Medicare Advantage and Prescription Drug Plans Enrollment and Payment Conference

MMA Customer Support

Erin Zalusky

Deputy Systems Implementation Manager

Medicare Part C/D

Office of Information Services

Prescription Drug Plans
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Support for CMS Business Partners

- CSMM Technical Help Desk
- Palmetto Customer Support & Service Center (CSSC Operations)
- MBD Technical Support Line
- HPMS Help Desk
- Retiree Drug Subsidy (RDS) Call Center
- Coordination of Benefits Contractor (COBC) – Customer Service and EDI Representatives
- AT&T Global Network Services (AGNS)/Medicare Data Center Network (MDCN)
- CMS Data Center

Customer Support for Medicare Modernization (CSMM) Help Desk

- Provides Systems Readiness Support, Including:
    - Connectivity to CMS
    - Access to CMS Systems (UserIDs/Passwords)
    - Testing Monitoring and Support
    - Ongoing Connectivity and File Transmission Support
    - Coordination with Help Desks for Network & Data Center Issues
    - Coordination with CMS Application Teams
- Technical (Systems) Information and Assistance
- Referrals to Subject Matter Experts for Non-Systems Questions
- First Point of Contact if Unsure Which Support Source to Access

Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Customer Support for Medicare Modernization (CSMM) Technical Help Desk	Supports all current and prospective Plans (all types) for systems questions/information/assistance, including: - Connectivity to the Medicare Data Communications Network (MDCN)/CMS Data Center - Access to CMS systems (userids/passwords) - File transfer software (Connect:Direct, Secure FTP, HTTPS) - Gentran mailbox server (electronic mailbox) [small plans] - Connectivity and file transfer testing support - File layouts, system letters, user guides, FAQs - Individuals Authorized Access to CMS Computer Systems (IACS) assistance - Coordination with application owners (e.g., MARx) - Coordination with AT&T and CMS Data Center Support - Coordination with other help desks for proper routing of issues - Referral of non-systems questions to Subject Matter Experts	Toll Free Line: 800-927-8069 6am-9pm M-F (Eastern time) After hours voice mail Web site: www.mmahelp.cms.hhs.gov E-Mail: mmahelp@cms.hhs.gov

Customer Support Directory (continued)

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Palmetto Customer Support & Service Center (CSSC Operations)	Supports MA plans submitting diagnosis data for risk adjustment and MA-PDs and PDPs submitting prescription drug event (PDE) data for Part D, including: ▪ Submitter enrollment/EDI process ▪ Submitter IDs/passwords for front-end risk adjustment system (FERAS) and the Prescription Drug Front End System (PDFS) ▪ File submission/report retrieval ▪ Error correction ▪ Analysis of data submitted through FERAS and PDFS	Toll Free Line: 1-877-534-2772 Monday - Friday 9am – 7p.m (Eastern time) After hours voice mail Web Site: www.csscoperations.com E-Mail: csscoperations@palmettogba.com

Customer Support Directory (continued)

RESOURCE	PURPOSE	HOURS/CONTACT INFO
MDCN Helpline Palmetto GBA	Connectivity support for AT&T Global Network Services (AGNS) to the Medicare Data Communications Network (MDCN) for MA plans submitting diagnosis data for risk adjustment and MA-PDs/PDPs submitting prescription drug event (PDE) data for Part D	MCO/MA Hot Line: 877-486-7240 8:30am-5pm M-F (Eastern time) Helpline: 800-905-2069 Option 2 8:30am-8:30pm M-F (Eastern time)

Customer Support Directory (continued)

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Retiree Drug Subsidy (RDS) Call Center	General RDS program information, including: ▪RDS application information/deadlines ▪Secure web site user roles ▪Upcoming RDS events ▪Answers to FAQs NOTE: Plans using their existing connectivity to the Coordination of Benefits Contractor (COBC) to submit RDS data should contact the COBC EDI Representatives with file transmission issues	Toll Free Line: 877-RDS-HELP (877-737-4357) 8am-6:30pm M-F (Eastern Time) TTY: 877-RDS-TTY0 (877-737-8890) Interactive voice recording (IVR) 24 hours a day, 7 days a week Web site: rds.cms.hhs.gov

Customer Support Directory (continued)

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Medicare Benefiicary Database (MBD) Technical Support Line	Support for: • MBD User Interface	E-Mail: Mbduser@cms.hhs.gov Telephone assistance by referral by the CSMM technical help desk
Health Plan Management System (HPMS) Help Desk	The HPMS help desk is available to provide technical assistance to plans on the use of HPMS and its software modules Note: For access or connectivity to HPMS, Plans should contact one of the following: Don Freeburger - 410-786-4586 don.freeburger@cms.hhs.gov) or Neetu Jhagwani - 410-786-2548) neetu.jhagwani@cms.hhs.gov	Toll Free Line: 1-800-220-2028 E-mail: hpms@nerdvana.fu.com No web site

Customer Support Directory (continued)

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Coordination of Benefits Contractor (COBC) Help Desk	Supports Part D plans and data sharing partners: • COB Data exchanges, including RDS data submissions using existing COBC connectivity • Voluntary Data Sharing Agreements • ECRS system support	Telephone: 212-615-4357 7am-10pm M-F (Eastern Time) Note: If an EDI Representative is needed for issue resolution, Plans will be referred by the help desk
Coordination of Benefits Contractor (COBC) – Customer Service	For beneficiaries with COB questions	1-800-999-1118 8am-8pm M-F (Eastern Time) Except holidays TTY/TDD: 1-800-318-8782 for the hearing and speech impaired

Customer Support Directory (continued)

RESOURCE	PURPOSE	HOURS/CONTACT INFO
AT&T Global Network Services	AT&T network problems; also by referral from CSMM, Palmetto and CMS data center help desks	Telephone: 888-212-6036 Callers will need to provide: - AT&T account ID - Name - Contact Information - Problem description

Customer Support for Medicare Modernization

Question and Answers