

HPMS E-Mail

Date: October 10, 2008

Subject: Third Quarter 2008 Part D Beneficiary and Pharmacy Call Center Monitoring Results Available

Results from the third quarter of the Medicare Part D call center surveillance project are now available in HPMS for plan sponsors to view for their own contracts. These results can be found in HPMS under: Quality and Performance \ Part D Performance Metrics and Reports \ "Beneficiary Customer Service Call Center Performance Metrics" or "Pharmacy Support Customer Service Call Center Performance Metrics" (4 new weekly reports have been added to each section). Any questions or comments on these data should be directed to PartDMetrics@cms.hhs.gov with "Call Center" and a Contract ID included in the subject line.