

Definitions for HPMS Contract Level Contacts

Contact	Definition
NOTE: Unless otherwise specified, the contact information provided is for internal CMS use only.	
Corporate Mailing	The Corporate Office Location, with phone and e-mail address.
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 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.
Medicare Compliance Officer	The Medicare Compliance Officer is responsible for ensuring compliance with all Medicare laws, regulations, policies, and procedures.
Enrollment Contact	The Enrollment Contact supervises, or is responsible for, the Medicare enrollment and disenrollment activities of the contract.
Medicare Coordinator	The Medicare Coordinator generally supervises the contract's Medicare operations and staff.
System Contact	The System Contact oversees, or is responsible for, the Medicare systems activities and submissions.
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.
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.
MA Appeals/Grievances Contact*	The MA Appeals/Grievances contact oversees, or is responsible for, the appeals and grievances activities of the contract.
Quality Contact**	The Quality contact oversees, or is responsible for, the Medicare quality activities of the contract.
Physician Incentive Contact	The Physician Incentive Contact is responsible for physician incentive plan compliance.
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.
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.
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.
Part C Application Contact #	The application contact is the sponsor's designated contact for new applications, SAEs or application-related information submitted to CMS.
Medical Director	The Medical Director contact is the sponsor's designated contact for any Medical Quality issues and questions.
Utilization Review Contact	The Utilization Review Contact is responsible for questions from CMS regarding utilization review and monitors beneficiaries use of services.
Utilization Management Contact	The Utilization Management Contact is the contact responsible for questions from CMS regarding utilization management.
Bid Primary Contact	The bid primary contact is the contact for issues and questions related to contract's bid submissions.
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.
Payment Contact	The payment contact is the contract's designated contact for issues and questions related to payments made by the CMS.
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.
Formulary Contact	The formulary contact is the sponsor's designated contact for issues and questions specifically related to CMS filed formulary.
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.
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Contact	Definition
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.
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.
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 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 Application Contact #	The Part D application contact is the sponsor's designated contact for new applications, SAEs or application-related information submitted to CMS.
Pharmacy Director	The Pharmacy director is the sponsor's designated contact for issues and questions related to the sponsor's internal pharmacy program management.
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.
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.
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 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.
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/MCRAdvPartDENrolData/ .
Part D Appeals*	The Part D Appeals contact oversees, or is responsible for, the appeals activities of the sponsor.
Part D Appeals (Secondary) *	The Part D Appeals contact oversees, or is responsible for, the appeals activities of the sponsor.
Government Relations Contact	The Government Relations contact is the sponsor's designated contact to work with both Federal and State entities.
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.
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 .
Online Enrollment Center Contact (Back-up)	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 .
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.
Processor Contact	The Processor Contact is the sponsor's designated contact for issues and questions related to any claims processing or administration of claims.
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).
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.
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Contact	Definition
Employer Waiver Contact	The EGWP Contact is the plan's designated contact for all "800 series" plans with any new application or SAE.
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.
EOB Transfer Contact	The EOB Transfer contact is the sponsor's designated contact for previous claims and services received for a former enrollee.
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.
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.
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.
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/MCRAdvPartDENrolData/ .
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.
PHR Beneficiary Contact	The PHR Beneficiary Contact is the toll-free number for beneficiaries to use to obtain 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/ .
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/ .
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.
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.
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.
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 (Secondary)	The secondary formulary contact is the sponsor's secondary designated contact for issues and questions specifically related to CMS filed formulary.
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.
Outreach Contact	This contact is only for fallbacks and we do not have fallback plans.
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.
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.
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.
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.
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.
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.
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.
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.
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.
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.
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.

MA and Part D Counterparts:

* = Appeals Contacts

** = Quality Contacts

*** = Claims Submission Contacts

= Application Contacts