

MAPD Plan Connectivity

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Greetings! We are the Medicare Advantage Prescription Drug (MAPD) Help Desk, offering technical and functional support for the Medicare Advantage and Prescription Drug (Parts C and D) Programs.

We are your concierge for establishing connectivity in preparation for the Annual Enrollment Period (AEP) for new and existing Plans. We will work with you to complete the routing requirements to transmit Plan Enrollments, Prescription Drug Events (PDE), Encounter Data Submission (EDS), and Risk Adjustment Processing System (RAPS) data files to the Centers for Medicare & Medicaid Services (CMS).

Throughout the preparation for AEP, you will submit required forms and information while communicating with multiple support teams (Health Plan Management System (HPMS), Enterprise File Transfer (EFT) Team, Customer Service and Support Center (CSSC), and the MAPD Help Desk) to establish connectivity. The MAPD Help Desk will assist understanding the process, completing prerequisites, remind when documents or roles are missing, coordinate with the EFT Team to establish connectivity to exchange files. Additionally, we support the exchange of Medicare Advantage & Prescription Drug System (MARx) files from creation to the receipt of response files.

The Connectivity process can be thought of as building the highway from the organization to CMS. When all steps of building the highway are complete, work with the EFT Team begins and they will send a test file to confirm connectivity has been established. Upon completion, the Plan will be able to send and receive the necessary files for the upcoming Plan Year (PY).

The MAPD Help Desk has developed a Welcome Packet that contains artifacts to assist with the connectivity process. Within this packet you will find:

- Preparation for AEP Overview
- MAPD Plan Connectivity Checklist
- Preparation for AEP Suggested Timeline
- Connectivity Type Summary
- Who Do I Contact?
- Connectivity Frequently Asked Questions (FAQ)

Other resources, including the Data Exchange Preparation Procedures (DEPP) and MAPD Plan Connectivity Checklist may be found on the [MAPD website](#) under [Plan Connectivity Preparation](#).

The MAPD Help Desk would like to thank you for the opportunity to assist you in this process and offer our continued support in your active operational status.

Thank you,

MAPD Help Desk
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