

# APPENDIX A: MEDICARE PART C & PART D 2017 - READINESS CHECKLIST RESEARCH RESOURCES

## A. Systems, Data, & Connectivity

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Health Plan Management (HPMS)</b>	Medicare Advantage Organizations and Part D Sponsors	Division of Plan Data (DPD), Medicare Drug Benefit and C& D Data Group (MDBG)	<b>Lori Robinson</b> <b>Ana Nunez</b>	<a href="mailto:hpms_access@cms.hhs.gov">hpms_access@cms.hhs.gov</a>
<b>Prescriber Enrollment</b>	Delay in Enforcement of the Medicare Part D Prescriber Enrollment Requirement	Division of Part D Policy (DPDP), Medicare Drug Benefit and C& D Data Group (MDBG)	<b>Lisa Thorpe</b>	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>
<b>National Provider Identifier (NPI)-PDE Related issues only</b>	(NPI) Requirements –Part D Sponsors	Division of Payment Reconciliation, Medicare Plan Payment Group (MPPG)	<b>Amanda Johnson</b> <b>Christine Machon</b> <b>Julie Gover</b>	<a href="mailto:pdejan2011@cms.hhs.gov">pdejan2011@cms.hhs.gov</a>
<b>MARx</b>	Medicare Advantage Organizations & Part D Sponsors	Division of Payment Operations, Medicare Plan Payment Group (MPPG)	<b>Ed Howard</b>	MAPD Help Desk: <a href="mailto:MAPDHelp@cms.hhs.gov">MAPDHelp@cms.hhs.gov</a> MTM questions: <a href="mailto:EnhancedMTM@cms.hhs.gov">EnhancedMTM@cms.hhs.gov</a> MA-VBID model questions: <a href="mailto:MAVBID@cms.hhs.gov">MAVBID@cms.hhs.gov</a>
<b>Medicare Plan Finder Data (MPF)</b>	Quality Assurance	Division off clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Kenny Gucwa</b> <b>Stacy Matheny</b>	Technical questions pricing files: <a href="mailto:plancompare@drx.com">plancompare@drx.com</a> QA of MPF data files: <a href="mailto:PlanfinderQA@cms.hhs.gov">PlanfinderQA@cms.hhs.gov</a> Technical questions Communications Web:

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				<a href="mailto:PlanFinder@AcumenLLC.com">PlanFinder@AcumenLLC.com</a>
<b>User Group Calls</b>	Staff Registration	Division of Part D Policy (DPDP), Medicare Drug Benefit & C and D Data Group (MDBG)	<b>Joscelyn Lissone</b>	<a href="mailto:Joscelyn.Lissone@cms.hhs.gov">Joscelyn.Lissone@cms.hhs.gov</a>
<b>Patient Safety Analysis Website</b>	Patient Safety Reporting System	Division of Clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Diane McNally</b>	Technical questions and report access: <a href="mailto:PatientSafety@acumenllc.com">PatientSafety@acumenllc.com</a>
<b>Overutilization Monitoring System</b>	Overutilization Monitoring Reporting System	Division of Clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Diane McNally</b>	<a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a>
<b>Risk Adjustment data Submission</b>	Risk Adjustment data includes Risk Adjustment Processing System (RAPS) data and Encounter Data System (EDS) data	Division of Payment Policy (DPP), Medicare Plan Payment Group (MPPG)	<b>Ashley Franzel</b>	<a href="mailto:Ashley.Franzel@cms.hhs.gov">Ashley.Franzel@cms.hhs.gov</a>
<b>Prescription Drug Event (PDE) Requirements</b>	PDE Requirements	Division of Payment Reconciliation (DPR), Medicare Plan Payment Group (MPPG)	<b>Amanda Johnson</b> <b>Christine Machon</b>	<a href="mailto:pdejan2011@cms.hhs.gov">pdejan2011@cms.hhs.gov</a>
<b>Electronic Enrollment Mechanism</b>	Electronic Enrollment	Division of Medicare Enrollment Coordination (DMEC), Medicare Enrollment and Appeals Group (MEAG)	<b>Andrea Hamilton</b>	<a href="mailto:Andrea.hamilton@cms.hhs.gov">Andrea.hamilton@cms.hhs.gov</a>

