization continue to fail to download enrollments from the OEC, CMS may consider taking additional compliance actions, including a formal request for a corrective action plan (CAP), or taking enforcement actions in the form of the imposition of intermediate sanctions (e.g., the suspension of marketing and enrollment activities) or civil money penalties. Additionally, in the event CMS issues another compliance action due to your organization's continued failure to download OEC enrollments, we will suspend your organization from participating in the OEC for two consecutive weeks.

Please be aware that this letter will be included in the record of your organization's past Medicare contract performance, which CMS will consider as part of our review of any application for new or expanded Medicare contracts your organization may submit. CMS deems this instance of non-compliance a Part C and D issue. CMS notes that we are issuing this compliance notice based exclusively on information that we obtained from sources other than your organization's self-disclosure.

If you have any questions about this notice, please contact Nick Antlitz at nick.antlitz@cms.hhs.gov and copy your account manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Linda Anders".

Linda Anders, Division Director
Division of Benefit Purchasing and Monitoring
Medicare Drug Benefit and C&D Data Group

CC via email:

Scott Garrett, CMS