

## **HPMS E-Mail**

**Date:** August 8, 2019

**Subject:** The 2019 Performance Metrics for the Accuracy and Accessibility Study are now available for review.

The 2019 Performance Metrics for the Accuracy and Accessibility Study are now available for review.

CMS monitored Part C (Medicare Advantage), Part D (Prescription Drug Plan), and Medicare-Medicaid Plans' (MMP) prospective enrollee beneficiary call center phone lines to determine (1) the availability of interpreters for individuals, (2) TTY functionality, and (3) the accuracy of plan information provided by customer service representatives (CSRs) in all languages. This study was conducted from February 11, 2019 through May 31, 2019, from 8 a.m. to 8 p.m. in the service area for the plans(s). Two data sets with detailed interpreter availability, TTY functionality, and accuracy rate data for your contract(s) are available in HPMS:

- The call center accuracy and accessibility performance metrics data, and
- The call-level raw data.

### **Instructions for accessing performance metrics in HPMS**

1. For Part C (including MMPs) results, from the HPMS home page: Quality and Performance - Performance Metrics - Call Center Monitoring - Part C Prospective Beneficiary Customer Service – 02/11/2019-05/31/2019 - [enter the contract number].
2. For Part D (including MMPs) results, from the HPMS home page: Quality and Performance - Performance Metrics - Call Center Monitoring - Part D Prospective Beneficiary Customer Service - 02/11/2019-05/31/2019 - [enter the contract number].

### **Instructions for accessing call-level raw data in HPMS**

Raw data supporting the Part C and/or Part D performance metrics are available in HPMS in a link immediately below the performance metrics for the selected contract. Please access the link entitled “Raw Data for Xxxx,” with the variable being the contract ID you selected. This is available to you for a single contract as an Excel download. Also available for your convenience is a link entitled “Raw Data for All Contracts.” This link will provide a download of all raw data to which you are entitled under your parent organization identification code. The multiple-contract data are available to you in a text-delimited file format. You may use this file to import into Excel, Access, or some other data base product. You will also find a link to an *updated* Excel document entitled, “Data Dictionary for Raw Data.” This is an updated data dictionary that explains the numerical codes used within the raw data.

In addition to the above resources, CMS provided a link for you to updated Technical Notes for the Accuracy and Accessibility Study.

Direct questions to the call center monitoring mailbox at [CallCenterMonitoring@cms.hhs.gov](mailto:CallCenterMonitoring@cms.hhs.gov).