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## B. Reporting

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Healthcare Effectiveness &amp; Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), &amp; (CAHPS®)</b>	Reporting Requirements	Division of Consumer Assessment & Plan Performance (DCAPP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Liz Goldstein</b>	<a href="mailto:hos@cms.hhs.gov">hos@cms.hhs.gov</a> <a href="mailto:HEDISquestions@cms.hhs.gov">HEDISquestions@cms.hhs.gov</a> <a href="mailto:MP-CAHPS@cms.hhs.gov">MP-CAHPS@cms.hhs.gov</a>
<b>Part C and Part D Reporting Requirements</b>	2016 Monitoring Parts C & D Reporting Website Access	Division of Clinical & Operational Performance (DCOP), Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Chanelle Jones</b>  <b>Teri Lied</b>	Questions or Technical Specifications: <a href="mailto:partd-planreporting@cms.hhs.gov">partd-planreporting@cms.hhs.gov</a> <a href="mailto:partcplanreporting@cms.hhs.gov">partcplanreporting@cms.hhs.gov</a>
<b>Reporting and Returning Risk Adjustment Overpayments</b>	Reporting and Returning Risk Adjustment Related Overpayments	Division of Payment Policy (DPP), Medicare Plan Payment Group (MPPG)	<b>Ashley Franzel</b>	<a href="mailto:riskadjustment@cms.hhs.gov">riskadjustment@cms.hhs.gov</a>
<b>Reporting and Returning PDE/DIR-related Overpayments</b>	Reporting and Returning PDE/DIR Related Overpayments	Division of Payment Reconciliation (DPR), Medicare Plan Payment Group (MPPG)	<b>Julie Gover</b>	<a href="mailto:pdejan2011@cms.hhs.gov">pdejan2011@cms.hhs.gov</a>
<b>Encounter Data</b>	Encounter Data Submission Timing Guidance	Division of Payment Policy (DPP), Division of Encounter Data & Risk Adjustment Operations (DEDRAO), Medicare Plan Payment Group (MPPG)	<b>Rebecca Paul</b>  <b>Gift Tee</b>	<a href="mailto:encounterdata@cms.hhs.gov">encounterdata@cms.hhs.gov</a>
<b>Fiscal Soundness</b>	Release of the HPMS Fiscal Soundness Module	Division of Finance and Benefits (DFB), Medicare Drug and Health Plan	<b>Yasmin Galvez</b>  <b>Joseph Millstone</b>	Questions concerning Fiscal Soundness Reporting Requirements: <a href="mailto:FinancialReview@cms.hhs.gov">FinancialReview@cms.hhs.gov</a>

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	and Reporting Requirements	Contract Administration Group (MCAG)		Technical assistance: <a href="mailto:hpms@cms.hhs.gov">hpms@cms.hhs.gov</a>
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## C. Contracting, Subcontractor Provisions, & Oversight

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Any Willing Pharmacy /Contracting Requirements</b>	Compliance with Any Willing Pharmacy	Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Arianne Spaccarelli</b>  <b>Scott Nelson</b>  <b>Linda Anders</b>  <b>Michael Neuman</b>	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a>  <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>
<b>Offshore Subcontracting</b>	Offshore Subcontractor Data	Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Arianne Spaccarelli</b>  <b>Scott Nelson</b>  <b>Linda Anders</b>  <b>Michael Neuman</b>	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a>  <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>
<b>Changes to Contracts for Key Part C and Part D Functions</b>	First Tier/ Downstream/ Related	Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Arianne Spaccarelli</b>  <b>Scott Nelson</b>  <b>Linda Anders</b>  <b>Michael Neuman</b>	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a>  <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>

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## D. Customer Service

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Customer Service Call Centers</b>	CCM	Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Chris Rotruck</b>	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Limited English Speaking Beneficiaries</b>	2016 Translated Materials Requirements	Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Keely Ireland</b>	<a href="mailto:Keely.Ireland@cms.hhs.gov">Keely.Ireland@cms.hhs.gov</a>
<b>Customer Service Staff Knowledge</b>	Updated Standard Operating Procedures	Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Chris Rotruck</b>	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Pharmacy Technical Help Desk Call Centers</b>		Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Chris Rotruck</b>	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Complaints Tracking Module</b>		Division of Clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Justin Giwa</b> <b>Rajesh Bhandari</b>	Technical assistance with HPMS or CTM: <a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a>  Technical data questions related to plan's CTM performance: <a href="mailto:ctm@cms.hhs.gov">ctm@cms.hhs.gov</a>

