

CY 2024 Medicare Advantage Organization, Prescription Drug Plan, Cost Plan, and
Medicare-Medicaid Plan Readiness Checklist

User Group Calls

Topic Area	Subject	Responsible Division and Group	Contact
User Group Calls	<i>User Group Calls</i>	DPDP, MDBG	joscelyn.lissone@cms.hhs.gov

Access to Services and Information

Topic Area	Subject	Responsible Division and Group	Contact
Access to Services	Resources for providing culturally and linguistically appropriate services	PPAG, OMH	HealthEquityTA@cms.hhs.gov
Access to Information	Mechanisms Including Call Centers	DBPM, MDBG	CallCenterMonitoring@cms.hhs.gov
Access to Information	Translated Materials Requirements	DBPM, MDBG	PartD_Monitoring@cms.hhs.gov

Individuals with Disabilities

Topic Area	Subject	Responsible Division and Group	Contact
Individuals with Disabilities – Accessible Formats and Use of TTY Numbers	Accessible Formats	CARS, OHI	Kimberly.snowden@cms.hhs.gov Brian.Petry@cms.hhs.gov Altformatrequest@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Health Equity	Resources for Improving Communication Access for Individuals with Disabilities	PPAG, OMH	HealthEquityTA@cms.hhs.gov

Precluded Providers and Prescribers

Topic Area	Subject	Responsible Division and Group	Contact
Precluded Providers and Prescribers	Background and Requirements	DPDP, MDBG CPI, PEOG/DEPO	PartDPolicy@cms.hhs.gov

Systems, Data, & Connectivity

Topic Area	Subject	Responsible Division and Group	Contact
Health Plan Management System (HPMS)	HPMS System Requirements	DPD, MDBG	HPMS Help Desk Contact: hpms@cms.hhs.gov or 1-800-220-2028 HPMS User Access Mailbox Contact: hpms_access@cms.hhs.gov HPMS Consultant Access Contact: HPMSConsultantAccess@cms.hhs.gov
Internal and Downstream Entity Systems	Systems Testing	DBPM, MDBG	PartD_Monitoring@cms.hhs.gov

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MARx	Required Actions and Quality Assurance	DPO, MPPG	MAPD Help Desk: MAPDHelp@cms.hhs.gov MTM questions: EnhancedMTM@cms.hhs.gov MA-VBID model questions: MAVBID@cms.hhs.gov
Medicare Plan Finder Data (MPF), Drug Pricing and Pharmacy Network File Submissions	Required Actions and Quality Assurance	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
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
Opioid Safety Edits	Part D Opioid Safety Edits	DCOP, MDBG	PartD_OM@cms.hhs.gov

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Risk Adjustment Data Submission	Risk Adjustment Processing System (RAPS) and Encounter Data (EDS)	DPP, MPPG DEDRAO, MPPG	RiskAdjustmentPolicy@cms.hhs.gov ; RiskAdjustmentOperations@cms.hhs.gov
Prescription Drug Event (PDE) Requirements	PDE Requirements	DPR, MPPG	PDE-Operations@cms.hhs.gov
Direct and Indirect Remuneration (DIR)	DIR Reporting Requirements	DPR, MPPG	dir_reporting_reqts@cms.hhs.gov
Real-Time Benefit Tools	Electronic Transactions	DPDP, MDBG	PartDPolicy@cms.hhs.gov maureen.connors@cms.hhs.gov

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Reporting

Topic Area	Subject	Responsible Division and Group	Contact
Healthcare Effectiveness Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), & Consumer Assessment of Healthcare Providers and Systems (CAHPS®)	HEDIS, HOS and CAHPS Surveys	DCAPP, MDBG	HEDISquestions@cms.hhs.gov hos@cms.hhs.gov MP-CAHPS@cms.hhs.gov
Health Equity	Using CMS' annual stratified reports of HEDIS and CAHPS measures for quality improvement purposes	DARG, OMH	HealthEquityTA@cms.hhs.gov
Part C & Part D Reporting Requirements	Collection and Submission Requirements	DPDP, MDBG DCOP, MDBG	Questions or Technical Specifications: partcplanreporting@cms.hhs.gov partd-planreporting@cms.hhs.gov
Quality Withhold Requirements	Methodology	MMCO	Lauren.Gavin@cms.hhs.gov michelle.conway@cms.hhs.gov
Reporting and Returning Sponsor Identified Overpayments	Reporting and Returning Risk Adjustment Related Overpayments	DPP, MPPG	Questions related to Reporting and Returning Risk Adjustment Related Overpayments: RiskAdjustmentPolicy@cms.hhs.gov
	PDE/ Direct and Indirect Remuneration (DIR)-related Overpayments	DPR, MPPG	Questions related to Reporting and Returning PDE/DIR Related Overpayments: PDE-Operations@cms.hhs.gov

