

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

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

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B. Reporting

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

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| | and Reporting Requirements | Contract Administration Group (MCAG) | | Technical assistance: hpms@cms.hhs.gov |
|--|----------------------------|--------------------------------------|--|--|

C. Contracting, Subcontractor Provisions, & Oversight

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

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D. *Customer Service*

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

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E. *Marketing*

| Topic Area | Subject | Responsible Division and Group | Subject Matter Experts | Emails |
|--|---|--|--|--|
| Individuals with Disabilities | 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) | Tim Roe | Timothy.Roe@cms.hhs.gov |
| Formulary | | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group (MCAG) | Tim Roe | Timothy.Roe@cms.hhs.gov |
| Referencing Star Ratings in Marketing Materials | 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) | Tim Roe Lucia Patrone | Timothy.Roe@cms.hhs.gov Lucia.Patrone@cms.hhs.gov |
| Websites | Provider Directory Requirements | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug and Health Plan Contract Administration Group (MCAG) | Tim Roe | Timothy.Roe@cms.hhs.gov |
| Agents and Brokers | Compensation Rate Adjustments | Division of Surveillance Compliance & Marketing (DSCM), Medicare Drug | Tim Roe | Timothy.Roe@cms.hhs.gov |

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| | | and Health Plan Contract Administration Group (MCAG) | | |
| Disclaimers | | Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG) | Nick Antlitz | Nick.Antlitz@cms.hhs.gov |

F. *Enrollment/Disenrollment and Premium Billing*

| Topic Area | Subject | Responsible Division and Group | Subject Matter Experts | Emails |
|---|----------------|---|---|--|
| Timing of Annual Enrollment Period | | <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>Linda Anders</p> <p>Patty Helphenstine</p> | <p>Linda.Anders@cms.hhs.gov</p> <p>patricia.helphenstine2@cms.hhs.gov</p> <p>Questions or help: MAPDhelp@cms.hhs.gov</p> |

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

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

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G. Late Enrollment Penalty (LEP) and Creditable Coverage

| Topic Area | Subject | Responsible Division and Group | Subject Matter Experts | Emails |
|--|---------|--|--|--|
| Charge the correct LEP for beneficiaries based on CMS's LEP reports | | Division of Enrollment and Eligibility Policy (DEEP, Division of Appeal Policy, Medicare Enrollment & Appeals Group (MEAG) | Patty Helphenstine Erica Sontag | patricia.helphenstine2@cms.hhs.gov Erica.Sontag@cms.hhs.gov |

H. Benefits Administration & Beneficiary Protections

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

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

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

| Topic Area | Subject | Responsible Division and Group | Subject Matter Experts | Emails |
|--|----------------|---|---|--|
| Low Income Subsidy Benefit Administration | | Division of Benefit Purchasing and Monitoring (DBPM), Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG) | Keely Ireland Shelly Winston | Keely.Ireland@cms.hhs.gov Shelly.Winston@cms.hhs.gov |

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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 |
|---|---|---|------------------------|--|
| Coordination of Benefits (COB) Data Report | Enhanced Automated TrOOP Balance Transfer | Division of Benefit Purchasing and Monitoring (DBPM), Medicare Drug Benefit and C & D Data Group (MDBG) | Donna Kellett | Donna.Kellett@cms.hhs.gov |
| Hospice | 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) | Shelly Winston | shelly.winston@cms.hhs.gov |
| End-Stage Renal Disease (ESRD) | | Division of Part D Policy (DPDP), Medicare Drug Benefit and C & D Data Group (MDBG) | Shelly Winston | shelly.winston@cms.hhs.gov |

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

| Topic Area | Subject | Responsible Division and Group | Subject Matter Experts | Emails |
|---|---------|--|--|--|
| Claims processing And Transition | | Division of Formulary & Benefit Operations (DFBO), Medicare Drug Benefit and C & D Data Group (MDBG) | Anna Polk Naseem Tarmohamed | Anna.Polk@cms.hhs.gov Naseem.Tarmohamed@cms.hhs.gov |

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L. Grievances, Initial Coverage Decisions, and Appeals

| Topic Area | Subject | Responsible Division and Group | Subject Matter Experts | Emails |
|--|-------------------------------------|--|--|--|
| Initial Coverage Decisions and Appeals | | Division of Appeals Policy (DAP) (DAP), Medicare Enrollment & Appeals Group (MEAG) | Erica Sontag | Erica.Sontag@cms.hhs.gov |
| Appropriateness of Clinical Decision-Making | | Division of Appeals Policy (DAP), Medicare Enrollment & Appeals Group (MEAG) | Erica Sontag | Erica.Sontag@cms.hhs.gov |
| Proper Use of Adjudication Timeframe Extensions | 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) | Kim August Erica Sontag Maria Ramirez | Kimberly.August@cms.hhs.gov Erica.Sontag@cms.hhs.gov Maria.Ramirez@cms.hhs.gov |
| Online Appeals Training Courses | New Online Appeals Training Courses | Division of Appeals Policy (DAP), Medicare Enrollment & Appeals Group (MEAG) | Erica Sontag | Erica.Sontag@cms.hhs.gov |
| Rights of Medicare Part C&D Enrollees | | Division of Appeals Policy (DAP), Medicare Enrollment & Appeals Group (MEAG) | Erica Sontag | Erica.Sontag@cms.hhs.gov |

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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 | Vernisha.Robinson-Savoy@cms.hhs.gov |