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## E. Marketing

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Individuals with Disabilities</b>	Providing Materials in Alternate Formats for Individuals with Disabilities - Requirements	Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group (MCAG)	<b>Tim Roe</b>	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a>
<b>Formulary</b>		Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group (MCAG)	<b>Tim Roe</b>	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a>
<b>Referencing Star Ratings in Marketing Materials</b>	Availability of 2016 Medicare Star Ratings Marketing	Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group (MCAG)  Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Tim Roe</b>  <b>Lucia Patrone</b>	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a>  <a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a>
<b>Websites</b>	Provider Directory Requirements	Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group (MCAG)	<b>Tim Roe</b>	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a>
<b>Agents and Brokers</b>	Compensation Rate Adjustments	Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug	<b>Tim Roe</b>	<a href="mailto:Timothy.Roe@cms.hhs.gov">Timothy.Roe@cms.hhs.gov</a>

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		and Health Plan Contract Administration Group (MCAG)		
<b>Disclaimers</b>		Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Nick Antlitz</b>	<a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a>

## F. Enrollment/Disenrollment and Premium Billing

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Timing of Annual Enrollment Period</b>		<p>Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C and D Data Group (MDBG)</p> <p>Division of Enrollment and Eligibility Policy (DEEP), Medicare Enrollment and Appeal Group (MEAG)</p>	<p><b>Linda Anders</b></p> <p><b>Patty Helphenstine</b></p>	<p><a href="mailto:Linda.Anders@cms.hhs.gov">Linda.Anders@cms.hhs.gov</a></p> <p><a href="mailto:patricia.helphenstine2@cms.hhs.gov">patricia.helphenstine2@cms.hhs.gov</a></p> <p>Questions or help: <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a></p>

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<b>Medicare Advantage Disenrollment</b>		<p>Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C and D Data Group (MDBG)</p> <p>Division of Enrollment and Eligibility Policy (DEEP), Division of Medicare Enrollment Coordination (DMEC), Medicare Enrollment &amp; Appeals Group (MEAG)</p>	<p><b>Linda Anders</b></p> <p><b>Patty Helphenstine</b></p> <p><b>Andrea Hamilton</b></p>	<p><a href="mailto:Linda.Anders@cms.hhs.gov">Linda.Anders@cms.hhs.gov</a></p> <p><a href="mailto:patricia.helphenstine2@cms.hhs.gov">patricia.helphenstine2@cms.hhs.gov</a></p> <p><a href="mailto:Andrea.hamilton@cms.hhs.gov">Andrea.hamilton@cms.hhs.gov</a></p>
<b>SEP for Enrollment into a 5-Star Plan</b>		<p>Division of Consumer Assessment &amp; Plan Performance (DCAPP), Medicare Drug Benefit and C and D Data Group (MDBG)</p> <p>Division of Enrollment and Eligibility Policy (DEEP), Medicare Enrollment &amp; Appeals Group (MEAG)</p>	<p><b>Liz Goldstein</b></p> <p><b>Patty Helphenstine</b></p>	<p><a href="mailto:Elizabeth.Goldstein@cms.hhs.gov">Elizabeth.Goldstein@cms.hhs.gov</a></p> <p><a href="mailto:patricia.helphenstine2@cms.hhs.gov">patricia.helphenstine2@cms.hhs.gov</a></p>