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Fiscal Soundness	Release of the HPMS Fiscal Soundness Module and Reporting Requirements	DFB, MCAG	Yasmin.Galvez@cms.hhs.gov Joseph.Millstone@cms.hhs.gov
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Contracting, Subcontractor Provisions, & Oversight

Topic Area	Subject	Responsible Division and Group	Contact
Any Willing Pharmacy (AWP) Contracting Requirements	Requirements	DBPM, MDBG	Arianne.Spaccarelli@cms.hhs.gov April.Forsythe@cms.hhs.gov
Offshore Subcontracting	Offshore Subcontractor Data	DBPM, MDBG	April.Forsythe@cms.hhs.gov
Changes to Contracts for Key Part C & Part D Functions	First Tier /Downstream/ Related Party (FDR)	DMAO, MCAG DBPM, MDBG	https://dmao.lmi.org/dmaomailbox/ April.Forsythe@cms.hhs.gov
State Medicaid Agency Contracts	D-SNP Guidance	MMCO DMAO, MCAG	Marla.Rothouse@cms.hhs.gov Paul.Precht@cms.hhs.gov Julie.Jones@cms.hhs.gov https://dmao.lmi.org/dmaomailbox/
State Medicaid Agency Contracts	D-SNP Guidance - Enrollee Advisory Committee (EAC)	MMCO	Michael.Richmond@cms.hhs.gov Melissa.Seeley@cms.hhs.gov

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Customer Service

Topic Area	Subject	Responsible Division and Group	Contact
Customer Service Call Centers Operation	Customer Service Call Centers and Pharmacy Technical Help Desk Requirements	DBPM, MDBG	CallCenterMonitoring@cms.hhs.gov
Pharmacy Technical Help Desk Call Centers	Pharmacy Technical Help Desk Call Center Requirements	DBPM, MDBG	CallCenterMonitoring@cms.hhs.gov
Health Equity	Resources for providing culturally and linguistically appropriate services	PPAG, OMH	HealthEquityTA@cms.hhs.gov
Medication Therapy Management (MTM) Programs	Medication Therapy Management (MTM) Programs Requirements	DCOP, MDBG	Partd_mtm@cms.hhs.gov
Complaints Tracking Module	Complaints Tracking Module (CTM) Data	DCOP, MDBG	<p>Technical assistance with HPMS or CTM: HPMS@cms.hhs.gov or 1-800-220-2028</p> <p>Technical data questions related to plan's CTM performance: PartCandDStarRatings@cms.hhs.gov</p>

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Communications Consistent CFR 423 and 423 Subparts V

Topic Area	Subject	Responsible Division and Group	Contact
Model Notice and Policy Updates	Annual Model Materials	DSCM, MCAG DPDP, MDBG	marketing@cms.hhs.gov Lucia.Patrone@cms.hhs.gov Chad.Buskirk@cms.hhs.gov
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 Directories Pharmacy Directories	DSCM,MCAG DSCM, MCAG DPDP, MDBG	marketing@cms.hhs.gov Lucia.Patrone@cms.hhs.gov Chad.Buskirk@cms.hhs.gov
Real Time Benefit Tools	Patient Portals or Computer Applications	DPDP, MDBG	PartDPolicy@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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Enrollment/Disenrollment and Billing

Topic Area	Subject	Responsible Division and Group	Contact
Timing of Annual Enrollment Period (AEP)	Annual Enrollment Period	DEEP, MEAG	Policy inquiries: https://enrollment.lmi.org Questions or Help: MAPDhelp@cms.hhs.gov
Medicare Advantage Open Enrollment	Open Enrollment Period	DEEP, MEAG DMEC, MEAG	Policy inquiries: https://enrollment.lmi.org Operational inquiries: MAPDhelp@cms.hhs.gov
Electronic Enrollment Mechanism	Electronic Enrollment	DEEP, MEAG DMEC, MEAG	Policy inquiries on enrollment mechanism parameters: https://enrollment.lmi.org Operational inquiries: Stephen.ludwig@cms.hhs.gov
SEP for Enrollment into a 5- Star Plan	Enrollment into a 5- Star Plan	DEEP, MEAG	SEP Policy inquiries: https://enrollment.lmi.org
Online Enrollment Center (OEC)	OEC requirements	DBPM, MDBG DPD, MDBG	Compliance inquiries: Nick.Antlitz@cms.hhs.gov Jasmine.Myers-Duncan@cms.hhs.gov HPMS module/technical inquiries adam.foltz@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: https://enrollment.lmi.org Operational inquiries: MAPDhelp@cms.hhs.gov
Late Enrollment Penalty (LEP) and Creditable Coverage	Charge the correct LEP for beneficiaries based on CMS's LEP reports	DEEP, MEAG DAP, MEAG	LEP policy inquiries: https://enrollment.lmi.org LEP appeals: Nishamarie.Sherry@cms.hhs.gov Coretta.Edmondson@cms.hhs.gov
MMP Payment	Payment	MMCO	Jessica.May@cms.hhs.gov
MMP General	General MMP Information	MMCO	tara.foley@cms.hhs.gov

