

CY 2020 Medicare Advantage Organization, Prescription Drug Plan, Cost Plan, and Medicare-Medicaid Plan Readiness
Checklist Appendix

A. 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	Kimberly.snowden@cms.hhs.gov Altformatrequest@cms.hhs.gov

B. Precluded Providers

Topic Area	Subject	Responsible Division and Group	Contact
Precluded Providers and Prescribers	Notice and Claim Payment Requirements	DPDP, MDBG	PartDPolicy@cms.hhs.gov

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C. Systems, Data, & Connectivity

Topic Area	Subject	Responsible Division and Group	Contact
Health Plan Management System (HPMS)	HPMS System Guidance	DPD, MDBG	<p>HPMS Help Desk Contact: hpms@cms.hhs.gov or 1-800-220-2028</p> <p>HPMS User Access Mailbox Contact: hpms_access@cms.hhs.gov</p> <p>HPMS Consultant Access Contact: HPMSConsultantAccess@cms.hhs.gov</p>
Medicare Advantage Prescription Drug System (MARx)	MARx System Guidance	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>

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Topic Area	Subject	Responsible Division and Group	Contact
Medicare Plan Finder Data (MPF)	Quality Assurance	DCOP, MDBG DPD, MDBG	Technical support for the Part D drug pricing submission process in HPMS: hpms@cms.hhs.gov General HPMS user questions: Hrms_access@cms.hhs.gov HPMS consultant user access requests: HPMSConsultantAccess@cms.hhs.gov QA of MPF data files: PlanfinderQA@cms.hhs.gov
Patient Safety Quality Analysis	Part D Patient Safety Measure Reporting	DCOP, MDBG	Technical questions and report access: PatientSafety@acumenllc.com
Drug Management Programs	Part D Overutilization Monitoring System and MARx Part D Drug Management Program Policy	DCOP, MDBG DPDP, MDBG	PartD_OM@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Opioid Safety Edits	Part D Opioid Safety Edits	DCOP, MDBG	PartD_OM@cms.hhs.gov
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

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Topic Area	Subject	Responsible Division and Group	Contact
Electronic Enrollment Mechanisms	Electronic Enrollment	DEEP, MEAG DMEC, MEAG	Policy inquiries on enrollment mechanism parameters: Enrollment Resource mailbox: https://enrollment.lmi.org Operational inquiries: Stephen.ludwig@cms.hhs.gov

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D. 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
Part C & Part D Reporting Requirements	Data Collection and Submission	DPDP, MDBG DCOP, MDBG	Questions or Technical Specifications: partcplanreporting@cms.hhs.gov partd-planreporting@cms.hhs.gov
Quality Withhold Requirements	MMP Quality and Reporting Requirements	MMCO	Lauren.Gavin@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
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	HPMS Fiscal Soundness Module and Reporting Requirements	DFB, MCAG	Yasmin.Galvez@cms.hhs.gov Joseph.Millstone@cms.hhs.gov

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E. 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
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

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F. 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 Interpreter Availability	DBPM, MDBG	Keely.Ireland@cms.hhs.gov Ebony.Thomas@cms.hhs.gov CallCenterMonitoring@cms.hhs.gov
Medication Therapy Management (MTM) Programs	Medication Therapy Management (MTM) Programs	DCOP, MDBG	Partd_mtm@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Complaints Tracking Module	Complaints Tracking Module (CTM) Data	DCOP, MDBG	<p>Technical assistance with HPMS or CTM: HPMS@cms.hhs.gov</p> <p>Technical data questions related to plan's CTM performance: PartCandDStarRatings@cms.hhs.gov</p>

G. Communications Consistent with the Medicare Communications and Marketing Guidelines

Topic Area	Subject	Responsible Division and Group	Contact
Model Materials	2020 Model Materials	<p>DSCM, MCAG</p> <p>DPDP, MDBG</p>	<p>marketing@cms.hhs.gov</p> <p>Lucia.Patrone@cms.hhs.gov</p>

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Topic Area	Subject	Responsible Division and Group	Contact
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 DPAP, MCAG DPDP, MDB	marketing@cms.hhs.gov Theresa.Wachter@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 Stacey.Simmons@cms.hhs.gov James.Canavan@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Access to Preferred Cost Share Pharmacies	Part D Marketing Disclaimers	DPDP, MDBG DBPM, MDBG	Lucia.Patrone@cms.hhs.gov Nick.Antlitz@cms.hhs.gov

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H. Enrollment/Disenrollment

Topic Area	Subject	Responsible Division and Group	Contact
Timing of Annual Enrollment Period (AEP)	Enrollment	DEEP, MEAG	<p>Policy inquiries: Enrollment Resource mailbox: https://enrollment.lmi.org</p> <p>Questions or Help: MAPDhelp@cms.hhs.gov</p>
Medicare Advantage Open Enrollment	Open Enrollment Period	DEEP, MEAG DMEC, MEAG	<p>Policy inquiries: Enrollment Resource mailbox: https://enrollment.lmi.org</p> <p>Operational inquiries: MAPDhelp@cms.hhs.gov</p>
SEP Changes for Dual Eligible and Other LIS-Eligible Individuals	System Changes and Determination of Eligibility	DEEP, MEAG DMEC, MEAG	<p>Policy inquiries: Enrollment Resource mailbox: https://enrollment.lmi.org</p> <p>Operational inquiries: MAPDhelp@cms.hhs.gov</p>