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<b>Online Enrollment Center</b>		Division of Enrollment and Eligibility Policy (DEEP), Division of Medicare Enrollment Coordination (DMEC), Medicare Enrollment, Medicare Enrollment & Appeals Group (MEAG)	<b>Patty Helphenstine</b>  <b>Andrea Hamilton</b>	<a href="mailto:patricia.helphenstine2@cms.hhs.gov">patricia.helphenstine2@cms.hhs.gov</a>  <a href="mailto:Andrea.hamilton@cms.hhs.gov">Andrea.hamilton@cms.hhs.gov</a>
<b>Retroactive Enrollments</b>		Division of Enrollment and Eligibility Policy (DEEP, Division of Medicare Enrollment Coordination (DMEC), Medicare Enrollment, Medicare Enrollment & Appeals Group (MEAG)  Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Patty Helphenstine</b>  <b>Andrea Hamilton</b>    <b>Linda Anders</b>	<a href="mailto:patricia.helphenstine2@cms.hhs.gov">patricia.helphenstine2@cms.hhs.gov</a>  <a href="mailto:Andrea.hamilton@cms.hhs.gov">Andrea.hamilton@cms.hhs.gov</a>    <a href="mailto:Linda.Anders@cms.hhs.gov">Linda.Anders@cms.hhs.gov</a>
<b>Premium Billing</b>		Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Linda Anders</b>	<a href="mailto:Linda.Anders@cms.hhs.gov">Linda.Anders@cms.hhs.gov</a>

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## G. Late Enrollment Penalty (LEP) and Creditable Coverage

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Charge the correct LEP for beneficiaries based on CMS's LEP reports</b>		Division of Enrollment and Eligibility Policy (DEEP, Division of Appeal Policy, Medicare Enrollment & Appeals Group (MEAG)	<b>Patty Helphenstine</b>  <b>Erica Sontag</b>	<a href="mailto:patricia.helphenstine2@cms.hhs.gov">patricia.helphenstine2@cms.hhs.gov</a>  <a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a>

## H. Benefits Administration & Beneficiary Protections

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Part C Benefits and Beneficiary Protections</b>	Update to Chapter 4 of the Medicare Managed Care Manual	Medicare Drug & Health Plan Contract Administration Group (MCAG)	<b>Kim August</b>	<a href="mailto:Kimberly.August@cms.hhs.gov">Kimberly.August@cms.hhs.gov</a>
<b>Coverage Gap Discount Program (CGDP)</b>	Coverage Gap Discount Program Benefit Year Closeout Invoice Rep	Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Sonia Eaddy</b> <b>Shelly Winston</b>	<a href="mailto:Sonia.Eaddy@cms.hhs.gov">Sonia.Eaddy@cms.hhs.gov</a> <a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>  Questions regarding guidance to the Third Party Administrator: <a href="mailto:tpaoperations@tpadministrator.com">tpaoperations@tpadministrator.com</a>
<b>Formulary</b>	Part D Formulary Requirements	Division of Formulary & Benefit Operations (DFBO), Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Robert, Dombrowski</b> <b>Andrea Bendewald</b> <b>Marie Manteuffel</b> <b>Stephanie Hammonds</b> <b>Lisa Thorpe</b>	<a href="mailto:Robert.Dombrowski@cms.hhs.gov">Robert.Dombrowski@cms.hhs.gov</a> <a href="mailto:Andrea.Bendewald@cms.hhs.gov">Andrea.Bendewald@cms.hhs.gov</a> <a href="mailto:Marie.Manteuffel@cms.hhs.gov">Marie.Manteuffel@cms.hhs.gov</a> <a href="mailto:Stephanie.Hammonds@cms.hhs.gov">Stephanie.Hammonds@cms.hhs.gov</a> <a href="mailto:Lisa.Thorpe@cms.hhs.gov">Lisa.Thorpe@cms.hhs.gov</a>

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<b>Mail-Order and Auto-Ship Refill Programs in Part D</b>		Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Marie Manteuffel</b>	<a href="mailto:Marie.Manteuffel@cms.hhs.gov">Marie.Manteuffel@cms.hhs.gov</a>
<b>Quality Improvement (QI) Programs</b>	New Mandatory Topic for Quality Improvement Projects	Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug & Health Plan Contract Administration Group (MCAG)	<b>Nishamarie Sherry</b>	<a href="mailto:MAQuality@cms.hhs.gov">MAQuality@cms.hhs.gov</a>
<b>Improving Drug Utilization Controls in Part D</b>		Division of Clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Diane McNally</b>	<a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a>
<b>Medication Therapy Management (MTM)</b>	Medication Therapy Management (MTM) Programs	Division of Clinical & Operational Performance (DCOP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Stacy Matheny</b> <b>Victoria Dang</b>	<a href="mailto:Partd_mtm@cms.hhs.gov">Partd_mtm@cms.hhs.gov</a>

