

CY 2019 Medicare Advantage Organization, Prescription Drug Plan, Cost Plan, and
Medicare-Medicaid Plan Readiness Checklist

A. Medicare Card Project

Topic Area	Subject	Responsible Division and Group	Contact
Medicare Card Project	Medicare Health and Drug Plan Enrollment	DMEC, MEAG	Nicole.gordon@cms.hhs.gov
Medicare Card Project	Drug Data Processing System (DDPS) and Payment Reconciliation System (PRS)	DPR, MPPG	PDEJan2011@cms.hhs.gov
Medicare Card Project	Medicare Part D Coordination of Benefits	DMPO, FSG DPDP, MDBG	PartD_COB@cms.hhs.gov
Medicare Card Project	Encounter Data System (EDS)	DEDRAO, MPPG	encounterdata@cms.hhs.gov
Medicare Card Project	Risk Adjustment Suite of Systems (RASS)	DEDRAO, MPPG	riskadjustment@cms.hhs.gov
Medicare Card Project	Medicare Advantage-Prescription Drug (MARx) System	DPO, MPPG	MARXSSNRI@cms.hhs.gov
Medicare Card Project	Health Plan Management System (HPMS)	DPD, MDBG	HPMS@cms.hhs.gov

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B. Individuals with Disabilities

Topic Area	Subject	Responsible Division and Group	Contact
Individuals with Disabilities	Alternate Formats Medicare Advantage Organizations and Part D Sponsors	CARS, OHI	Altformatrequest@cms.hhs.gov

C. Precluded Providers

Topic Area	Subject	Responsible Division and Group	Contact
Prescriber Enrollment	Precluded Providers	DPDP, MDBG	PartDPolicy@cms.hhs.gov

D. Systems, Data, & Connectivity

Topic Area	Subject	Responsible Division and Group	Contact
Health Plan Management (HPMS)	Medicare Advantage Organizations and Part D Sponsors	DPD, MDBG	hpms_access@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
MARx	Medicare Advantage Organizations & Part D Sponsors	DPO, MPPG	<p>MAPD Help Desk: MAPDHelp@cms.hhs.gov</p> <p>MTM questions: EnhancedMTM@cms.hhs.gov</p> <p>MA-VBID model questions: MAVBID@cms.hhs.gov</p>
Medicare Plan Finder Data (MPF)	Quality Assurance	DCOP, MDBG	<p>Technical questions pricing files: plancompare@drx.com</p> <p>QA of MPF data files: PlanfinderQA@cms.hhs.gov</p> <p>Technical questions Communications Web: PlanFinder@AcumenLLC.com</p>
User Group Calls	Staff Registration	DPDP, MDBG	Joscelyn.Lissone@cms.hhs.gov
Patient Safety Analysis Website	Patient Safety Reporting System	DCOP, MDBG	<p>Technical questions and report access: PatientSafety@acumenllc.com</p>
Overutilization Monitoring System	Overutilization Monitoring Reporting System	<p>DCOP, MDBG</p> <p>DPDP, MDBG</p>	PartD_OM@cms.hhs.gov

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Risk Adjustment Data Submission	Risk Adjustment Processing System (RAPS) and Encounter Data (EDS) – Part C Sponsors	DPP, MPPG	encounterdata@cms.hhs.gov riskadjustment@cms.hhs.gov
Prescription Drug Event (PDE) Requirements	(PDE) Requirements Part D Sponsors	DPR, MPPG	pdejan2011@cms.hhs.gov
Electronic Enrollment Mechanism	Electronic Enrollment	DEEP, MEAG DMEC, MEAG	Policy inquiries on enrollment mechanism parameters: PDPENROLLMENT@CMS.HHS.GOV Operational inquiries: Stephen.ludwig@cms.hhs.gov

