

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid
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Center for Medicare

DATE: August 30, 2019

TO: All Medicare Advantage Organizations, Prescription Drug Plan Sponsors, Medicare Advantage D-SNPs, PACE Organizations

FROM: Jerry Mulcahy, Director, Medicare Enrollment & Appeals Group

SUBJECT: New Mailboxes for Medicare Parts C & D Appeals and Medicare Enrollment and Eligibility Policy

This message is to announce the launch of new CMS mailbox portals for Medicare Parts C & D appeals and Medicare enrollment and eligibility policy questions. The mailbox portals are owned by the Division of Appeals Policy (DAP) and the Division of Enrollment and Eligibility Policy (DEEP) within the Medicare Enrollment and Appeals Group (MEAG) in the Center for Medicare (CM). Please note these mailbox portals replace the Medicare Part C Appeals, Part_C_Appeals@cms.hhs.gov, Medicare Part D Appeals, PartD_Appeals@cms.hhs.gov, and Medicare Eligibility and Enrollment policy, PDPENROLLMENT@cms.hhs.gov mailboxes. **The purpose of these new mailbox portals is to provide a more efficient method for responding to industry and stakeholder questions.**

The new DAP and DEEP mailbox portals provide links to a variety of resources, links to other CMS mailboxes and e-mail addresses. DAP and DEEP strongly encourage you to review the available resources *before* submitting a question to ensure that we have not already provided information on the specific topic in question. You should also refer to the list of other CMS mailboxes and e-mail addresses to ensure that you direct your question to the most appropriate area of expertise.

External stakeholders (MAOs, advocacy groups, law firms, providers, provider associations, etc.) may submit questions to these mailbox portals regarding Medicare Parts C & D appeals and Medicare enrollment and eligibility policy effective immediately.

Please access the new DAP and DEEP mailboxes at the following links:

Appeals Related Issues - <https://appeals.lmi.org>

Enrollment Related Issues – <https://enrollment.lmi.org>