DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S1-01-26
Baltimore, Maryland 21244-1850

**Office of Beneficiary Information Services**

| | |
|---|---|
| **Date:** | October 27, 2007 |
| **To:** | Plan Sponsors Participating in the Online Enrollment Center |
| **From:** | Timothy P. Walsh, Director<br>Website Project Management Group |
| **Subject:** | Change in the Online Enrollment Center Flat File and<br>Expectations for Downloading Enrollments |

The Online Enrollment Center (OEC) will be activated on November 15, 2006 for 2007 plan year enrollments for all plans that have chosen to participate in the OEC.  **Please Note:** All plans that did not "opt out" of the OEC will have an "enroll" button associated with their plans in the Medicare Prescription Drug Plan Finder and the Medicare Options Compare as applicable.  For the 2007 plan year, the OEC will be available for PDPs, MAPDs, and MA only plans.  However, the OEC will not be available for Employer Plans, Cost Plans, or PACE plans.

Participation in the OEC is voluntary for plans. Participation in the OEC has absolutely no impact on your organization's ability to accept enrollments through any other means.

If your organization wishes to "opt-in" or "opt-out" of the OEC after the November 15, 2006 activation of the OEC, an email indicating the request should be submitted to Thomas.dudley@cms.hhs.gov and Juliette.Toure@cms.hhs.gov.

**Changes to the OEC Enrollment Forms and Downloadable Files:**

To match the change in the model enrollment forms that encourage direct payment of plan premiums to the plan, CMS has modified both the PDF and Flat File OEC download files.   The PDF version will look like the Model MA and Model PDP enrollment form.    The Flat File has been modified in order to clearly identify the desires of the beneficiary with regards to how their premiums will be paid.   The change is the addition of a field, "PremiumDirectPay," at the end of the flat file.   This field will work in conjunction with the existing "PremiumDeducted" field.  The OEC will be coded so that plans will not receive enrollments with

conflicting information in these two fields. Please refer to the attached Medicare Online Enrollment Center File Layout document.

- Enrollment requests where the member wishes to pay the plan directly, the "PremiumDeducted" field will be populated with "no" and the "PremiumDirectPay"will be populated with "yes."

- Enrollment requests where the member wishes to have their premium withheld from the SSA check, the "PremiumDeducted" field will be populated with "yes" and the "PremiumDirectPay"will be populated with "no."

**CMS Expectations for Plans Participating in the OEC:**

- All plans that have chosen to participate in the OEC are obligated to accept enrollments received through the OEC as complete requests since they will contain all of the required data for enrollments.   Plans can follow-up with the member to get any optional information that is required by the plan, but the processing of the enrollment cannot be delayed while the plan waits for the additional information.

- All plans are expected to log into the Administrative Console (https://enrollmentcenter.medicare.gov/AdministrativeConsole/PlanFinder/login.aspx) at least once every business day and download any pending enrollments.   Log-in Ids and passwords were sent to the OEC Contacts listed in HPMS in September.  If you cannot locate the information, please contact DestinationRx at plancompare@destinationrx.com.

- Plans have the option to download the enrollments in either a flat file format or a PDF format.   CMS recommends downloading the enrollments in the flat file format since it will be more time efficient for the plans.  PDF files are each about 200 KBs and if a plan receives a large volume of enrollments, the download process may take an inordinate amount of time.

- Plans have access to information to validate the confirmation number. Where necessary, they can have the enrollment re-set so that they can again download the enrollment. All valid online enrollment center confirmation numbers are 14 digits in length and will always start with the number 1. The Sponsors should first ensure that the number meets this format. If not, probe the caller for the correct confirmation number and/or validate that he/she did enroll online at www.medicare.gov or through 1-800-MEDICARE.

  If the caller does have a valid online enrollment center confirmation number, the Part D plan can verify the enrollment through the Destination Rx administrative console. The url is:

https://enrollmentcenter.medicare.gov/AdministrativeConsole/PlanFinder/login.aspx

**Log in ID: cms_readonly Password: admin_read**

If the enrollment has not been downloaded, the Part D plan should download the enrollment through its usual procedures and process the enrollment. If the enrollment has already been downloaded, the Part D plan should send an email to plancompare@destinationrx.com that contains the online enrollment confirmation number and a request that the enrollment be reset so that it can be downloaded again.

If the plan is unable to find the enrollment in the administrative console and the caller indicates that he/she has enrolled through 1-800-MEDICARE, the plan can work via email with its designated regional office. The regional office staff can work with CMS central office to try to locate the call record and validate the enrollment.

If you have questions regarding this message or need to verify that you are taking the appropriate actions, please email Thomas.dudley@cms.hhs.gov , Juliette.Toure@cms.hhs.gov, and plancompare@destinationrx.com.