

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



OFFICE OF INFORMATION SERVICES

DATE: January 12, 2009

TO: All Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Demonstration Organizations

FROM: Alan Constantian /s/
Director, Information Services Design and Development Group

SUBJECT: Revised Plan Communication Distribution Process

The Centers for Medicare and Medicaid Services (CMS), in an effort to streamline and reduce the number of emails sent to Plans, will be implementing improvements to the communications process as it relates to regular and recurring notices.

These changes have been scheduled for implementation as of Monday, January 19, 2009. These changes will affect how Plans receive the following types of information from CMS.

Notices Sent from the MMA Help Desk Only:

The following recurring notices will be sent from the MMA Help Desk only to EPOCS & Submitters registered in IACS:

- Monthly Status Notices / Plan Processing Highlights
- Submission Cutoff Notices and Reminders

EPOCS and Submitters should ensure that messages are distributed within their organizations to other MARx users as necessary.

Notices Sent from HPMS Only:

The following notices will be sent from HPMS only:

- Plan Communications User Guide (PCUG) Release Information
- System Release Memos
- Week-at-a-Glance (WAAG) Memos

Note: The individual named as the Plan “systems contact” in HPMS will receive these documents and messages, as directed in the 2008 End of Year HPMS memo dated November 18, 2008 from Thomas Hutchinson and Alan Constantian entitled “Updated – Enrollment and Payment Processing Information for the End of 2008 – ACTION” therefore, it is important that every organization ensure that the contact information in this field within HPMS is accurate and up-to-date.

Notices sent by BOTH the MMA Help Desk and HPMS:

The following notice will be sent from the MMA Help Desk and HPMS as needed and/or required:

- End of Year Notifications

Note: With regards to IACS user related notices such as Appropriate Use of CMS User ID’s and Password Policy Reminders, notices will be sent on a rolling basis so that users only receive each type of notice once a year.

There will be a follow-up reminder regarding this change in the plan communication distribution process during the CMS Part C & D User Call scheduled for Wednesday January 14, 2009 at 3:30 pm ET. Call-in information will be sent out prior to the meeting dates by Management Solutions Consulting Group (MSCG), the CMS User Group Call contractor. To subscribe to the CMS User Group Calls, potential applicants may register at www.msccinc.com/registration.

Note: Plans must have a valid CMS issued Contract Number in order to register for the calls.

Please direct any questions or concerns to the MMA Help Desk at 1-800-927-8069 or email at mmahelp@cms.hhs.gov