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Topic Area	Subject	Responsible Division and Group	Contact
SEP for Enrollment into a 5- Star Plan	5-Star Plan Enrollment Special Election Period	DEEP, MEAG	SEP Policy inquiries: Enrollment Resource mailbox: https://enrollment.lmi.org
Enrollment Processes and Notices	Enrollment Via Third-Party	DEEP, MEAG	Policy inquiries: Enrollment Resource mailbox: https://enrollment.lmi.org Questions or Help: MAPDhelp@cms.hhs.gov
MMP Enrollment	Enrollment	MMCO	Andrea.Cunningham@cms.hhs.gov
Online Enrollment Center	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG DBPM, MDBG	Enrollment policy inquiries: Enrollment Resource mailbox: https://enrollment.lmi.org 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: Enrollment Resource mailbox: https://enrollment.lmi.org 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

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I. 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	LEP Beneficiaries	DEEP, MEAG DAP, MEAG	For LEP policy inquiries: Enrollment Resource mailbox: https://enrollment.lmi.org For LEP appeals: Nishamarie.Sherry@cms.hhs.gov Coretta.Edmondson@cms.hhs.gov

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J. 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	Heather.Barkes@cms.hhs.gov
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 Anna.Valdini@cms.hhs.gov
Billing and Anti-discrimination Rules Applicable to Dual Eligible Enrollees	Billing rules for QMBs	MMCO	Kim.Glaun@cms.hhs.gov Carolyn.Milanowski@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Coverage Gap Discount Program (CGDP)	Coverage Gap Discount Program Invoice process CGDP Policy/Manufacturers CGDP Invoice process/Dispute process	DPDP, MDBG DPR, MPPG	Questions about CGDP: Sonia.Eaddy@cms.hhs.gov Diane.Lapin@cms.hhs.gov Tara.Waters@cms.hhs.gov
Formulary	Part D Formulary Requirements	DFBO, MDBG DPDP, MDBG	Robert.Dombrowski@cms.hhs.gov Chad.Bus Kirk@cms.hhs.gov Stephanie.Hammonds@cms.hhs.gov Lisa.Thorpe@cms.hhs.gov
Mail-Order and Auto-Ship Refill Programs Part D	Mail-Order Requirements	DPDP, MDBG	Marie.Manteuffel@cms.hhs.gov
Quality Improvement (QI) Programs	Chronic Care Improvement Program (CCIP) Requirements	DPAP, MCAG	Natalie.Albrigh@cms.hhs.gov

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K. 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 DMEC, MEAG	Mark.smith@cms.hhs.gov Shelly.Winston@cms.hhs.gov John.Campbell2@cms.hhs.gov

L. 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
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

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Topic Area	Subject	Responsible Division and Group	Contact
End-Stage Renal Disease (ESRD)	ESRD Part D Sponsors Requirements	DPDP, MDBG	PartD_COB@cms.hhs.gov Shelly.Winston@cms.hhs.gov
Drugs Available Under Part A or Part B	Additional Beneficiary Information Initiatives (ABII) web portal	DPDP, MDBG	(ABII Web Portal User authorization process) ABII@AcumenLLC.com
Transition Claims Processing	Transition Claims for Part D Sponsors	DFBO, MDBG	Questions regarding Part D Transition Policy: PartDTransition@cms.hhs.gov

M. Grievances, Initial Coverage Decisions, and Appeals

Topic Area	Subject	Responsible Division and Group	Contact
Adjudicating Part B Drug Requests	Timeframes	DAP, MEAG	https://appeals.lmi.org

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Topic Area	Subject	Responsible Division and Group	Contact
Staffing Requirements	Initial Coverage/Organization Decisions and Appeals	DAP, MEAG	https://appeals.lmi.org
Appropriateness of Clinical Decision-Making	Appropriateness of Clinical Decision-Making	DAP, MEAG	https://appeals.lmi.org
Proper Use of Adjudication Timeframe Extensions	Adjudication Timeframe Extensions	DAP, MEAG	https://appeals.lmi.org
Online Appeals Training Courses	New Online Appeals Training Courses	DAP, MEAG	https://appeals.lmi.org
Rights of Medicare Part C & D Enrollees	Enrollees Rights-Medicare Advantage Organizations & Part D Sponsors	DAP, MEAG	https://appeals.lmi.org

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N. Compliance Programs

Topic Area	Subject	Responsible Division and Group	Contact
Compliance Programs	Part C & Part D Compliance Programs	DAPS, MOEG	Vernisha.Robinson-Savoy@cms.hhs.gov Industry questions about Chapter 9 of the PDBM and Chapter 21 of the MMCM: 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
DAPS -- *DIVISION OF ANALYSIS, POLICY, AND STRATEGY*

MPPG -- MEDICARE PLAN PAYMENT GROUP
DPO -- *DIVISION OF PAYMENT OPERATIONS*
DPP -- *DIVISION OF PAYMENT POLICY*
DPR -- *DIVISION OF PAYMENT RECONCILIATION*

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