



## CENTER FOR BENEFICIARY CHOICES

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### MEMORANDUM

Date: January 10, 2007

To: All Part D Plan Sponsors

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

Subject: Verification of Beneficiary Call Center Phone Numbers in HPMS

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. To assist plans in verifying their information, a new report called, "Beneficiary Call Center Phone Number and Service Area Call Times" is now available in HPMS and is found through the following path:

- HPMS Homepage > Contract Management > Part D Performance Metrics/Reports > Beneficiary Call Center Phone Number and Service Area Call Times

This report lists the beneficiary call center phone numbers along with the hours for which the calls will be made during the surveillance. If errors are identified, please update your information in HPMS. The source for the beneficiary calls is the toll-free number entry for "Customer Service for Current Members - Part D", which is a plan-level entry (vs. contract level). To update plan-level contacts, HPMS users should use the following navigation path in HPMS:

- HPMS Homepage > Plan Bids > Bid Submission > 2007 > Manage Plans > Edit Contact Data.

Prior to the survey of the pharmacy support call lines, a similar report will be provided. Further information regarding updating pharmacy support call lines will be announced through a separate HPMS memo. Part D sponsors that do not update their phone numbers may have inaccurate or incomplete information reported publicly. Therefore, it is imperative that Part D sponsors are adequately prepared for the call center surveillance.

Thank you for your continued work towards providing exceptional and timely customer service. Please direct any inquires related to this memo via e-mail to [PartDMetrics@CMS.HHS.GOV](mailto:PartDMetrics@CMS.HHS.GOV) and include 'Call Center' in the subject line.