

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



CENTER FOR BENEFICIARY CHOICES

Date: December 28, 2006

To: All Part D Sponsors

Subject: CMS Offices Closed on January 2, 2007 and Reporting of
Emergency/Non Technical Part D Issues

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

CMS will be closed on Tuesday, January 2, 2007, in tribute to former President Gerald R. Ford.

CMS is setting up Account Management contingency support for this day, emergency/non-technical issues should be reported to drugbenefitimpl@cms.hhs.gov. Technical issues should be directed to the MMA help desk. The MMA help desk will be operation on a normal schedule (6AM – 9 PM ET). Plans can contact the MMA help desk by calling 1.800.927.8069 or email at mmahelp@cms.hhs.gov .

When reporting an emergency/non-technical issue, the plan should include the following data elements:

1. Plan Name and Contract Number
2. CMS Account Manager
3. Description of the emergency/non-technical issue, including the number of beneficiaries impacted
4. Description of your efforts to resolve the issue
5. Plan contact information (name and phone number) for CMS follow-up.

CMS is very pleased to be working with the industry on the second year 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.