

DEPARTMENT OF HEALTH & HUMAN  
SERVICES

Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR MEDICARE**

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**DATE:** August 19, 2022

**TO:** All Medicare Advantage, Cost, PACE, and Demonstration Organizations

**FROM:** Jennifer R. Shapiro, Director, Medicare Plan Payment Group

**SUBJECT:** Medicare Advantage Risk Adjustment Support Resources

This memo provides information to assist organizations that submit risk adjustment data and/or are paid risk adjusted payments, including Medicare Advantage Organizations (MAOs), Program of All Inclusive Care for The Elderly (PACE) organizations, cost plan organizations, and certain demonstration plans such as MMPs. Specifically, in this memo we provide clarification regarding where to direct risk adjustment questions based on the type and subject of the inquiry. There are four mailboxes available for such inquiries: the Risk Adjustment Operations, the Risk Adjustment Policy, the Customer Service and Support Center (CSSC), and the Medicare Advantage Prescription Drug (MAPD) Help Desk mailboxes. The CSSC and MAPD Help Desks both have toll-free numbers in addition to inquiry mailboxes.

The Risk Adjustment Operations mailbox ([RiskAdjustmentOperations@cms.hhs.gov](mailto:RiskAdjustmentOperations@cms.hhs.gov)) is intended for operational questions related to risk adjustment, such as encounter data submission (adding and deleting data), processing, and reporting. Such topics include, but are not limited to:

- General questions about encounter data (ED) submission and processing requirements, such as questions regarding to how to submit certain types of encounters and questions related to edit codes
- General questions about risk adjustment processing system (RAPS) data and submission requirements
- Reports including Encounter Data Processing System (EDPS) back-end transactional reports; MAO-004 reports, Model Output Reports (MORs), and reports issued through the Health Plan Management System (HPMS) portal (report cards, submission performance reports, data exchange reports)

The Risk Adjustment Policy mailbox ([RiskAdjustmentPolicy@cms.hhs.gov](mailto:RiskAdjustmentPolicy@cms.hhs.gov)) is intended for policy questions related to risk adjustment, such as risk score calculation, diagnoses to be included in risk scores, and schedules for model runs. Specific topics include, but are not limited to:

- Questions about risk scores and risk score calculation
- ICD-10 mappings, HCCs, and risk adjustment model software

- Overpayment questions (except reported overpayment), Risk adjustment models – Part C/Part D/End-stage Renal Disease (ESRD)/PACE
- General questions about risk adjustment policy

The CSSC Operations Help Desk ([cssoperations@palmettogba.com](mailto:cssoperations@palmettogba.com) or 1-877-534-2772) offers technical support in the receipt and processing of data from Medicare Advantage organizations (Part C),<sup>1</sup> as well as data from other submitting organizations. Specific topics include, but are not limited to:

- Questions about ED and RAPS data submission and transaction processing requirements, such as questions about MA certification, file receipt/return dates, missing transactional reports
- Encounter Data Front End System (EDFES) and Front End Risk Adjustment System (FERAS) edits
- Request to restore transactional reports for EDFES, FERAS, RAPS, and EDPS
- Electronic Data Interchange (EDI) Onboarding and EDI Connectivity, Encounter Data Submission Certification
- FERAS connectivity and system support
- Submitter credentialing and password

The MAPD Help Desk ([mapdhelp@cms.hhs.gov](mailto:mapdhelp@cms.hhs.gov) or 1-800-927-8069) offers technical support for users of systems supporting the operation of the Medicare Advantage Health and Prescription Drug Coverage (Parts C and D) Programs, as well as other programs where organizations submit risk adjustment data. Specific topics include, but are not limited to:

- Medicare Advantage Prescription Drug (MARx) User Interface (UI)
- Questions regarding Gentran and CMS connectivity
- Regeneration of confirmed missing Gentran reports within 14 days of delivery
- Coordination with CMS for beneficiary enrollment and disenrollment
- Payment and premium topics

Questions regarding this memo can be submitted to [RiskAdjustmentOperations@cms.hhs.gov](mailto:RiskAdjustmentOperations@cms.hhs.gov). Please specify, 'Medicare Advantage Risk Adjustment Support Resources' in the subject line.

Thank you.

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<sup>1</sup> Note that CSSC also provides support for the Prescription Drug Front end system and the Drug Data Processing System but Part D prescription drug data is outside of the scope of this memo.