

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR BENEFICIARY CHOICES

MEMORANDUM

TO: All Part D Plan Sponsors

FROM: Gary Bailey /s/
Deputy Director for Plan Policy and Operations

RE: Continuation of Incident Reporting for Part D Prescription Service Requests Through January 13, 2006

DATE: January 2, 2006

Because the January 1 and 2, 2006 contingency planning and reporting process is providing extremely valuable information to CMS, we are requesting that plans continue reporting incidents to the PartDJan1@cms.hhs.gov mailbox until 4PM (local time for service area) January 13, 2006. Although most Medicare beneficiaries are receiving their medications without incident, CMS is using this information to coordinate both operational and educational activities over the next two weeks.

CMS is very pleased with the incident reports submitted by plans over this holiday weekend and want to thank your staff for providing this information to us. Plans that haven't submitted incidents reports should begin immediately and report any previous incidents occurring on either January 1st or 2nd.

Plans have the ability to modify Emergency Contact (EC) information in HPMS through the close of the reporting process (January 13, 2006). The only additional requirement is for Part D plans to send a message to the PartDJan1 mailbox notifying CMS of the EC change.

Reminder:

- DO NOT include beneficiary specific information (Name, Address, DOB, HIC#, SS#, etc.) in ANY message sent to the mailbox.
- Your **Contract Number** should be included in the **Subject Line** of each message sent to the mailbox. This is extremely important in CMS' ability to route incidents to the appropriate account manager [example: Subject: RE: S1234 Incident Report]. It is also recommend that you copy your assigned account manager to the message.
- Each message must include both a description of the incident and the plan's response to resolve the incident.

- Beneficiaries going to an out of network / non participating pharmacy or having a prescription that is out of refills are NOT reportable incidents.

CMS is very pleased to be working with the industry on the implementation of the Part D Prescription Drug Benefit. We appreciate your cooperative spirit and remain committed to working with plans to ensure that beneficiaries have access to Part D drugs at all times in the upcoming year.

Please contact Lynn Riley at 410-786-1286, or Christian Bauer at 410-786-6043, if you have questions about this guidance.