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	https://dpap.lmi.org/dpapmailbox/

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Topic Area	Subject	Responsible Division and Group	Contact
Part D Benefits and Beneficiary Protections	Retail Pharmacy Network Access for Part D Sponsors	DBPM, MDBG	Nick.Antlitz@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 Questions regarding Part D Benefits: PartDBenefits@cms.hhs.gov
Billing and Anti-discrimination Rules Applicable to Dually Eligible Enrollees	Billing rules for QMBs	MMCO	Kim.glaun@cms.hhs.gov Carolyn.Milanowski@cms.hhs.gov
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 Tara.Waters@cms.hhs.gov
Formulary	Part D Formulary Requirements	DFBO, MDBG DPDP, MDBG	PartDFormularies@cms.hhs.gov PartDPolicy@cms.hhs.gov
Mail-Order and Auto-Ship Refill Programs Part D	Mail-Order Requirements	DPDP, MDBG	PartDPolicy@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Quality Improvement (QI) Programs	Chronic Care Improvement Program (CCIP) Requirements	DPAP, MCAG	https://dpap.lmi.org/dpapmailbox/

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	PartDPolicy@cms.hhs.gov Roland.Herrera@cms.hhs.gov John.campbell2@cms.hhs.gov Adebola.Akinyemi@cms.hhs.gov

Coordination of Benefits (COB) & True Out-of-Pocket Cost (TrOOP) Cost Accumulation

Topic Area	Subject	Responsible Division and Group	Contact
COB Requirements	Coordination of Benefits-Other Health Insurance (COB-OHI) Files COB Requirements	DPDP, MDBG	Part D_COB@cms.hhs.gov
Enhanced Automated TrOOP Balance Transfer (ATBT)	Financial Information Reporting (FIR)	DPDP, MDBG	Part D_COB@cms.hhs.gov

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Topic Area	Subject	Responsible Division and Group	Contact
Hospice	Approved Form for Collection of Hospice Information for Medicare Part D Plans	DPDP, MDBG	PartDPolicy@cms.hhs.gov
End-Stage Renal Disease (ESRD)	ESRD Part D Sponsors Requirements	DPDP, MDBG	Part D_COB@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 DPDP, MDBG	Questions regarding Part D Transition Policy: PartDTransition@cms.hhs.gov

Grievances, Initial Coverage Decisions, and Appeals

Topic Area	Subject	Responsible Division and Group	Contact
Part D Denial Notices Part C Integrated Denial Notice (IDN)	Part D Sponsors Medicare Advantage Organizations	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/

Compliance Programs

Topic Area	Subject	Responsible Division and Group	Contact
Compliance Programs	Part C & Part D Compliance Programs	DCE, MOEG	Industry questions about Chapter 9 of the PDBM and Chapter 21 of the MMCM: Parts_C_and_D_CP_Guidelines@cms.hhs.gov

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Public Health Emergencies and States of Disaster

Topic Area	Subject	Responsible Division and Group	Contact
Natural Disasters		Policy Dependent	Account Manager

Utilization Management Committee

Topic Area	Subject	Responsible Division and Group	Contact
Utilization Management	Utilization Management Committee	DPAP, MCAG	https://dpap.lmi.org/dpapmailbox

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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

DAO -- *DIVISION OF APPEAL OPERATIONS*

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

DAO -- *DIVISION OF AUDIT OPERATIONS*

DAPS -- *DIVISION OF ANALYSIS, POLICY, AND STRATEGY*

DCE-- *DIVISION OF COMPLIANCE ENFORCEMENT*

MPPG -- MEDICARE PLAN PAYMENT GROUP

DEDRAO -- *DIVISION OF ENCOUNTER DATA & RISK ADJUSTMENT OPERATIONS*

DPCO -- *DIVISION OF PAYMENT COORDINATION & OVERSIGHT*

DPP -- *DIVISION OF PAYMENT POLICY*

DPR -- *DIVISION OF PAYMENT RECONCILIATION*

DPS -- *DIVISION OF PAYMENT SYSTEMS*

DPAP -- *DIVISION OF PAYMENT ANALYSIS & POLICY*

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OHI --OFFICES OF HEARING AND INQUIRIES

CARS --*CUSTOMER ACCESSIBILITY RESOURCE STAFF*

OMH – CMS OFFICE OF MINORITY HEALTH

DARG – DATA ANALYTICS & RESEARCH GROUP

PPAG – POLICY & PROGRAM ALIGNMENT GROUP

CPI –Center for Program Integrity

POEG/DEPO – Provider and Enrollment Oversight Group/Division of Enrollment Policy and Operations