

# 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*

Medicare Advantage 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	<p>Supports all current and prospective Plans (all types) for systems questions/information/assistance, including:</p> <ul style="list-style-type: none"> <li>- Connectivity to the Medicare Data Communications Network (MDCN)/CMS Data Center</li> <li>- Access to CMS systems (userids/passwords)</li> <li>- File transfer software (Connect:Direct, Secure FTP, HTTPS)</li> <li>- Gentran mailbox server (electronic mailbox) [small plans]</li> <li>- Connectivity and file transfer testing support</li> <li>- File layouts, system letters, user guides, FAQs</li> <li>- Individuals Authorized Access to CMS Computer Systems (IACS) assistance</li> <li>- Coordination with application owners (e.g., MARx)</li> <li>- Coordination with AT&amp;T and CMS Data Center Support</li> <li>- Coordination with other help desks for proper routing of issues</li> <li>- Referral of non-systems questions to Subject Matter Experts</li> </ul>	<p>Toll Free Line: 800-927-8069 6am-9pm M-F (Eastern time) After hours voice mail</p> <p>Web site: <a href="http://www.mmahelp.cms.hhs.gov">www.mmahelp.cms.hhs.gov</a></p> <p>E-Mail: mmahelp@cms.hhs.gov</p>

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RESOURCE	PURPOSE	HOURS/CONTACT INFO
Palmetto Customer Support & Service Center (CSSC Operations)	<p>Supports MA plans submitting diagnosis data for risk adjustment and MA-PDs and PDPs submitting prescription drug event (PDE) data for Part D, including:</p> <ul style="list-style-type: none"> <li>▪ Submitter enrollment/EDI process</li> <li>▪ Submitter IDs/passwords for front-end risk adjustment system (FERAS) and the Prescription Drug Front End System (PDFS)</li> <li>▪ File submission/report retrieval</li> <li>▪ Error correction</li> <li>▪ Analysis of data submitted through FERAS and PDFS</li> </ul>	<p>Toll Free Line: 1-877-534-2772 Monday - Friday 9am – 7p.m (Eastern time) After hours voice mail</p> <p>Web Site: <a href="http://www.csscooperations.com">www.csscooperations.com</a></p> <p>E-Mail: <a href="mailto:csscooperations@palmettogba.com">csscooperations@palmettogba.com</a></p>

# Customer Support Directory

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	<p>MCO/MA Hot Line: 877-486-7240 8:30am-5pm M-F (Eastern time)</p> <p>Helpline: 800-905-2069 Option 2 8:30am-8:30pm M-F (Eastern time)</p>

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RESOURCE	PURPOSE	HOURS/CONTACT INFO
Retiree Drug Subsidy (RDS) Call Center	<p>General RDS program information, including:</p> <ul style="list-style-type: none"> <li>▪RDS application information/deadlines</li> <li>▪Secure web site user roles</li> <li>▪Upcoming RDS events</li> <li>▪Answers to FAQs</li> </ul> <p>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</p>	<p>Toll Free Line: 877-RDS-HELP (877-737-4357) 8am-6:30pm M-F (Eastern Time)</p> <p>TTY: 877-RDS-TTY0 (877-737-8890)</p> <p>Interactive voice recording (IVR) 24 hours a day, 7 days a week</p> <p>Web site: <a href="http://rds.cms.hhs.gov">rds.cms.hhs.gov</a></p>

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RESOURCE	PURPOSE	HOURS/CONTACT INFO
Medicare Beneficiary Database (MBD) Technical Support Line	Support for: <ul style="list-style-type: none"> <li>• MBD User Interface</li> </ul>	E-Mail: <a href="mailto:Mbduser@cms.hhs.gov">Mbduser@cms.hhs.gov</a>  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 <a href="mailto:don.freeburger@cms.hhs.gov">don.freeburger@cms.hhs.gov</a> ) or Neetu Jhagwani - 410-786-2548) <a href="mailto:neetu.jhagwani@cms.hhs.gov">neetu.jhagwani@cms.hhs.gov</a>	Toll Free Line: 1-800-220-2028  E-mail: <a href="mailto:hpms@nerdvana.fu.com">hpms@nerdvana.fu.com</a>  No web site



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RESOURCE	PURPOSE	HOURS/CONTACT INFO
Coordination of Benefits Contractor (COBC) Help Desk	<p>Supports Part D plans and data sharing partners:</p> <ul style="list-style-type: none"> <li>• COB Data exchanges, including RDS data submissions using existing COBC connectivity</li> <li>• Voluntary Data Sharing Agreements</li> <li>• ECRS system support</li> </ul>	<p>Telephone: 212-615-4357 7am-10pm M-F (Eastern Time)</p> <p>Note: If an EDI Representative is needed for issue resolution, Plans will be referred by the help desk</p>
Coordination of Benefits Contractor (COBC) – Customer Service	For beneficiaries with COB questions	<p>1-800-999-1118 8am-8pm M-F (Eastern Time) Except holidays</p> <p>TTY/TDD: 1-800-318-8782 for the hearing and speech impaired</p>

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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	<p>Telephone: 888-212-6036</p> <p>Callers will need to provide:</p> <ul style="list-style-type: none"> <li>- AT&amp;T account ID</li> <li>- Name</li> <li>- Contact Information</li> <li>- Problem description</li> </ul>

# Customer Support for Medicare Modernization

## Question and Answers