## I. *Best Available Evidence (BAE) and Low Income Subsidy (LIS)*

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Low Income Subsidy Benefit Administration</b>		Division of Benefit Purchasing and Monitoring (DBPM), Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Keely Ireland</b>  <b>Shelly Winston</b>	<a href="mailto:Keely.Ireland@cms.hhs.gov">Keely.Ireland@cms.hhs.gov</a>  <a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>

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### J. *Coordination of Benefits (COB) & Automatic True Out-of-Pocket Cost (TrOOP) Balance Transfer*

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Coordination of Benefits (COB) Data Report</b>	Enhanced Automated TrOOP Balance Transfer	Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Donna Kellett</b>	<a href="mailto:Donna.Kellett@cms.hhs.gov">Donna.Kellett@cms.hhs.gov</a>
<b>Hospice</b>	Approved Form for Collection of Hospice Information for Medicare Part D Plans	Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Shelly Winston</b>	<a href="mailto:shelly.winston@cms.hhs.gov">shelly.winston@cms.hhs.gov</a>
<b>End-Stage Renal Disease (ESRD)</b>		Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Shelly Winston</b>	<a href="mailto:shelly.winston@cms.hhs.gov">shelly.winston@cms.hhs.gov</a>

### K. *Claims Processing and Transition Process – Part D Sponsors*

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Claims processing And Transition</b>		Division of Formulary & Benefit Operations (DFBO), Medicare Drug Benefit and C & D Data Group (MDBG)	<b>Anna Polk</b>  <b>Naseem Tarmohamed</b>	<a href="mailto:Anna.Polk@cms.hhs.gov">Anna.Polk@cms.hhs.gov</a>  <a href="mailto:Naseem.Tarmohamed@cms.hhs.gov">Naseem.Tarmohamed@cms.hhs.gov</a>

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## L. *Grievances, Initial Coverage Decisions, and Appeals*

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
<b>Initial Coverage Decisions and Appeals</b>		Division of Appeals Policy (DAP) (DAP), Medicare Enrollment & Appeals Group (MEAG)	<b>Erica Sontag</b>	<a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a>
<b>Appropriateness of Clinical Decision-Making</b>		Division of Appeals Policy (DAP), Medicare Enrollment & Appeals Group (MEAG)	<b>Erica Sontag</b>	<a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a>
<b>Proper Use of Adjudication Timeframe Extensions</b>	Adjudication Timeframe Extensions	Medicare Drug & Health Plan Contract Administration Group (MCAG)  Division of Appeals Policy (DAP), Division of Appeals Operations, Medicare Enrollment & Appeals Group (MEAG)	<b>Kim August</b>  <b>Erica Sontag</b>  <b>Maria Ramirez</b>	<a href="mailto:Kimberly.August@cms.hhs.gov">Kimberly.August@cms.hhs.gov</a>  <a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a>  <a href="mailto:Maria.Ramirez@cms.hhs.gov">Maria.Ramirez@cms.hhs.gov</a>
<b>Online Appeals Training Courses</b>	New Online Appeals Training Courses	Division of Appeals Policy (DAP), Medicare Enrollment & Appeals Group (MEAG)	<b>Erica Sontag</b>	<a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a>
<b>Rights of Medicare Part C&amp;D Enrollees</b>		Division of Appeals Policy (DAP), Medicare Enrollment & Appeals Group (MEAG)	<b>Erica Sontag</b>	<a href="mailto:Erica.Sontag@cms.hhs.gov">Erica.Sontag@cms.hhs.gov</a>

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### M. *Compliance and Fraud, Waste, and Abuse (FWA) Compliance Program*

Topic Area	Subject	Responsible Division and Group	Subject Matter Experts	Emails
Compliance & FWA	Reducing the Burden of the Compliance Program Training Requirements	Division of Analysis, Policy, and Strategy (DAPS), Medicare Parts C & D Oversight & Enforcement Group (MOEG)	Vernisha Robinson-Savoy	<a href="mailto:Vernisha.Robinson-Savoy@cms.hhs.gov">Vernisha.Robinson-Savoy@cms.hhs.gov</a>