



CENTER FOR BENEFICIARY CHOICES

Date: December 19, 2007

To: All Part D Sponsors and Part C Organizations

Subject: Reporting of Emergency Part C and D Issues on January 1, 2008

From: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit Group
David A. Lewis, Director, Medicare Advantage Group

Similar to last year, CMS is setting up a Part D operations monitoring program for January 1, 2008. In addition we will have a Part C monitoring presence. Non-technical significant/emergency issues should be reported to drugbenefitimpl@cms.hhs.gov. Significant Part D benefit delivery issues are defined as specific plan issues that impact a large number of beneficiaries. Beneficiary specific issues should be reported and resolved through the normal casework procedure and not reported through this process. All casework issues should be handled through the standard process. CMS Regional Office Part D complaint mailbox information is included in Attachment A.

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

Part D sponsors must update their CEO and Emergency contact information in HPMS by 5 PM ET on December 21, 2007 to accurately reflect coverage in these areas for January 1, 2008. CMS leadership will be using this contact information to monitor the resolution of any significant/emergency issues.

In addition, this year we will have CMS Part C management on call for Part C issues that might arise. All Part C plans must ensure that their emergency contact information in HPMS is accurate by 5 p.m. ET on December 21, 2007.

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

Attachment A

CMS Regional Office Part D Mailboxes

Region	E-mail Address for Part D Complaints
1 – Boston Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont	PartDComplaints_RO1@cms.hhs.gov
2 - New York New Jersey, New York, Puerto Rico, Virgin Islands	PartDComplaints_RO2@cms.hhs.gov
3 – Philadelphia Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia	PartDComplaints_RO3@cms.hhs.gov
4 – Atlanta Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee	PartDComplaints_RO4@cms.hhs.gov
5 – Chicago Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin	PartDComplaints_RO5@cms.hhs.gov
6 – Dallas Arkansas, Louisiana, New Mexico, Oklahoma, Texas	PartDComplaints_RO6@cms.hhs.gov
7 – Kansas City Iowa, Kansas, Missouri, Nebraska	PartDComplaints_RO7@cms.hhs.gov
8 – Denver Colorado, Montana, North Dakota, South Dakota,Utah, Wyoming	PartDComplaints_RO8@cms.hhs.gov
9 - San Francisco American Samoa, Arizona, California, Commonwealth of the Northern Mariana Islands, Guam, Hawaii, Nevada	PartDComplaints_RO9@cms.hhs.gov
10 – Seattle Alaska, Idaho, Oregon, Washington	PartDComplaints_RO10@cms.hhs.gov

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