



**MEDICARE ENROLLMENT & APPEALS GROUP**

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**DATE:** December 12, 2016

**TO:** All Medicare Advantage Organizations, Prescription Drug Plan Sponsors, PACE Organizations, and Medicare-Medicaid Plans

**FROM:** Gerard J. Mulcahy, Director

**SUBJECT: Special Open Door Forum: Part D Appeals Process**

The purpose of this memorandum is to notify Part D sponsors and Medicare Advantage organizations that the Centers for Medicare & Medicaid Services (CMS) will host a Special Open Door Forum on **Tuesday, December 20 from 2 – 3:30 p.m., EST** to allow stakeholders to give feedback on the current Part D appeals process. Consistent with section 704(f)(1) of the Comprehensive Addiction and Recovery Act (CARA), CMS is seeking input on key aspects of the current Part D appeals process from major stakeholders such as beneficiaries, beneficiary advocates, Part D sponsors, pharmacy benefit managers, pharmacists, providers, independent review entities, and pharmaceutical manufacturers.

In an effort to continue exploring avenues to make the Part D coverage determination, appeal, and grievance processes more understandable and accessible for Medicare beneficiaries, CMS will consider feedback for potential improvements and future policy changes. CMS encourages feedback on all areas of the Part D appeals process including, but not limited to:

- The grievance process;
- Initiating a coverage determination, including exception requests, redeterminations, and timeframes for issuing a decision;
- Reopening and notice requirements;
- Overall responsibilities of the beneficiaries and the Part D sponsors;
- The additional levels of appeal; and
- Features of the Part C appeals process that work well and could potentially be applied to the Part D appeals process to enhance beneficiary access.

More information about the Part D appeals process can be found at:

<https://www.cms.gov/Medicare/Appeals-and-Grievances/MedPrescriptDrugApplGriev/index.html>

Please use the following to attend the call:

Participant Call in number: 1-800-837-1935  
Conference ID: 34524170

Because this is a listening session where participants will provide comments only, CMS will not be answering questions related to the Part D appeals process. Stakeholders that cannot participate at the scheduled time may submit comments on the current Part D Appeals Process to [PartD\\_Appeals@cms.hhs.gov](mailto:PartD_Appeals@cms.hhs.gov) until December 27, 2016. Please include “Open Door Forum” in the subject line.