E. Reporting

Topic Area	Subject	Responsible Division and Group	Contact
Healthcare Effectiveness & Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), & (CAHPS®) Medicare Advantage Organizations and Part D Sponsors	Reporting Requirements	DCAPP, MDBG	hos@cms.hhs.gov HEDISquestions@cms.hhs.gov MP-CAHPS@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Part C & Part D Reporting Requirements	Parts C & D Reporting Website Access	DPDP, MDBG DCOP, MDBG	Questions or Technical Specifications: partcplanreporting@cms.hhs.gov partd-planreporting@cms.hhs.gov
Reporting and Returning Sponsor Identified Overpayments	Reporting and Returning Risk Adjustment Related Overpayments PDE/DIR-related Overpayments	DPP, MPPG DPR, MPPG	riskadjustment@cms.hhs.gov PDEJan2011@cms.hhs.gov
Fiscal Soundness	Release of the HPMS Fiscal Soundness Module and Reporting Requirements	DFB, MCAG	Yasmin.Galvez@cms.hhs.gov Joseph.Millstone@cms.hhs.gov

F. Contracting, Subcontractor Provisions, & Oversight

Topic Area	Subject	Responsible Division and Group	Contact
Any Willing Pharmacy (AWP) Contracting Requirements – Part D Sponsors	Any Willing Pharmacy Requirement	DBPM, MDBG	Arianne.Spaccarelli@cms.hhs.gov Scott.Nelson2@cms.hhs.gov
Offshore Subcontracting – Medicare Advantage Organizations and Part D Sponsors	Offshore Subcontractor Data	DBPM, MDBG	Arianne.Spaccarelli@cms.hhs.gov Scott.Nelson2@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Changes to Contracts for Key Part C & Part D Functions	First Tier /Downstream/ Related Party (FDR)	DMAO, MCAG, DBPM, MDBG	Cathy.Baldwin@cms.hhs.gov Arianne.Spaccarelli@cms.hhs.gov

G. Customer Service

Topic Area	Subject	Responsible Division and Group	Contact
Call Center Hours of Operation and Required Services	Customer Service Call Centers and Pharmacy Technical Help Desks	DBPM, MDBG	CallCenterMonitoring@cms.hhs.gov
Pharmacy Technical Help Desk Call Centers	Pharmacy technical support Part D Sponsors	DBPM, MDBG	CallCenterMonitoring@cms.hhs.gov
Limited English Speaking Beneficiaries	Translated Materials Requirements	DBPM, MDBG	Keely.Ireland@cms.hhs.gov
Customer Service Staff Knowledge of Medication Therapy Management (MTM)	Medication Therapy Management (MTM) Programs	DCOP, MDBG	Partd_mtm@cms.hhs.gov
Complaints Tracking Module – Medicare Advantage Organizations, Part D Sponsors	Complaints Tracking Module (CTM)	DCOP, MDBG	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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H. Marketing/ Communications

Topic Area	Subject	Responsible Division and Group	Contact
Model Notice and Policy Updates	2019 updated model materials	MCAG, MEAG and MDBG	Account Manager or Marketing Reviewer
Referencing Star Ratings in Marketing Materials	Availability of Medicare Star Ratings Marketing	DSCM, MCAG DPDP, MDBG	marketing@cms.hhs.gov Lucia.Patrone@cms.hhs.gov Chad.Buskirk@cms.hhs.gov
Websites	Website Material Provider & Pharmacy Directories	DSCM, MCAG DPDP, MDBG	marketing@cms.hhs.gov Lucia.Patrone@cms.hhs.gov Chad.Buskirk@cms.hhs.gov
Agents and Brokers	Compensation Rate Adjustments	DSCM, MCAG	marketing@cms.hhs.gov
Access to Preferred Cost Share Pharmacies	Part D Disclaimers	DPDP, MDBG DBPM, MDBG	Lucia.Patrone@cms.hhs.gov Nick.Antlitz@cms.hhs.gov

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I. Enrollment/Disenrollment and Billing

