

Summary of HPMS Releases
For the week ending January 12, 2007

Title: Revised Complaint Tracking Module (CTM) Access Request Policy

Date: 1/8/07

Summary: This memo is to notify Part D plans sponsors of the revised Complaint Tracking Module (CTM) access request process. Effective January 8, 2007, Part D Plan Sponsors are required to submit an access request form for all new CTM access requests. Current CTM users are not required to reapply.

Title: Contract Year 2008 Plan Benefit Package/Summary of Benefits Alpha Testing

Date: 1/9/07

Summary: We are conducting alpha testing to receive feedback on the draft CY 2008 PBP screenshots and SB sentences. Your input is critical to the development of the CY 2008 PBP/SB, and we strongly encourage you to participate in this alpha testing process.

Testing will take place from Tuesday, January 9, 2007 to Friday, January 22, 2007.

Title: Verification of Beneficiary Call Center Phone Numbers in HPMS

Date: 1/10/07

Summary: As you are aware, the Centers for Medicare and Medicaid Services (CMS) have contracted with Research Triangle Institute (RTI) International to conduct surveillance of beneficiary and pharmacy call center phone lines for 2007. The monitoring of beneficiary call centers will begin in mid-January, 2007. All Part D sponsors should prepare for this surveillance by verifying that their call center phone numbers for 2007, as posted in the Health Plan Management System (HPMS), are current and accurate.

Title: Consumer Assessment of Health Providers and Systems survey

Date: 1/10/07

Summary: CMS will administer four versions of the CAHPS survey; one for Medicare Advantage plans, one for Medicare Advantage Prescription Drug plans, one for Prescription Drug Plans and a shorter version for Fee-for-Service organizations. The survey will begin in February 2007.