

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR BENEFICIARY CHOICES

DATE: August 16, 2006
TO: All Plan Sponsors
FROM: Cynthia E. Tudor, Ph.D., Director, Medicare Drug Benefit Group
SUBJECT: New Contact Fields in HPMS

In early August, CMS added the following contact fields in HPMS:

- **“CEO – CMS Administrator’s Contact”** (for all contract types)
Please note that the current “Chief Executive Officer (CEO)” fields have been renamed to “CEO – Sr. Official for Contracting” to distinguish them from the new “CEO – CMS Administrator’s Contact” fields.
- **“Plan-to-Plan Reconciliation Contact”** (for all contract types offering Part D)
Please note that this field should be populated with the contact who will provide remittance/banking information to other plans to allow plans to exchange payments.
- **“Plan Directory Contact for Public Web Site”** (for all contracts types, with the exception of PDP and Employer Direct Plans). Please note that this field should be populated with the contact who will provide customer service support for individuals seeking information about the plan. Plans should list a toll-free telephone number for this customer service contact. This information will appear in the MCO Directory posted on CMS’ Web site.

Plan sponsors must complete these new contact fields in HPMS no later than 12 noon EST on Wednesday, August 23, 2006.

Instructions for Updating Contract-Level Contact Information in HPMS:

Please use the following navigation path in HPMS to enter your contacts: HPMS Homepage > Contract Management > Contract Management > Select a Contract Number > Contact Information. If you require technical assistance, please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov.

Thank you.