Topic Area	Subject	Responsible Division and Group	Contact
Timing of Annual Enrollment Period (AEP)	Enrollment	DEEP, MEAG	Policy inquiries: PDPEnrollment@cms.hhs.gov Questions or Help: MAPDhelp@cms.hhs.gov
Medicare Advantage Disenrollment	Disenrollment MAO	DEEP, MEAG DMEC, MEAG	Policy inquiries: PDPEnrollment@cms.hhs.gov Operational inquiries: MAPDhelp@cms.hhs.gov
SEP for Enrollment into a 5- Star Plan	Enrollment into a 5- Star Plan	DCAPP, MDBG DEEP, MEAG	Elizabeth.Goldstein@cms.hhs.gov SEP Policy inquiries: PDPEnrollment@cms.hhs.gov
MMP Enrollment	Enrollment	MMCO	Anne.Gilber@cms.hhs.gov
Online Enrollment Center	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG DBPM, MDBG	Enrollment policy inquiries: PDPEnrollment@cms.hhs.gov Nick.Antlitz@cms.hhs.gov Jasmine.Myers-Duncan@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Retroactive Enrollments	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG DMEC, MEAG	Policy inquiries: PDPEnrollment@cms.hhs.gov Operational inquiries: MAPDhelp@cms.hhs.gov
MMP Payment	Payment	MMCO	Jessica.May@cms.hhs.gov
MMP General	General MMP Information	MMCO	Michael.Richmond@cms.hhs.gov

J. Late Enrollment Penalty (LEP) and Creditable Coverage

Topic Area	Subject	Responsible Division and Group	Contact
Charge the correct LEP for beneficiaries based on CMS's LEP reports	Late Enrollment	DEEP, MEAG DAP, MEAG	For LEP policy inquiries: PDPEnrollment@cms.hhs.gov For LEP appeals: Nishamarie.Sherry@cms.hhs.gov Coretta.Edmondson@cms.hhs.gov

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K. Benefits Administration & Beneficiary Protections

Topic Area	Subject	Responsible Division and Group	Contact
Part C Benefits and Beneficiary Protections	Chapter 4 of the Medicare Managed Care Manual	DPAP, MCAG	https://dpap.lmi.org/dpa_pmailbox/
Part D Benefits and Beneficiary Protections	Chapter 5 of the Medicare Prescription Drug Benefit Manual	DPDP, MDBG DFBO, MDBG	Questions regarding Part D Policy: PartDPolicy@cms.hhs.gov Questions regarding Part D Benefits: PartDBenefits@cms.hhs.gov
Billing and Anti-discrimination Rules Applicable to Dual Eligible Enrollees	Billing rules for QMBs	MMCO	Kim.glaun@cms.hhs.gov
Coverage Gap Discount Program (CGDP)	Coverage Gap Discount Program Invoice process TPA related questions	DPDP, MDBG DPR, MPPG	Shelly.Winston@cms.hhs.gov Sonia.Eaddy@cms.hhs.gov Questions regarding guidance to the Third Party Administrator: tpaoperations@tpadministrator.com

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Topic Area	Subject	Responsible Division and Group	Contact
Formulary	Part D Formulary Requirements	DFBO, MDBG DPDP, MDBG	Questions regarding Part D Formularies: PartDFormularies@cms.hhs.gov Chad.Buskirk@cms.hhs.gov Stephanie.Hammonds@cms.hhs.gov Lisa.Thorpe@cms.hhs.gov
Mail-Order and Auto-Ship Refill Programs in Part D	Mail- Order Requirements	DPDP, MDBG	Marie.Manteuffel@cms.hhs.gov
Quality Improvement (QI) Programs	Chronic Care Improvement Program (CCIP) Requirements	DPAP, MCAG	https://dpap.lmi.org/dpapmailbox/
Improving Drug Utilization Controls in Part D	Drug Management Programs – Part D Sponsors	DCOP, MDBG	PartD_OM@cms.hhs.gov

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

Topic Area	Subject	Responsible Division and Group	Contact
Low Income Subsidy Benefit Administration	LIS Benefits- Part D Sponsors	DPDP, MDBG	Shelly.Winston@cms.hhs.gov

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

Topic Area	Subject	Responsible Division and Group	Contact
Coordination of Benefits (COB) Data Report	Enhanced Automated TrOOP Balance Transfer	DPDP, MDBG	Shelly.Winston@cms.hhs.gov
		DBPM, MDBG	Donna.Kellett@cms.hhs.gov
Hospice	Approved Form for Collection of Hospice Information for Medicare Part D Plans	DPDP, MDBG	Shelly.Winston@cms.hhs.gov Mark.smith@cms.hhs.gov
End-Stage Renal Disease (ESRD)	ESRD Part D Sponsors Requirements	DPDP, MDBG	Shelly.Winston@cms.hhs.gov
Transition Claims Processing	Transition Claims for Part D Sponsors	DFBO, MDBG	Questions regarding Part D Transition Policy: PartDTransition@cms.hhs.gov

