

HPMS E-Mail

Date: September 08, 2022

Subject: The Part C and D call center monitoring mailbox is currently inoperable.

The Part C and D call center monitoring mailbox (CallCenterMonitoring@cms.hhs.gov) is currently inoperable. Technicians are working to resolve the issue.

Call center monitoring questions related to Star Ratings Plan Preview Period 2 should be sent to PartCandDStarRatings@cms.hhs.gov. Please include “Plan Preview #2” and a Contract ID in the subject line. If you are emailing about multiple contracts with similar issues, please group your questions into a limited number of emails. In this case, include “Plan Preview #2” and the organization name in the subject line, and list the affected Contract IDs in the actual email.

Call center monitoring questions not related to Star Ratings should be sent to PartD_Monitoring@cms.hhs.gov.