



Greetings! We are the Medicare Advantage Prescription Drug (MAPD) Help Desk, offering technical and functional support for the Medicare Advantage and Prescription Drug (Parts C and D) Programs.

We are your concierge for establishing connectivity in preparation for the Annual Enrollment Period (AEP) for new and existing Plans. We will work with you to complete the routing requirements to transmit Plan Enrollments, Plan Drug Events (PDE), Encounter Data Submission (EDS), and Risk Adjustment Processing System (RAPS) data files to the Centers for Medicare & Medicaid Services (CMS).

Throughout the preparation for AEP, you will submit required forms and information while communicating with multiple support teams (Health Plan Management System (HPMS), Enterprise File Transfer (EFT) Team, Customer Service and Support Center (CSSC), and the MAPD Help Desk) to establish connectivity. The MAPD Help Desk will assist you with the connectivity to submit enrollment files and the CSSC Operations team will assist with PDE, RAPS, and EDS files. When complete, your Plan will be able to send and receive file transmissions to and from CMS.

The Connectivity process can be thought of as building the highway from your organization to CMS. When all steps of building the highway are complete, you will work with the EFT Team to send and receive a test file to confirm connectivity has been established. Upon completion, your Plan will be able to send and receive the necessary files for the upcoming Plan Year (PY).

The MAPD Help Desk has developed a Welcome Packet that contains artifacts to assist you during the connectivity process. Within this packet you will find:

- Preparation for AEP Overview
- MAPD Plan Connectivity Checklist
- Preparation for AEP Suggested Timeline
- Connectivity Type Summary
- Who Do I Contact?
- Connectivity FAQ

Other resources, including the Data Exchange Preparation Procedures (DEPP) may be found on the [MAPD website](#) under Plan Connectivity Preparation.

The MAPD Help Desk would like to thank you for the opportunity to assist you in this process and offer our continued support in your active operational status.

Thank you,

MAPD Help Desk
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