N. Grievances, Initial Coverage Decisions, and Appeals

Topic Area	Subject	Responsible Division and Group	Contact
Part D Denial Notices	Part D Sponsors	DAP, MEAG	PartD_Appeals@cms.hhs.gov
Staffing Requirements	Initial Coverage/Organization Decisions and Appeals	DAP, MEAG	Part_C_Appeals@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Appropriateness of Clinical Decision- Making	Appropriateness of Clinical Decision- Making	DAP, MEAG	Part_C_Appeals@cms.hhs.gov PartD_Appeals@cms.hhs.gov
Proper Use of Adjudication Timeframe Extensions	Adjudication Timeframe Extensions	DAP, MEAG	Nishamarie.Sherry@cms.hhs.gov Part_C_Appeals@cms.hhs.gov
Online Appeals Training Courses	New Online Appeals Training Courses	DAP, MEAG	Nishamarie.Sherry@cms.hhs.gov Kathryn.McCannSmith@cms.hhs.gov
Rights of Medicare Part C & D Enrollees	Enrollees Rights- Medicare Advantage Organizations & Part D Sponsors	DAP, MEAG	Nishamarie.Sherry@cms.hhs.gov Kathryn.McCannSmith@cms.hhs.gov

O. Compliance and Fraud, Waste, and Abuse (FWA) Compliance Program

Topic Area	Subject	Responsible Division and Group	Contact
Compliance & FWA Programs	Part C & Part D Compliance Programs	DAPS, MOEG	Vernisha.Robinson-Savoy@cms.hhs.gov Questions regarding the Part C and D Compliance Program Guidelines: Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov

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FCHCO -- FEDERAL COORDINATED HEALTH CARE OFFICE
MMCO--MEDICARE-MEDICAID COORDINATION OFFICE

FSG – FINANCIAL SERVICES GROUP
DMPO—DIVISION OF MEDICARE SECONDARY PAYER

MCAG -- MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP
DFB -- DIVISION OF FINANCE & BENEFITS
DMAO -- DIVISION OF MEDICARE ADVANTAGE OPERATIONS
DPAP -- DIVISION OF POLICY, ANALYSIS, AND PLANNING
DSCM -- DIVISION OF SURVEILLANCE COMPLIANCE & MARKETING

MDBG -- MEDICARE DRUG BENEFIT & C&D DATA GROUP
DBPM -- DIVISION OF BENEFIT PURCHASING AND MONITORING
DCAPP -- DIVISION OF CONSUMER ASSESSMENT & PLAN PERFORMANCE
DCOP -- DIVISION OF CLINICAL & OPERATIONAL PERFORMANCE
DFBO -- DIVISION OF FORMULARY & BENEFIT OPERATIONS
DPD -- DIVISION OF PLAN DATA
DPDP -- DIVISION OF PART D POLICY

MEAG -- MEDICARE ENROLLMENT & APPEALS GROUP
DAP -- DIVISION OF APPEALS POLICY
DEEP -- DIVISION OF ENROLLMENT AND ELIGIBILITY POLICY
DMEC -- DIVISION OF MEDICARE ENROLLMENT COORDINATION

MOEG -- MEDICARE PARTS C & D OVERSIGHT AND ENFORCEMENT GROUP
DAO -- DIVISION OF AUDIT OPERATIONS
DAPS -- DIVISION OF ANALYSIS, POLICY, AND STRATEGY

MPPG -- MEDICARE PLAN PAYMENT GROUP
DEDRAO -- DIVISION OF ENCOUNTER DATA & RISK ADJUSTMENT OPERATIONS
DPO -- DIVISION OF PAYMENT OPERATIONS
DPP -- DIVISION OF PAYMENT POLICY
DPR -- DIVISION OF PAYMENT RECONCILIATION
DPS -- DIVISION OF PAYMENT SYSTEMS

OHI --OFFICES OF HEARING AND INQUIRIES
CARS --CUSTOMER ACCESSIBILITY RESOURCE STAFF