



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: September 27, 2012

TO: Medicare Advantage Organizations, Medicare Health Care Prepayment Plans, Medicare Cost Plans, and Medicare Prescription Drug Plan Sponsors

FROM: Arrah Tabe-Bedward
Acting Director, Medicare Enrollment & Appeals Group

SUBJECT: Changes to the MAXIMUS Website

MAXIMUS Federal Services, Inc. (MAXIMUS), the Part D Qualified Independent Contractor (QIC), has launched a new website at <http://www.medicarepartdappeals.com>. The website has many new features that will allow enrollees and enrollee representatives, plan sponsors, and physicians or other prescribers to obtain information regarding the Medicare Part D reconsideration process.

For enrollees and enrollee representatives, MAXIMUS' new website provides:

- Information about the Medicare Part D appeal process.
- Answers to frequently asked questions.
- Information and forms for Part D enrollees and representatives to complete when filing an appeal with MAXIMUS.
- The ability to search for the status of their appeal by the Medicare appeal number that is provided in any correspondence mailed to the enrollee or representative.
- The process for requesting a case file.

For Part D plan sponsors, the website's new features include:

- A search capability that allows a plan sponsor to obtain a list of appeals by the plan's contract numbers with the status or resolution of each case.
- The ability to search by contract number for all cases with effectuation data entered by MAXIMUS.
- Answers to frequently asked questions that include hyperlinks to other sites for additional information.

For physicians and other prescribers, general information about the Part D reconsideration process will be available as frequently asked questions.

Part D plan sponsors should use this website to monitor their appeal timeliness and effectuation compliance data to ensure accuracy. The data available on this website is updated daily; therefore, plan sponsors that notice discrepancies or have questions about the data should bring

these issues to the attention of MAXIMUS as they arise. Plan sponsors are encouraged to submit any questions about the data to the email box linked under the 'Contact Us' tab on the Part D website. Also, the Reconsideration Procedures Manual and the Part D QIC forms to send with Part D benefit reconsideration and late enrollment penalty (LEP) case files are available on the new website along with any newsletters issued by the Part D QIC.

This memorandum also serves as a reminder that information regarding the Part C reconsideration process has been available to Medicare Advantage (MA) organizations on the www.medicareappeal.com website for several years. As with Part D, MA organizations should use this website to monitor their appeal timeliness and effectuation compliance data to ensure its accuracy. The data available on this website is updated daily; therefore, MA organizations that notice discrepancies or have questions about the data should bring these issues to the attention of MAXIMUS as they arise. MA organizations are encouraged to submit any questions they may have about the data to the email box linked under the 'Contact Us' tab on the MAXIMUS Part C appeals website.