

Key Part D Contacts in HPMS : Purpose and CMS Requirements

Contact Field in HPMS	Plan or Contract Specific	Purpose & Audience for Number	Requirements
customer service contact for prospective members – Part D	plan	Plan should only use this Part D number if different from customer service contact for prospective members For public use: - Medicare Handbook - Summary of Benefits - Website - 1-800-Medicare	Part D sponsor operates a toll free call center covering at least the entire service area under plan. Call center operates 7 days a week, from 8 am to 8 pm according to the time zone for the regions in which it operates. Provides thorough information about benefit, including co-payments, deductibles, network pharmacies. Call center has explicit process for handling customer complaints. Call center provides service to non-English speaking and hearing impaired beneficiaries. Call center meets the following operating standards: - 80 percent incoming calls must be answered w/in 30 seconds. - Abandonment rate of all incoming calls not to exceed 5 percent.
customer service contact for current members – Part D	plan	Plan should only use this Part D number if different from customer service contact for prospective members For public use: - Summary of Benefits - Website -1-800-Medicare	Same as above. Also, responds to inquiries about claims processing, benefit coverage, claims submission, claims payment. Provides daily access to current TrOOP status.
pharmacy technical help desk contact	contract	Primarily for pharmacist use to address issues at POS on transition, emergency fill and other formulary issues	Part D sponsor operates a toll free call center to respond to inquiries from pharmacies and providers regarding the applicant’s Medicare prescription drug benefit. Inquiries will concern such operational areas as claims processing, benefit coverage, claims submission and claims payment. The hours of operation cover the entire period when pharmacies in the plan’s service area are open, which includes 24 hours a day and seven days a week if there are pharmacies in the network open for this period. Call center meets the following operating standards: - 80 percent incoming calls must be answered w/in 30 seconds. - Abandonment rate of all incoming calls not to exceed 5 percent.

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Part D exceptions contact	contract	Primarily for physicians to conduct an exceptions request for prior authorization, tier exceptions, off formulary exceptions.	Part D sponsor operates a toll free call center to respond to physicians and other providers during normal business hours, but not less than 8 am to 6 pm for time zones in which for time zones in which sponsor offers a plan. Voicemail can be used provided that the following information is provided: -Indicates the voice mail is secure. -Lists information that must be provided so that the case can be worked (e.g., provider identification, beneficiary identification, exception being requested, whether an expedited exception is being requested). -Articulates and follows a process for resolution with in 1 calendar day of call for expedited exceptions. -Provides and follows a process for immediate access in situations where an enrollee's life or health is in serious jeopardy.
Part D appeals contact	contract	Primarily for physicians to conduct an appeals request	Part D sponsor operates a toll free call center to respond to physicians and other providers during normal business hours, but not less than 8 am to 6 pm for time zones in which sponsor offers a plan. Voicemail can be used provided that the following information is provided: -Indicates the voice mail is secure. -Lists information that must be provided so that the case can be worked (e.g., provider identification, beneficiary identification, exception being requested, whether an expedited exception is being requested). -Articulates and follows a process for resolution within 3 calendar days of call for expedited appeals. -Provides and follows a process for immediate access in situations where an enrollee's life or health is in serious jeopardy.