

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



CENTER FOR BENEFICIARY CHOICES

MEMORANDUM

DATE: July 28, 2006

Memorandum to: All Part D Plan Sponsors

From: Cynthia Tudor, Ph.D., Director, Medicare Drug Benefit Group

Subject: Part D Sponsors Call Center Surveillance

Beginning August 3, 2006 a contractor for the Department of Health and Human Services (DHHS), Office of the Assistant Secretary for Planning and Evaluation (ASPE) will resume full call center surveillance at the beneficiary and pharmacy call centers. This call center surveillance will be conducted in the same manner as the monitoring that took place March through June of this year.

CMS would like to emphasize to Part D sponsors that information collected from this August surveillance period will be publicly reported and made available to beneficiaries to provide information on the customer service performance of Part D sponsors. This information will assist our beneficiaries with plan selection during the open enrollment period from November 15, 2006 – December 31, 2006. It is critical for data collection purposes that all Part D sponsors make sure their call center phone numbers are up to date in HPMS, that they address issues related to extended wait times, and that they do not refuse study phone calls. Any Part D sponsors who refuse these calls or who are hostile towards study callers from DHHS (or contractors thereof) will be subject to further investigation and potential corrective action. Additionally, the sponsor's refusal to cooperate will be publicized.

CMS and ASPE look forward to your successful participation in this call center surveillance. We want to continue to demonstrate to beneficiaries and the public at large that Part D sponsors are providing rapid access to customer and pharmacy service. As always, thank you for your participation in the Medicare prescription drug benefit. If you have any questions or comments please send an email to Emerson Carvalho at emerson.carvalho@cms.hhs.gov.